



www.justiceindex.org

The Indicators in Justice Index 2016

- 1. Attorney Access**
- 2. Self-Representation Access**
- 3. Language Access**
- 4. Disability Access**

This memorandum makes available in pdf format the set of indicators used in Justice Index 2016, www.justiceindex.org.

It includes certain additional information about the weights accorded to the indicators, and the “trends” reported by the Justice Index with respect to the number of jurisdictions that have adopted the underlying policies that are tracked in the indicators.

Go to www.justiceindex.org to learn more about the weighting methodology and about the trends in adoption of best practices for providing access to justice.



www.justiceindex.org

The Indicators in Justice Index 2016

Attorney Access

One indicator is indexed, four indicators are tracked:

- 1. The ratio** – Number of civil legal aid lawyers per 10,000 residents living at or below 200% of the federal poverty line in each state – *This indicator is indexed.*
- 2. Total CLA attorneys** – Number of civil legal aid attorneys by state, and total number in the country.
- 3. Total CLA programs** – Number of civil legal aid programs by state, along with the programs' names.
- 4. All attorneys** – Number (not just CLA attorneys) per 10,000 residents in each state.



www.justiceindex.org

The Indicators in Justice Index 2016

Self-Representation Access

Weights and Trends

Question Number	Question	Index Weight	Issue	Yes
Q1	DEDICATE A COURT EMPLOYEE. Dedicate a court employee or court office to design and advance initiatives to enhance access to courts for self-represented litigants?	10	Responsible party for unrepresented people	34
Q2	AUTHORIZE JUDGES TO TAKE SPECIFIED STEPS. Authorize or encourage judges to take specified steps (for example, by providing information to the litigant about evidentiary requirements) to ensure that self-represented litigants are fairly heard?	10	Guidance for judges	23
Q3	TRAIN JUDGES ON HELPING PEOPLE WITHOUT LAWYERS. Hold a judicial education program in the past 12 months that included training on how to ensure that self-represented litigants are fairly heard?	1	Guidance for judges	31
Q4	AUTHORIZE COURT STAFF TO TAKE SPECIFIED STEPS. Authorize or encourage court staff (other than judges) to take specified steps to assist self-represented litigants?	5	Guidance for court staff	32
Q5	TRAIN COURT STAFF ON HELPING PEOPLE WITHOUT LAWYERS. Hold an education program in the past 12 months for court staff (other than judges) that included training on how to ensure that self-represented litigants are fairly heard?	1	Guidance for court staff	27
Q6	AUTHORIZE UNBUNDLING. Authorize lawyers to perform discrete tasks for parties without first obtaining judicial permission and without incurring an obligation to continue representation that requires judicial permission to withdraw?	10	Provision for legal services; Unbundling	44
Q7	TRAIN JUDGES ON UNBUNDLING. Hold a training event in the past 12 months for judges that included consideration of how to work with litigants when unbundled legal services are being provided?	1	Provision for legal services; Unbundling	9
Q8	FUND A SELF-HELP CENTER. Fund a court-based "self-help center" in the past 12 months to help self-represented litigants?	5	Self-help center, Funding	20
Q9	COUNT SELF-REPRESENTED CASES. Count in the past 12 months the number of disposed cases in which one or more parties was self-represented, as recommended by the National Center for State Courts?	5	Counting SRL cases; Data collection	9
Q10	REQUIRE PLAIN ENGLISH WRITTEN MATERIALS. Require court written materials intended for the public to be a) in plain English, or b) at a designated reading level?	5	Communication with people who have low literacy	7
Q11	ENCOURAGE PLAIN ENGLISH IN THE COURTROOM. Authorize or encourage judges to use plain English when communicating orally with self-represented litigants?	10	Communication with people who have low literacy	20
Q12	DESIGNATE RESPONSIBILITY FOR PLAIN ENGLISH IN COURTROOM. Designate a court employee responsible for ensuring that judges use plain English when communicating with self-represented litigants?	1	Communication with people who have low literacy	1
Q13	PUBLISH A PLAIN ENGLISH STYLE GUIDE. Publish a style guide that provides guidance on how to draft forms and instructions in plain English?	5	Communication with people who have low literacy	8
Q14	TRAIN JUDGES ON PLAIN ENGLISH. Hold a training event in the past 12 months for judges that included training on how best to communicate with people in plain English?	1	Communication with people who have low literacy	17
Q15	TRAIN COURT STAFF ON PLAIN ENGLISH. Hold a training event in the past 12 months for court staff (other than judges) that included training on how best to communicate with people in plain English?	1	Communication with people who have low literacy	12
Q16	MAKE ELECTRONIC FILING ACCESSIBLE. Require that electronic filing systems be accessible to self-represented litigants?	1	Access to website; Electronic filing	18

Weights and Trends

Question Number	Question	Index Weight	Issue	Yes
Q17	WAIVE CIVIL FILING FEES. Permit courts to grant a waiver of civil filing fees for people who meet a designated financial eligibility standard (aka "in forma pauperis" standard)?	1	Waiver of court filing fees for poor litigants; Court services fees	52
Q18	SIMPLIFY WAIVER OF CIVIL FILING FEES . Provide a simple method for allowing a presumption that a litigant meets the financial eligibility standards for obtaining a civil filing fee waiver (e.g., presentation of a Medicaid card or representation by an LSC-funded program)?	5	Waiver of court filing fees for poor litigants; Court services fees	26
Q19	REQUIRE COURT STAFF TO EXPLAIN WAIVER. Encourage or require court staff to explain to litigants that civil filing fees may be waived if the person meets a designated financial eligibility standard?	5	Waiver of court filing fees for poor litigants; Court services fees	12
Q20	DESCRIBE FILING FEE WAIVER ON WEBSITE. Describe on the state judiciary website that civil filing fees may be waived if a person meets a designated financial eligibility standard?	10	Waiver of court filing fees for poor litigants; Court services fees	34
Q21	CONDUCT A RECENT INITIATIVE ON COURT FORMS. Conduct an initiative in the past 10 years to improve the availability and quality of self-help forms for self-represented litigants?	1	Court Forms	43
Q22	FUND A RECENT INITIATIVE ON COURT FORMS. Provide funding in the past 10 years required to be used to improve the availability and quality of self-help forms for self-represented litigants?	1	Court Forms	29
Q23	MAINTAIN SINGLE WEB PAGE WITH COURT FORMS . Maintain on the state judiciary website a single, easily located page that permits self-represented litigants to identify forms applicable to issues they are facing?	5	Court Forms	48
Q24A	LIST ON WEB PAGE FORMS FOR DIVORCE WITHOUT CHILDREN. List on a single page of the state judiciary website all court forms necessary to fulfill the minimum filing obligations for a couple without children to obtain an uncontested divorce?	1	Court Forms; Website	42
Q24B	LIST ON WEB PAGE FORMS FOR DIVORCE WITH CHILDREN. List on a single page of the state judiciary website all court forms necessary to fulfill the minimum filing obligations for a couple with children to obtain an uncontested divorce?	1	Court Forms; Website	39
Q24C	LIST ON WEB PAGE FORMS FOR CHILD SUPPORT. List on a single page of the state judiciary website all court forms necessary to fulfill the minimum filing obligations for a petitioner to obtain a modification of a child support order?	1	Court Forms; Website	42
Q24D	LIST ON WEB PAGE FORMS FOR DOMESTIC VIOLENCE. List on a single page of the state judiciary website all court forms necessary to fulfill the minimum filing obligations for a domestic violence victim to obtain an order of protection?	1	Court Forms; Website	42
Q24E	LIST ON WEB PAGE FORMS FOR DEBT COLLECTION. List on a single page of the state judiciary website all court forms necessary to fulfill the minimum filing obligations for a defendant in a debt collection action to both prevent a default and to assert defenses?	1	Court Forms; Website	16
Q24F	LIST ON WEB PAGE FORMS FOR EVICTION. List on a single page of the state judiciary website all court forms necessary to fulfill the minimum filing obligations for a defendant in an eviction action brought by a landlord to both prevent a default and to assert defenses?	1	Court Forms; Website	22
Q24G	LIST ON WEB PAGE FORMS FOR FORECLOSURE. List on a single page of the state judiciary website all court forms necessary to fulfill the minimum filing obligations for a defendant in a mortgage foreclosure action to both prevent a default and to assert defenses?	1	Court Forms; Website	8
Q25A	LIST ON WEB PAGE MATERIALS FOR DIVORCE WITHOUT CHILDREN. List on a single page on the state judiciary website all supporting materials necessary for a court to consider the merits of a petition by a couple without children seeking to obtain an uncontested divorce?	1	Court Forms; Website	36
Q25B	LIST ON WEB PAGE MATERIALS FOR DIVORCE WITH CHILDREN. List on a single page on the state judiciary website all supporting materials necessary for a court to consider the merits of a petition by a couple with children seeking to obtain an uncontested divorce?	1	Court Forms; Website	34

Weights and Trends

Question Number	Question	Index Weight	Issue	Yes
Q25C	LIST ON WEB PAGE MATERIALS FOR CHILD SUPPORT MODIFICATION. List on a single page on the state judiciary website all supporting materials necessary for a court to consider the merits of a petition for modification of a child support order?	1	Court Forms; Website	35
Q25D	LIST ON WEB PAGE MATERIALS FOR DOMESTIC VIOLENCE. List on a single page on the state judiciary website all supporting materials necessary for a court to consider the merits of a request for an order of protection from domestic violence?	1	Court Forms; Website	35
Q25E	LIST ON WEB PAGE MATERIALS FOR DEBT COLLECTION. List on a single page on the state judiciary website all supporting materials necessary for a court to consider the merits of a defendant's response to a collection action?	1	Court Forms; Website	14
Q25F	LIST ON WEB PAGE MATERIALS FOR EVICTION. List on a single page on the state judiciary website all supporting materials necessary for a court to consider the merits of a request for a defendant's response to an eviction action?	1	Court Forms; Website	17
Q25G	LIST ON WEB PAGE MATERIALS FOR FORECLOSURE. List on a single page on the state judiciary website all supporting materials necessary for a court to consider the merits of a defendant's response to a mortgage foreclosure action?	1	Court Forms; Website	7
Q26A	REQUIRE COURTS TO ACCEPT COMMON FORM, DIVORCE. Require that all courts in the state accept common statewide court form(s) in uncontested divorce actions?	1	Court Forms	28
Q26B	REQUIRE COURTS TO ACCEPT COMMON FORM, CHILD SUPPORT MODIFICATION. Require that all courts in the state accept common statewide court form(s) in actions to obtain modification of a child support order?	1	Court Forms	28
Q26C	REQUIRE COURTS TO ACCEPT COMMON FORM, DOMESTIC VIOLENCE. Require that all courts in the state accept common statewide court form(s) in actions seeking an order of protection?	1	Court Forms	36
Q26D	REQUIRE COURTS TO ACCEPT COMMON FORM, DEBT COLLECTION. Require that all courts in the state accept common statewide court form(s) from defendants in actions for debt collection?	1	Court Forms	12
Q26E	REQUIRE COURTS TO ACCEPT COMMON FORM, EVICTION. Require that all courts in the state accept common statewide court form(s) from defendants in eviction actions?	1	Court Forms	12
Q26F	REQUIRE COURTS TO ACCEPT COMMON FORM, FORECLOSURE. Require that all courts in the state accept common statewide court form(s) from defendants in mortgage foreclosure actions?	1	Court Forms	7
Q27A	MAINTAIN DOCUMENT ASSEMBLY PROGRAM, DIVORCE WITHOUT CHILDREN. Maintain a computer-based document assembly self-help program to assist litigants in actions seeking an uncontested divorce for a couple without children?	1	Court Forms; Self-Help Programs	18
Q27B	MAINTAIN DOCUMENT ASSEMBLY PROGRAM, DIVORCE WITH CHILDREN. Maintain a computer-based document assembly self-help program to assist litigants in actions seeking an uncontested divorce for a couple with children?	1	Court Forms; Self-Help Programs	13
Q27C	MAINTAIN DOCUMENT ASSEMBLY PROGRAM, CHILD SUPPORT MODIFICATION. Maintain a computer-based document assembly self-help program to assist litigants in actions seeking modification or a child support order?	1	Court Forms; Self-Help Programs	12
Q27D	MAINTAIN DOCUMENT ASSEMBLY PROGRAM, DOMESTIC VIOLENCE. Maintain a computer-based document assembly self-help program to assist litigants in actions seeking an order of protection?	1	Court Forms; Self-Help Programs	12
Q27E	MAINTAIN DOCUMENT ASSEMBLY PROGRAM, DEBT COLLECTION. Maintain a computer-based document assembly self-help program to assist litigants defending actions for debt collection?	1	Court Forms; Self-Help Programs	4

Weights and Trends

Question Number	Question	Index Weight	Issue	Yes
Q27F	MAINTAIN DOCUMENT ASSEMBLY PROGRAM, EVICTION. Maintain a computer-based document assembly self-help program to assist litigants defending eviction actions?	1	Court Forms; Self-Help Programs	11
Q27G	MAINTAIN DOCUMENT ASSEMBLY PROGRAM, FORECLOSURE. Maintain a computer-based document assembly self-help program to assist litigants defending mortgage foreclosure actions?	1	Court Forms; Self-Help Programs	1
Q28	MAINTAIN ACCESS TO JUSTICE COMMISSION. Maintain an ABA-recognized Access to Justice (ATJ) Commission or other ATJ entity?	10	Access to Justice Commission	41
Q29	COLLECT DATA ON FREQUENCY OF RIGHT TO COUNSEL APPOINTMENTS. Collect data on how often counsel is appointed in any categories of civil cases in which there is a statewide right to counsel?	1	Right to counsel; Data collection	7
Q30	COLLECT DATA ON QUALITY OF RIGHT TO COUNSEL REPRESENTATION. Collect data on the quality of representation provided by attorneys who are appointed pursuant to a statewide right to counsel?	1	Right to counsel; Data collection	7
Q31	COLLECT DATA ON FREQUENCY OF DISCRETIONARY APPOINTMENTS OF COUNSEL. Collect data on how often counsel is appointed in any categories of civil cases in which the state provides discretion to a decisionmaker to decide whether to appoint counsel?	1	Right to counsel; Data collection	0
Q32	RECOGNIZE A RIGHT TO COUNSEL IN HOUSING CASES. Require the appointment of counsel at public expense for indigent parties in any type of housing proceeding (e.g., eviction, foreclosure, discrimination, etc.)?	10	Right to counsel; Funding	0
Q33	RECOGNIZE A RIGHT TO COUNSEL IN ABUSE/NEGLECT CASES. Require the appointment of counsel at public expense to indigent accused parents in abuse/neglect/dependency proceedings?	10	Guidance for judges; Right to counsel	41



www.justiceindex.org

The Indicators in Justice Index 2016

Language Access


Weights and Trends

Question Number	Question	Index Weight	Issue	Yes	Count
Q1	CERTIFY COURT INTERPRETERS. Rely on an official process to issue a certification of court interpreters?	5	Certification of interpreters in the courtroom	43	3
Q2	REQUIRE USE OF CERTIFIED INTERPRETERS. Require the use of certified court interpreters when they are available?	5	Certification of interpreters in the courtroom	33	
Q3	TRAIN JUDGES ON WORKING WITH INTERPRETERS. Hold a training event in the past 12 months for judges on how to work with interpreters?	1	Guidance for judges	32	
Q4	TRAIN COURT STAFF ON WORKING WITH INTERPRETERS. Hold a training event in the past 12 months for court staff (other than judges) on how to work with interpreters?	1	Guidance for court staff	28	
Q5	GIVE NOTICE OF FREE INTERPRETERS ON WEBSITE. On the state judiciary website, notify litigants that interpreting is available in all matters without charge to the litigant?	10	Website	21	
Q6	USE OTHER LANGUAGES TO OFFER FREE INTERPRETER ON WEBSITE. Notify litigants on the state judiciary website in languages (other than English) that are commonly spoken in the state's courts that interpreting is available in all matters without charge to the litigant?	5	Website	13	
Q7	REQUIRE INTERPRETERS AT CLERKS' COUNTERS. Require that clerks' counters in areas in which a significant number of people speak languages other than English have present during all hours of operation certified interpreters (where available) or bilingual staff, fluent in commonly spoken languages?	5	Communication outside the courtroom	10	
Q8	INCLUDE CLERK-COUNTER INEPRETERS IN LANGUAGE ACCESS PLAN. Maintain a Language Access Plan to ensure that in areas in which a significant number of people speak languages other than English, clerk counter staff have resources available to assist with communication with LEP litigants?	10	State plan; Communication outside the courtroom	31	
Q9	REQUIRE INTERPRETERS AT SELF-HELP CENTERS. Require that self-help centers in areas in which a significant number of people speak languages other than English have present during all hours of operation either certified interpreters (where available) or bilingual staff fluent in commonly spoken languages?	5	Self Help Centers; Communication outside the courtroom	3	
Q10	INCLUDE SELF-HELP CENTERS IN LANGUAGE ACCESS PLAN. Maintain a Language Access Plan that describes the resources that court self-help centers are expected to make available to assist with communication with LEP litigants?	1	Self Help Centers; Communication outside the courtroom	13	
Q11	TRANSLATE WEBSITE INSTRUCTIONS FOR SELF-REPRESENTED PARTIES. Provide on the state judiciary website "Instructions to self-represented litigants" in languages other than English commonly spoken by litigants?	5	Court Forms	26	
Q12	TRANSLATE ON WEBSITE WHEN INTERPRETERS ARE PROVIDED. Explain on the state judiciary website the cases for which the state will provide certified interpreters, in the languages other than English that are commonly spoken by litigants?	1	Website	17	
Q13	TRANSLATE ON WEBSITE HOW TO FILE INTERPRETER COMPLAINT. Explain on the state judiciary website in the languages other than English that are commonly spoken by litigants how court users may file a complaint regarding court interpreters (or other language access problems)?	1	Website	10	
Q14A1	REQUIRE APPOINTED INTERPRETERS BE CERTIFIED, DIVORCE. Require certified interpreters (where available) for LEP parties in divorce cases?	1	Certification of interpreters in the courtroom	26	
Q14A2	REQUIRE APPOINTED INTERPRETERS BE CERTIFIED, CUSTODY. Require certified interpreters (where available) for LEP parties in custody cases?	1	Certification of interpreters in the courtroom	27	
Q14A3	REQUIRE APPOINTED INTERPRETERS BE CERTIFIED, CHILD SUPPORT. Require certified interpreters (where available) for LEP parties in child support cases?	1	Certification of interpreters in the courtroom	26	
Q14A4	REQUIRE APPOINTED INTERPRETERS BE CERTIFIED, SPOUSAL SUPPORT. Require certified interpreters (where available) for LEP parties in spousal support cases?	1	Certification of interpreters in the courtroom	25	
Q14A5	REQUIRE APPOINTED INTERPRETERS BE CERTIFIED, DOMESTIC VIOLENCE. Require certified interpreters (where available) for LEP parties in domestic violence cases?	1	Certification of interpreters in the courtroom	28	

Weights and Trends

Question Number	Question	Index Weight	Issue	Yes	Count
Q14A6	REQUIRE APPOINTED INTERPRETERS BE CERTIFIED, PERMANENT NEGLECT. Require certified interpreters (where available) for LEP parties in permanent neglect of a child cases?	1	Certification of interpreters in the courtroom	29	3
Q14A7	REQUIRE APPOINTED INTERPRETERS BE CERTIFIED, TEMPORARY NEGLECT. Require certified interpreters (where available) for LEP parties in temporary neglect of a child cases?	1	Certification of interpreters in the courtroom	28	3
Q14A8	REQUIRE APPOINTED INTERPRETERS BE CERTIFIED, DEBT COLLECTION. Require certified interpreters (where available) for LEP parties in debt collection cases?	1	Certification of interpreters in the courtroom	21	3
Q14A9	REQUIRE APPOINTED INTERPRETERS BE CERTIFIED, HOUSING. Require certified interpreters (where available) for LEP parties in landlord/tenant cases?	1	Certification of interpreters in the courtroom	26	3
Q14A10	REQUIRE APPOINTED INTERPRETERS BE CERTIFIED, FORECLOSURE. Require certified interpreters (where available) for LEP parties in foreclosure cases?	1	Certification of interpreters in the courtroom	24	3
Q14A11	REQUIRE APPOINTED INTERPRETERS BE CERTIFIED, FEDERALLY SUBSIDIZED HOUSING. Require certified interpreters (where available) for LEP parties in federally subsidized housing cases?	1	Certification of interpreters in the courtroom	22	3
Q14A12	REQUIRE APPOINTED INTERPRETERS BE CERTIFIED, PUBLIC HOUSING. Require certified interpreters (where available) for LEP parties in public housing cases?	1	Certification of interpreters in the courtroom	22	3
Q14B1	REQUIRE INTERPRETERS BE FREE-OF-CHARGE, DIVORCE. Prohibit requiring payment (including fees, costs, or other expenses) for court-provided interpreters in divorce cases?	1	Prohibition on payment; Court services fees	27	3
Q14B2	REQUIRE INTERPRETERS BE FREE-OF-CHARGE, CUSTODY. Prohibit requiring payment (including fees, costs, or other expenses) for court-provided interpreters in custody cases?	1	Prohibition on payment; Court services fees	28	3
Q14B3	REQUIRE INTERPRETERS BE FREE-OF-CHARGE, CHILD SUPPORT. Prohibit requiring payment (including fees, costs, or other expenses) for court-provided interpreters in child support cases?	1	Prohibition on payment; Court services fees	28	3
Q14B4	REQUIRE INTERPRETERS BE FREE-OF-CHARGE, SPOUSAL SUPPORT. Prohibit requiring payment (including fees, costs, or other expenses) for court-provided interpreters in spousal support cases?	1	Prohibition on payment; Court services fees	26	3
Q14B5	REQUIRE INTERPRETERS BE FREE-OF-CHARGE, DOMESTIC VIOLENCE. Prohibit requiring payment (including fees, costs, or other expenses) for court-provided interpreters in domestic violence cases?	1	Prohibition on payment; Court services fees	30	3
Q14B6	REQUIRE INTERPRETERS BE FREE-OF-CHARGE, PERMANENT NEGLECT. Prohibit requiring payment (including fees, costs, or other expenses) for court-provided interpreters in permanent neglect of a child cases?	1	Prohibition on payment; Court services fees	30	3
Q14B7	REQUIRE INTERPRETERS BE FREE-OF-CHARGE, TEMPORARY NEGLECT. Prohibit requiring payment (including fees, costs, or other expenses) for court-provided interpreters in temporary neglect of a child cases?	1	Prohibition on payment; Court services fees	30	3
Q14B8	REQUIRE INTERPRETERS BE FREE-OF-CHARGE, DEBT COLLECTION. Prohibit requiring payment (including fees, costs, or other expenses) for court-provided interpreters in debt collection cases?	1	Prohibition on payment; Court services fees	22	3
Q14B9	REQUIRE INTERPRETERS BE FREE-OF-CHARGE, HOUSING. Prohibit requiring payment (including fees, costs, or other expenses) for court-provided interpreters in landlord/tenant cases?	1	Prohibition on payment; Court services fees	26	3
Q14B10	REQUIRE INTERPRETERS BE FREE-OF-CHARGE, FORECLOSURE. Prohibit requiring payment (including fees, costs, or other expenses) for court-provided interpreters in foreclosure cases?	1	Prohibition on payment; Court services fees	24	3
Q14B11	REQUIRE INTERPRETERS BE FREE-OF-CHARGE, FEDERALLY SUBSIDIZED HOUSING. Prohibit requiring payment (including fees, costs, or other expenses) for court-provided interpreters in federally subsidized housing cases?	1	Prohibition on payment; Court services fees	22	3

Weights and Trends

Question Number	Question	Index Weight	Issue	Yes	Count
Q14B12	REQUIRE INTERPRETERS BE FREE-OF-CHARGE, PUBLIC HOUSING. Prohibit requiring payment (including fees, costs, or other expenses) for court-provided interpreters in public housing cases?	1	Prohibition on payment; Court services fees	23	3  43
Q15	TRANSLATE ON WEBSITE AVAILABILITY OF COURT FORMS. Describe on the state judiciary website, in languages (other than English) commonly spoken by litigants, the availability of self-help forms?	5	Court Forms; Website	23	
Q16	POST TRANSLATED COURT FORMS ON WEBSITE. Make electronic forms available on the state judiciary website in languages (other than English) commonly spoken by self-represented litigants?	5	Court Forms; Website	30	



www.justiceindex.org

The Indicators in Justice Index 2016

Disability Access

Weights and Trends

Question Number	Question	Index Weight	Issue	Yes
Q1	REQUIRE SIGN LANGUAGE INTERPRETERS BE FREE-OF-CHARGE. Prohibit courts from charging deaf or hearing-impaired people for sign language interpreters?	5	Fees for sign language interpreters	46
Q2	REQUIRE APPOINTED SIGN LANGUAGE INTERPRETERS BE CERTIFIED. Require courts to use only certified sign language interpreters?	5	Certified sign language interpreters	28
Q3	PREFER INTERPRETERS WITH COURTROOM TRAINING. Require courts to give preference to sign language interpreters who have been trained on how to interpret in a legal setting?	10	Certified sign language interpreters	27
Q4	EXPLAIN ON WEBSITE HOW TO REQUEST ACCOMMODATION. Explain on the state judiciary website how to request an accommodation because of a disability?	5	Website	30
Q5	NAME ON WEBSITE THE CONTACT FOR ACCOMMODATIONS. Provide on the state judiciary website the name and mailing or email address of a person to contact to request an accommodation?	1	Website	32
Q6	EXPLAIN ON WEBSITE HOW TO FILE DISABILITY ACCESS COMPLAINT. Explain on the state judiciary website how to file a complaint about difficulty due to a disability in accessing: a) court facilities, or b) court services?	5	Website	27
Q7	NAME ON WEBSITE THE CONTACT FOR DISABILITY ACCESS COMPLAINTS. Provide on the state judiciary website the name and mailing or email address of a person to contact to file a complaint?	1	Website	29
Q8	REQUIRE ACCESS FOR SERVICE ANIMALS. Require courts to allow service animals?	5	Service Animals	45
Q9	REFER TO MENTAL DISABILITY ON WEBSITE. Include on the state judiciary website reference to mental impairment or psychiatric disability as a basis for providing accommodations?	5	Mental Disability; Website	15
Q10	DEDICATE COURT EMPLOYEE WITH MENTAL HEALTH TRAINING. Designate a court employee who has training in mental impairments or psychiatric disabilities to serve as the public contact person to receive and assist with requests for accommod..	5	Mental Disability	7
Q11	PROVIDE FOR APPOINTMENT OF COUNSEL AS ACCOMMODATION. Identify the provision of counsel at public expense to litigants with disabilities as a form of reasonable accommodation?	5	Right to counsel	3
Q12	RECOGNIZE A RIGHT TO COUNSEL IN INVOLUNTARY COMMITMENT. Provide counsel at public expense in all cases where an indigent person is subject to a petition for involuntary commitment?	10	Right to counsel	51
Q13	RECOGNIZE A RIGHT TO COUNSEL IN GUARDIANSHIP. Provide counsel at public expense to an indigent proposed ward for all proceedings involving guardianship due to a mental impairment or psychiatric disability?	10	Right to counsel	42