

## AGENCY PERFORMANCE NOTE FORM

**BILL:** S.B. 100 Law Library Self Help Center, Senator S. Urquhart

Joint Rule 4-2-404 requires a Performance Review Note anytime the legislature significantly increases funding for:  New agency  New services or benefits  Serving a new or larger population

**DUE TO THE FISCAL ANALYST:**

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### CONTACT INFORMATION

<b>RESPONDENT</b> Richard Schwermer	<b>Title:</b> Asst. St. Ct. Admin	<b>Agency:</b> Courts
<b>Cell:</b> 801-231-8979	<b>Office:</b> 801-538-1751	<b>e-mail:</b> <a href="mailto:ricks@email.utcourts.gov">ricks@email.utcourts.gov</a>
<b>AUTHOR:</b>	<b>Title:</b>	<b>Agency:</b>
<b>Cell:</b>	<b>Office:</b>	<b>e-mail:</b>

### HOW WILL THE PUBLIC BENEFIT?

#### *1a* What are the public benefits or goals of the new or expanded program?

The justice system can be complicated and confusing. Each year thousands of people interact with the courts without an attorney. Self-represented parties place a tremendous strain on the justice system. They may file incomplete or inaccurate papers, don't know how to follow court rules, and have unrealistic expectations about what court staff can do for them. Their cases don't move smoothly through the system causing frustration for court staff, judges, and attorneys, as well as the self-represented parties themselves. The courts' Self-Help Center (SHC) helps people move through the system more efficiently and improves access to justice for all Utahns.

#### *1b* What products or services will the agency provide to achieve the public benefits?

The SHC is a virtual "center" – all services are provided via a toll-free telephone help line, the courts' website, email, text messaging and online chat. No service is provided in person. SHC attorneys provide legal information – not legal advice – in a wide range of civil law areas. SHC attorneys help people understand where they are in their case, explain court procedures, provide forms and give referrals. The SHC also provides information and forms to court staff; thereby improving court efficiency for everyone.

#### *1c* How do the proposed agency activities cause the public benefit outcomes listed in *1a*.

The SHC educates people about the judicial system so that they are better prepared to work within it. The SHC also provides education and support to court staff in their work with self-represented parties. Survey data show that the SHC pilot is providing valuable and unique services to the public and the courts. Customer feedback has been overwhelmingly positive. Services are provided to all who contact the SHC. There is no screening and there are no eligibility criteria.

## 2. PERFORMANCE MEASURES:

How will managers and policymakers know if the new or expanded program is contributing to the public benefit?

Goal (public benefit):

Measure Title:

Description:

Number of people served by phone, email, text messaging and online chat.

Fiscal Year:	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Target or Benchmark:	6,000	8,000	16,000	17,000	18,000
Baseline:					

How will program managers collect this performance information and ensure its reliability?

SHC attorneys record statistics for every customer contact.

Goal (public benefit):

Measure Title:

Description:

95% or more customers answer "yes" to three satisfaction questions: 1. Did help line staff treat you with courtesy or respect?; 2. Did you understand the information you received?; 3. Do you know what to do next?

Fiscal Year:	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Target or Benchmark:	95%	95%	95%	95%	95%
Baseline:					

How will program managers collect this performance information and ensure its reliability?

Library staff gather data through customer surveys completed after SHC staff complete calls. Emailers are asked to complete an online survey.

Goal (public benefit):

Measure Title:

Description:

80% of those surveyed report that they were able to get through to SHC staff on the toll-free phone line that day.

Fiscal Year:	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015
Target or Benchmark:	80%	80%	80%	80%	80%
Baseline:					

How will program managers collect this performance information and ensure its reliability?

Library staff gather data through customer surveys completed after SHC staff complete calls. The survey question is: How often have you tried to reach the Self-Help Center?