

**Minutes**  
**Public Service and Trust Commission**  
**Committee on Self-represented Parties**  
**Subcommittee on Support Services**  
**May 12, 2009**

The Subcommittee on Support Services held a teleconference on May 12, 2009 at 225 Spring Street, Room 206, in Wethersfield, CT.

Those in attendance: Dean Hugh C. Macgill (chair), Attorney Anthony DiPentima, Ms. Krista Hess, Attorney Norman K. Janes and Magistrate Christopher F. Oliveira.

Dean Macgill called the meeting to order at 3:03 p.m.

1. The Subcommittee reviewed and approved the minutes of the April 8, 2009 Subcommittee meeting.
2. The Subcommittee agreed that the implementation of a courthouse greeter pilot program in a court location to be determined should be added to the recommendations. This program would be piloted for 1 year. The greeter would be stationed at the metal detector, on the busiest days and during peak hours of the court day, depending on the business of the court.
3. The Subcommittee discussed the recommendation regarding mediation and proposes that the Judicial Branch more effectively market and promote existing mediation programs, so that self-represented parties are aware of available mediation options at the earliest possible stage. The Subcommittee further recommends, where applicable, the creation of plain language publications to be displayed in all Judicial District clerk's office and court service center locations, as well as in non-judicial facilities such as local libraries, senior centers and community centers.

Additionally, the Subcommittee recommends that a link called "Mediation Programs" be added to the Judicial Branch Home Page under Quick Links, whereby providing self-represented parties with the ability to access information about mediation programs from their home computers or from any court service center or law library computer.

The Subcommittee discussed the mediation models administered by the Fair Haven Community Mediation Center, Hartford Area Mediation and the Dispute Settlement Center. These facilities provide mediation services in a limited number of Geographical Area courthouses and the Subcommittee recommended that these mediation services be expanded to include other Geographical Area court locations, if feasible.

4. The Subcommittee discussed the outstanding issue of malpractice and liability insurance for volunteer attorneys. As its primary recommendation, subcommittee proposes that a malpractice and liability insurance policy be purchased by the Judicial Branch, so long as the purchase of such a policy proved to be economically feasible. In support of this recommendation, the subcommittee maintains that the option of providing insurance coverage is far better than that of providing immunity to the volunteer attorney, as an insurance policy would provide protection for both the volunteer attorney and the client. In the alternative, the subcommittee recommends an amendment to Connecticut General Statute 4-165(b) to include the addition of a subparagraph G or an amendment to subparagraph E to include attorneys who volunteer their time on advice days.
5. Ms. Hess reported to the Subcommittee that the Committee on Self-represented Parties will be submitting a final report to the Chief Court Administrator on or before June 15, 2009. Prior to submission to the Chief Court Administrator, the report will be circulated to the Committee for review and comment.
6. Dean Macgill thanked all members of the Subcommittee for their efforts.
7. The meeting was adjourned at 3:21 p.m.