

**Minutes**  
**Public Service and Trust Commission**  
**Committee on Self-represented Parties**  
**Subcommittee on Technology**  
**December 23, 2008**

The Subcommittee on Technology met on December 23, 2008 at 225 Spring Street in Wethersfield, CT.

Those in attendance: Hon. Raymond R. Norko (chair), Attorney Janice Chiaretto, Mr. Jeffrey Dowd, Hon. Stephen F. Frazzini, Mr. David Iaccarino, Attorney Patricia Kaplan, and Ms. Krista Hess

Judge Norko called the meeting to order at 4:04 p.m.

1. The first order of business was a discussion of what is already available to self-represented parties within the court structure. The subcommittee discussed the present location of Court Service Centers and Public Information Desks. It also examined expanding Court Service Centers and Public Information Desks in other court locations. The subcommittee also examined the scope of information provided by Public Information Desks and Court Service Centers. It was agreed that the information provided by Court Service Centers varies based on what type of cases are heard within that particular courthouse. Public Information Desks usually provide self-represented parties with basic, quick and general information. It was mentioned that a manual is in the process of being prepared for the Court Service Centers and Public Information Desks. It was noted that the Public Information Desk in Bridgeport may be the only one within Connecticut that offers the public access to a computer.

The subcommittee next discussed the technological needs of specialty courts. A survey that was sent to the courts from the Self-represented Parties Subcommittee on Training was briefly referenced.

The subcommittee discussed research that has been done by Richard Zorza, a national legal service figure. Attorney Kaplan will provide the subcommittee with some of his research.

The subcommittee next examined the idea of building kiosks within the courts that do not have Court Service Centers or Public Information Desks. These kiosks could be accessed by self-represented parties and would allow the user to perform such tasks as: entering information, printing forms, linking into the Connecticut Bar Association and CT Legal Services' websites, and accessing information available on the Judicial Branch website. The subcommittee will

further look into what information the kiosks should provide as well as what technical applications may be necessary.

A discussion was held regarding the Connecticut Legal Aid Community Website Development Project. The website is going to be designed for people with basic to low literacy skills. It will include a lot of visual material, including videos. The target date to have this website up and running is July 2009. CT Legal Services wants to build this website in cooperation with the Connecticut Judicial Branch. Krista Hess will provide the subcommittee with a copy of the Connecticut Legal Aid Community Website Development Project Management Proposal as well as the consultant, Joyce Raby's resume.

The subcommittee discussed websites belonging to other states that currently offer forms that can be filled out by the user providing responses to simple questions. Some states allow the user to enter information and save it. It was indicated that Connecticut can draw on the technology provided by other states' websites if these sites were financed by a TIG grant. Judge Norko referenced the research, submitted by Mr. Jeffrey Dowd dated December 23, 2008 regarding the information currently available on other state's judicial websites. The subcommittee was encouraged to visit and explore the websites mentioned in Mr. Dowd's research.

3. The subcommittee decided it would be beneficial to branch off within the committee. Mr. David Iaccarino, Attorney Patricia Kaplan and Hon. Stephen F. Frazzini will explore making the Judicial Branch website more user-friendly. Hon. Raymond Norko will focus on technology within the Court Service Centers and Public Information Desks. Ms. Krista Hess will provide the subcommittee with selected information from the Self-represented Litigant Network.

The next teleconference was set for Tuesday, January 13, 2009 at 4:00 p.m. in Wethersfield.

4. The meeting was adjourned at 4:53 p.m.