

Supreme Court of Florida

500 South Duval Street
Tallahassee, Florida 32399-1925

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CLERK OF COURT

SILVESTER DAWSON
MARSHAL

September 16, 2020

Mr. Thomas S. Edwards, Jr.
Chair, Access Workgroup
Edwards & Ragatz, P.A.
4401 Salisbury Road, Suite 200
Jacksonville, Florida 32216-8715

Dear Mr. Edwards:

On August 26, 2020, the Supreme Court considered the recommendations submitted by the Access Workgroup of the Judicial Management Council regarding the DIY Florida Small Claims Interviews for placement on the E-Filing Portal. The Court approved the Workgroup's recommendations and by copy of this letter directs the Office of the State Courts Administrator (OSCA) to work with the Florida Court Clerks & Comptrollers to place these interviews on the E-Filing Portal for public access.

Additionally, the Court approved revisions to the DIY Florida implementation plan that transfer the project from the Council's purview to OSCA's oversight and maintenance. The Court recognizes the Workgroup's outstanding guidance and leadership in advancing DIY Florida. We appreciate the efforts of the Workgroup in developing this project as a means to deliver services to low-income and self-represented litigants in Florida.

As you know, OSCA received funding in 2019 for two positions to work on the DIY Project. With that staffing complement now in place, along with the institutionalized lessons learned from the Workgroup as well as the defined processes and appropriate internal review protocols, the DIY Florida project has

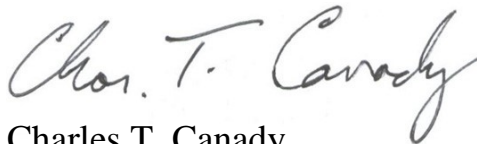
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become a well-developed program. Accordingly, the Court has determined it is now appropriate to move the project to OSCA's oversight and maintenance. Attached for your information is a revised implementation plan that outlines the new review process.

The revised process maintains current steps to facilitate substantive accuracy. Specifically, an OSCA attorney will review all the interviews. At this time, all interviews are based on Court-approved forms. The form is essentially the template document to create the pleading – with the interview posing questions that produce the answers needed to complete the form. During the test phase, the OSCA will reach out to legal aid organizations, pertinent sections and rules committees of The Florida Bar, judges and court staff, and any other groups that may have subject matter expertise. Test phase participants will complete a feedback survey, which allows them to identify any errors or issues. Once the test phase responses are considered and revisions are complete, OSCA staff will complete a review checklist as part of the submission of interviews for approval by the state courts administrator.

On behalf of the Supreme Court, I thank the Workgroup for its leadership and dedication to this important project. With the revised review process in place, the Workgroup members will now be able to focus their expertise on other areas of critical importance to the judicial branch, while the DIY Florida project continues to enhance meaningful access to the courts for self-represented litigants.

Sincerely,



Charles T. Canady

CTC:MEL:dgh

Attachment

cc: Ms. Elisabeth H. Kiel, Office of the State Courts Administrator
Mr. Chris Hart IV, Florida Court Clerks & Comptrollers

Do It Yourself (DIY) Florida Project Implementation Plan
Adopted by Supreme Court on February 24, 2016
Revised on April 30, 2018
Revised on August 26, 2020

All Case Types

- Step 1: The OSCA DIY Florida attorney provides the OSCA DIY Florida programmer with a draft of the interview questions and decision logic.
- Step 2: The OSCA DIY Florida programmer will complete the programming within the A2J Author software in-house and upload the programmed interviews to the Quality Assurance site of the E-Portal in accordance with the DIY Florida Functionality Policy of the E-Filing Portal Authority Board.
- Step 3: The OSCA DIY Florida attorney will review the interviews on the Q/A site and determine if changes are needed. The OSCA DIY Florida programmer will make any changes necessary.
- Step 4: Upon final review of the programmed interviews by the OSCA DIY Florida attorney or other designated OSCA staff, the interviews will be available on the E-Portal test website for a 15-day test phase. This test phase will include review by subject matter experts, bar committees, legal aid organizations, the judiciary and court staff, and non-attorney users.
- Step 5: The OSCA DIY Florida attorney and programmer will make any changes necessary as a result of the test phase review and provide the final, revised interviews to the State Courts Administrator, through the Deputy State Courts Administrator, for review and approval.
- Step 6: Upon the State Courts Administrator's approval, the OSCA will convey the approval to the FCCC, which will make the interview(s) publicly available on the E-Portal site.