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INTERIM REPORT AND RECOMMENDATIONS TO THE
MINNESOTA SUPREME COURT

December 27, 2021
**OFFICE OF
APPELLATE COURTS**

STANDING COMMITTEE FOR LEGAL
PARAPROFESSIONAL PILOT PROJECT

ADM19-8002

December 27, 2021

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I. INTRODUCTION

Minnesota's Legal Paraprofessional Pilot Project (Pilot Project) aims to increase access to civil legal representation in case types where one or both parties typically appear without legal representation. The Minnesota Supreme Court (Supreme Court) adopted Court Rule amendments on September 29, 2020, which authorize the Pilot Project, effective March 1, 2021 through March 2023.

The Pilot Project permits legal paraprofessionals, under the supervision of a Minnesota licensed attorney, to provide legal advice and, in some cases, represent a client in court and mediation in two legal areas: landlord-tenant disputes and family law disputes.

The work to determine the structure and processes for the Pilot Project began in March 2019 when the Supreme Court issued an order (Order ADM19-8002) that established the Implementation Committee for the Proposed Legal Paraprofessional Pilot Project. The Implementation Committee spent a year assessing the needs of Minnesota courts and available options. Their final report, filed in March 2020, provided recommendations for implementing and evaluating the Pilot Project.

The Supreme Court ordered a public comment period on the proposed Pilot Project and issued the Order Regarding Public Hearing on the Proposed Legal Paraprofessional Pilot Project. The public hearing was held on August 11, 2020. The Court's Order Implementing Legal Paraprofessional Pilot Project was filed in September 2020. The Legal Paraprofessional Pilot Project Standing Committee (Standing Committee) was established in November to oversee the Pilot Project and evaluate its success.¹

II. STANDING COMMITTEE WORK BEFORE PILOT PROJECT LAUNCH

The Standing Committee started meeting in December 2020 and met weekly in preparation for the Pilot Project launch date of March 1, 2021. During these meetings, the Standing Committee members determined the tasks required for their work based on the Supreme Court Order and amended Rule 12. They established subcommittees to focus on the four primary areas of work: application process, complaint process, communication and outreach, and evaluation. *See Appendix A, Standing Committee Membership Roster.*

The State Court Administrator's Office (SCAO) established a Project Team in January 2021 to assist the Standing Committee. The Project Team included subject matter experts from court operations, research and evaluation, technology, training, and communications. In consultation with the Standing Committee, the Project Team completed tasks, which included creating a unique certificate of representation² and establishing new MNCIS³ codes to track representation

¹ See the Implementation Committee for Proposed Legal Paraprofessional Pilot Project website (www.mncourts.gov/Implementation-Committee) for court orders and information about their work.

² See Certificate of Representation and Parties and Authorization to Appear in Court at www.mncourts.gov/lppp, Apply to Participate tab.

³ MNCIS, Minnesota Case Information System, is the statewide case management system.

in court by legal paraprofessionals. The Project Team also developed and delivered training sessions for judicial officers and court administration staff.

The SCAO project was closed in October 2021, having completed its tasks. *See Appendix B, Legal Paraprofessional Pilot Project - Close-Out Summary.*

In addition to the work of each subcommittee as summarized in this report, the Standing Committee and Project Team members also built a new webpage for the Pilot Project on the Judicial Branch's website.⁴ The Pilot Project webpage is the central source of information about the Pilot Project and includes materials for the application process and complaint process, the roster of approved legal paraprofessionals, and other resources.

A. Application Subcommittee Overview

The Application Subcommittee was formed to develop the application criteria and create the participant application form and process. Based on Recommendations 2.1 and 2.2 in the Implementation Committee's Report and Recommendations to the Court and working with the criteria set forth by the Court in amended Rule 12, the subcommittee created an application process and form for attorneys and paraprofessionals. One of the challenges was addressing approval for a paraprofessional who may work for more than one attorney or law firm (i.e., a freelance paralegal) without requiring an individual who was already approved to complete a second application form. To address this, the subcommittee added a checkbox for the paraprofessional to indicate they are already approved with another attorney. The subcommittee worked on extensive instructions as well as a checklist to simplify the approval process. Finally, the Project Team formatted the application as a fillable form and posted it on the website on the tab named "Apply to Participate."

Once the application period opened, the subcommittee began its review process. Applications were forwarded to the subcommittee for review. Each member indicated their approval, denial, or request for additional information via email. If an application needed input from others, such as when a legal paraprofessional answered "yes" to one of the "Additional Eligibility Information" questions, the subcommittee sent it to the Standing Committee for their review as well. When a member of the subcommittee supervised the legal paraprofessional or if one of the legal paraprofessionals on the subcommittee applied for the Pilot Project, that member recused from deciding on their application.

B. Complaint Process Subcommittee Overview

Pursuant to Recommendation 2.3 in the March 2, 2020 Report and Recommendation to the Supreme Court, the Standing Committee created a Complaint Process Subcommittee to develop a method for the submission and review of complaints about the actions of a legal paraprofessional participant in the Pilot Project. The subcommittee met several times in January and February 2021. The subcommittee reviewed similar complaint

⁴ See www.mncourts.gov/lppp

processes used by other programs, such as the ADR rule Code of Ethics Procedures. They also met with and sought input and review from the director of the Office of Lawyers Professional Responsibility Board.

In March 2021, the subcommittee finalized a detailed set of Complaint Procedures, as well as a fillable form, which were adopted by the Standing Committee. The information was added to the Pilot Project website under the heading “Make a Complaint.”

C. Communication and Outreach Subcommittee Overview

Prior to launching the Pilot Project, the Communication and Outreach Subcommittee developed a plan for public outreach, training, and engagement. The subcommittee used the suggestions from the Implementation Committee’s Recommendation 5 to inform their work. They collaborated with representatives from the SCAO Court Information Office and identified focus areas for communications: explain the Pilot Project’s scope, highlight the goals, increase access to justice, ensure long-term sustainability and economic viability, and respond to questions from participants and interested individuals.

The Standing Committee identified key stakeholders and opportunities for outreach among housing and family law attorneys, legal paraprofessionals, bar associations, the Judicial Branch, and the public. Within these stakeholder groups, the subcommittee identified subgroups to target with its outreach, including legal aid organizations, large and small law firms, freelance paraprofessionals, the Minnesota Paralegal Association (MPA), and Minnesota State Bar Association (MSBA) sections, including New Lawyers, Family, and Access to Justice.

The subcommittee drafted sample language and materials that the Standing Committee could use for outreach to different stakeholder groups. It created a spreadsheet, which was used to track the variety of engagement efforts. The Communication and Outreach Subcommittee also worked with the Project Team and focused their collaboration on the communications strategy with Judicial Branch personnel. The Standing Committee shared announcement, training, conference, and informal opportunities with the subcommittee to round out the list of outreach efforts. *See Appendix C, Communication and Outreach Plan Tracker and Toolkit.*

D. Evaluation Subcommittee Overview

After the Evaluation Subcommittee was created, it was charged with determining how to measure the Pilot Project’s effectiveness as outlined in Recommendation 4 in the Implementation Committee’s Report and Recommendations. The subcommittee met frequently in early 2020 and discussed the types of data and information that should be collected during the Pilot Project to measure its success. The Project Team members from the business process team and the research and evaluation team also worked with the subcommittee.

In consultation with the Standing Committee, the subcommittee established three goals: increase litigant representation, improve court efficiency, and promote sustainability. The

subcommittee identified outcome measures and potential data sources for each goal, as well as an evaluation timeline. The data sources include surveys of participants and others who interact with the legal paraprofessionals, MNCIS, completed case reporting by the legal paraprofessionals, and the Pilot Project artifacts (e.g., numbers of applicants and complaints). *See Appendix D, Evaluation Plan Draft.*

The Project Team evaluated options for collecting and reporting on case-related data in MNCIS when a legal paraprofessional represents a client in a court proceeding. This included creating MNCIS codes that are specific to the Pilot Project. By creating these codes, SCAO can routinely verify the accuracy of the specific cases and data collection for evaluation purposes. The Project Team implemented a strategy for quickly creating new party records for each approved legal paraprofessional to ensure the new party's information is available in MNCIS when they are ready to file documents in a case.

Significant effort also went into creating the survey questions and a timeline for seeking responses. The subcommittee identified three groups, judicial officers, supervising attorneys, and legal paraprofessionals, who would receive surveys to provide data on their experiences.

III. ACTIVITY SINCE PILOT PROJECT LAUNCH

A. Applications, Approvals, and Complaints

The Pilot Project successfully launched on March 1, 2021. Since then, the Standing Committee has received and approved applications for thirteen legal paraprofessionals. The Pilot Project participants work with legal aid offices, at private law firms, and as freelance paralegals in a range of locations around the state. *See Appendix E, Roster of Approved Legal Paraprofessionals.*

As of the date of this interim report, no complaints have been filed through the Complaint Process.

B. Communication and Outreach

The Communication and Outreach Subcommittee has tracked program involvement since the Pilot Project opened. The subcommittee met frequently to discuss areas requiring improved communications as well as further opportunities to promote and share information about the Pilot Project. In response to questions received during training sessions, conference presentations, and from participants, the subcommittee developed a robust collection of frequently asked questions which have been published on the Pilot Project webpage.

The subcommittee invited Justice Constandinos "Deno" Himonas from the Utah Supreme Court to speak with the Standing Committee about Utah's Licensed Legal Practitioners program. After providing the background on their program, he focused on the marketing and communication strategies that Utah used to build support around the state for their program.

Through the Standing Committee's various outreach efforts and spurred by questions from approved legal paraprofessionals and their supervising attorneys, the Supreme Court issued an Order Amending Rules Governing Legal Paraprofessional Pilot Project on December 9, 2021. The Order revised amendments to Rule 12.01 to clarify the scope of work that legal paraprofessionals can provide in family cases during the Pilot Project. *See Appendix F, Order Amending Rules Governing Legal Paraprofessional Pilot Project.*

C. Evaluation Efforts

In early October, the first set of evaluation surveys were distributed to judicial officers, legal paraprofessionals, and supervising attorneys. The recipients were given two weeks to respond. The survey responses presented key findings that will guide the Standing Committee's work for the remaining year of the Pilot Project. *See Appendix G, Interim Evaluation Survey Responses.*

Nine of the approved legal paraprofessionals responded to the survey and their input showed high rates of satisfaction with the Pilot Project. They reported that they have represented clients collectively in seventeen cases, 75% family law cases and 25% housing cases. The survey also sought feedback on their experience with the application process and all respondents indicated that it was a straightforward and easy to understand process. They also responded they are very satisfied with the quality of assistance from their supervising attorney.

The legal paraprofessionals were asked to share information about the clients they have represented. Based on the information provided, about half of the clients would have been unrepresented without the assistance of the legal paraprofessional and a little over half of them charged the client for their services. Those who reported not charging the clients provided pro bono services or are affiliated with legal aid offices. There was a broad range of opinions about whether the Pilot Project provides a financially sustainable practice, primarily because the Pilot Project is still new and there are not enough clients yet to have confidence in longer term financial impacts.

In response to the question about suggestions they have for the Pilot Project, the legal paraprofessionals shared that they would like to see the program expand into other areas, including cases related to domestic and/or child abuse. They also requested more education on effective courtroom representation and practices. The legal paraprofessionals who responded to the survey believe that the Pilot Project provides individuals who cannot afford an attorney with quality alternative legal services, providing access to justice for more Minnesotans.

Eight supervising attorneys responded to the survey. Their results indicated that they found the legal paraprofessionals to be "careful, serious, and excellent." They did not have complaints about the legal paraprofessional's performance in court nor with how they managed cases. Overall, the supervising attorneys reported satisfaction with the application process and the Pilot Project. One area of uncertainty reflected in the

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responses from the supervising attorneys centered on understanding how much supervision they are expected to provide.

When asked to provide additional suggestions for the Pilot Project, supervising attorneys shared that they would like more guidance on their duties and responsibilities, more clarity about who can complete and sign court forms and documents, and to remove the limitation for legal paraprofessionals to provide representation and advice in cases involving claims of domestic and/or child abuse.

A select group of judicial officers connected to cases which show a legal paraprofessional was engaged in the case were also asked to respond to the survey. The questions on their survey sought input on the type(s) of case(s) handled by legal paraprofessionals and their experience working with them on the case. Eleven judicial officers completed the survey and two of them reported they had a participating legal paraprofessional represent a client in their courtroom. Seven responded that a paraprofessional had not appeared in their courtroom yet and two were unsure. Of the judicial officers who had a paraprofessional appear on a case, one expressed disagreement with the goals of the Pilot Project, noting a preference for supporting new attorneys. The responders agreed that the legal paraprofessionals displayed appropriate decorum in the courtroom and knew the applicable court rules.

IV. RECOMMENDATIONS

The Order Implementing Legal Paraprofessional Pilot Project directs the Standing Committee to provide in its interim status report “recommendations for any further rule amendments or other refinements to the pilot project.” Since the Pilot Project launched in March 2021, the Standing Committee has received informal questions and feedback on the scope of the Pilot Project from legal paraprofessional and attorney participants and non-participants. Based on this input and the interim evaluation survey responses the Standing Committee respectfully submits six substantive recommendations and one question for future consideration.

Recommendation 1: Amend Rule 12.01(e) to remove the prohibition against providing advice and representation in court or at mediations if the family law case involves allegations of domestic abuse or child abuse.

Consistent with the Court’s goals for the Pilot Project and based on feedback from participating lawyers and paraprofessionals, permitting legal paraprofessionals to represent and give advice to clients in family law cases where there are allegations or findings of domestic and/or child abuse will expand the opportunities for quality, low-cost representation. The Standing Committee believes that giving discretion to the supervising attorney and the legal paraprofessional to assess the circumstances on a case-by-case basis is preferable to an absolute exclusion. Often cases with allegations of abuse also have court orders or other prohibitions against the parties communicating with each other. Expanding the scope in this way may encourage settlement, assure equitable representation opportunities, and protect parties through a third-party representative.

However, the Standing Committee does not recommend expanding the scope of legal paraprofessional work in cases where a child protection case has been filed under Minnesota Statutes, Chapter 260C. Since this action moves the case to the juvenile protection system and parties are eligible for court appointed attorneys the Standing Committee believes that adequate structures are in place to provide access to representation.

The Standing Committee proposes amending Rule 12.01(e) as follows:

(e) Under no circumstances shall a legal paraprofessional provide advice or appear in court or at a mediation under this paragraph if a petition for a child in need of protection has been filed under Minn. Stat. Ch. 260C ~~the family law case involves allegations of domestic abuse or child abuse.~~

Recommendation 2: Amend Rule 12.01(b) and (c) to include the establishment of child support.

Establishing child support is a process that is fundamentally similar to modifying child support. Expanding the scope in this area to include establishing child support increases the types of cases legal paraprofessionals are permitted to handle within the Pilot Project, without magnifying the complexity of the work. Additionally, legal paraprofessionals are permitted by the current rule to provide representation in paternity cases and those cases often include an establishment of child support component. Restricting the ability to assist with establishing child support needlessly limits the cases a legal paraprofessional can manage within a permitted case type.

The Standing Committee proposes amending Rule 12.01(b) and (c) as follows:

(b) Appear in court on behalf of clients in family law cases at default hearings, pretrial hearings, and informal family court proceedings, and hearing related to establishing child support, child-support modifications, parenting-time disputes, and paternity matters.

(c) Provide advice to clients in family law cases related to establishing child support, child-support modifications, parenting-time disputes, paternity matters, and stipulated dissolution and custody/parenting time agreements, including the drafting of stipulated dissolution and custody/parenting time agreements.

Recommendation 3: Amend Rule 12.01(a) to eliminate the requirement that a “district court have an established Housing Court or a dedicated calendar for housing disputes” for a legal paraprofessional to provide services in that court.

The number of Minnesota district courts that have established a dedicated housing court or housing court calendar is minimal. The requirement has caused confusion over what constitutes an established Housing Court or a dedicated calendar for housing disputes. Removing this restriction will increase the areas around the state where a legal paraprofessional can give advice to and represent clients in their landlord-tenant case.

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The Standing Committee proposes amending Rule 12.01(a) as follows:

(a) Provide advice to and appear in court on behalf of tenants in housing disputes as defined in Minnesota Statutes Chapter 504B and Minnesota Statutes § 484.014. ~~Eligible legal paraprofessionals may only provide such services in district courts that have established a Housing Court or a dedicated calendar for housing disputes,~~ except that eligible paraprofessionals shall not appear in Housing Court in the Fourth Judicial District.

Question for Future Consideration 1: Should Rule 12.01(a) be amended to also remove the Fourth Judicial District Housing Court exception?

The Standing Committee discussed an additional recommendation to remove the exclusion of legal paraprofessional appearances in housing court in the Fourth Judicial District. Most landlord-tenant cases in the state are venued in the Fourth Judicial District and some private law firms that practice in the judicial district have noted this as a barrier to participating in the Pilot Project. The Standing Committee intends to do further research in the coming months to determine if a recommendation is warranted in the future.

Two actions the Standing Committee will take:

- Analyze the effect of the Minneapolis city ordinance on landlord-tenant cases in the largest city in Hennepin County, and
- Meet with representatives from Mid-Minnesota Legal Assistance to understand their ongoing connection and work with the Hennepin County housing court, as well as their perspective on adjusting the Pilot Project to permit engagement in the Fourth Judicial District.

Recommendation 4: Amend Rule 12.01(f) to clarify Appendix 1 to Rule 12 of the Supervised Practice Rules.

Questions about the ability to prepare and file documents that are not included in Appendix 1 is a frequent question raised by participants. It is difficult to predict exactly which documents may be filed in a specific case. Therefore, the Standing Committee recommends that Rule 12.01(f) be amended as follows:

(f) With authorization from the supervising attorney, prepare and file ~~a limited set of~~ documents which include but are not limited to the documents identified in Appendix 1 to these rules.

Recommendation 5: Add eligibility to provide advice and representation in Order for Protection and Harassment Restraining Order cases to the scope of work in which a legal paraprofessional may provide services.

Orders for Protection (OFP) and Harassment Restraining Orders (HRO) may be additional legal actions or components in a family law case. Adding the option for an eligible legal paraprofessional to provide advice and representation to clients in OFP and HRO cases to the scope of work aligns with the Pilot Project's goal of expanding access to justice and representation for Minnesota's citizens.

Interim Report and Recommendations to the Minnesota Supreme Court

Both areas of law have low representation rates, consistent with the rates presented to the Court in the Implementation Committee's Report and Recommendations. SCAO research analysts pulled representation data from MNCIS for OFP and HRO cases using the same methodology for the prior data.⁵ Among the cases disposed from 2018 to 2020, 97% of petitioners and 95% of respondents in OFP cases were unrepresented. The data are similar for HRO cases disposed during the same timeframe, with 97% of petitioners and 98% of respondents unrepresented. The low rates of representation show that OFP and HRO cases are another area of unmet civil legal need in Minnesota courts.

Additionally, in OFP cases, non-lawyer domestic abuse advocates often assist parties, but they are not allowed to address the court, so the valuable services they can provide are limited in a court setting. Legal paraprofessionals are currently eligible under the Pilot Project to provide legal advice and representation to parties in evidentiary proceedings for landlord-tenant cases. OFP and HRO evidentiary hearings are comparable when considering the related legal time frames, rules, and complexity of the evidence.

Adding OFP and HRO cases as an area of law to the Pilot Project may result in more effective court hearings, continuity of representation in a case, and more equitable outcomes for parties.

The Standing Committee recommends amending Rule 12.01 as follows:

An eligible legal paraprofessional may, under the supervision of a member of the bar, provide the following services:

(f) Appear in court on behalf of clients, and provide advice to clients, in proceedings seeking Orders for Protection under Minn. Stat. § 518B.01 and Harassment Restraining Orders under Minn. Stat. § 609.748.

~~(g) Prepare and file a limited set of documents identified in Appendix 1 to these rules without the supervising attorney's final review . . .~~

Recommendation 6: Extend the Pilot Project and continue the amended Supervised Practice Rules that govern the Pilot Project to March 31, 2024.

The Standing Committee believes that the ongoing COVID-19 pandemic has impacted the ability to mature the Pilot Project. Both federal and state eviction moratoriums have affected court filings in the housing case area. When the moratoriums fully lift an influx of cases is expected, accompanied by an increased demand for representation in landlord-tenant cases.

The Standing Committee also thinks that organizations have focused their efforts on other business needs due to the pandemic which has resulted in lower Pilot Project participation

⁵ See the Implementation Committee's Report and Recommendations (www.mncourts.gov/Implementation-Committee), Appendix B, Minnesota Case Types with Asymmetrical or Low Representation of the Report and Recommendations. As outlined in the appendix, the methodology considers a litigant as "unrepresented if, for at least 90% of the days in the life of the case, the MNCIS record shows no attorney representing that litigant."

numbers than might be expected absent the pandemic impacts on businesses. Considering this along with the Standing Committee's experiences that family court cases take six months to a year on average to conclude, it will be difficult to convince more legal paraprofessionals and attorneys to participate with only a year left in the Pilot Project.

VI. CONCLUSION

The Standing Committee believes that the Pilot Project thus far has had a positive, although small impact and shows that legal paraprofessionals can successfully provide quality services to parties in family and housing cases. The Standing Committee encourages the Supreme Court to consider its recommendations and modify the Pilot Project scope and amend the rules accordingly to support the continued growth of the Pilot Project.

The Standing Committee appreciates the cooperation it received from district court judges, legal paraprofessionals, attorneys, the MPA, the MSBA and its sections, the Project Team, and others who helped the Standing Committee launch the Pilot Project.

Respectfully Submitted,

**STANDING COMMITTEE FOR
THE LEGAL PARAPROFESSIONAL PILOT PROJECT**

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**Legal Paraprofessional Pilot Project
Standing Committee Membership Roster**

Members	Subcommittee Assignments
<p>Gregory L. Richard, Standing Committee Chair <i>Professor at Winona State University</i></p>	<p>Complaint Process</p>
<p>Liz Altmann <i>Altmann Paralegal Service, LLC</i></p>	
<p>Tiffany Doherty-Schooler <i>Director of Advocacy</i> <i>Legal Aid Service of Northeastern Minnesota</i></p>	<p>Application Process</p>
<p>Rebecca Hare <i>Public Health Law Center</i></p>	<p>Communication and Outreach Evaluation Plan</p>
<p>Hon. Thomas R. Lehmann <i>District Court Judge, 10th Judicial District</i></p>	
<p>James J. Long <i>Maslon LLP</i></p>	<p>Communication and Outreach Complaint Process</p>
<p>Susan J. Mundahl <i>Mundahl Law, PLLC</i></p>	<p>Communication and Outreach Complaint Process Evaluation Plan</p>
<p>Maren Schroeder <i>NFPA Director of Positions & Issues</i> <i>MJoy, LLC</i></p>	<p>Application Process</p>
<p>Associate Justice Paul Thissen <i>Supreme Court Liaison</i> <i>Minnesota Supreme Court</i></p>	



EP305 Legal Paraprofessional Pilot Project

09/01/2021

This document summarizes the project outcomes and compares them to the baseline plans. Approval indicates acceptance of the project outcomes and is an agreement that the project is complete.

The document audience is the project sponsor, project owner, PMO manager, and other critical stakeholders.

This document is written and published by the Minnesota State Court Administrator's Office.



Project Close-Out Summary

Legal Paraprofessional Pilot Project

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Project Close-Out Summary

Legal Paraprofessional Pilot Project

Project Overview

Strategic Focus

The initial strategic focus remained consistent throughout the project., “The Legal Paraprofessional Pilot Project is authorized by Supreme Court Order and is a continuation of the FY20 operational initiative, Implementation Committee. This project will focus on establishing a Standing Committee and MJB project team that will complete tasks in preparation for a one and a half to a two-year pilot project. The pilot project will permit legal paraprofessionals, under the supervision of a licensed attorney, to provide legal advice and representation to parties under specified parameters.” The strategic focus clearly supported the various tasks and deliverables leading to the project’s overall success.

Opportunity Statement

At the start of the project, the Opportunity Statement was: “The expected outcomes are to increase access to civil legal services for otherwise unrepresented parties and decrease the congestion of court calendars. The results of the pilot project will provide data and experience that will tell the MJB whether implementing enhanced legal paraprofessional services will resolve long-term disparities in representation in civil legal case types.”

The Implementation Committee for the Proposed Legal Paraprofessional Pilot Project (Implementation Committee) was an initiative within the FY20 Operational Plan. The Implementation Committee’s work led to the launch of the Legal Paraprofessional Pilot Project which is expected to continue as an initiative under Strategic Priority 2A. Broaden the oneCourtMN vision to establish a high-quality, consistent, and convenient external court customer experience, through promoting innovation. . The Supreme Court will evaluate the results of the Pilot Project after March 1, 2021 to decide whether the project will or will not continue.

Legal paraprofessionals are approved to work within the Pilot Project and are currently providing services to clients as described by the project’s opportunity statement. The Pilot Project’s final outcomes will be reported to the Supreme Court at the end of the Pilot Project, after this EP project is closed.

Vision

The vision for this project is to decrease disparities in representation for parties in certain civil legal case types, specifically housing and family disputes.

Throughout the project, this vision remained consistent.

Project Close-Out Summary

Legal Paraprofessional Pilot Project

Project Scope

In Scope	Status at End of the Project
Create a communication and marketing plan and strategy.	Fully Delivered
Develop a pilot evaluation plan and timeline (success criteria, metrics for tracking such as MNCIS event/case types, feedback loops, surveys, etc.) Establish associated application and approval process.	Fully Delivered
Create and maintain a roster/database that will hold information on approved pilot participants.	Fully Delivered
Solicit and secure the pilot participants.	Fully Delivered
Create and implement the plans for communications, training, and OCM considerations for internal and external stakeholders.	Fully Delivered – Additional expansion and outreach has been undertaken as part of this beyond the originally defined communication plan.
Launch the pilot and provide support until stable.	Fully Delivered
Complete pilot operations plan and transition support for the pilot to those individuals.	Fully Delivered
Update the certificate of representation.	Fully Delivered
The Standing Committee will report on the pilot progress required at mid-point, on or before December 31, 2021, and end of the pilot, on or before January 17, 2023. R&E project team members will assist with these reports as part of the ongoing efforts taken by the standing committee in the pilot.	Partially Delivered – Information about what to include in the reports has been discussed and identified, but the report will not be sent until after this project’s closure.

Out of Scope	Status at End of the Project
Determine a statewide implementation plan after completion of the pilot.	Remained out of scope
Support or expansion of the pilot after project tasks are completed and the pilot is fully functional, operational support will be turned over to the standing Committee.	Remained out of scope
External marketing and communication services.	Remained out of scope

Project Close-Out Summary

Legal Paraprofessional Pilot Project

Project Goals & Performance Indicators

Goals & Performance Indicators

Goals	Performance Indicators	Status at Project Closure
1. Evaluation plan created for monitoring pilot progress.	R&E project team members and Standing Committee members approve the evaluation plan. The evaluation plan will be used for the duration of the pilot.	Complete
2. Update Certificate of Representation	Form will be updated and approved through COAW. The certificate is a requirement for legal paraprofessionals to appear in court and provide representation to clients and includes an attorney attestation forms required in the amended rule.	Complete
3. Tracking & roster of legal paraprofessionals and supervising attorneys.	MNCIS updated with new field/event type to track pilot cases. Provide reports throughout the project to the Standing Committee.	Complete
4. Transition ongoing pilot monitoring to the Standing Committee for duration of pilot.	The EP305 project team has provided the resources to allow for the standing committee members to monitor the pilot progress until March 2023. All goals listed above are met. Future checkpoints will be established between the Standing Committee and members of MJB.	Complete

Standard Project Performance Indicators

The Project Management Office (PMO) has established three primary performance indicators that all projects are evaluated against. They are rated as green, yellow or red status in every bi-weekly status report generated throughout the project. A high number of yellow or red status occurrences show a project had experienced significant challenges or changes.

Rate of occurrence in this project for each indicator

Metric	Total # of status reports		
	Green	Yellow	Red
Schedule Variance	16		
Cost Variance	16		
Issues	16		

The criteria used to determine the status can be found [here](#). The project ends with Schedule Variance in green state, Cost Variance in green state, and Issues in green state.

Project Close-Out Summary

Legal Paraprofessional Pilot Project

Project Cost & Resources

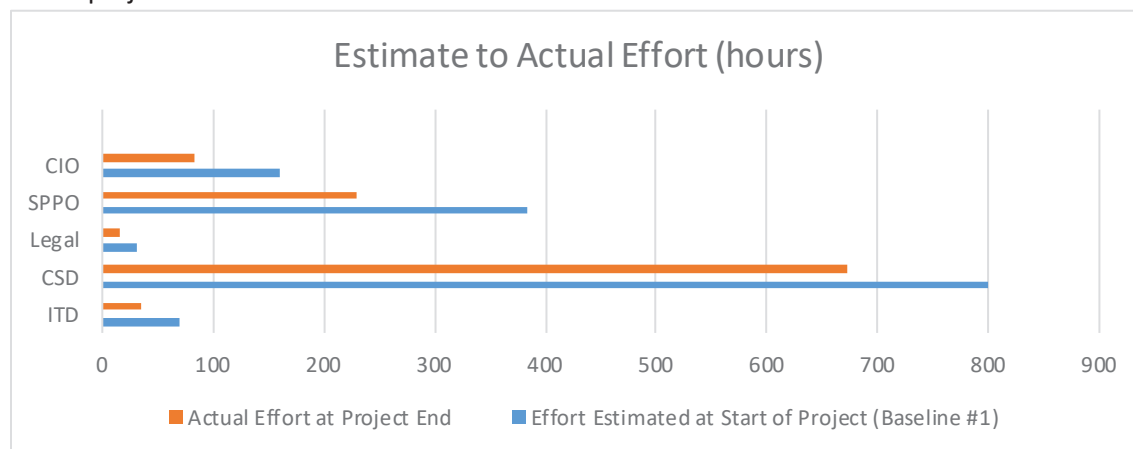
As stated in the [project charter](#), all project costs remained internal with the largest of those being the external marketing done by the Court Information Office. All other resource costs were for MJB staff and the Standing Committee, which did not affect budgets.

Project Resources

Name	Project Role/Title
Lissa Finne	CIO – Branch Communication Specialist
Jodie Metcalf	CSD – Child Support Magistrates/Family Law Dispute SME
Kim Larson	CSD – Project Owner/Sponsor
Sarah Welter	CSD – Research and Evaluation Analyst
Ellen Bendewald	CSD – Research and Evaluation Analyst
Morgan Spah	CSD – SRL Program Specialist
Sara Kronmiller	CSD BPE – Business Initiatives Specialist
Megan Rix	CSD BPE – Training & Education
Meaghan Crimmins	ITD – Application Specialist – MNCIS
Stacey Ericksen	ITD – Tester/Test Coordinator
Renee Pennington	Legal Counsel
Connie Gackstetter	SPPO – OCM Consultant
Mitch Gardner	SPPO – Program/Project Manager

Estimated to Actual Effort Comparison

This table compares the original effort estimate from the start of the project with the final actual effort of the project.



Project Close-Out Summary

Legal Paraprofessional Pilot Project

Lessons Learned

Meetings to identify lessons learned during this project were held with the following groups:

- EP305 Project Team
- Standing Committee Members

All lessons learned were entered into the PMO's centralized Lessons Learned Repository. [Click here](#) to go to that list and search for project EP305 Legal Paraprofessional Pilot Project.

Significant Project Issues and Risks


This project did not experience significant issues or risks that affected the project. Some risks were identified in the lessons learned, which can be accessed above.

Considerations for Ongoing Work

The ongoing maintenance and support of the efforts needed post project closure are defined in the [Project Transition Plan document](#). The Standing Committee continues to approve pilot participants. The Standing Committee and MJB staff support will work on the evaluation and interim and final reports.

Approval

By signing this document, you agree that this project is complete, meets the operational acceptance criteria, and can be closed.

Role	Name	Signature
Project Sponsor/Owner	Kim Larson	 Larson, Kimberly 2021.09.03 07:45:15 -05'00'
Project Manager	Mitch Gardner	

Project Close-Out Summary

Legal Paraprofessional Pilot Project

Appendix A: Important Project Links

1. [Project Charter](#)
2. [Project Workbook \(for issue, risk, change logs, budget, team resource list\)](#)
3. [Operations & Transition Plan](#)
4. [Status Reports](#)
5. [Lessons Learned – Central Repository](#)
6. [Legal Paraprofessional Pilot Project Standing Committee Work Site](#)
7. [Legal Paraprofessional Pilot Public Facing Site](#)

Appendix C

Communication and Outreach Plan Tracker and Toolkit

Date	Type	Completed Actions/Events	Audience/Organization	Event Contact	Notes
3/1/2021	Announcement	Email sent to all SRL Staff about launch; included talking points	Self Help Centers/Morgan Spah	Morgan Spah	
3/1/2021	Announcement	LPPP Launch Article included in March Branching Out Edition	Lissa Finne	Lissa Finne	
3/1/2021	Presentation	Family Law Roundtable	Susan Mundahl	Susan Mundahl	
3/1/2021	Announcement	news release sent on 3/1 to MSBA, Bench & Bar, MN Paralegal Association, and MN Lawyer	Jodi Boyne	Jodi Boyne	
3/1/2021	Announcement	News item re: Launch on MJB public website	SCAO Court Information Office	Lissa Finne	
3/2/2021	Announcement	New Lawyers Section list serv (3/2/21)	New Lawyers Section	Rebecca Hare	Received a follow-up question regarding program.
3/3/2021	Announcement	MSBA Legal News Digest Newsletter (3/3/21)	MSBA/Cheryl Dalby	Jim Long	
3/4/2021	Presentation	Presentation to 90+ LSAC/legal services attendees	Legal aid orgs	Tiffany Doherty-Schooler	90+ attended
3/5/2021	Announcement	New Lawyers newsletter (3/5/21)	New Lawyers Section	Rebecca Hare	
3/17/2021	Training	3/17/2021 Judge Training: What You Need to Know about the LPPP	MJB Kim Larson/Lissa Finne	Judge Lehmann and Justice Thissen	This training was attended by judges, judge team members, and district/court administrators
3/23/2021	Training	3/23/2021 Judge Training: What You Need to Know about the LPPP	MJB Kim Larson/Lissa Finne	Judge Lehmann and Justice Thissen	This training was attended by judges, judge team members, and

Communication and Outreach Plan Tracker and Toolkit

Date	Type	Completed Actions/Events	Audience/Organization	Event Contact	Notes
					district/court administrators
4/9/2021	Presentation	Presentation to Rochester MPA Chapter on 4/9	Minnesota Paralegal Association	Maren Schroeder	About 35 people attended. A lot of great questions. Creating FAQ for website based on these questions.
4/20/2021	Press Release	Minnesota Lawyers Mutual Extends Coverage to Supervised Legal Paraprofessionals	Minnesota Lawyers Mutual		Emailed directly to all attorneys that are direct subscribers to MLM and a letter to all clients
5/1/2021	Presentation	Panel presentation	Minnesota Paralegal Association	Maren Schroeder	
5/1/2021	Presentation	CLE	Solo/Small Practice Experience	Susan Mundahl	
5/5/2021	Presentation	Presentation: "Changing the Unauthorized Practice of Law Rules in More Ways and Places" led by the National Center for Access to Justice	Equal Justice Conference	Tiffany Doherty-Schooler	10-15 minutes of overview, structure, and Q & A. Many questions from folks in other states, overall, it was positive, and people were interested in it. Utah, Washington, and California were also discussed. 104 people attended. Follow-up from attorney Denise Colón (dcgreena@nycourts.gov) at NYS Court System's Office for Justice Initiatives working on implementing certified social worker program:

Communication and Outreach Plan Tracker and Toolkit

Date	Type	Completed Actions/Events	Audience/Organization	Event Contact	Notes
					https://www.nycourts.gov/LegacyPDFS/publications/RWG-RegulatoryInnovation_Financial_12.2.20.pdf
5/6/2021	Meeting	Met with Ashton Boon, Legal Counsel at Mayo Clinic	Mayo Clinic Legal Department	Kim Larson	Answered questions about the program and discussed opportunities for the Mayo Clinic Legal Department's paralegals to connect with local area attorneys to provide services under the pilot
6/12/2021	Presentation	Panel on state regulatory reform	Regulation Conference held by National Federation of Paralegal Associations	Gregory Richard	
6/15/2021	Email	Follow-up with Mayo Clinic Legal Department			
8/1/2021	Presentation	Panel		Maren Schroeder	
8/11/2021	Presentation	MPA Presentation in conjunction with Fredrickson		Maren Schroeder, Tiffany Doherty-Schooler, Gregory	

Communication and Outreach Plan Tracker and Toolkit

Date	Type	Completed Actions/Events	Audience/Organization	Event Contact	Notes
				Richard, and Kim Larson	

Key Communications Documents for Outreach	Purpose	Status	Notes
Fact Sheet	Share with those seeking a quick overview of LPPP	Published	Available on LPPP webpage and shared site (under Published Documents)
Overview Talking Points	Use and share with champions and presenters for background	Reviewed	Available on internal shared workspace (under Communications)
Slide Deck	Use and share for presentations	Reviewed	Two slide decks - one with graphics – available on internal shared workspace (under Communications)
Webpage Link	Holds all public-facing content about the program	N/A	News item re: Launch on MJB public website (www.mncourts.gov/lppp)
Sample contact language			

Language to contact champions within the Courts:

I am a member of the Supreme Court Standing Committee for the Legal Paraprofessional Pilot. The pilot launched March 1, 2021 and is intended to increase access to civil legal representation in tenant-landlord and family law cases where one or both parties typically appear without legal representation. The Pilot Project permits legal paraprofessionals, under the supervision of a Minnesota attorney, to provide legal advice and, in some cases, represent a client in court in these areas. View more program details at mncourts.gov/LPPP

We are seeking to inform Court staff about the pilot and to provide support to staff in publicizing this pilot project within the Court system, to potential paraprofessional and attorney participants, and to prospective clients.

We would appreciate your assistance and thoughts on this. It would be great if you and I could have a preliminary discussion at some point in the next week or so about the program and how court staff could be involved. Please let me know if you are interested and if so, when a convenient time might be. (I have copied the Standing Committee chair and the Communications sub-group chair)

Language to notify members of the Bar:

The Legal Paraprofessional Pilot launched March 1, 2021 and is intended to increase access to civil legal representation in tenant-landlord and family law cases where one or both parties typically appear without legal representation. The Pilot Project permits legal paraprofessionals, under the supervision of a Minnesota attorney, to provide legal advice and, in some cases, represent a client in court in these areas.

We are sharing this information to inform members of the Bar about the pilot and to encourage attorneys and qualifying paraprofessionals to participate. If you are interested in learning more about the program, visit <https://mncourts.gov/LPPP>

If you have any questions or would like a presentation to your section, staff, or affiliate group, you may contact the Standing Committee via the contact form on the LPPP website.

Communication and Outreach Plan Tracker and Toolkit

Language to contact the public/community organizations:

The Legal Paraprofessional Pilot Project launched March 1, 2021 - and the Court-appointed Standing Committee is accepting applications from legal paraprofessionals and supervising attorneys who wish to participate in the Pilot. The two-year, statewide Pilot Project allows approved legal paraprofessionals to represent and advise clients in select housing and family matters with oversight by a licensed Minnesota Attorney. The Pilot Project is intended to increase access to legal representation in select civil case types where parties are disproportionately unrepresented.

Information about the Standing Committee, the application process, and other details are available on the Legal Paraprofessional Pilot Project webpage at <https://mncourts.gov/LPPP>

Appendix D

Evaluation Plan Draft

Data Source	Evaluation Goal	Measure	Possible Survey Questions (if applicable)
Client survey	Promote sustainability	Overall satisfaction with services received from paraprofessional	<p>1) On a scale of 1 to 10, how likely are you to recommend this legal paraprofessional to a friend or family member?</p> <p>2) Please rate your satisfaction with the services you received from the legal paraprofessional in your case. [Very satisfied -> Very dissatisfied] Please explain your rating and what, if anything, could improve your satisfaction. [open response]</p>
Court administration survey	Promote sustainability	Feedback and suggestions to improve the pilot	Think of the pilot as a whole. Overall, what feedback or suggestions do you have to improve the pilot? (For example, practice areas, supervision, effectiveness) [open response]
Judicial officer survey		Threshold question: Have you worked with a paraprofessional in the pilot?	Have you had a paraprofessional participating in the Legal Paraprofessional Pilot Project represent a client in your courtroom? [Yes; No; Don't know/don't remember]
Judicial officer survey		Types of cases with paraprofessional	For what type of case have you had a paraprofessional represent a client in your courtroom? (Check all that apply.) [Eviction; Eviction Expungement; Other Housing (please specify); Custody; Dissolution; Legal Separation; Paternity; Child Support; Other Family (please specify)]
Judicial officer survey		Courtroom decorum by paraprofessionals	<p>Thinking about all paraprofessionals who appeared in your courtroom during this pilot, please provide your level of agreement with the following statement [Strongly agree -> Strongly disagree]</p> <p>Paraprofessionals displayed the appropriate decorum in the courtroom.</p>

Evaluation Plan Draft

Data Source	Evaluation Goal	Measure	Possible Survey Questions (if applicable)
Judicial officer survey		Court rules followed by paraprofessionals	Thinking about all paraprofessionals who appeared in your courtroom during this pilot, please provide your level of agreement with the following statement [Strongly agree -> Strongly disagree] Paraprofessionals were aware of the applicable court rules.
Judicial officer survey		Courtroom courtesies by paraprofessionals	Thinking about all paraprofessionals who appeared in your courtroom during this pilot, please provide your level of agreement with the following statement [Strongly agree -> Strongly disagree] Paraprofessionals observed courtroom courtesies.
Judicial officer survey		Training or support needed for paraprofessionals	Based your experience in this pilot, do you think any additional training or support is needed for paraprofessionals? [Yes (please explain); No; Don't know]
Judicial officer survey	Promote sustainability	Quality of paraprofessional work	Please provide any comments regarding the quality of the representation provided by paraprofessionals in your courtroom. [open response]
Judicial officer survey	Improve efficiency/Reduce court congestion	Efficiency of hearings	1) In your experience, do hearings where a party is represented by a paraprofessional take more or less time than hearings with self-represented litigants? 2) In your experience, do hearings where a party is represented by a paraprofessional take more or less time than hearings where a party is represented by an attorney?

Evaluation Plan Draft

Data Source	Evaluation Goal	Measure	Possible Survey Questions (if applicable)
Judicial officer survey	Promote sustainability	Overall satisfaction with pilot	1) Please rate your overall satisfaction with the pilot. [Very satisfied -> Very dissatisfied]2) Please explain your overall satisfaction rating. [open response]
Judicial officer survey	Promote sustainability	Feedback and suggestions to improve the pilot	Think of the pilot as a whole. Overall, what feedback or suggestions do you have to improve the pilot? (For example, feedback on practice areas, supervision, effectiveness, etc.)
MNCIS	General pilot performance	Type of cases	
MNCIS	General pilot performance	Number of participating clients in each judicial district and county (litigation only)	
MNCIS	Improve efficiency/Reduce court congestion	Resolution prior to court hearing (dismissal prior to hearing, canceled appearance/hearing)	
MNCIS	Improve efficiency/Reduce court congestion	Time to disposition	
MNCIS	Improve efficiency/Reduce court congestion	Number of hearings per case	
MNCIS	Increase representation/Reduce unmet legal needs	Representation rate (attorney, paraprofessional, self-represented)	
MNCIS	Promote sustainability	Default rate in family law cases	

Evaluation Plan Draft

Data Source	Evaluation Goal	Measure	Possible Survey Questions (if applicable)
MNCIS	Promote sustainability	Default rate (default judgment)	
MNCIS	Promote sustainability	Eviction rate (eviction judgment, affidavit of non-compliance, writ of recovery issued, writ of recovery returned)	
Paraprofessional case reporting	General pilot performance	How did clients find you?	How did clients find you?
Paraprofessional case reporting	General pilot performance	Case number	Court case number, if any
Paraprofessional case reporting	General pilot performance	Type of case	Type of case [Eviction; Eviction Expungement; Other Housing (please specify); Custody; Dissolution; Legal Separation; Paternity; Child Support; Other Family (please specify)]
Paraprofessional case reporting	General pilot performance	County of case	County of the court case or, if no court case exists, the client's county of residence
Paraprofessional case reporting	General pilot performance	Case referral date	Date this matter was referred to you
Paraprofessional case reporting	General pilot performance	Client referral information	How did this client find you? Please select one. [MN Judicial Branch website; Referral from court staff or judicial officer; Referral from attorney; Web search; Other (please specify); Unknown]
Paraprofessional case reporting	General pilot performance	Case resolution date	Date this matter was resolved
Paraprofessional case reporting	General pilot performance	Type of work provided	Type(s) of work you provided. Please select all that apply. [Document preparation; Legal advice; Mediation; Representation in court; Other (please specify)]

Evaluation Plan Draft

Data Source	Evaluation Goal	Measure	Possible Survey Questions (if applicable)
Paraprofessional case reporting	General pilot performance	Case transfer data	Was this case transferred to your supervising attorney for any of the following reasons? Please select all that apply. [Not transferred; Domestic abuse; Child abuse; Complexity; Removed from roster; Left employment; Outside of scope of agreement; Other (please specify)]
Paraprofessional case reporting	General pilot performance	Ongoing comments on pilot	Please provide additional comments related to the pilot arising from this case, if any [open response]
Paraprofessional survey	General pilot performance	How did you find out about the LPPP?	How did you learn about the Legal Paraprofessional Pilot Project? [Referral from a colleague; Referral from employer; Referral from school or certificate program; Referral from professional association; MN Judicial Branch website; Other (please specify)]
Paraprofessional survey	General pilot performance	Case type	For what type(s) of case have you participated in the Legal Paraprofessional Pilot Project? (Check all that apply.) [Eviction; Eviction Expungement; Other Housing (please specify); Custody; Dissolution; Legal Separation; Paternity; Child Support; Other Family (please specify)]
Paraprofessional survey	General pilot performance	Length of participation	How long have you participated in the Legal Paraprofessional Pilot Project? [Less than a month; 1 - 3 months; 4 months or more]
Paraprofessional survey	Promote sustainability	Pilot Retention Rate	1) Are you actively participating in the Legal Paraprofessional Pilot Project? [Yes; No (please explain)]
Paraprofessional survey	General pilot performance	Type of law firm	2) Do you plan to resume active participation in the pilot at a later date? [Yes; No; Unsure] How would you describe where you work as a paraprofessional? [Private: Solo; Private: 2 – 50 attorneys; Private: over 50 attorneys; Public Defender;

Evaluation Plan Draft

Data Source	Evaluation Goal	Measure	Possible Survey Questions (if applicable)
Paraprofessional survey	General pilot performance	Satisfaction with application process	<p>City or County Attorney; Legal Aid or other non-profit agency; Other (please specify)]</p> <p>1) Please rate your satisfaction with the Legal Paraprofessional Pilot Project application process. [Very satisfied -> Very dissatisfied]</p> <p>2) Please explain your satisfaction rating with the application process and what, if anything, could improve your satisfaction. [open response]</p>
Paraprofessional survey	General pilot performance	Satisfaction with supervision	<p>1) Please rate your satisfaction with the supervision provided by your Legal Paraprofessional Pilot Project supervising attorney. [Very satisfied -> Very dissatisfied]</p> <p>2) Please explain your satisfaction rating with the supervision provided by your supervising attorney and what, if anything, could improve your satisfaction. [open response]</p>
Paraprofessional survey	Increase representation/Reduce unmet legal needs	Improve access to legal representation	<p>Have you represented any clients in court who you believe would otherwise have been self-represented? [Yes; No; Unsure]</p>
Paraprofessional survey	Promote sustainability	Sustainability of income (qualitative)	<p>1) Please rate your level of agreement with the following statement: My expanded role through the Legal Paraprofessional Pilot Project allows me to have a financially sustainable practice. [Strongly agree -> Strongly disagree; N/A]</p> <p>2) Please comment on the sustainability of income from participating in this project. [open response]</p>

Evaluation Plan Draft

Data Source	Evaluation Goal	Measure	Possible Survey Questions (if applicable)
Paraprofessional survey	Promote sustainability	Fees charged	How do you charge for services under the Legal Paraprofessional Pilot Project? [Pro bono; By the hour; Flat fee; Other (please explain); Unsure]
Paraprofessional survey	Promote sustainability	Overall satisfaction with pilot	1) Please rate your overall satisfaction with the Legal Paraprofessional Pilot Project. [Very satisfied -> Very dissatisfied] 2) Please explain your satisfaction rating with the project. [open response]
Paraprofessional survey	Promote sustainability	Feedback and suggestions to improve the pilot	Think of the pilot as a whole. Overall, what feedback or suggestions do you have to improve the Legal Paraprofessional Pilot Project? (For example, feedback on practice areas, services allowed, supervision, effectiveness, etc.) [open response]
Standing Committee	General pilot performance	Number of applications received	
Standing Committee	General pilot performance	Number of applications approved/rostered	
Standing Committee	General pilot performance	Number of paraprofessionals in each judicial district and county	
Standing Committee	General pilot performance	Number of participating clients in each judicial district and county (across litigation and out-of-court representation)	
Standing Committee	Promote sustainability	Number of complaints submitted	
Standing Committee	Promote sustainability	Types of complaints submitted	

Evaluation Plan Draft

Data Source	Evaluation Goal	Measure	Possible Survey Questions (if applicable)
Standing Committee	Promote sustainability	Complaint outcomes	
Supervising attorney survey		Number of paraprofessionals supervising	How many paraprofessionals have you supervised through the Legal Paraprofessional Pilot Project? [1; 2 - 3; 4 - 5; 6 - 10; More than 10; None]
Supervising attorney survey		Case types	For what type of case have you supervised paraprofessionals through the Legal Paraprofessional Pilot Project? (Check all that apply.) [Eviction; Eviction Expungement; Other Housing (please specify); Custody; Dissolution; Legal Separation; Paternity; Child Support; Other Family (please specify)]
Supervising attorney survey		Length of participation	How long have you been participating in the Legal Paraprofessional Pilot Project? [Less than a month; 1 - 3 months; 4 months or more]
Supervising attorney survey	Promote sustainability	Pilot Retention Rate	1) Are you actively participating in the Legal Paraprofessional Pilot Project? 2) If no, please explain. [fill in the blank] Do you plan to resume active participation in the pilot at a later date? [Yes; No; Unsure]
Supervising attorney survey		Insurance policy changes	1) Were you required to modify your legal liability insurance policy to allow for supervising paraprofessionals through the Legal Paraprofessional Pilot Project? [Yes (please explain); No; Don't know] 2) Did the cost of legal liability insurance impact your participation in this project? [Yes (please explain); No]

Evaluation Plan Draft

Data Source	Evaluation Goal	Measure	Possible Survey Questions (if applicable)
Supervising attorney survey	General pilot performance	Client declined representation?	<p>1) Did anyone decline paraprofessional representation? [Yes; No; Don't remember]</p> <p>2) What was the outcome for the client? [Worked only with you; Worked only with other attorney at your firm; Declined to be represented by your firm; Other (please explain)]</p>
Supervising attorney survey		Financial stability of program	Please rate your level of agreement with the following statement: the expanded paraprofessional role through the Legal Paraprofessional Pilot Project allows me to have a financially sustainable practice. [Strongly agree -> Strongly disagree; N/A]
Supervising attorney survey	General pilot performance	Satisfaction with application process	<p>1) Please rate your satisfaction with the Legal Paraprofessional Pilot Project application process. [Very satisfied -> Very dissatisfied]</p> <p>2) Please explain your satisfaction rating with the application process and what, if anything, could improve your satisfaction. [open response]</p>
Supervising attorney survey	General pilot performance	Satisfaction with supervisory role	<p>1) Please rate your satisfaction with supervising participating paraprofessionals. [Very satisfied -> Very dissatisfied]2) Please explain your satisfaction rating with supervising participating paraprofessionals and what, if anything, could improve your satisfaction. [open response]</p>
Supervising attorney survey	Promote sustainability	Satisfaction with paraprofessional work	<p>1) Please rate your satisfaction with the quality of paraprofessional work by participating paraprofessionals you have supervised. [Very satisfied -> Very dissatisfied]</p> <p>2) Please explain your satisfaction rating with the</p>

Evaluation Plan Draft

Data Source	Evaluation Goal	Measure	Possible Survey Questions (if applicable)
			<p>quality of paraprofessional work by participating paraprofessionals you have supervised. [open response]</p>
Supervising attorney survey	Promote sustainability	Overall satisfaction with the pilot	<p>1) Please rate your overall satisfaction with the Legal Paraprofessional Pilot Project. [Very satisfied -> Very dissatisfied]</p> <p>2) Please explain your satisfaction rating with the project. [open response]</p>
Supervising attorney survey	Promote sustainability	Feedback and suggestions to improve the pilot	<p>Think of the Legal Paraprofessional Pilot Project as a whole. Overall, what feedback or suggestions do you have to improve the project? (For example, feedback on practice areas, services allowed, supervision, effectiveness, etc.)</p>



Roster of Approved Legal Paraprofessionals

Legal Paraprofessional	Supervising Attorney	Approval Date
Rachel R. Albertson P.O. Box 804 Brainerd, MN 56401 ralbertson@lasnem.org Work #: 218-454-1701	Christopher J. Macy P.O. Box 804 Brainerd, MN 56401 cmacy@lasnem.org Work #: 218-454-2026	May 11, 2021
Aprille A. Beyer 227 West First Street, Suite 610 Duluth, MN 55802 abeyer@btolawyers.com Work #: 218-722-1000	Matthew H. Beaumier 227 West First Street, Suite 610 Duluth, MN 55802 mbeaumier@btolawyers.com Work #: 218-722-1000	August 11, 2021
Cortney L. Bivens 300 S. 4 th Street, RM 600 Minneapolis, MN 55412 cozichicparalegalsvc@icloud.com Work #: 651-456-8363	Elizabeth A. Kelly 600 Nicollet Mall, Suite 390A Minneapolis, MN 55402 beth.kelly@vlmn.org Work #: 612-752-6608	April 29, 2021
Nacole L. Carlson 302 Ordean Building 424 W. Superior Street Duluth, MN 55802 ncarlson@lasnem.org Work #: 218-623-8116	Ellen R. Anderson 302 Ordean Building 424 W. Superior Street Duluth, MN 55802 eanderson@lasnem.org Work #: 218-623-8114	April 21, 2021
Kelli J. Crary 3003 43 rd Street NW, Suite 101 Rochester, MN 55901 kelli@dnavarrolaw.com Work #: 507-216-7853	Dominique J. Navarro 3003 43 rd Street NW, Suite 101 Rochester, MN 55901 dom@dnavarrolaw.com Work #: 507-216-7853	April 8, 2021
Norina J. Dove 4660 Slater Road, Suite 128 Eagan, MN 55122 ndove@swhitefamilylaw.com Work #: 612-750-6284	Spencer T. White 4660 Slater Road, Suite 128 Eagan, MN 55122 swhite@swhitefamilylaw.com Work #: 651-454-8783	August 19, 2021
Nicole R. DeJarlais 1932 Second Ave. E., Suite 2 Hibbing, MN 55746 nicole@prebichlaw.com Work #: 218-262-6601	Richard E. Prebich 1932 Second Ave. E. Suite 2 Hibbing, MN 55746 rickprebich@gmail.com Work #: 218-262-6601	April 8, 2021
Sherry L. Gruenhagen 1015 7 th Ave. North Moorhead, MN 56560 sgruenhagen@lsnmlaw.org Work #: 218-233-8585	Heidi H. Uecker 1015 7 th Ave. North Moorhead, MN 56560 huecker@lsnmlaw.org Work #: 218-233-8585	May 21, 2021



MINNESOTA JUDICIAL BRANCH

Legal Paraprofessional	Supervising Attorney	Approval Date
Lori A. Hogen 7900 Highway 7 Minneapolis, MN 55426 lori@metroattorneymn.com Work #: 612-361-2226	Adam Y. Galili 7900 Highway 7 Minneapolis, MN 55426 adam@metroattorneymn.com Work #: 612-888-9620	April 21, 2021
Rachel A. Mitchell 215 E. Elm Avenue P.O. Box 249 Waseca, MN 56093 rachel.mitchell@phblawoffice.com Work #: 507-835-5240	Perry A. Berg 215 E. Elm Avenue P.O. Box 249 Waseca, MN 56093 perry.berg@phblawoffice.com Work #: 507-835-5240	June 21, 2021
Mary D. Russom 302 Ordean Building 424 W. Superior Street Duluth, MN 55802 mrussom@lasnem.org Work #: 218-623-8105	Tiffany Doherty-Schooler 302 Ordean Building 424 W. Superior Street Duluth, MN 55802 tschooler@lasnem.org Work #: 218-623-8101	May 26, 2021
Mary J. Vrieze 903 W. Center St., Suite 230 Rochester, MN 55904 mary.vrieze@smrls.org Work #: 507-292-0080	Brian N. Lipford 903 W. Center St., Suite 230 Rochester, MN 55904 brian.lipford@smrls.org Work #: 507-282-0080	May 26, 2021
Jennifer A. Waletzko P.O. Box 232 Forest Lake, MN 55025 scribesinbox@gmail.com Work #: 763-245-1625	Amanda T. Mason-Sekula 310 Fourth Avenue S., Suite 5010 Minneapolis, MN 55415 amanda@sekulafamilylaw.com Work #: 612-206-3755, ext: 1077	August 18, 2021

FILED

December 9, 2021

**OFFICE OF
APPELLATE COURTS**

STATE OF MINNESOTA

IN SUPREME COURT

ADM19-8002

**ORDER AMENDING RULES GOVERNING
LEGAL PARAPROFESSIONAL PILOT PROJECT**

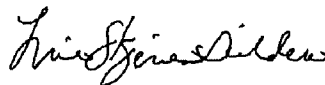
In an order filed September 29, 2020, we established a pilot project to evaluate the delivery of legal services by legal paraprofessionals who are supervised by a licensed Minnesota attorney, in certain areas of unmet civil legal needs. We also promulgated Rule 12 of the Supervised Practice Rules, to govern the work of the participants in that project. The Standing Committee appointed to administer the pilot project has recommended amendments to Rule 12.01, to clarify the scope of services that can be provided in the project. We have reviewed the recommendation and the proposed amendments to Rule 12.01, and agree that as amended, the rule will clarify the scope of services for the pilot project participants.

Based upon all the files, records, and proceedings herein,

IT IS HEREBY ORDERED that Rule 12.01 of the Supervised Practice Rules is amended as shown below. The rule as amended is effective as of January 1, 2022, and applies to cases pending on, and filed on or after, the effective date.

Dated: December 9, 2021

BY THE COURT:



Lorie S. Gildea
Chief Justice

SUPERVISED PRACTICE RULES

[Note: in the following amendments, deletions are indicated by a line drawn through the words, and additions are indicated by a line drawn under the words.]

Rule 12. Authorized Practice by Legal Paraprofessionals in Pilot Project

Rule 12.01 Scope of Work

An eligible legal paraprofessional may, under the supervision of a member of the bar, provide the following services:

* * *

~~(b) Provide advice to and a~~Appear in court on behalf of clients in family law cases, ~~but such services shall be limited to advice and~~ at default hearings, pretrial hearings, and informal family court proceedings, and hearings related to child-support modifications, parenting-time disputes, and paternity matters. ~~With the approval of the supervising attorney, legal paraprofessionals may also appear in court in family law cases for the following purposes: (1) default hearings, (2) pretrial hearings, and (3) informal family court proceedings.~~

(c) Provide advice to clients in family law cases related to child-support modifications, parenting-time disputes, paternity matters, and stipulated dissolution and custody/parenting time agreements, including the drafting of stipulated dissolution and custody/parenting time agreements.

~~(d) Legal paraprofessionals may also a~~Appear with a client in family law mediations where, in the judgment of the supervising lawyer, the issues are limited to less complex matters, which may include simple property divisions, parenting-time matters, and spousal-support determinations.

(e) Under no circumstances shall a legal paraprofessional provide advice or appear in court or at a mediation under this paragraph if the family law case involves allegations of domestic abuse or child abuse.

~~(e)(f)~~ (f) With authorization from the supervising attorney, prepare and file a limited set of documents identified in Appendix I to these rules ~~without the supervising attorney's final review.~~

Communications between the client and the eligible legal paraprofessional shall be privileged under the same rules that govern the attorney-client privilege and work product doctrine.

For each case where a legal paraprofessional will appear in court on behalf of the client, the certificate of representation for the matter must identify both the supervising attorney and the legal paraprofessional. The legal paraprofessional may sign the certificate of representation, but must include with the filed certificate of representation a statement signed by the supervising

attorney that authorizes the legal paraprofessional to appear in court. The signed authorization must identify the types of proceedings for which the legal paraprofessional is authorized to provide services and the starting and ending dates during which the paralegal is authorized to appear in court.

* * *

Appendix 1 to Rule 12 of the Supervised Practice Rules

General Filing Documents

- Notice of Appearance
- Certificate of Representation
- Application to Serve by Alternate Means
- Affidavit of Default
- Affidavit of Service
- Substitution of Counsel
- Notice of Withdrawal
- Notice of Filing
- Affidavit for Proceeding In Forma Pauperis
- Proposed In Forma Pauperis Order
- Settlement Agreement
- Request for Continuance
- Motion to Request Correction of Clerical Mistakes

Landlord-Tenant Specific

- Affidavit of Compliance and Proposed
- Order for Expungement
- Notice of Motion and Motion for Expungement of Eviction Record
- Petition for Emergency Relief Under Tenant Remedies Act
- Rent Escrow Affidavit
- Eviction Answer
- Eviction Action Proposed Findings of Fact, Conclusions of Law, Order and Judgment
- Answer and Motion for Dismissal or Summary Judgment (Eviction)
- Notice of Motion and Motion to Quash Writ of Recovery
- Petition for Possession of Property After Unlawful Lockout

Family Law Specific

- Confidential Information Form 11.1
- Confidential Information Form 11.2
- Felon name change notice
- Notice to Public Authority
- Notice of Default and Nonmilitary Status Affidavit of Non-Military Status
- Default Scheduling Request
- Notice of Intent to Proceed to Judgment
- Proposed Default Findings
- Initial Case Management Conference Data Sheet
- Scheduling Statement
- Parenting/Financial Disclosure Statement
- Discovery (Interrogatories, Request for Production of Documents, Request for Admissions)
- Summary Real Estate Disposition
- Judgment
- Certificate of Dissolution and Stipulated Dissolution
- Delegation of Parental Authority
- Revocation of Delegation of Parental Authority
- Application for Minor Name Change
- Parenting/Financial Disclosure Statement
- Certificate of Settlement Efforts
- Notice of Motion and Motion to Modify Parenting Time
- Stipulation of the Parties, including for custody/parenting time agreements
- Notice of Motion and Motion to Modify Child Support/Medical Support
- Notice of Motion and Motion (examples: Stop COLA, Reinstate Driver's License)
- Request for County to Serve Papers



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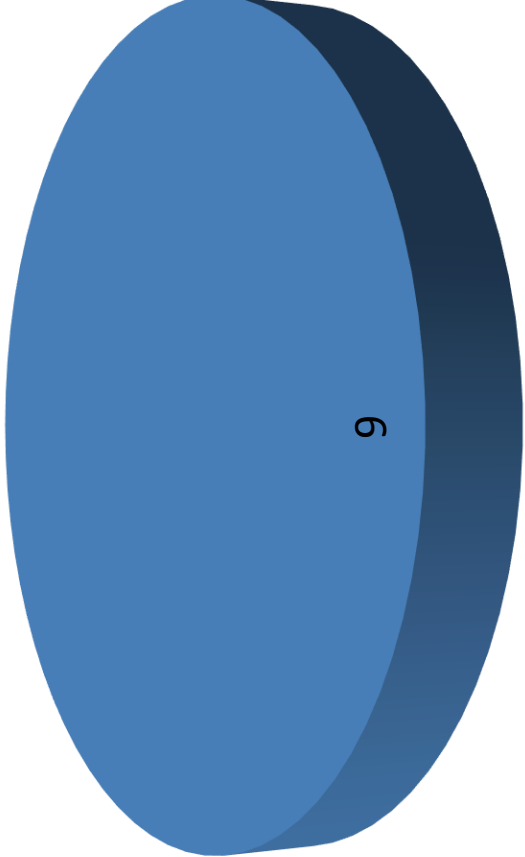
Legal Paraprofessional Pilot Project: Paraprofessional Survey

Appendix G

Survey Overview

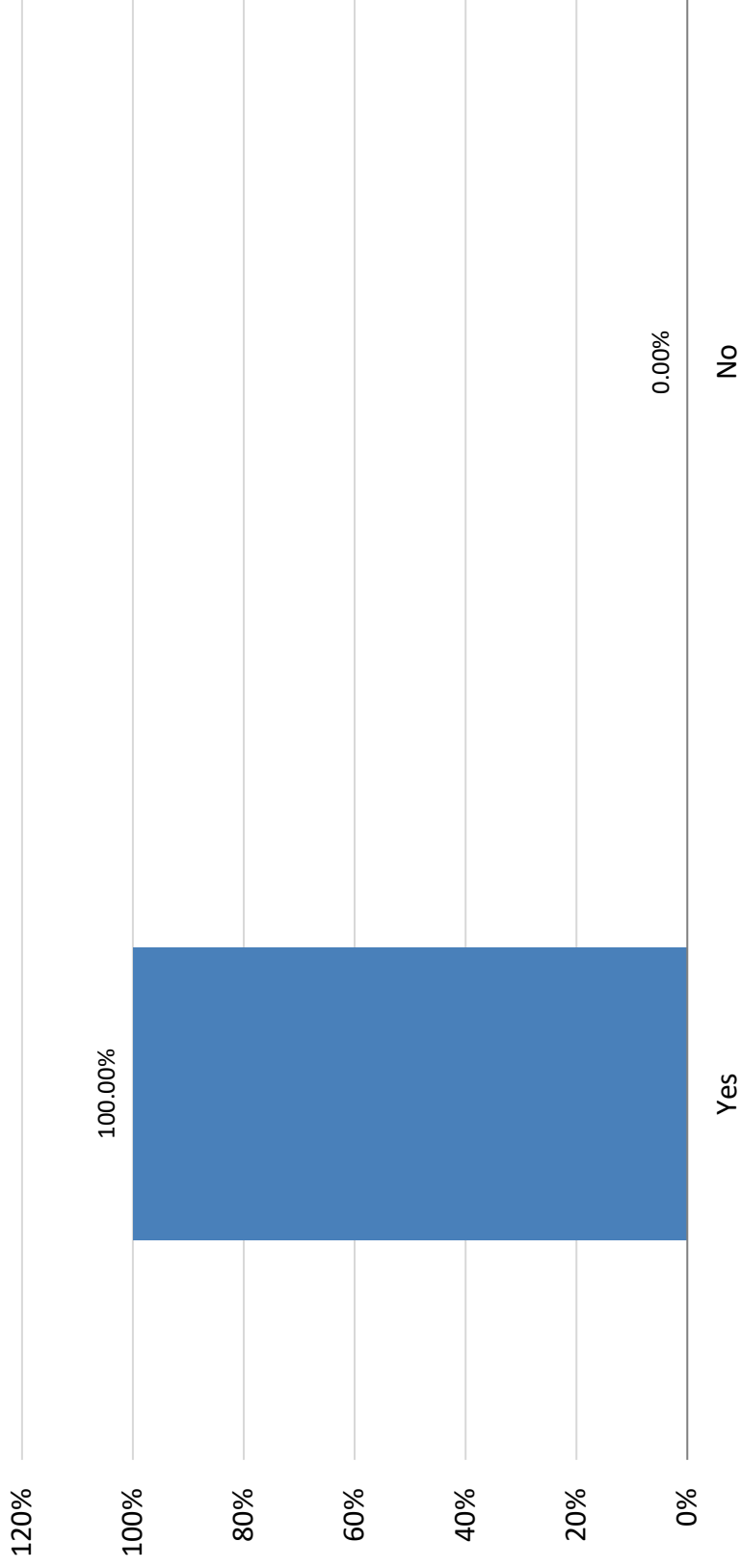
Completion / Dropout

0



- Completed
- Drop Out

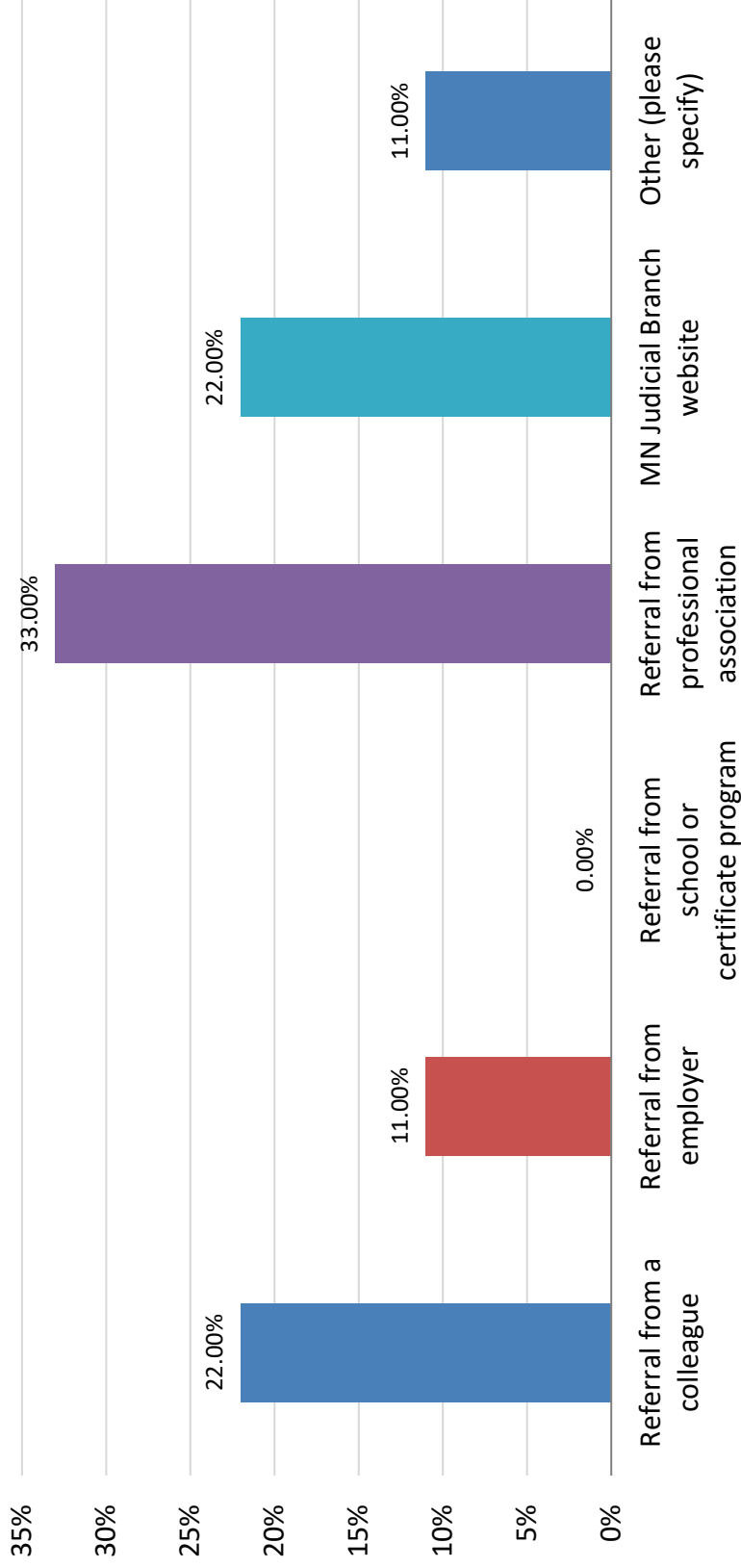
Are you actively participating in the Legal Paraprofessional Pilot Project?



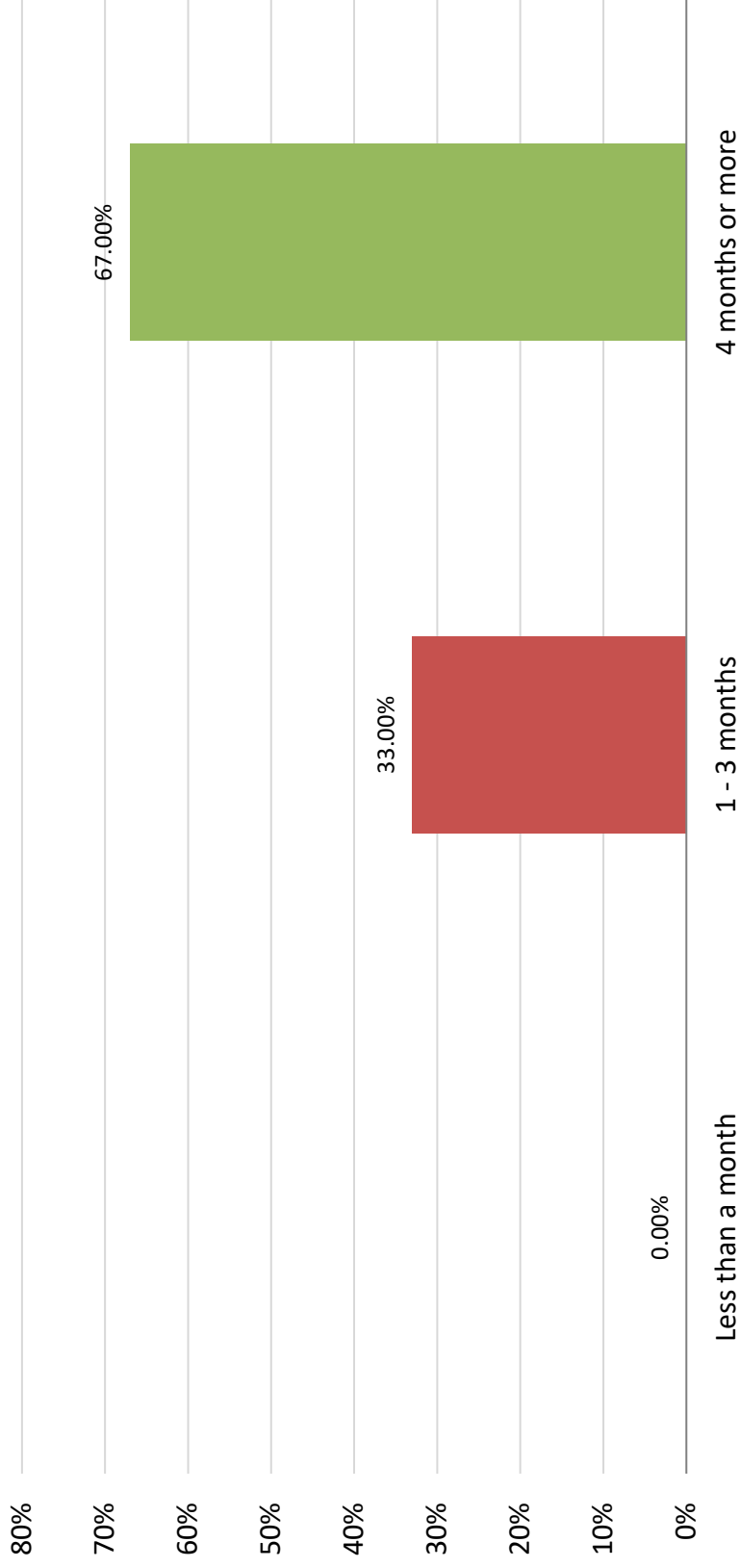
How many clients are you currently assisting through the Legal Paraprofessional Pilot Project?

Response
0
0
6
1
1
5
2
0
2

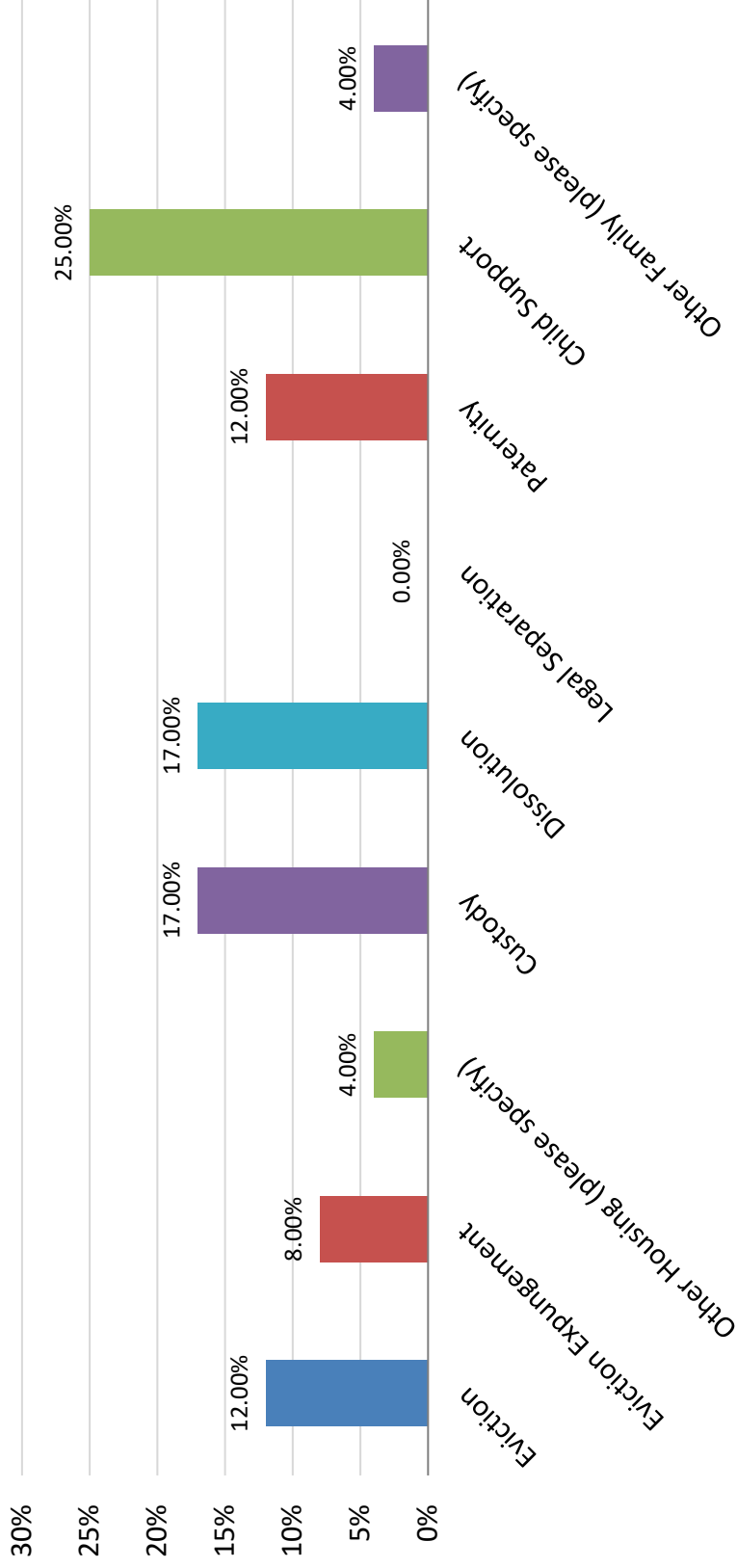
How did you learn about the Legal Paraprofessional Pilot Project?



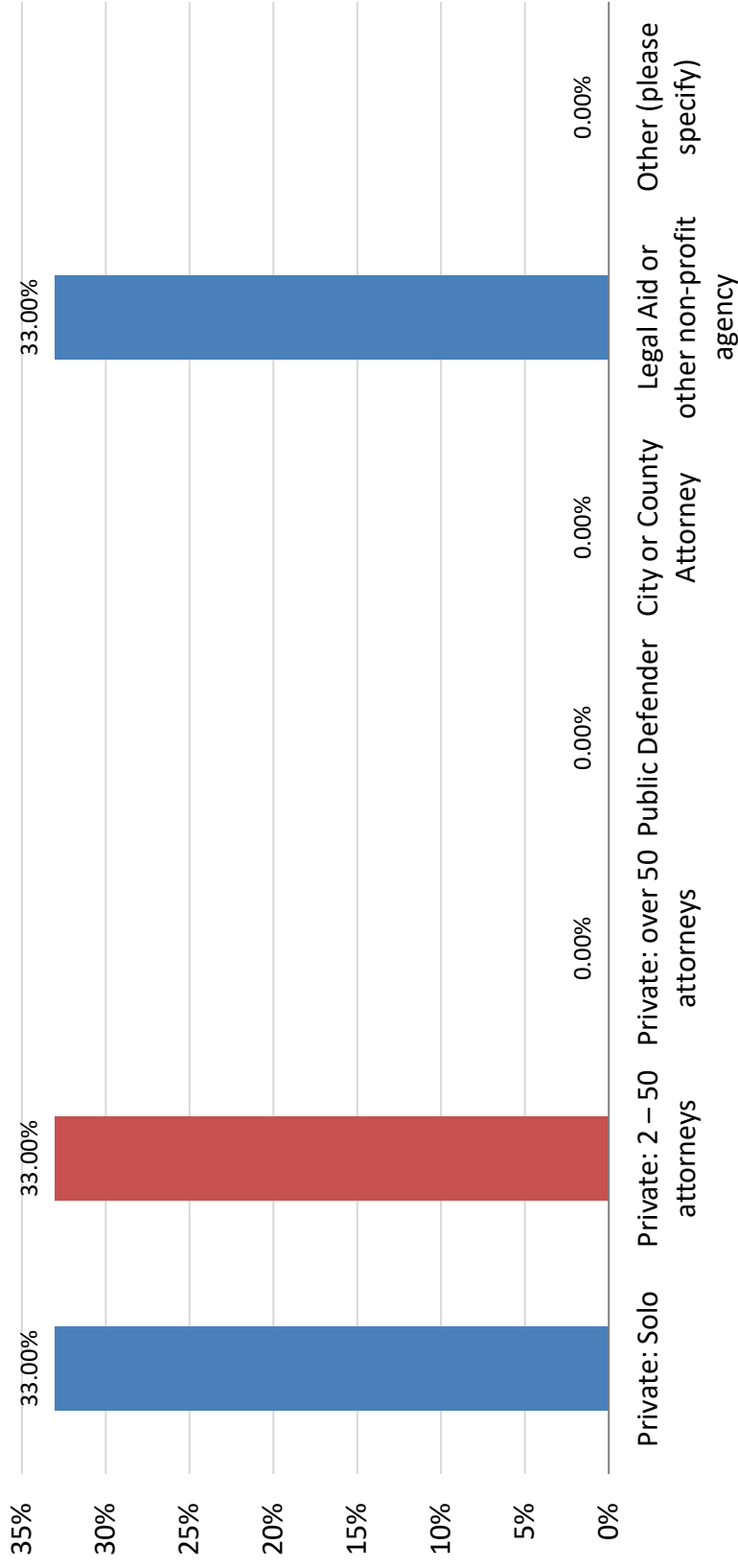
How long have you participated in the Legal Paraprofessional Pilot Project?



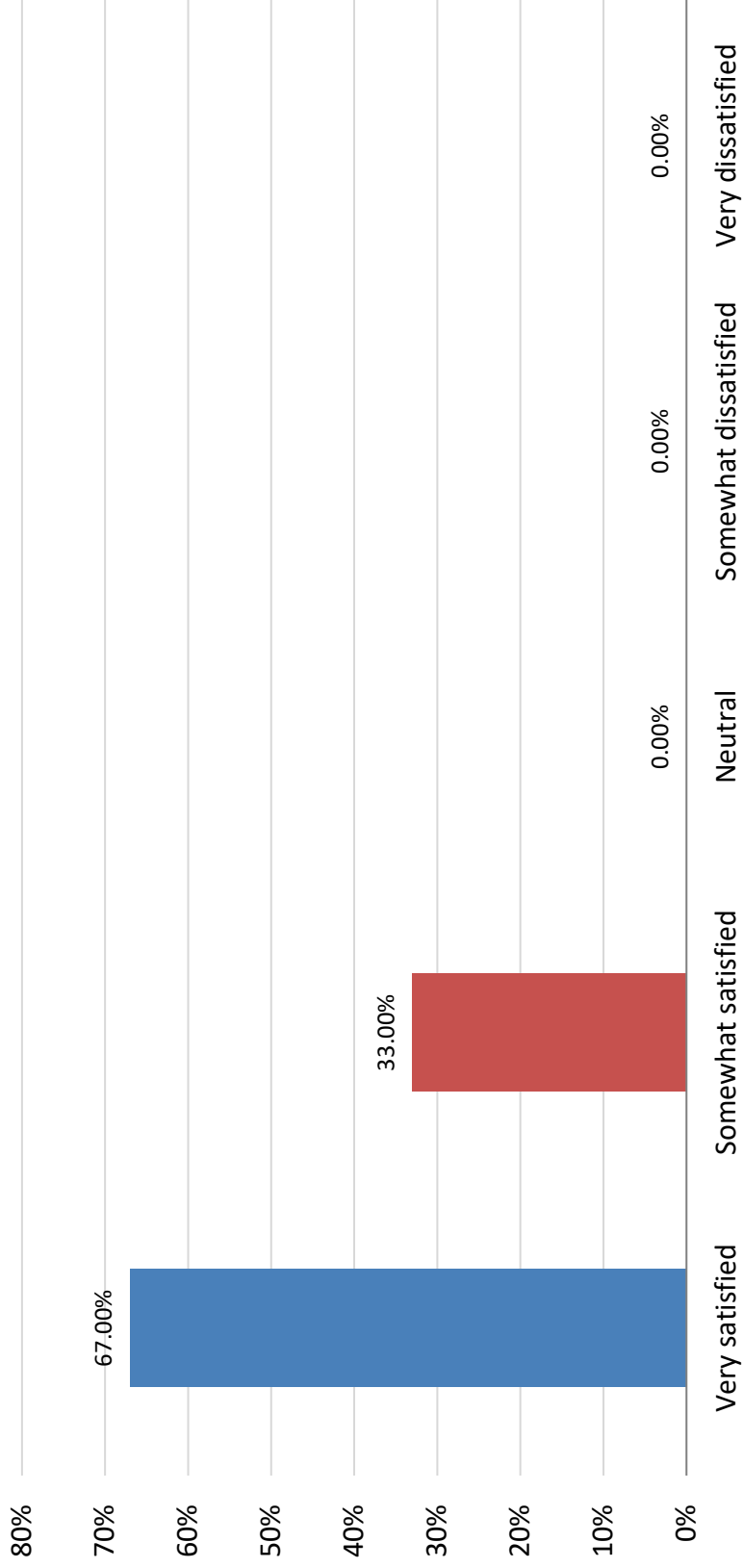
For what type(s) of case have you participated in the Legal Paraprofessional Pilot Project? (Check all that apply.)



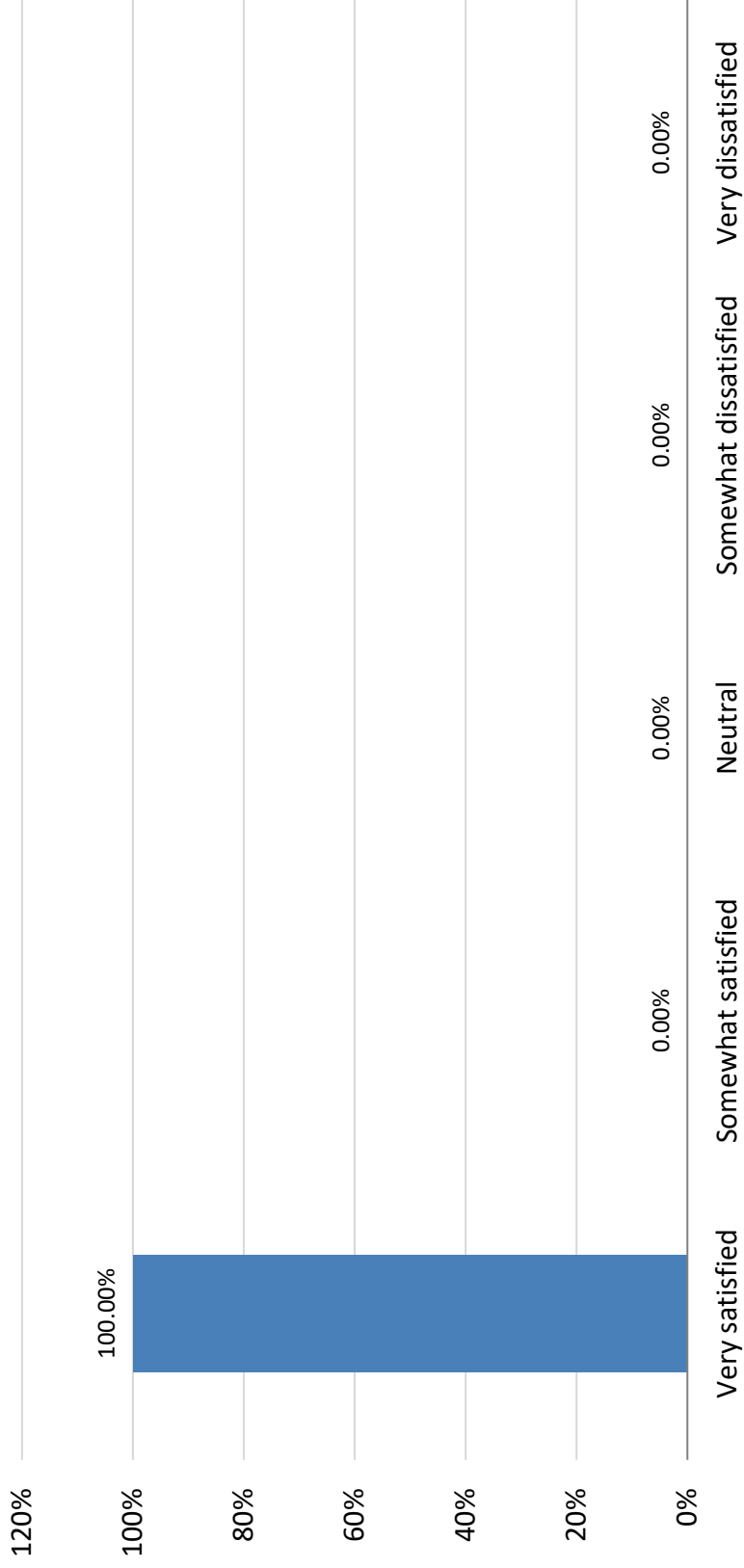
How would you describe where you work as a paraprofessional?



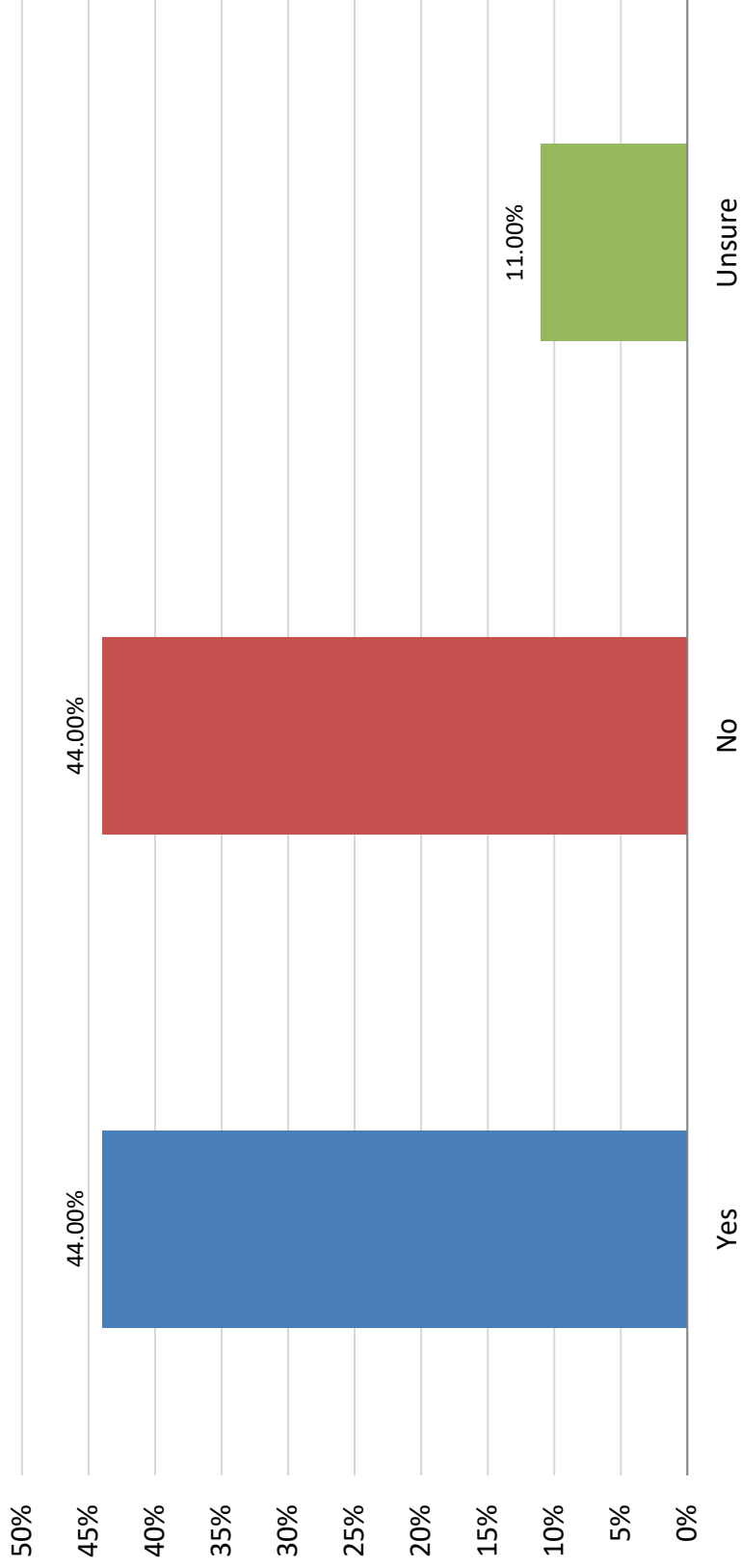
Please rate your satisfaction with the Legal Paraprofessional Pilot Project application process.



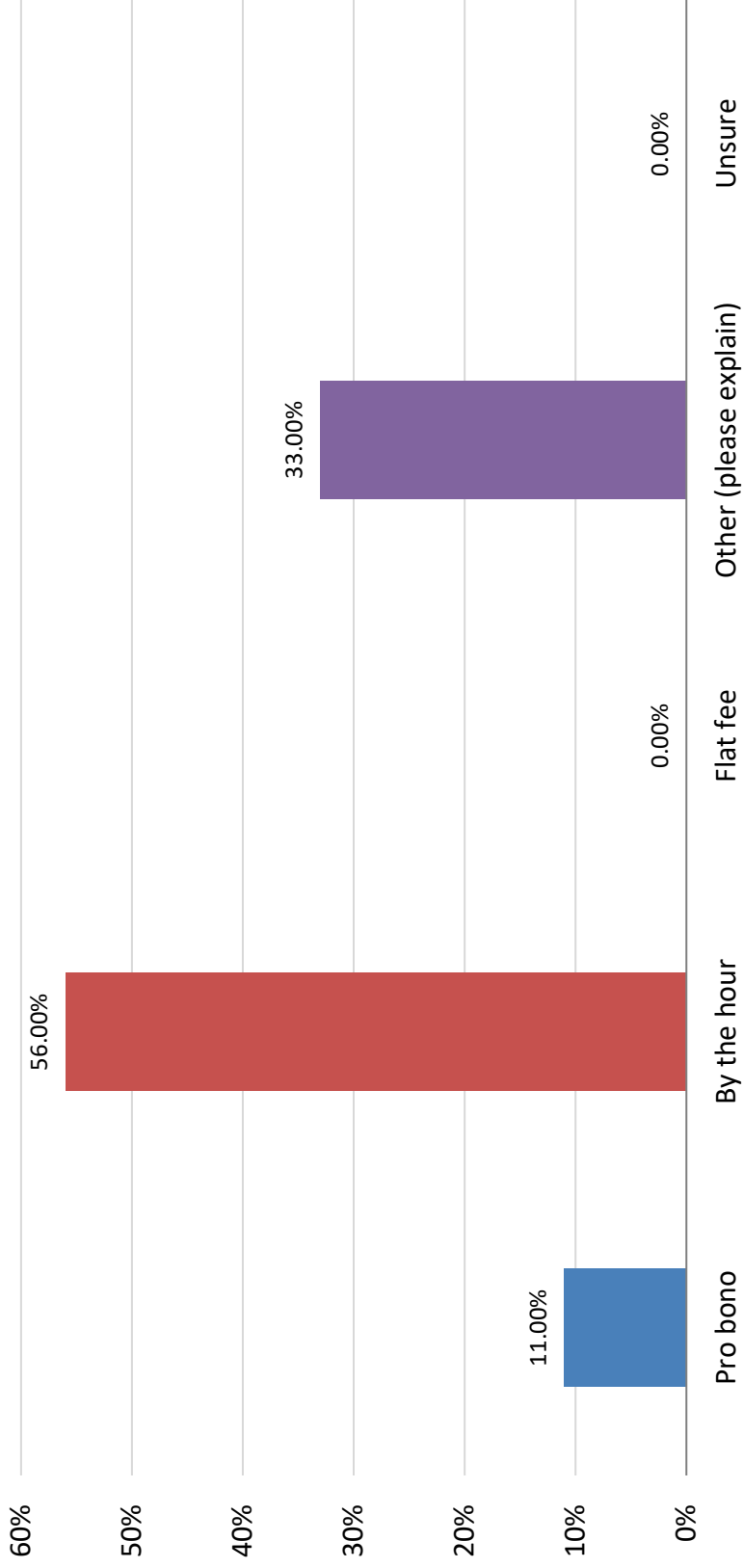
Please rate your satisfaction with the supervision provided by your Legal Paraprofessional Pilot Project supervising attorney.



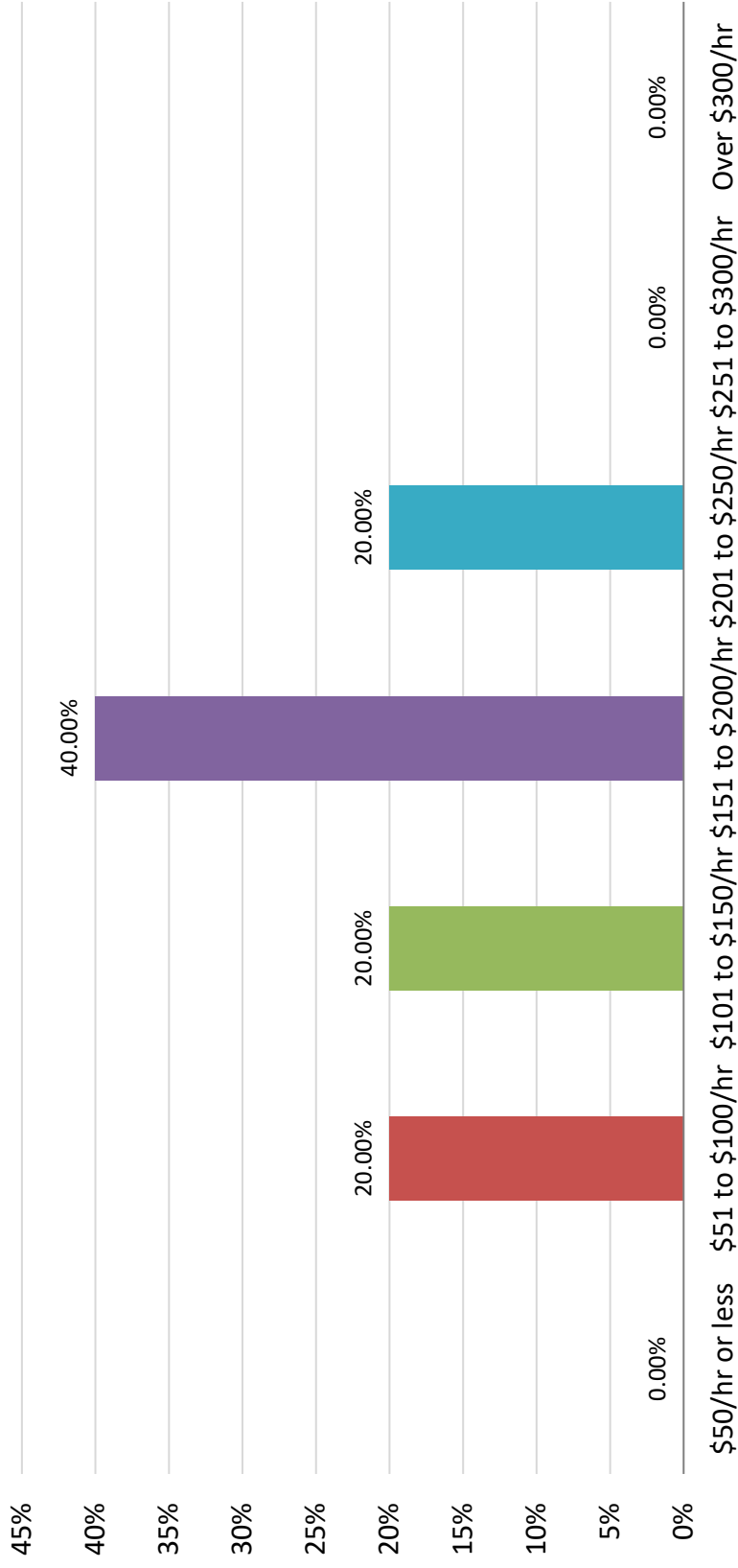
Have you represented any clients in court who you believe would otherwise have been self-represented?



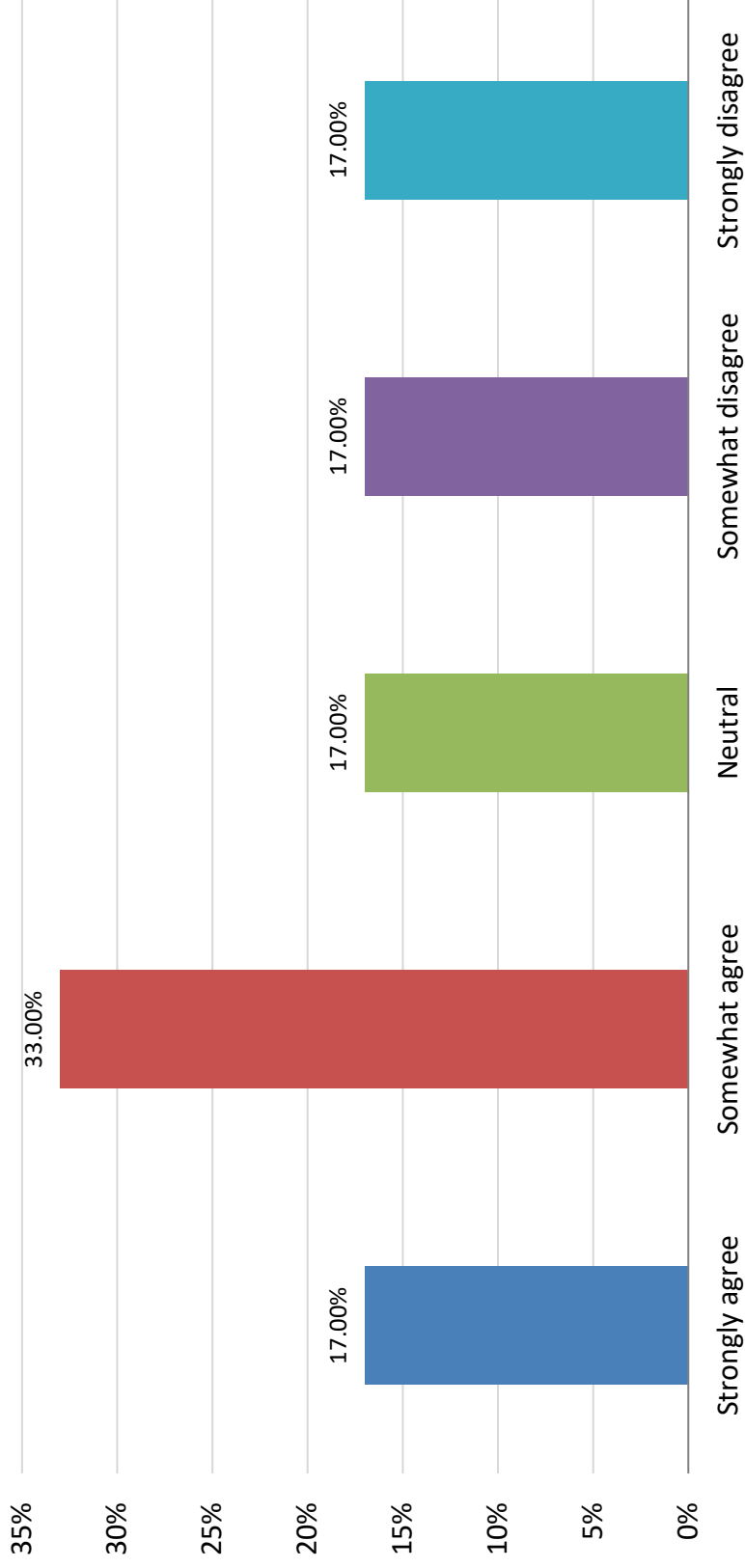
How do you charge for services under the Legal Paraprofessional Pilot Project?



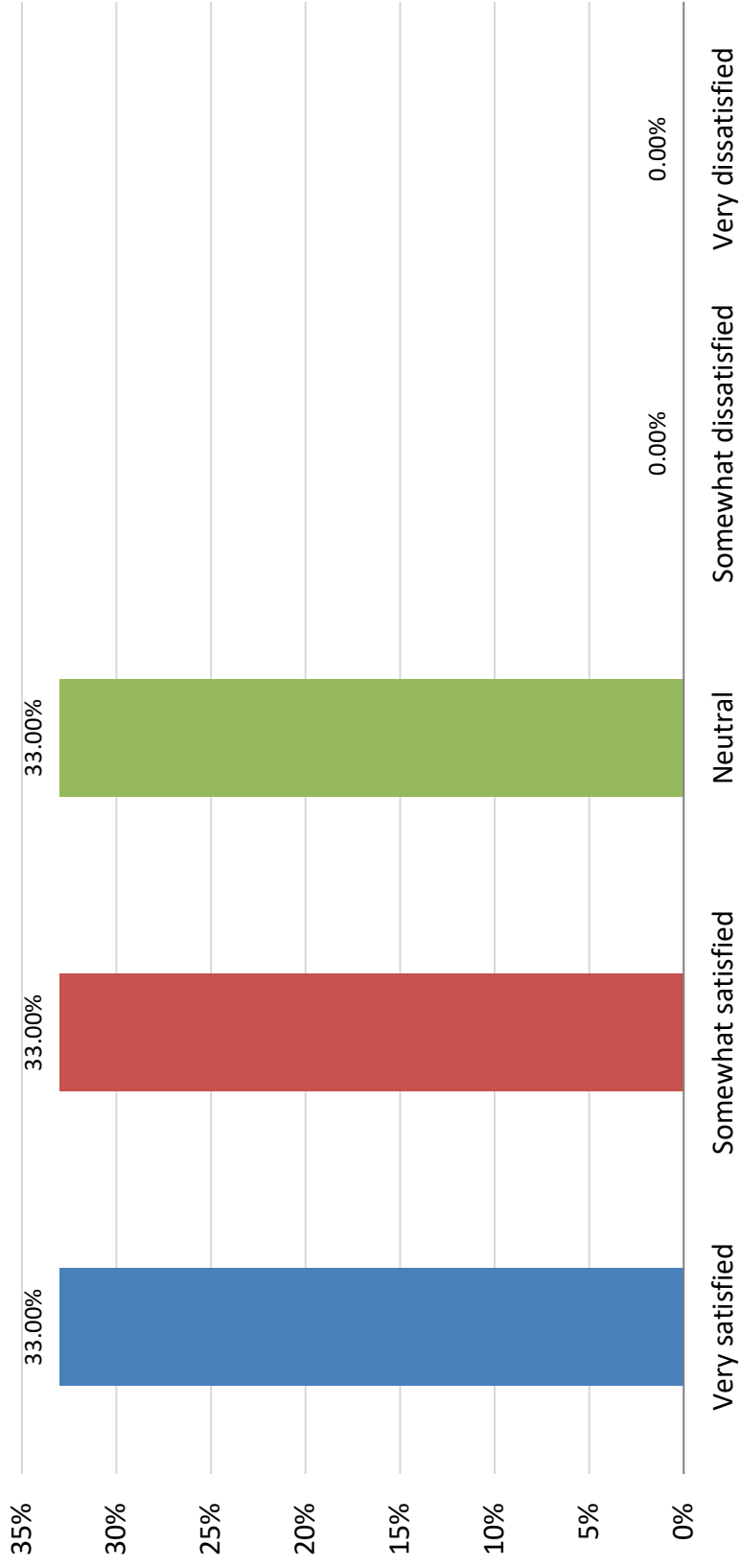
How much do you charge per hour, on average, for your services under the Legal Paraprofessional Pilot Project?



Please rate your level of agreement with the following statement: My expanded role through the Legal Paraprofessional Pilot Project allows me to have a financially sustainable practice.



Please rate your overall satisfaction with the Legal Paraprofessional Pilot Project.





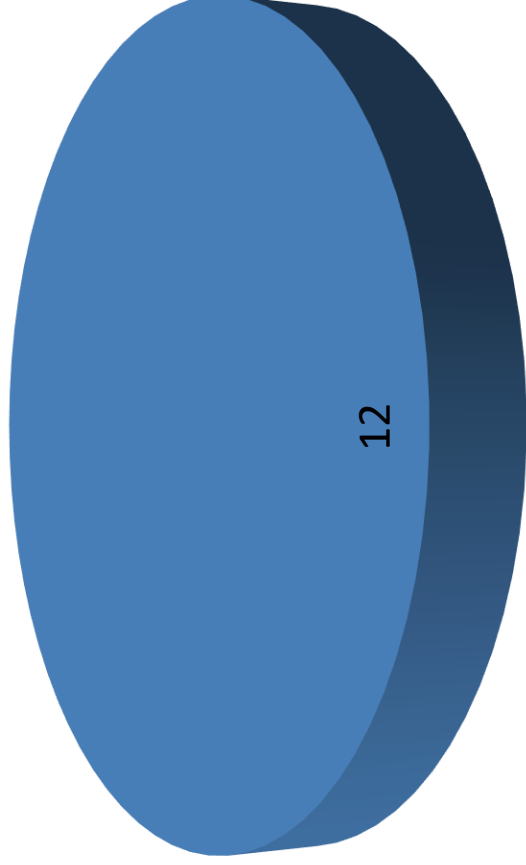
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Legal Paraprofessional Pilot Project: Supervising Attorney Survey

Survey Overview

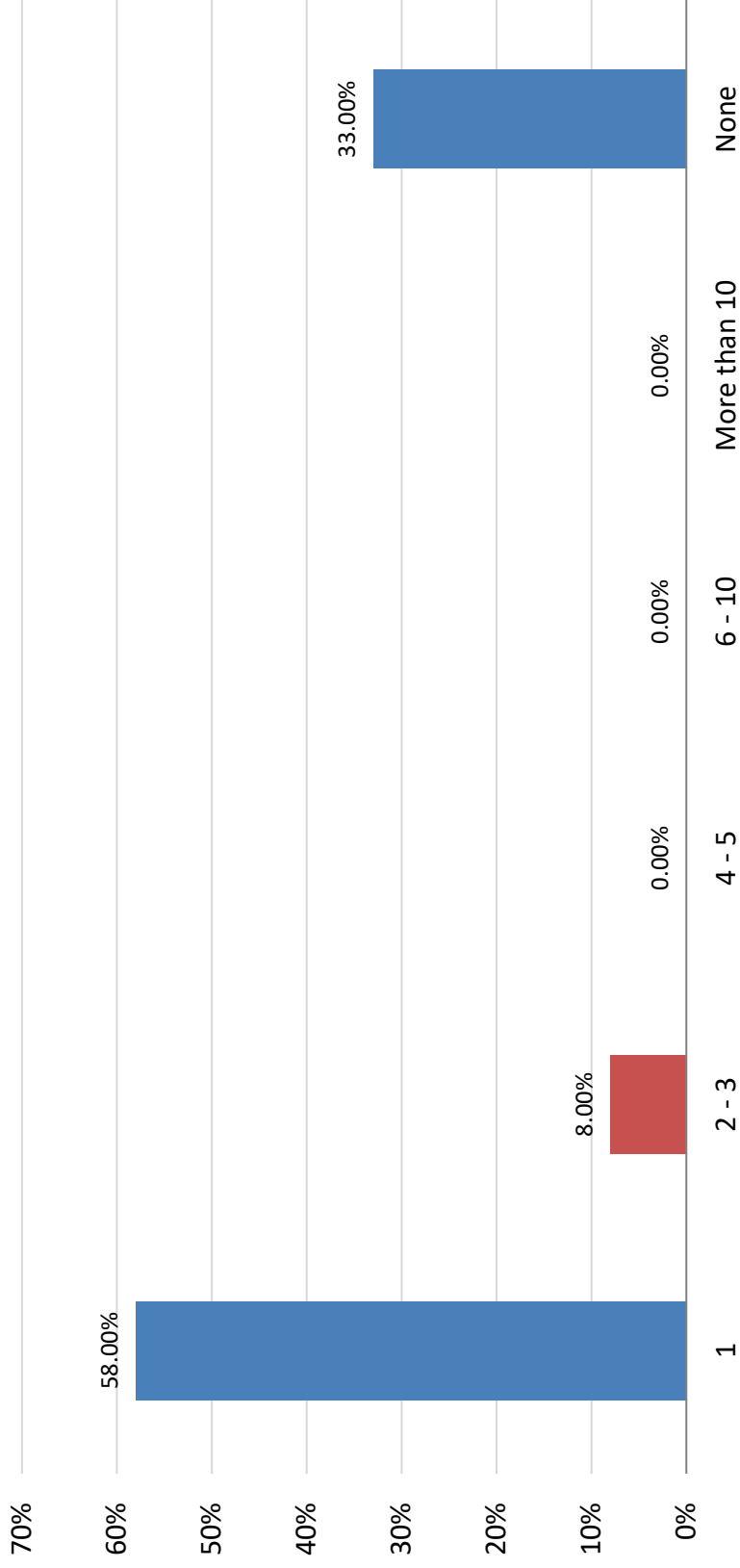
Completion / Dropout

0

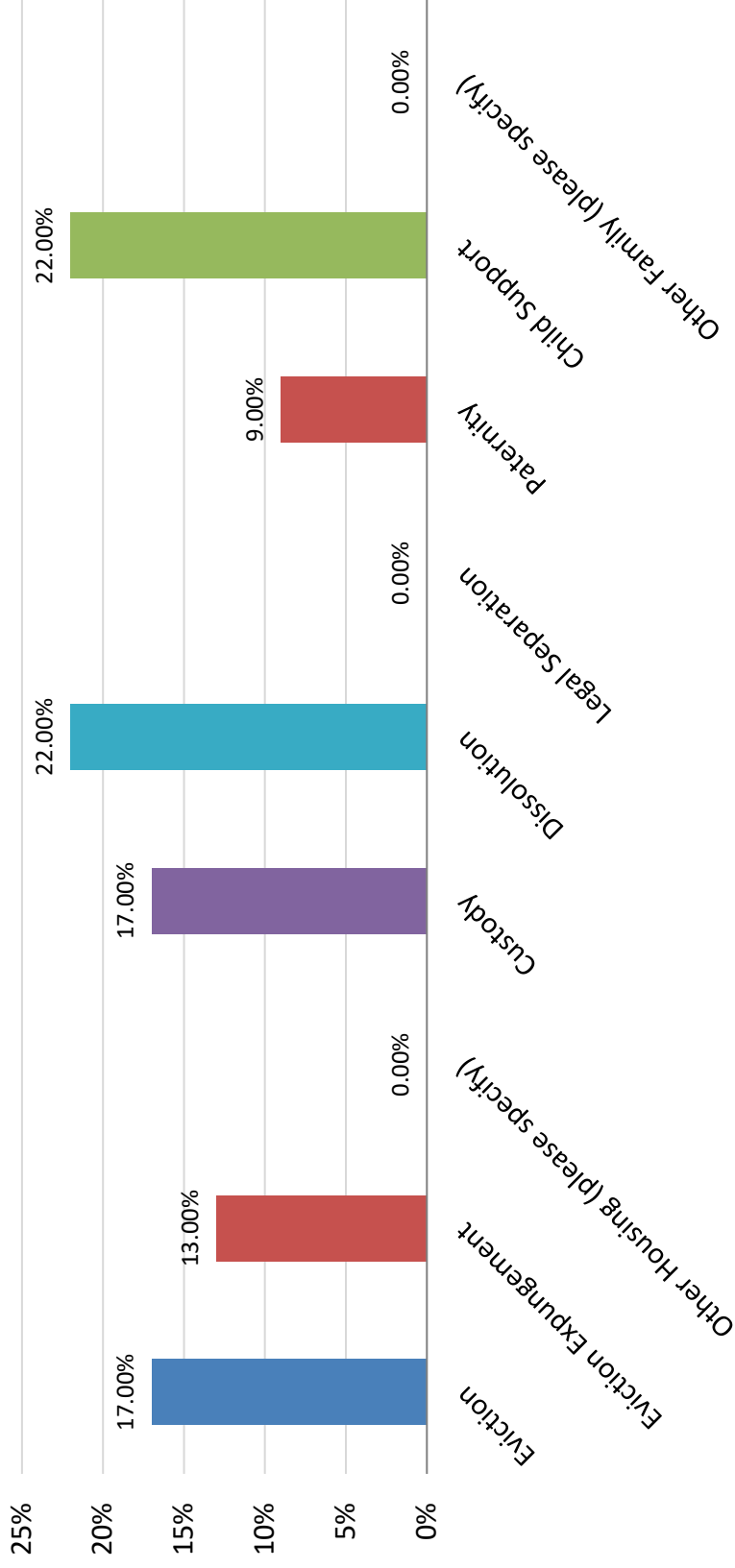


- Completed
- Drop Out

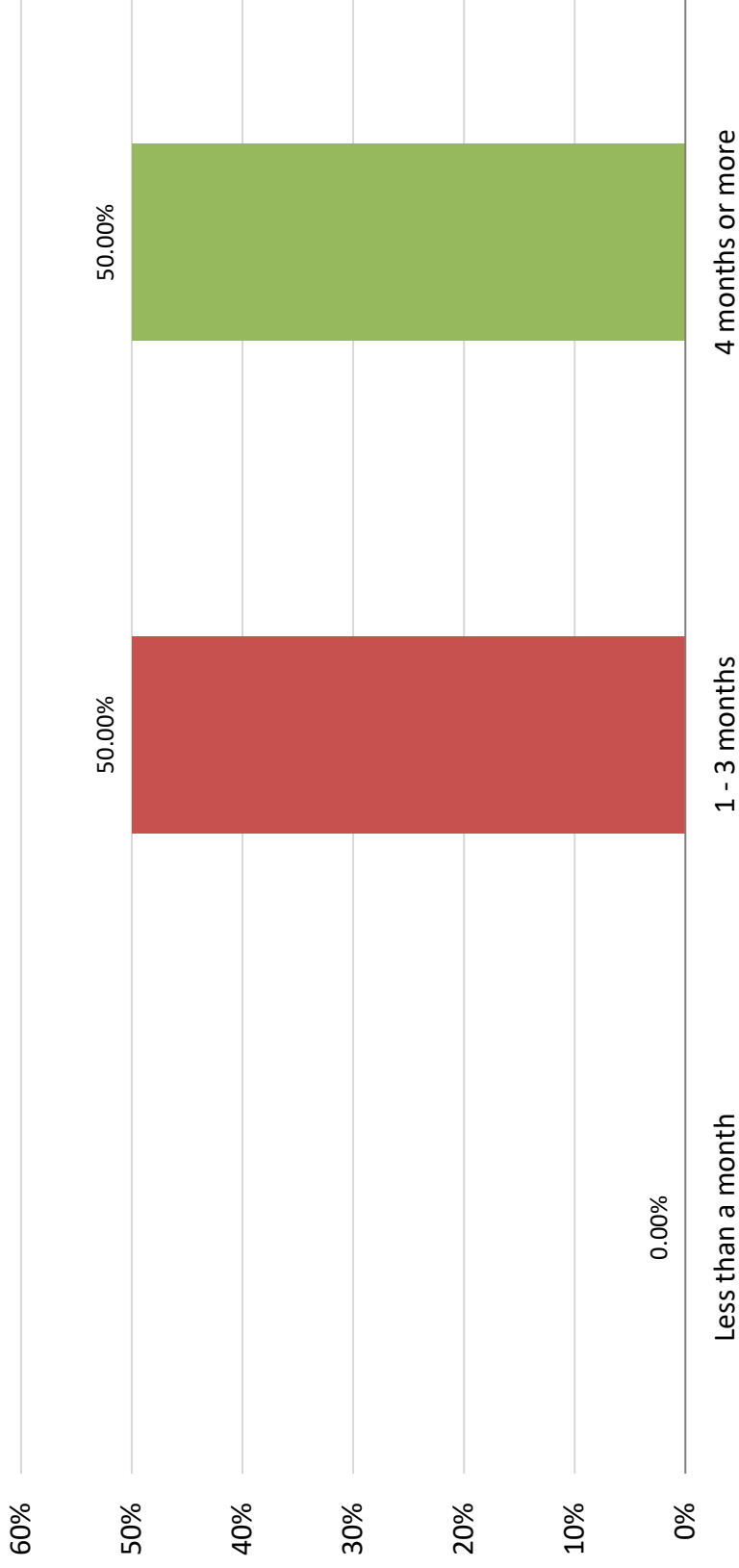
How many paraprofessionals have you supervised through the Legal Paraprofessional Pilot Project?



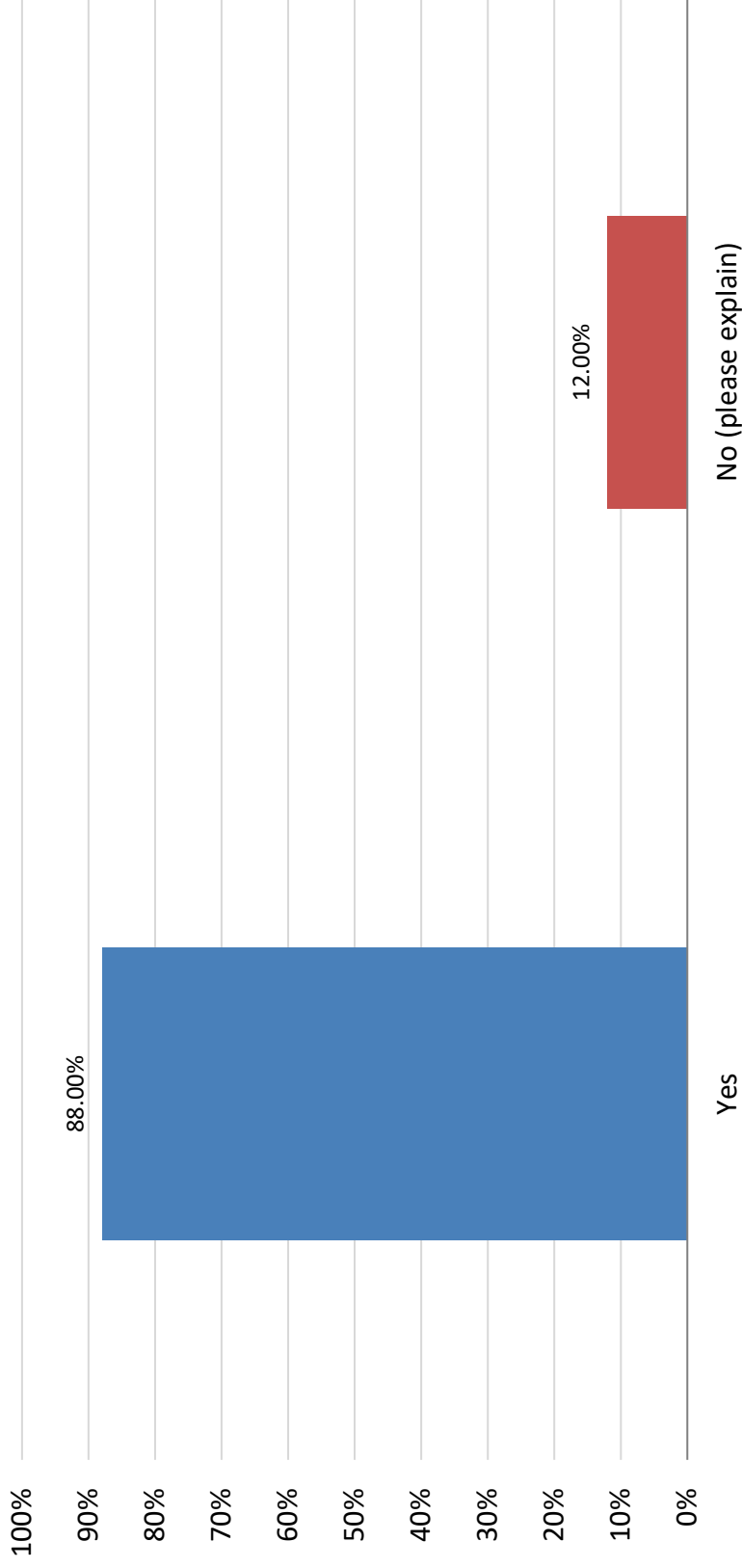
For what type of case have you supervised paraprofessionals through the Legal Paraprofessional Pilot Project? (Check all that apply.)



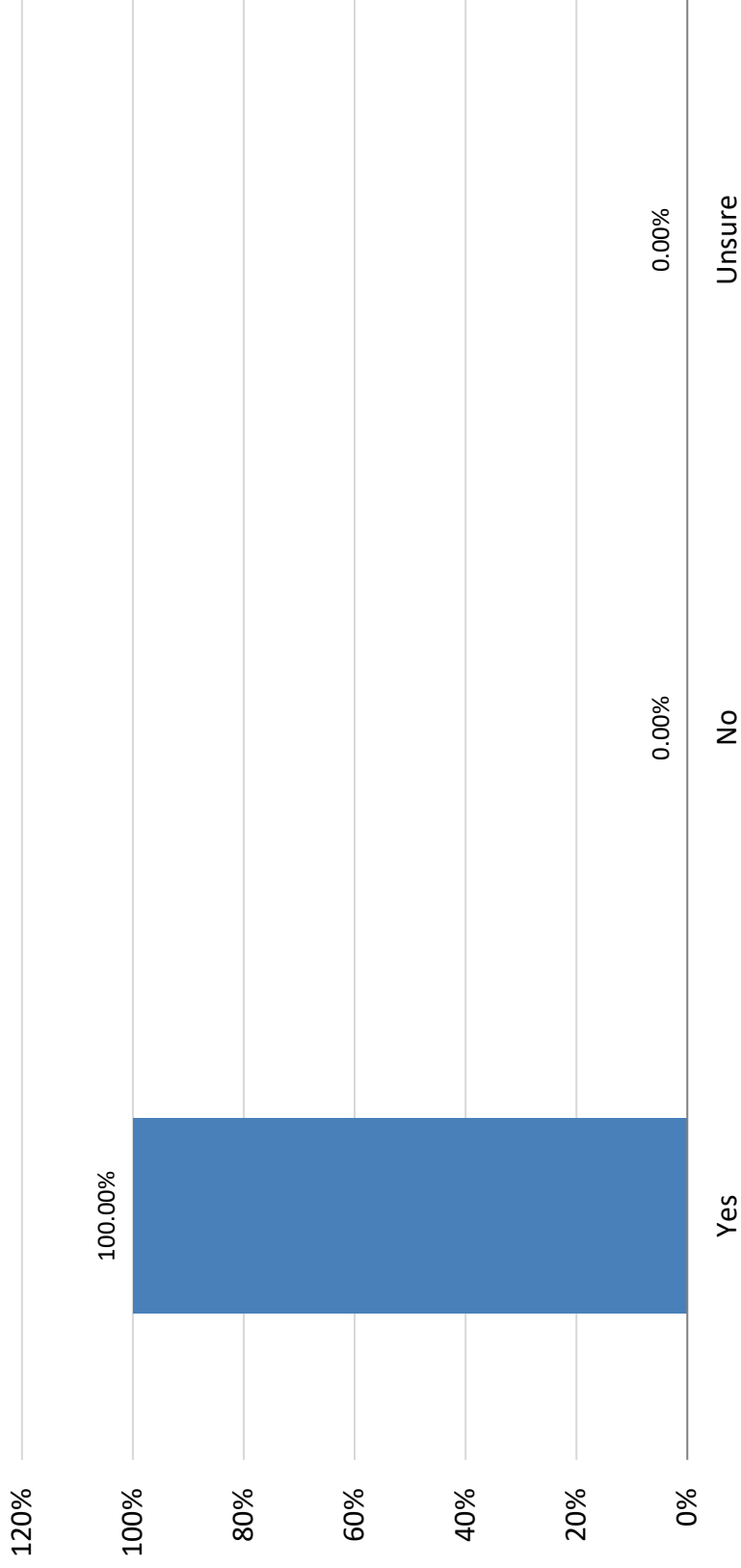
How long have you been participating in the Legal Paraprofessional Pilot Project?



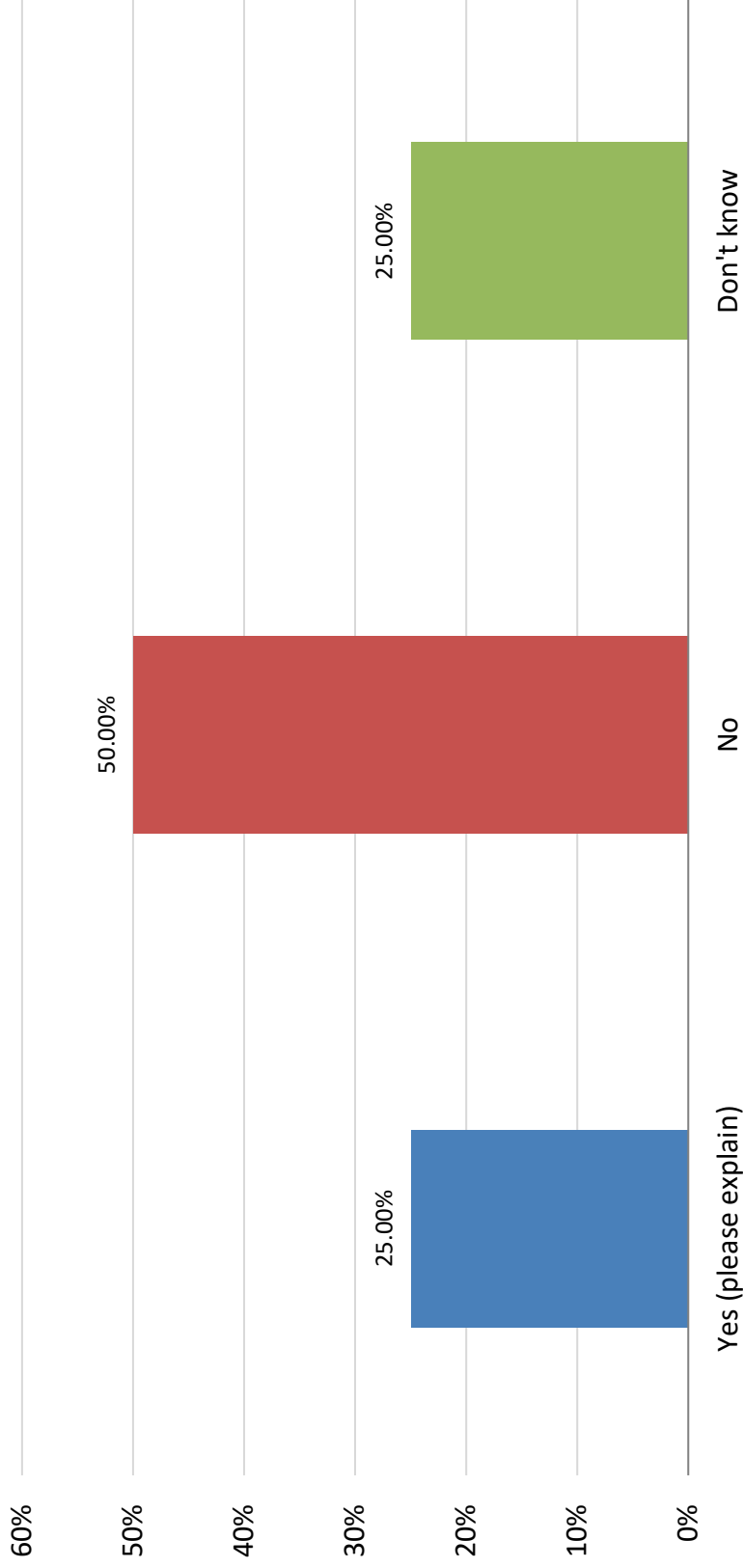
Are you actively participating in the Legal Paraprofessional Pilot Project?



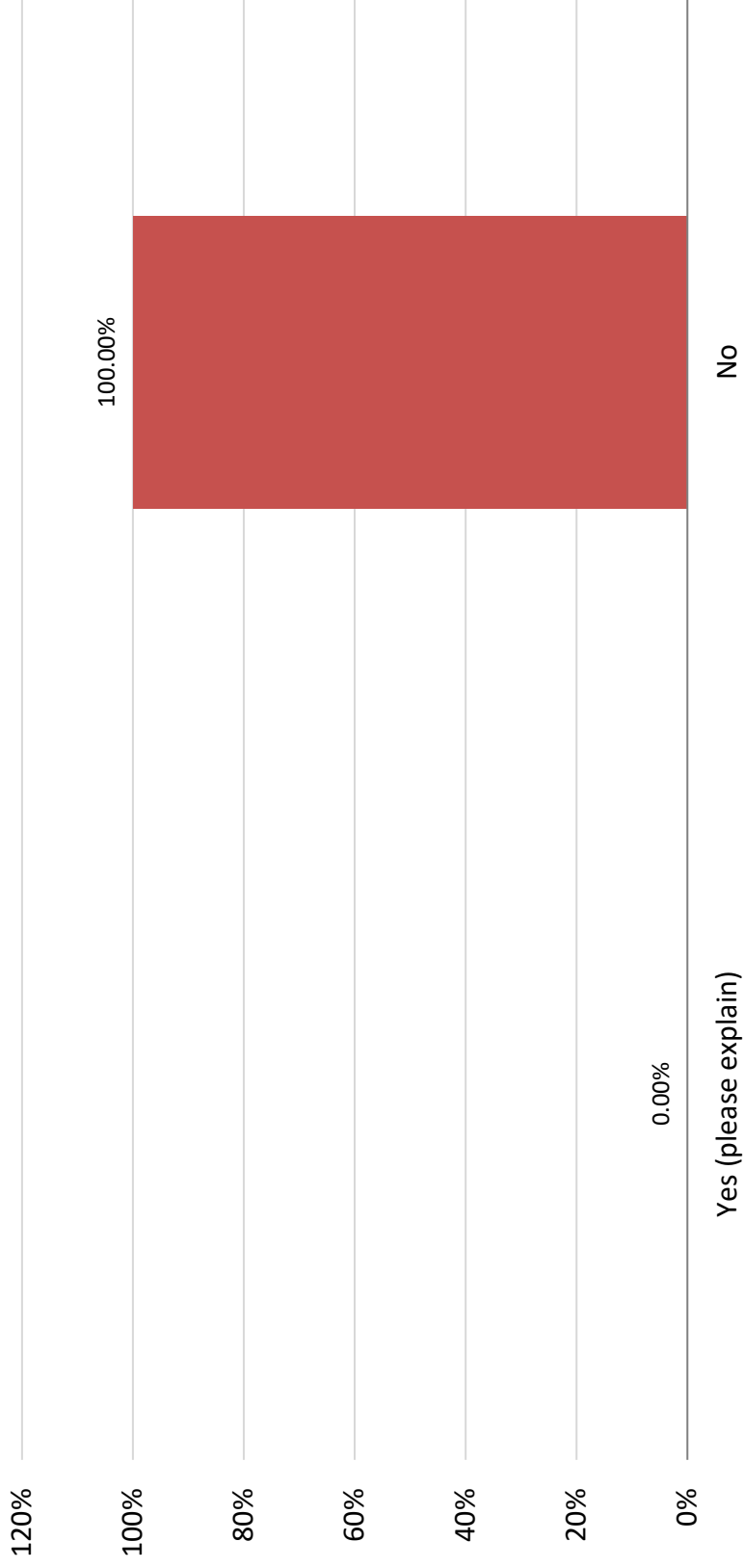
Do you plan to resume active participation in the Legal Paraprofessional Pilot Project at a later date?



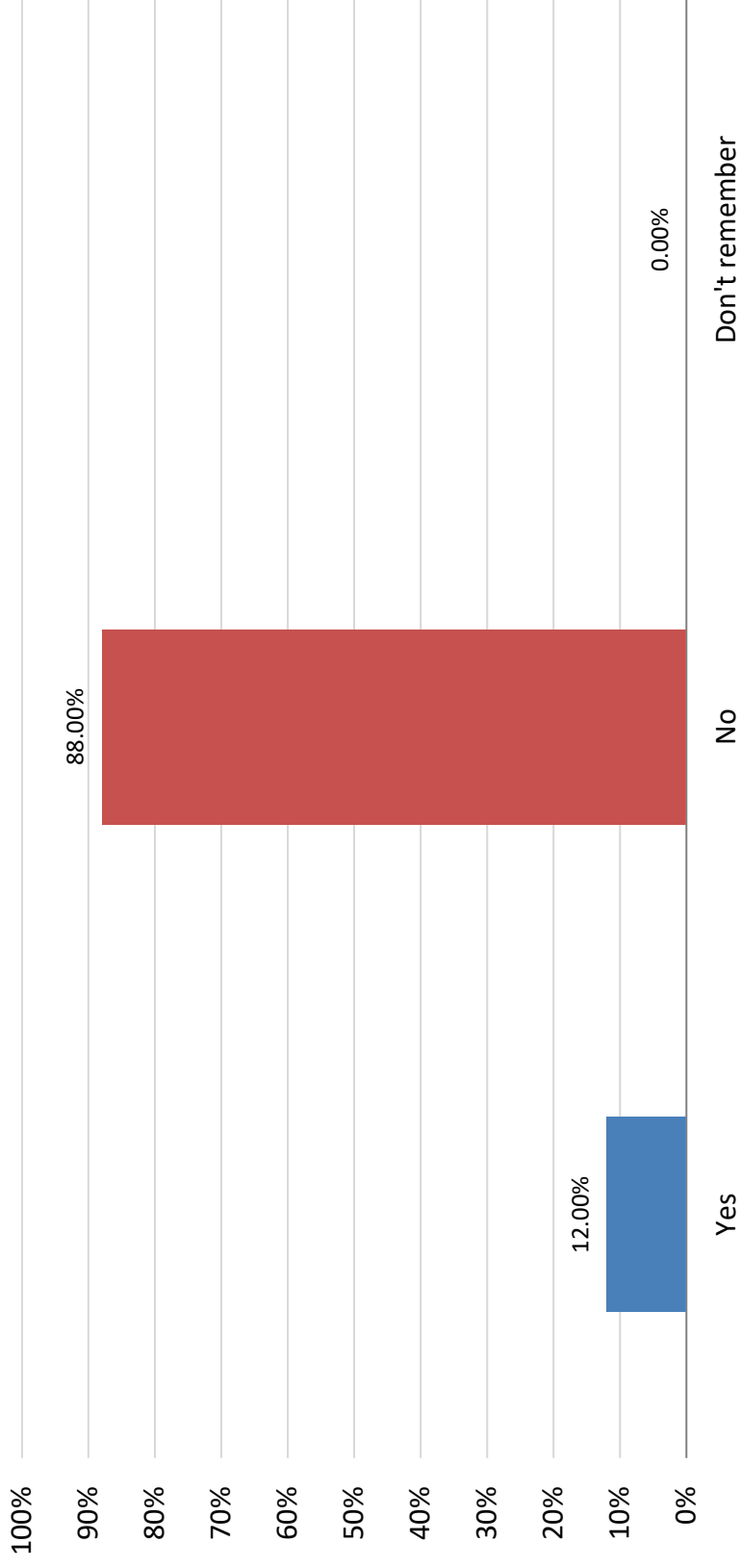
Were you required to modify your legal liability insurance policy to allow for supervising paraprofessionals through the Legal Paraprofessional Pilot Project?



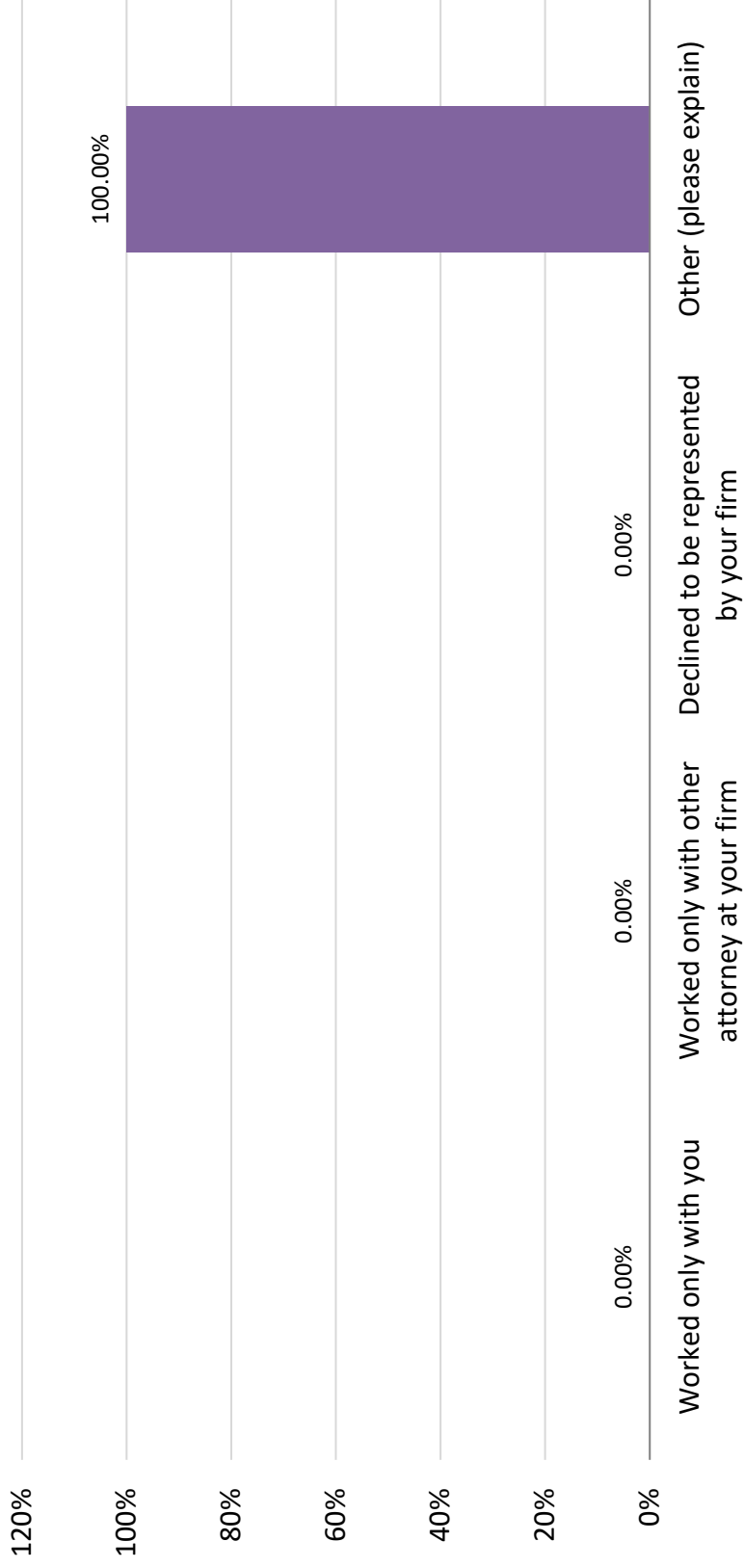
Did the cost of legal liability insurance impact your participation in this project?



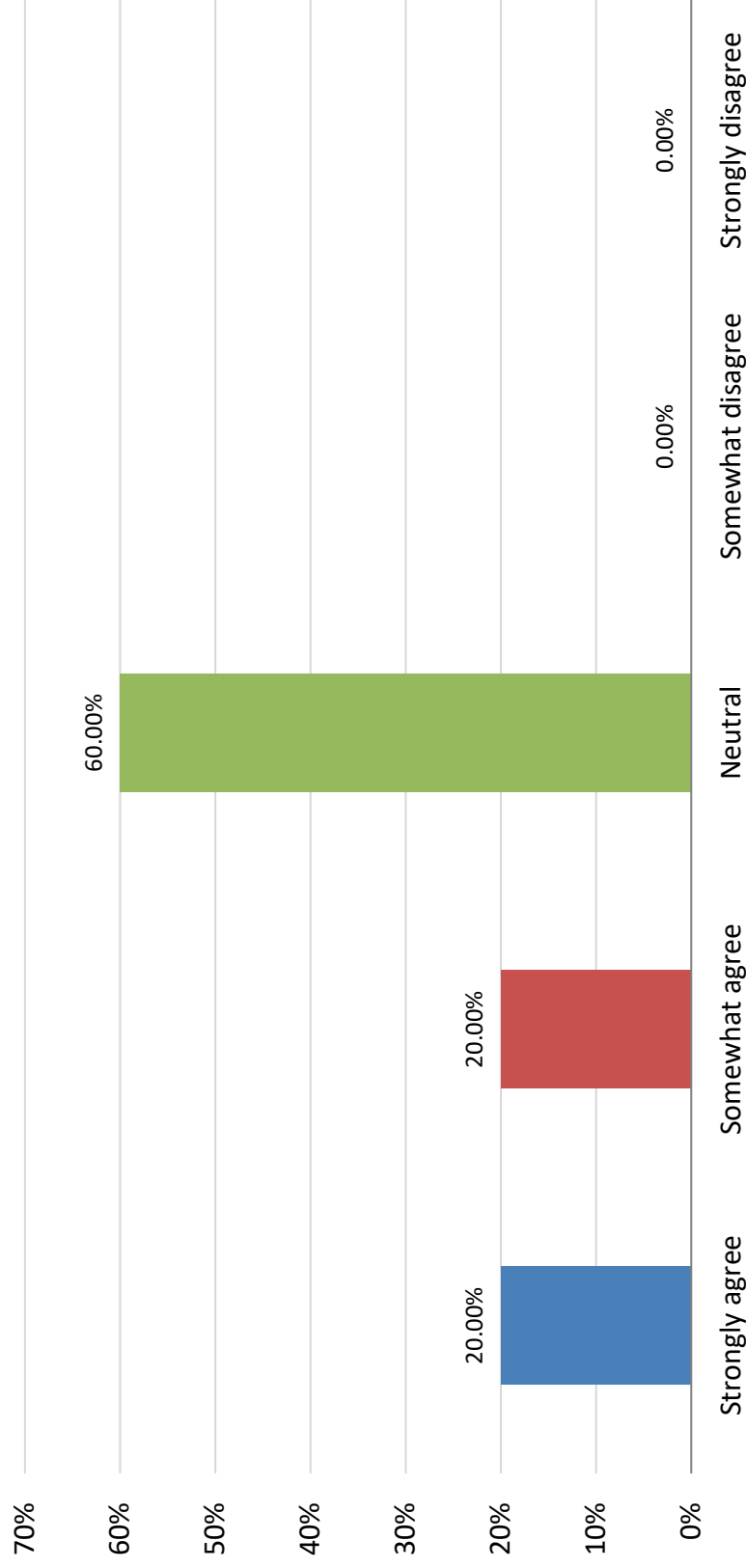
Did anyone decline paraprofessional representation?



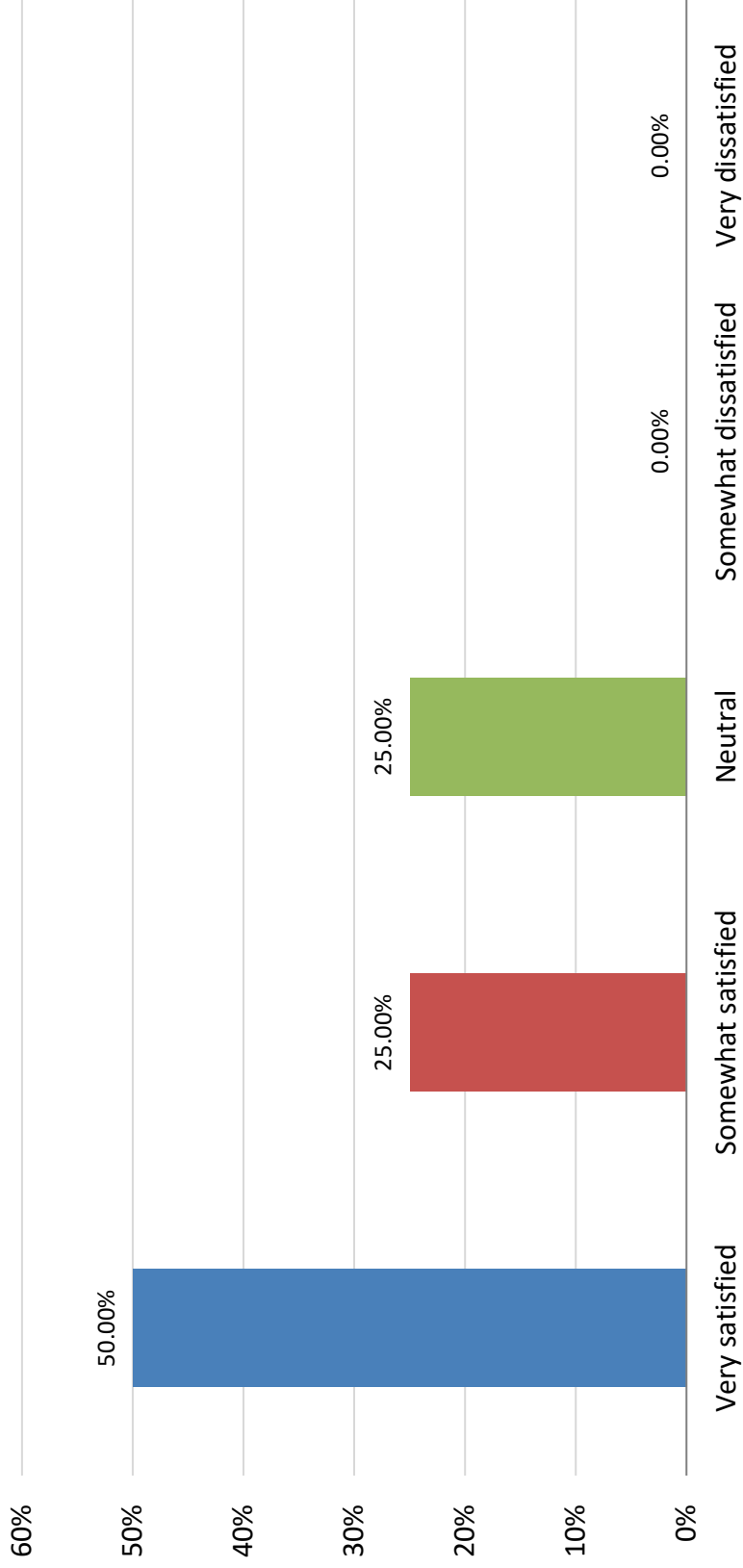
What was the outcome for the client?



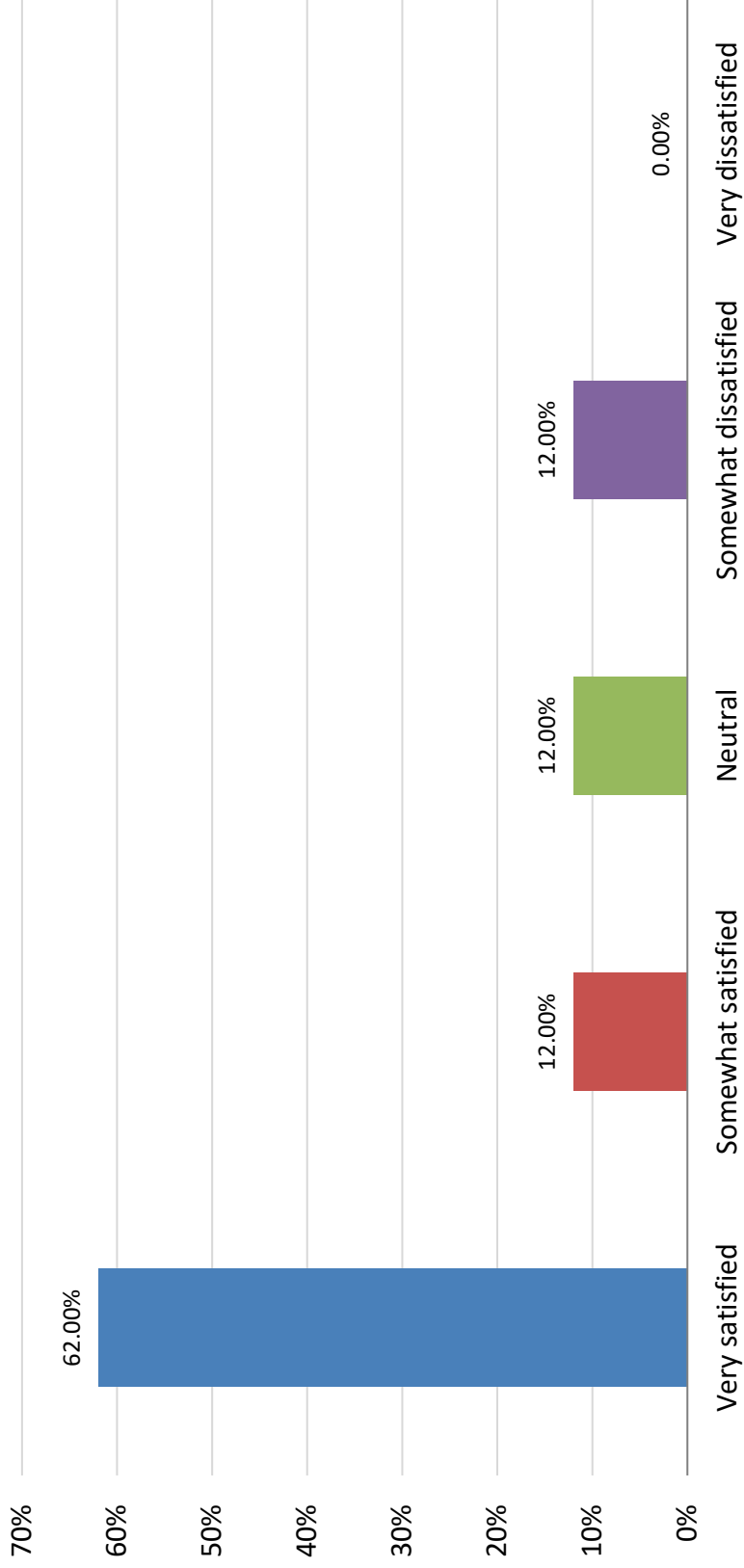
Please rate your level of agreement with the following statement: the expanded paraprofessional role through the Legal Paraprofessional Pilot Project allows me to have a financially sustainable practice.



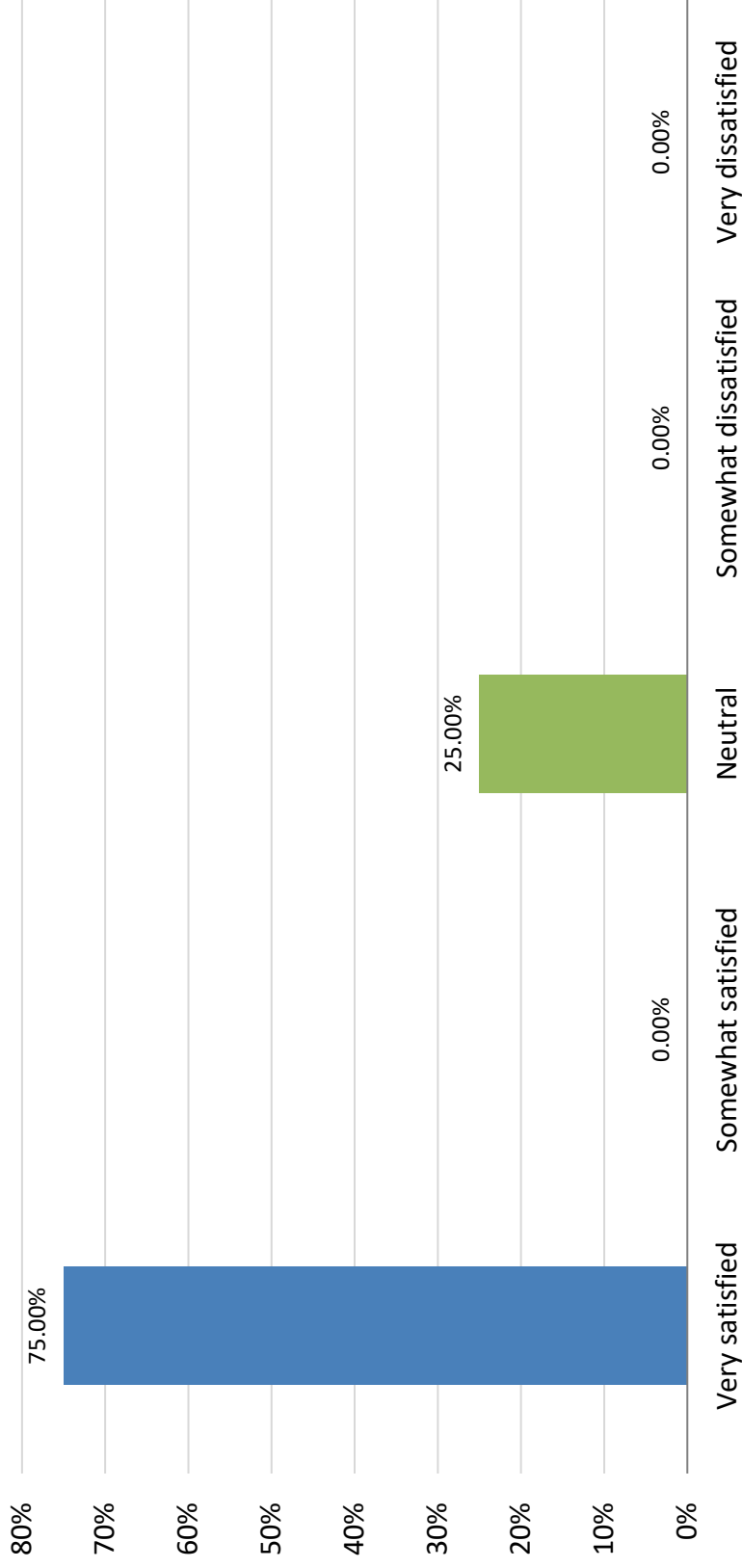
Please rate your satisfaction with the Legal Paraprofessional Pilot Project application process.



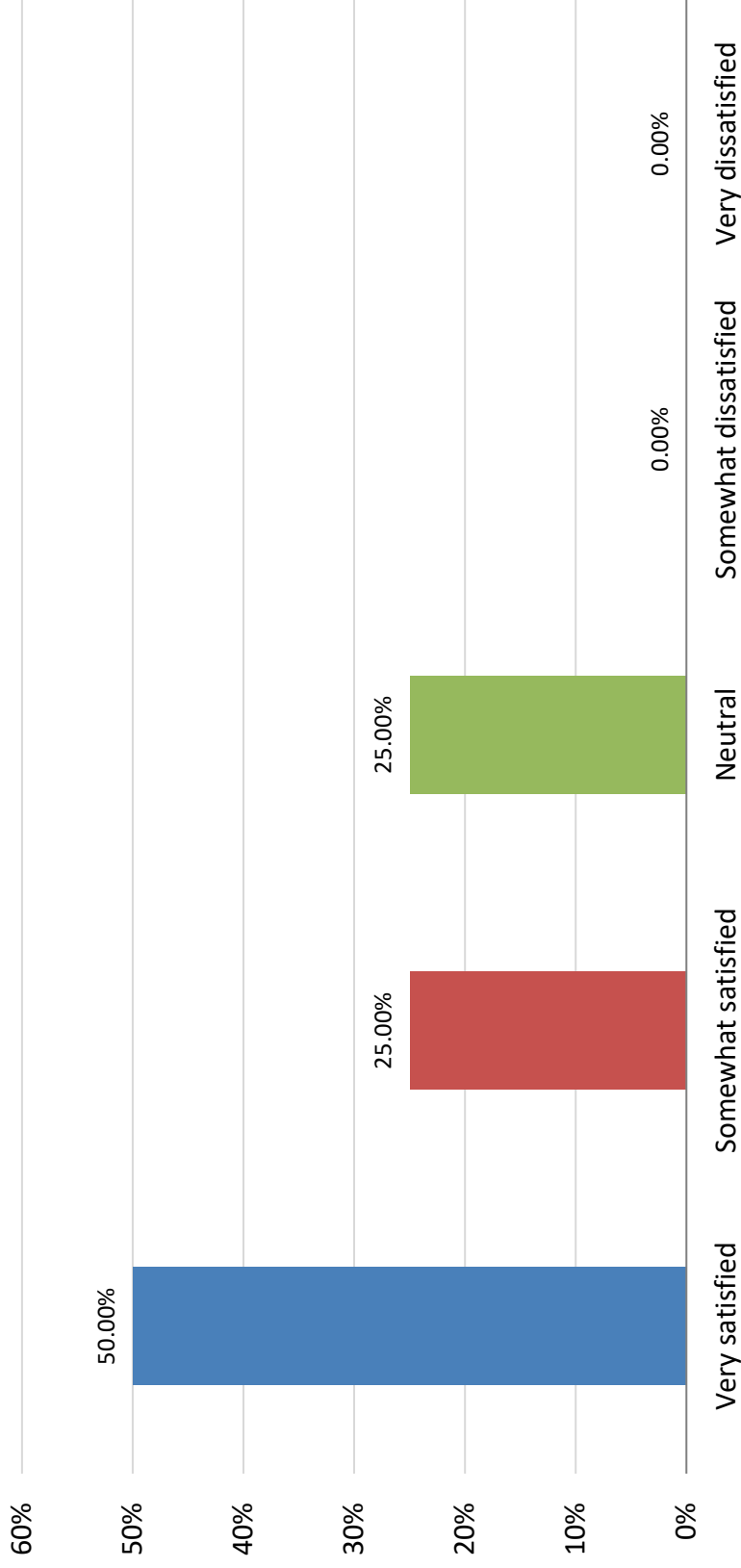
Please rate your satisfaction with supervising participating paraprofessionals.



Please rate your satisfaction with the quality of paraprofessional work by participating paraprofessionals you have supervised.



Please rate your overall satisfaction with the Legal Paraprofessional Pilot Project.





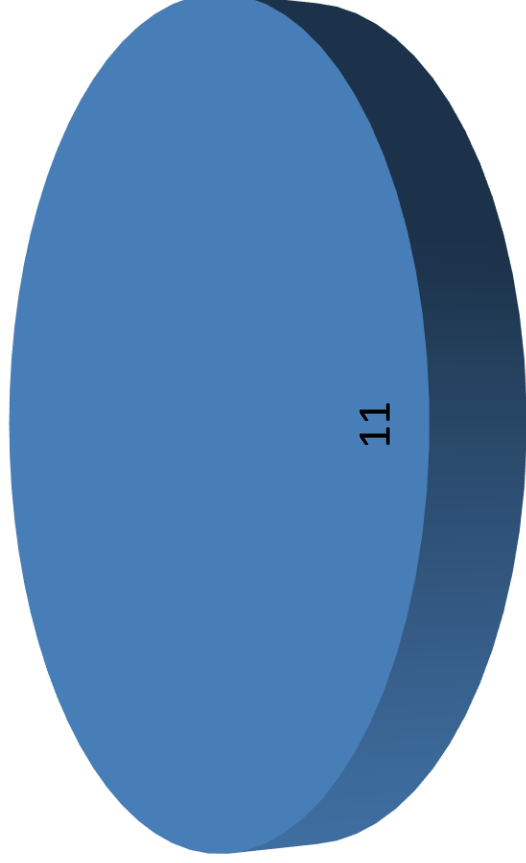
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Legal Paraprofessional Pilot Project: Judicial Officer Survey

Survey Overview

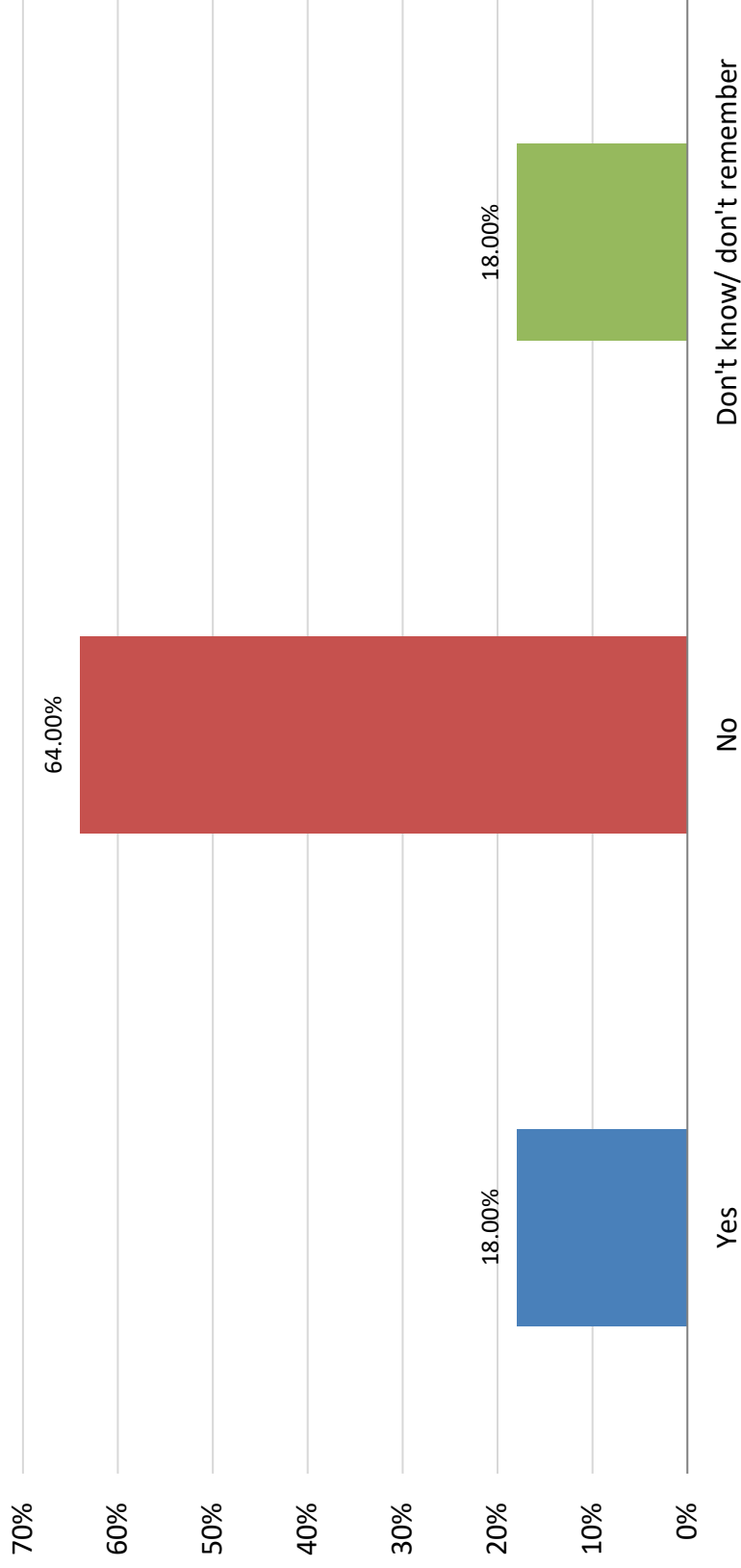
Completion / Dropout

0

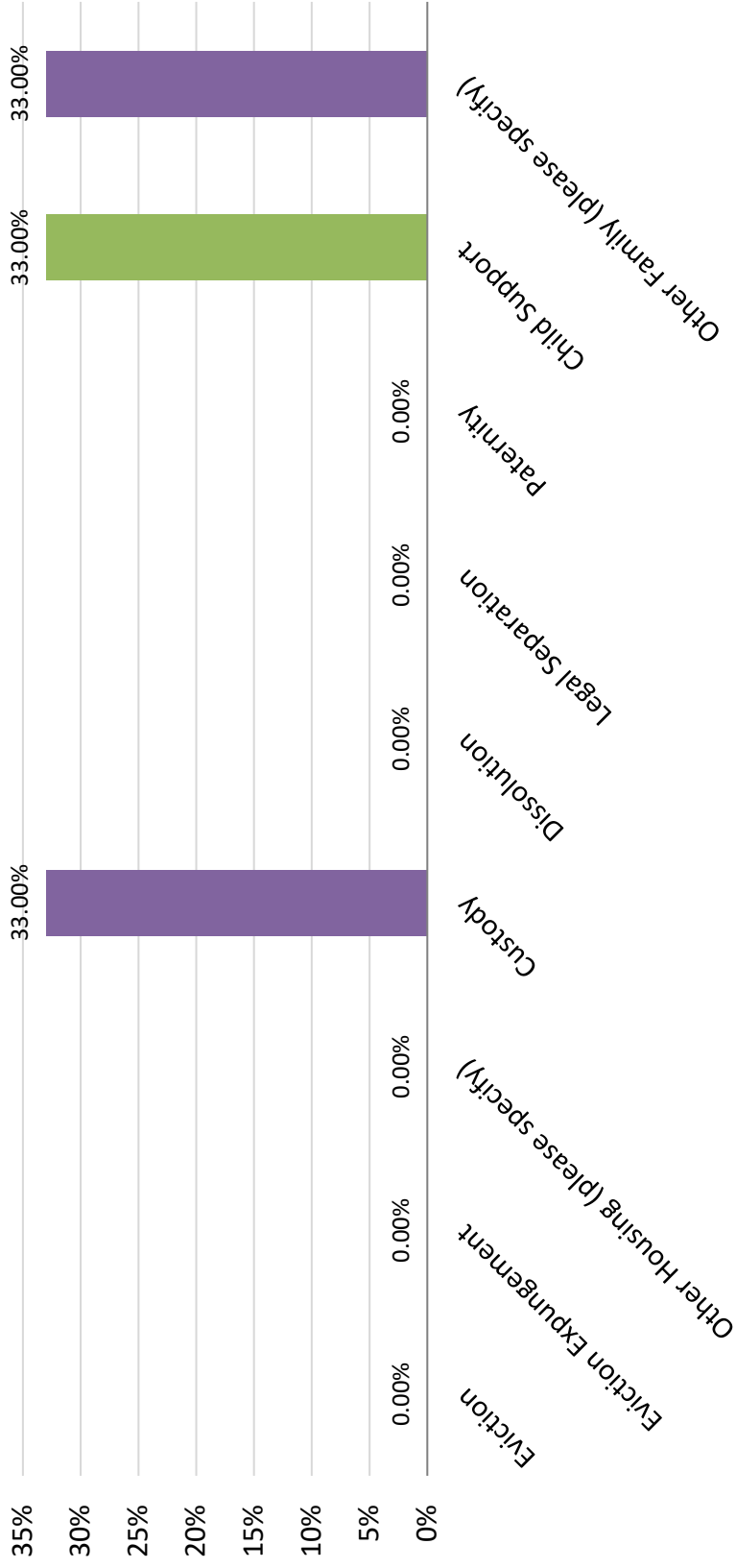


■ Completed
■ Drop Out

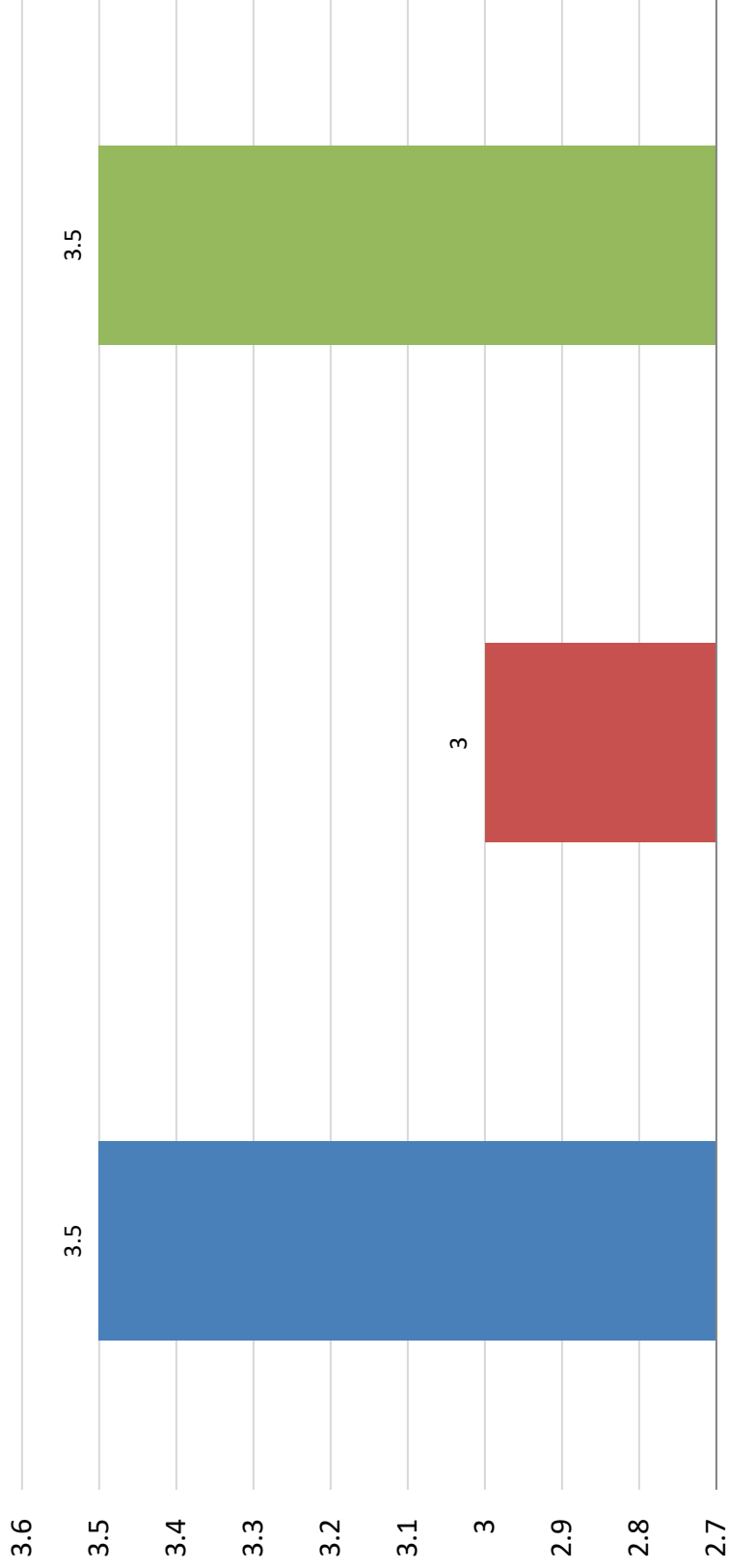
Have you had a paraprofessional participating in the Legal Paraprofessional Pilot Project represent a client in your courtroom?



For what type of case have you had a paraprofessional represent a client in your courtroom? (Check all that apply.)



Thinking about all paraprofessionals who appeared in your courtroom during this pilot, please provide your level of agreement with the following statements.

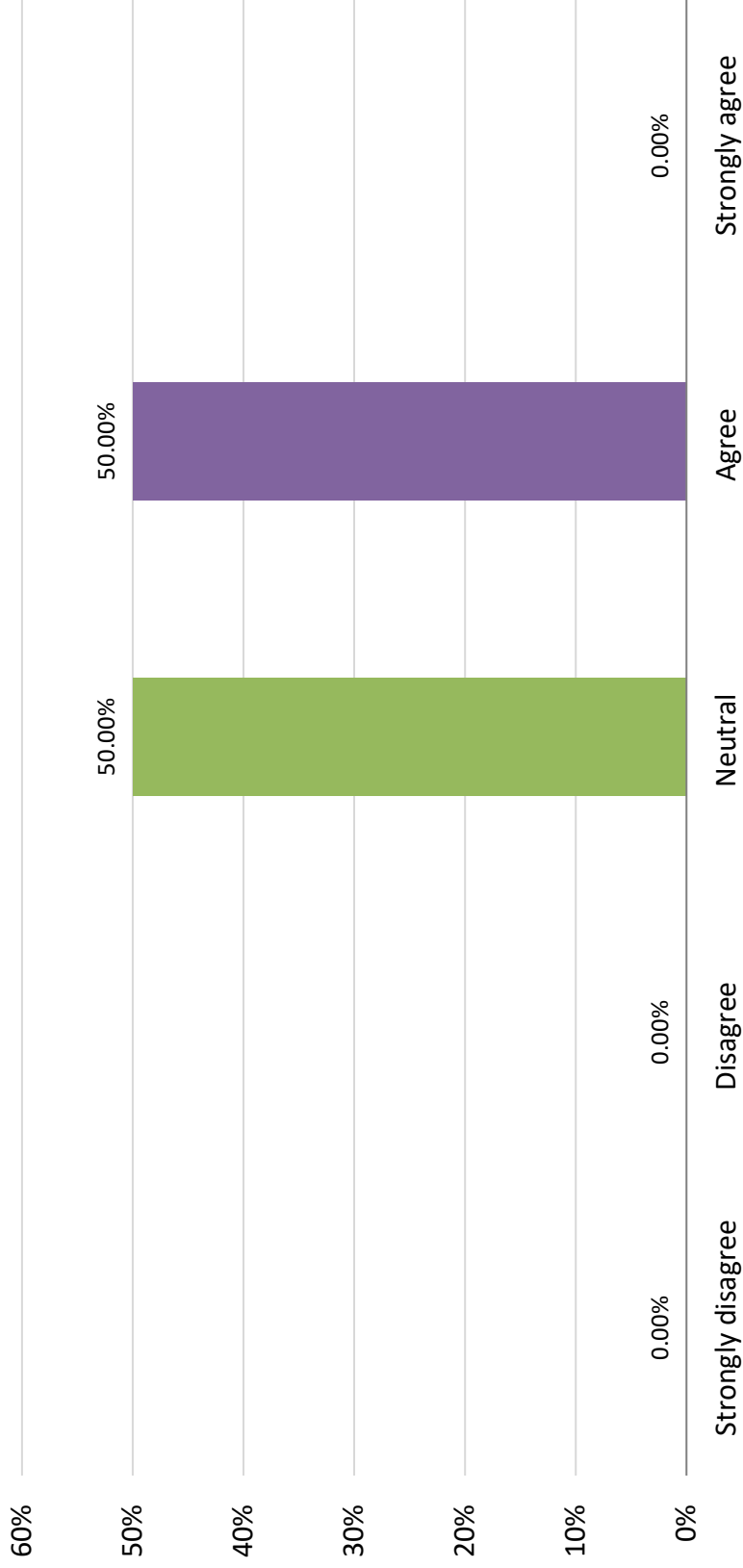


Paraprofessionals displayed the appropriate decorum in the courtroom.

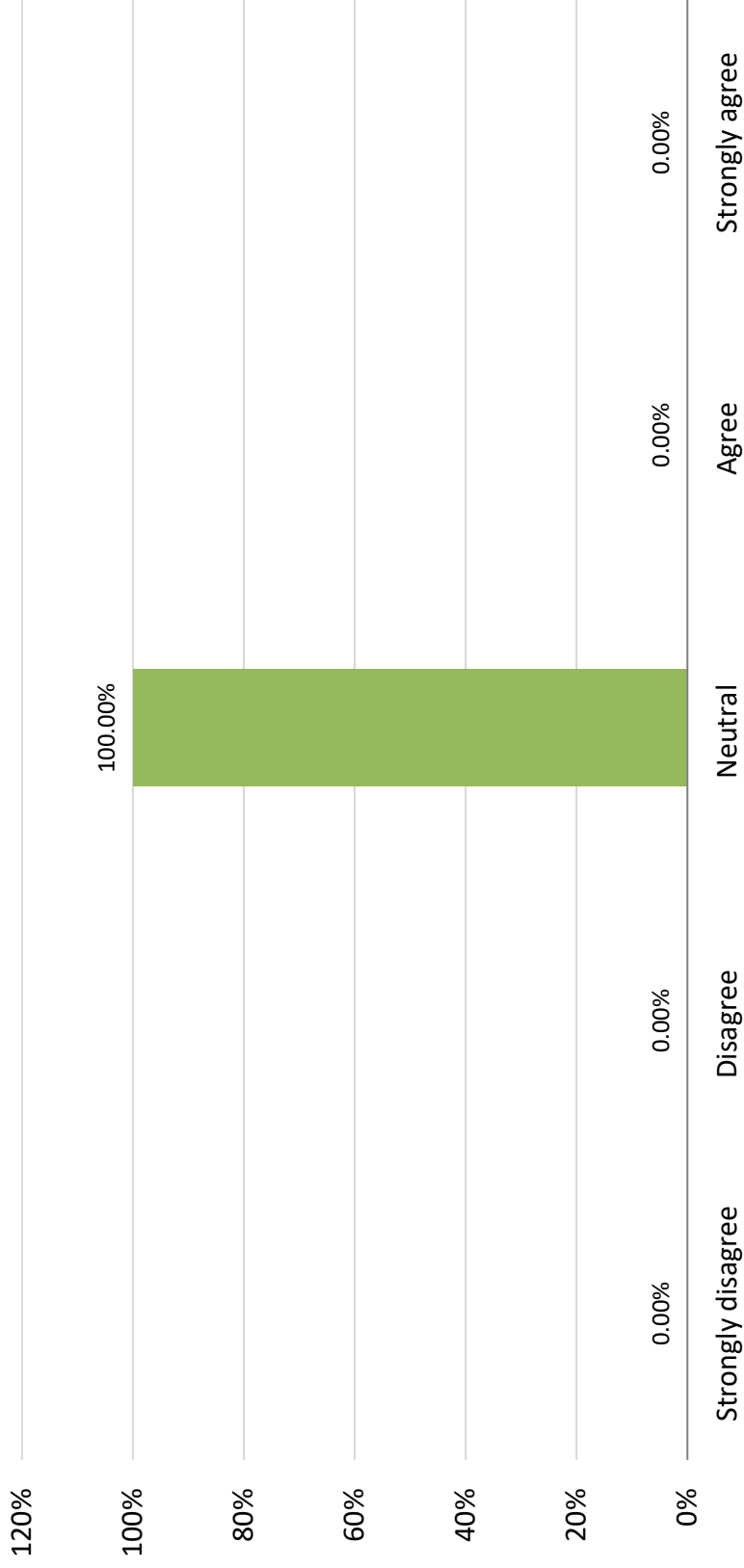
Paraprofessionals were aware of the applicable court rules.

Paraprofessionals observed courtroom courtesies.

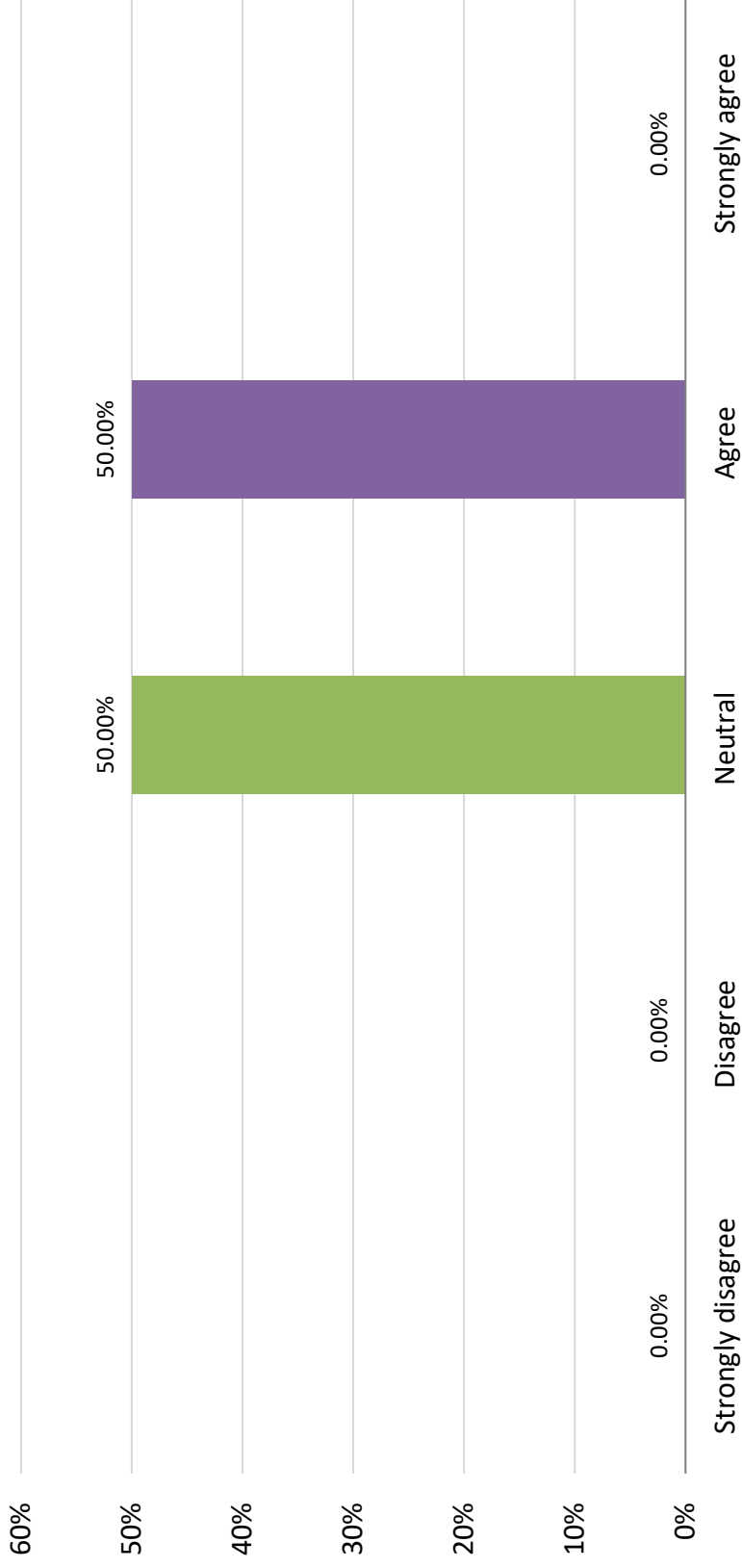
Paraprofessionals displayed the appropriate decorum in the courtroom.



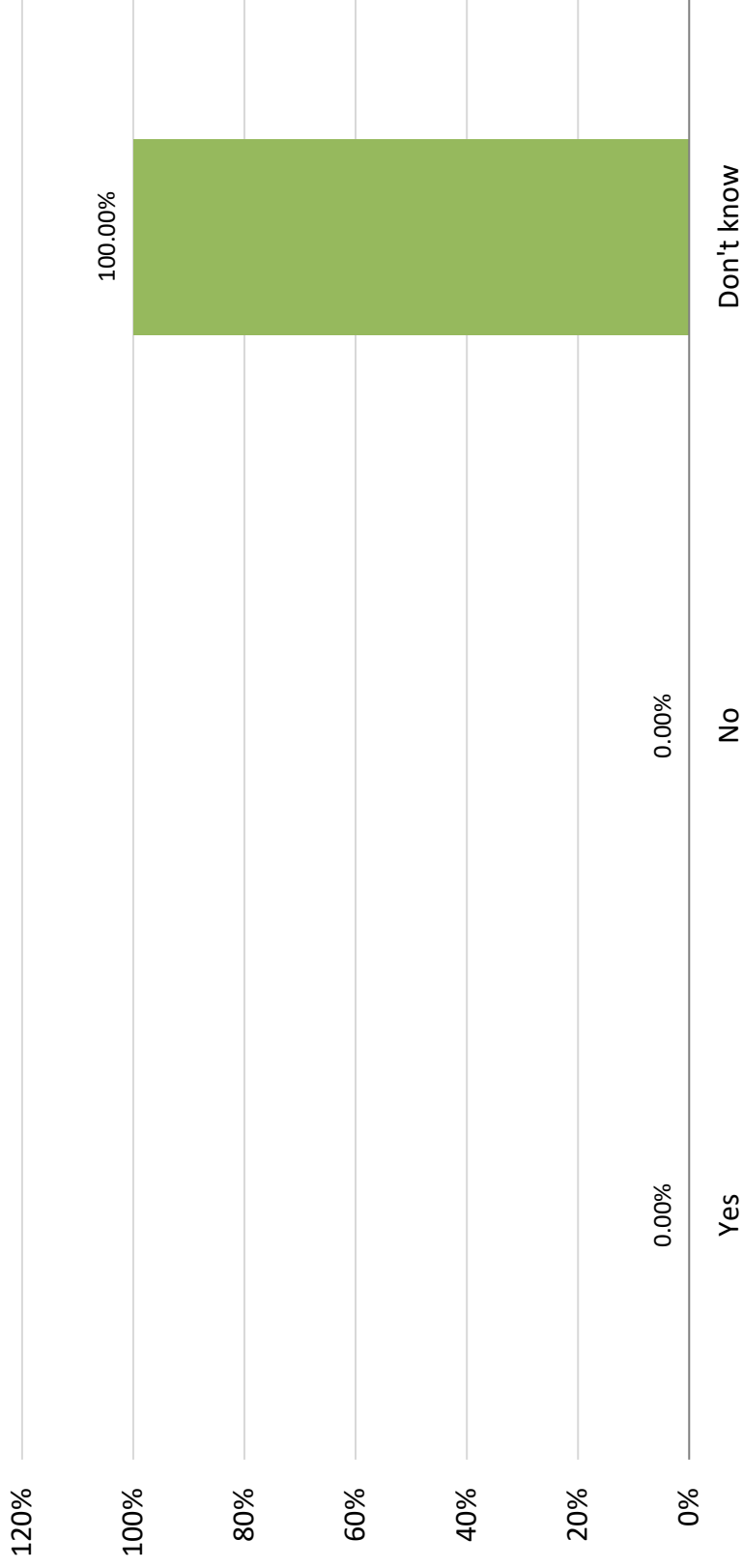
Paraprofessionals were aware of the applicable court rules.



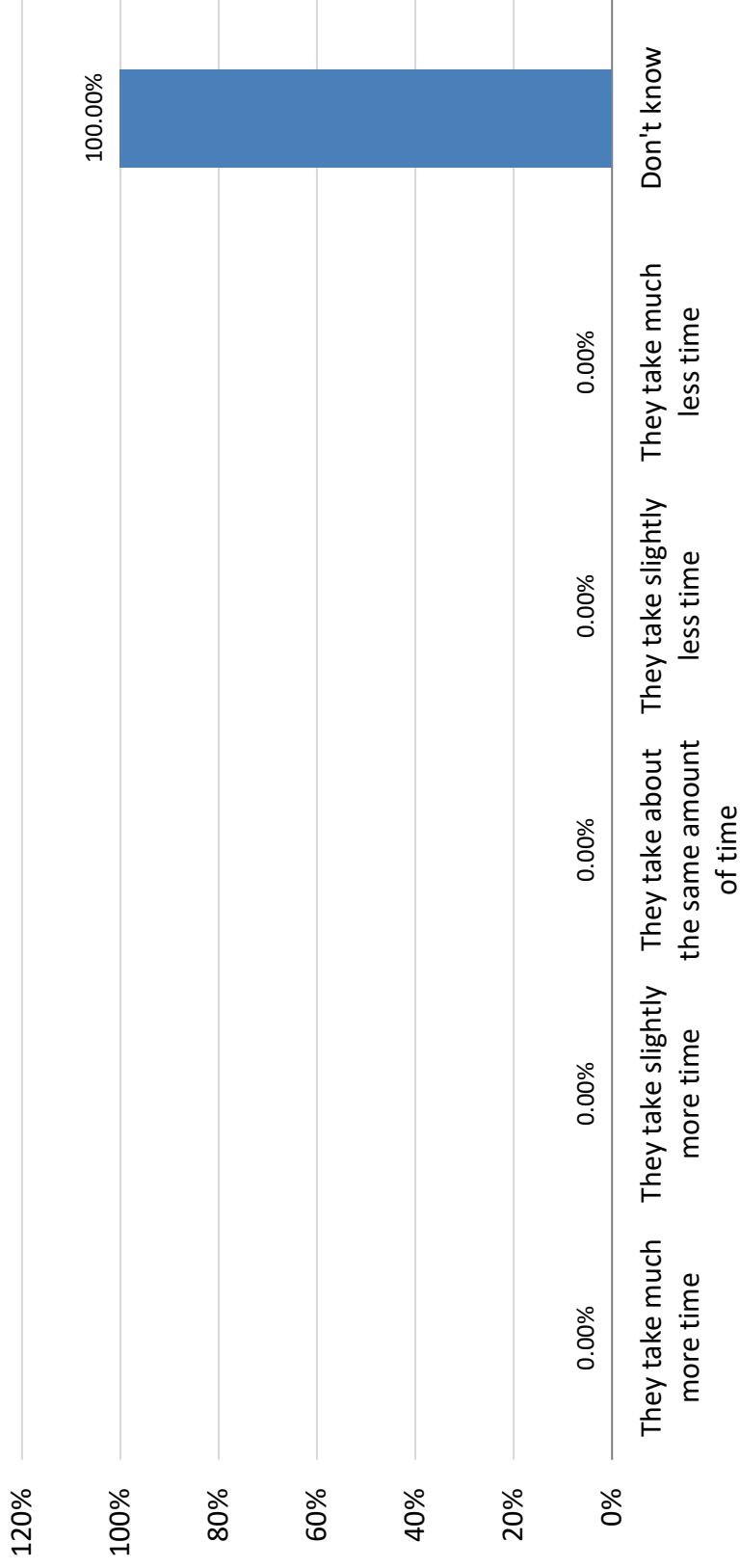
Paraprofessionals observed courtroom courtesies.



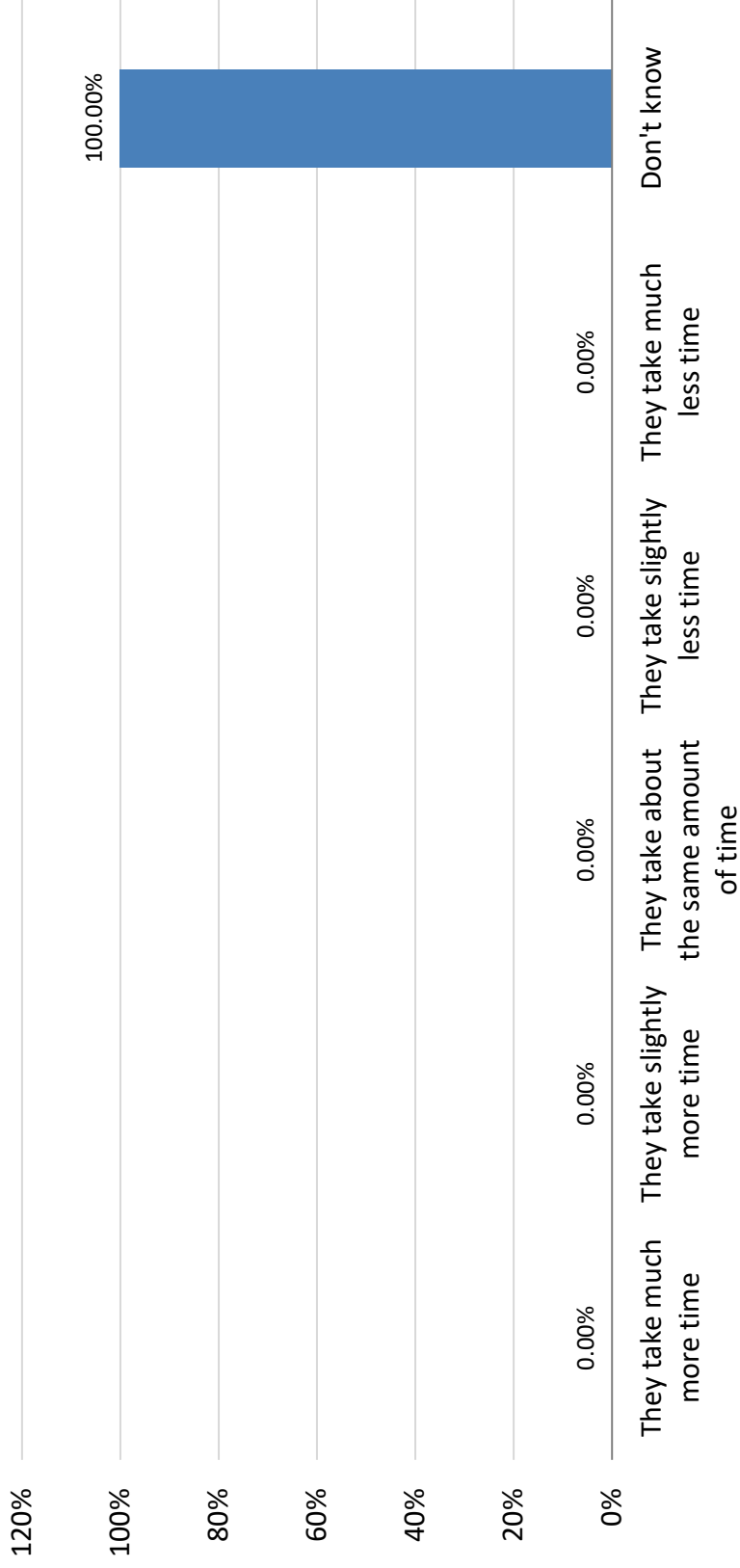
Based your experience in this pilot, do you think any additional training or support is needed for paraprofessionals?



In your experience, do hearings where a party is represented by a paraprofessional take more or less time than hearings with self-represented litigants?



In your experience, do hearings where a party is represented by a paraprofessional take more or less time than hearings where a party is represented by an attorney?



Please rate your overall satisfaction with the pilot.

