

1. What has been your experience interacting with an administrative adjudication regarding a benefit or service that you are applying for or renewing, for example unemployment insurance or student loan assistance? Were you able to receive adequate assistance from the agency, including interactions with agency staff and agency-provided resources, such that you did not need external legal services from lawyers or nonlawyers? If not, what steps did you take to find such assistance, if any? **I have experience with the State of Missouri's administrative process with non-support. The result was an administrative order for child support. This was all handled through Missouri and I did not have to seek private counsel.**

2. If you have been represented by someone in an administrative adjudication, how would you describe the experience and outcome? Have you experienced any unintended consequences from representation? How did you find and decide to work with your representative? Did the agency assist you with finding your representative? Was your representative a lawyer? If not, was your representative part of an organization or a solo practitioner? How did you decide to proceed with your representative, and what alternatives did you consider? **The person who handled my case was an "authorized Representative of the Director." Which allowed her to sign legal documents and "represent" the State of Missouri in court. I am unsure if she was a licensed attorney.**

3. If you have worked as a nonlawyer representative in administrative adjudications, how long have you worked in this capacity? Before which agency or agencies do you practice? What tasks do you undertake as part of your representation? How were you trained? Are you required to re-certify regularly or seek ongoing training? Is training provided by the agency or by a sponsoring organization? Are you supervised by a lawyer in any capacity? **Not applicable.**

4. If you have worked as a nonlawyer representative in administrative adjudications, what was the certification and oversight process from the agency? In your experience, was that process efficient and/or successful? **Not applicable.**

5. If you have worked as a nonlawyer representative in administrative adjudications, have you felt that you were treated professionally and equally by others in the process? Was the government represented by a lawyer? **Not applicable.**

6. If you are a lawyer representing people in administrative adjudications, what are your experiences and interactions with nonlawyer representatives, if any? **Not applicable.**

7. If you represent people in administrative adjudications, what are your experiences with agency rules and procedures regarding representation? In what ways could they be improved? **Not applicable.**

8. Are you familiar with specific agency programs that encourage nonlawyer representation? Are these programs working to meet the demand of need for assistance and/or representation in administrative adjudications? If not, how might they be improved? **I am not, but I would love to see more agencies embrace this. I don't think the Division of Social Services in Missouri necessarily intends to "encourage" nonlawyer representation but they are able to meet a huge demand in the state for administrative level services.**

9. Are there specific agency programs that could be expanded to encourage more forms of nonlawyer assistance and/or representation? **Absolutely- legal services could expand their uncontested dissolution unit so people have access to affordable family law representation, especially in the scenario of domestic violence. The representatives would work under the direction of a supervising attorney. But be granted acting power as a representative of that agency.**

10. Are you aware of studies or other data examining aspects of nonlawyer representation before federal agencies, beyond data that is publicly available through agency websites? **No, I am not.**

11. What role can public- and private-sector groups play in increasing nonlawyer representation, and how should government agencies encourage such actions, if at all? **The biggest role public and private sectors have in this expansion of the legal access arena is opening the door by presenting the idea to the state bar. It makes sense to me that local and state bar associations may have to be involved to build a training program that creates a standard operating procedure/guideline. The supervising attorney would have the final authority to direct nonlawyer representatives. In most cases, paralegals have the knowledge necessary to address and complete minor legal issues as they are already at the frontlines. I imagine that nonlawyer representatives would be pooled from this area of expertise. Having nonlawyer representatives assist with more routine cases would increase attorney productivity for more complex issues and streamline the work flow. Nonlawyers could also assist with pre-litigation matters in civil law. The need is there. And I think people would hire a nonlawyer based on their experience and knowledge if it meant a significant reduction in legal fees and potentially a wait list with legal services.**