**Court Leader’s Advantage Video Podcast**

**Situation/Question Time Marker Sheet**

May 21, 2024, Episode

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| 2 minutes  59 seconds | A defendant comes to court to resolve his license suspension.  He settles the underlying court case and walks out of the courthouse thinking that he once again possesses a valid license. He is unaware that he must also go to the Department of Motor Vehicles, ask the DMV to give him his license back, provide proof that he has satisfied the court’s hold, and usually pay an added fee.  Should court staff inform litigants that their work is only half done even if they do not ask?  Should the court describe the DMV process, including that they will likely have to pay an added fee? |
| 7 minutes  29 seconds | A litigant comes to court seeking a restraining order (in some states it is known as an order of protection). Should court staff assertively refer litigants to a local Women’s Shelter in case the need arises?  Should the court refer her to a Spousal Abuse Advocacy Group to help her obtain the restraining order and keep it in place through subsequent hearings? |
| 11 minutes  19 seconds | A tenant comes to court because she has been served with an eviction notice and she wants to contest it.  She shares that she does not have enough money to move and does not know where she will live if she is thrown out of their apartment. Should court staff refer her to a local shelter in case the court rules that she should be evicted?  Should court staff refer her to a tenant advocacy group that could assist her in contesting her eviction? |
| 15 minutes  56 seconds | A defendant comes to court to have his criminal record expunged.  In many states expungement is a complex process, often involving serving the prosecutor, multiple law enforcement agencies, victims, and the probation department.  Sometimes law enforcement agencies will not expunge arrest records even if the court expunges the court case. Should court staff describe the expungement process including any pitfalls the defendant may find along the way even if the defendant does not ask? |
| 22 minutes  11 seconds | A small claims litigant obtains a judgment against a defendant but does not know how to collect.  She assumes the court will collect the judgment and simply pay her. Should court staff describe how a litigant goes about collecting on a judgment, including judgment-debtor exams, garnishing wages, and attaching bank accounts? Should the court refer litigants to other organizations that can describe the process? Do such organizations exist?  . |
| 28 minutes  34 seconds | Are there types of advisory phrases that court staff could mention to immunize them from the threat of legal liability? |