

# **Best Practices: Document Assembly Programs Best Practices Guide for Court System Development and Implementation Using A2J Author (New York 2017)**



Beginning in 2005, the New York State courts began developing Document Assembly Programs for use in its Help Centers using A2J Author for the front-end, HotDocs software for the back-end, and LawHelp Interactive server to host the programs. By 2009, this pilot had been deployed statewide and the Access to Justice Program was able to identify the best practices that would likely be effective and generally worthy of replication for court systems. The practices are based on significant statistical analysis, experience, testing and feedback over the past ten years working with a

limited budget. The New York State Courts Access to Justice Program is authors this guide to share their experiences and provide guidance to other court systems contemplating or undertaking the development and implementation of Document Assembly Programs.

Recommended Citation: Rochelle Klempner, *Document Assembly Programs Best Practices Guide for Court System Development and Implementation Using A2J Author*, New York State Courts Access to Justice Program (3rd Edition, updated May 2017). Available at

[www.nycourts.gov/LegacyPDFS/ip/nya2j/pdfs/BestPractices\\_courtsystemdocument\\_assembly](http://www.nycourts.gov/LegacyPDFS/ip/nya2j/pdfs/BestPractices_courtsystemdocument_assembly)

Last updated on March 11, 2021.

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**Year published:** 2017

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