

THE RESEARCH ON REMINDERS

Court reminders work

Studies show that court reminders reduce non-appearance by 20 to 40%.

Method doesn't matter

Text, call, email, mail—they all work. Use what's most likely to reach your court users.

Content does matter

What you include in a reminder matters. While any reminder is better than none, the best messages encourage plan-making and flag consequences of non-appearance.

Timing might not matter

It's unclear from the research if the timing of reminders impacts their effectiveness. Often, programs send reminders 7 days, 3 days, and 1 day before a hearing.

References

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