

**ARIZONA JUDICIAL COUNCIL**

Request for Council Action

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**Date Action Requested:**

March 24, 2016

**Type of Action Requested:**

Formal Action/Request  
 Information Only  
 Other

**Subject:**

Update on Self-Help Centers

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**FROM:**

Hon. Janet Barton, Presiding Judge of the Superior Court in Maricopa County  
Gary Krcmarik, Court Administrator, Superior Court in Coconino County

**DISCUSSION:**

Judge Barton and Gary Krcmarik will provide an update on the self-help centers in their respective counties.

**RECOMMENDED COUNCIL ACTION:**

Informational only.

## AZ Court Help Project:

### Goals:

#### Marketing

- Mission statement
- Online presence
  - Social media sites – promote and share events
    - § Facebook
    - § Twitter
  - Website
    - § Calendar capability for public to view and sign up for Talks
    - § Social media newsfeed on home page
- Flyers around town – advertise Legal Talk presentations

#### Stakeholders

- Secure stakeholders to partake in this program
- Report to stakeholders on program's status and accomplishments quarterly

#### Legal Talk Presentations

- Build a presentation room in the Coconino County Law Library
  - Construction will begin the end of March
- Provide live broadcasting
  - Using webinar software *Zoom*
  - Purchase required tech equipment
- Secure one partnering county to remotely participate in live broadcast for phase I to develop procedures for other counties to follow in future
- Plan a schedule of informative presentations on various legal topics such as family law and landlord tenant issues presented by professionals beginning in August

#### Website development

- Building a one-stop legal self-help website acting as a clearinghouse for all legal information
  - To be completed by the end of 2016
  - Usability priorities
    - § user-friendly
    - § in plain language
    - § ADA-compliant
    - § mobile device-friendly
    - § resistant to link rot
    - § applicable statewide

- the website will “interview” users upon entry and filter content applicable based on circumstances
- Will include recorded Legal Talks and easy-to-follow instructions for legal forms

#### Outreach on Title IV-D child services and AZ Charitable Tax Credit

- Judge Winthrop will create a video for the public on AZ Charitable Tax Credit
- Coordinator will create video for the public on IV-D child services
- Videos will also be available on website

### Accomplishments:

#### Funding

- Secured funding agreement from the Arizona Administration Office of the Courts for phase I budget
  - Construction for workstation and classroom
  - Tech equipment
  - VISTA member
  - Marketing
  - Webinar software (Zoom)
  - Internet service
- Secured funding from AOC for website development
  - Development of website (one time cost)
  - Maintenance and enhancements
  - Full time staff position

#### Stakeholders

- Sent out 44 letters to potential stakeholders asking to help promote this program by sharing with their clients and inviting professionals from each organization to present Legal Talks
- Sent survey
  - Positive feedback
  - Other counties and organizations have agreed to promote us, provide resources, and volunteer

#### Legal Talks

- Established top priority legal topics
  - Major topic - Family law
  - Minor topics – landlord tenant issues, taxes, etc.
- Secured Mohave County as the pilot county to remotely participate in live presentations

- Cleared the area for the presentation room to be constructed
- Secured presenters for child services, co-parenting, landlord tenant issues, and taxes

#### Website development

- In coordination with AOC, established partnership with AZFLSE to develop a website
  - Using grant funding from the AOC, AZFLSE will hire a web designer to develop the content, structure and functionality of the website and provide ongoing maintenance
- AZ Foundation for Legal Services and Education has previous success with Law4kids, veteran law, elder law websites
- AZFLSE will also help advertise website
- Site layout and design initial development stage – including home page layout and base colors