

Arizona Commission on Access to Justice Plan For Excellence

I. Vision

The Arizona Commission on Access to Justice will improve lives by working to promote and expand civil legal services in Arizona and by collaborating, educating, improving, and advocating for access to civil justice for all.

II. Mission

The Commission promotes community and court connections and creates collaborative opportunities to provide those involved in Arizona's civil justice system with a safe, accessible, trusted, fair, efficient, and meaningful experience to address and resolve disputes. The Commission is an information exchange forum, and a source of information, education, and training, to help enhance and improve Arizona's civil justice system and the experience of those involved in that system. The Commission is collaborative; committed to making a difference; accountable; and eager to innovate and remove barriers to better serve the public.

III. Core Values of the Commission

- Expand resources for those potentially involved in, or affected by, legal issues to prevent those issues from involving the civil legal system, and to self-represented litigants to address their civil legal needs.
- Support reforms in the delivery of legal services to expand alternative methods of helping individuals address their civil legal needs.
- Support and collaborate with courts to improve the self-represented litigant experience in navigating the civil legal system and encourage awareness among judges and judicial staff on best practices in creating accessible and available court systems for self-represented litigants.
- Increase and expand attorney engagement in pro bono civil legal services for those who cannot afford an attorney.
- Enhance support, resources, and funding for civil legal service providers and others providing direct and adjacent civil legal services and assistance.
- Work with organizations that serve the public, including the Foundation for Legal Services and Education and the State Bar of Arizona, to improve

legal information and access to civil legal services for individuals with modest incomes.

- Collaborate with federal, state, and local governmental entities, and the public, to increase access to legal information and services and to share the benefits of expanding access to civil justice.
- Support online legal resources including AZCourtHelp.org and azcourts.gov, other virtual resource centers, public, and law libraries, and resource center hubs and efforts to reduce the Digital Divide as well as collecting and sharing data to improve civil access to justice.

Arizona Commission on Access to Justice Five-Year Audacious Goals

By May 2027, the Commission will have successfully:

1. Reduced the need for civil legal services by having championed and supported efforts to educate and empower those potentially involved in, or affected by, legal issues to prevent those issues from involving the civil legal system.
2. Engaged with those potentially involved in, or affected by, legal issues to ensure that they receive helpful legal information, including education and assistance so that they understand how the civil justice system works, how it can help them, and the benefits and risks associated with various alternatives, including expanding and constantly improving access to justice website.
3. Championed and supported reforms to simplify the civil legal system and process, including for self-represented litigants, to help further ensure fair, equitable, and understandable systems and processes for all.
4. Championed and supported efforts to increase access to universal high-speed internet and other technology to reduce the Digital Divide and ensure all individuals can access remote legal proceedings and services.
5. Championed and supported efforts to aggregate and share data to promote awareness and understanding among all branches of government, public services, and the public regarding the role of the civil legal system, including how it relates to and impacts other systems and services.
6. Championed and supported efforts to increase, by 25 percent, (1) individual, corporate, and governmental support for legal aid agencies serving low-income users of Arizona's legal services; (2) the number of individuals served by legal self-help websites and self-help clinics and (3) pro bono support for low-income individuals.