



# Arizona Commission on Access to Justice

## Meeting Agenda

November 13, 2019 - 10:00 a.m. to 2:00 p.m.  
State Courts Building ♦ 1501 West Washington ♦ Conference  
Room 119A/B ♦ Phoenix, Arizona

[ACAJ WEBPAGE](#)

TIME	AGENDA ITEM	PRESENTER
1 10:00 a.m.	<b>Welcome and Opening Remarks</b>	<i>Judge Lawrence F. Winthrop, Chair</i>
	<b>Approval of minutes from May 15, 2019</b> <input type="checkbox"/> <i>Formal Action/Request</i>	
2 10:05 a.m.	<b>Chairperson’s report</b> <ul style="list-style-type: none"> <li>• <a href="#">Legal Services Corporation</a> (2020 Budget)</li> <li>• AOC - <a href="#">2019 Rules Summary</a></li> <li>• LSC Opioid Task Force <a href="#">Report</a></li> </ul>	<i>Judge Winthrop</i>
3 10:25 a.m.	<b>Status report of the Governor’s Task Force on the opioid crisis and discussion regarding the benefits legal aid can provide this population</b>	<i>Dr. Cara Christ, Director of Arizona Department of Health Services and Christina Corieri, Governor’s Office, Sr. Policy Advisor on Health and Human Services</i>
4 11:00 a.m.	<b>Legal Aid Client Successes</b>	<i>Chris Groninger and Kristin Fitzharris, SALA</i>
5 11:45 a.m.	<b>Discuss legal aid federal funding and highlights from the new Vermont legal aid/opioid partnership</b>	<i>Karen Lash, Director, The Justice in Government Project</i>
12:00 p.m.	<b>☞☞ Lunch Break ☞☞</b>	

*\*All times are approximate and subject to change. The committee chair reserves the right to set the order of the agenda. For any item on the agenda, the committee may vote to go into executive session as permitted by Arizona Code of Judicial Administration § 1-202. Please contact ACAJ staff, Kathy Sekardi at (602) 452-3253 or Julie Graber, at (602) 452-3250 with any questions concerning this agenda. Any person with a disability may request a reasonable accommodation, such as auxiliary aids or materials in alternative formats, by contacting Sabrina Nash at (602) 452-3849. Requests should be made as early as possible to allow time to arrange the accommodation.*

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|----|------------------------|---|--|
| 6  | 12:45 p.m.             | <b>Update on Arizona ODR Pilot Projects</b>   | <i>Cathy Clarich,<br/>AOC Caseflow Manager</i>                         |
| 7  | 1:00 p.m.              | <b>Report on the <a href="http://AZCourtHelp.org">AZCourtHelp.org</a> website</b>   | <i>Dr. Kevin Ruegg and<br/>Cathleen Cole</i>                           |
| 8  | 1:15 p.m.              | <b>Update on the Public Information and Messaging Workgroup</b>   | <i>Alberto Rodriguez, State<br/>Bar Public Information<br/>Officer</i> |
| 9  | 1:25 p.m.              | <b>Report from the Self-Represented Litigants in Limited Jurisdiction Courts Workgroup</b>  | <i>Judge Anna Huberman</i>   |
|    |                        | <ul style="list-style-type: none"> <li>• <b><a href="#">R-19-0018</a></b>: Amend Rules 5(d) and 10(a), Arizona Rules of Procedure for Eviction Actions</li> </ul> |  |
| 10 | 1:35 p.m.              | <b>Final <a href="#">Report</a> from the Delivery of Legal Services Task Force</b>  | <i>Justice Ann A. Scott<br/>Timmer, Vice Chief<br/>Justice</i>         |
| 11 | 1:55 p.m.<br>2:00 p.m. | <b>Good of the Order / Call to the Public Adjournment</b>   | <i>Judge Winthrop</i>  |

**Amended - 2020 Future meetings**

**February 4, 2020**

**May 14, 2020**

**November 19, 2020**

**Conference Room 119 A/B; 10:00 a.m. to 2:00 p.m.**

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**Arizona Commission on Access to Justice**  
**DRAFT MINUTES**  
**Wednesday, May 15, 2019**  
**10:00 a.m. to 2:00 p.m.**

**State Courts Building, 1501 W. Washington Street, Conf. Rm. 345A/B, Phoenix, AZ 85007**

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**Present:** Judge Lawrence Winthrop (chair), Kip Anderson, Judge Janet Barton, Mike Baumstark, Judge Thomas Berning (*telephonic*), Pamela Bridge (*telephonic*), Judge Maria Elena Cruz, Kathy Schaben (proxy for Judge David Haws), Judge Anna Huberman, William Knight, Judge Joseph C. Kreamer, Maria Morlacci, Joel England, Helen Purcell, Janet K. Regner, Dr. Kevin Ruegg, Valerie Wyant (*telephonic*), Anthony Young

**Absent/Excused:** Kevin Groman

**Presenters/Guests:** Justice Robert Brutinel, Don Bivens, Cathleen Cole, Joannie Collins, Joanne Dufour, Scott Davis, Chris Groninger, Aaron Nash, Lara Slifko

**Administrative Office of the Courts (AOC) Staff:** Theresa Barrett, Julie Graber

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**I. REGULAR BUSINESS**

**A. Welcome and Opening Remarks**

With a quorum present, the May 15, 2019, meeting of the Arizona Commission on Access to Justice (ACAJ) was called to order by Judge Lawrence F. Winthrop, chair at 10:06 a.m.

**B. Approval of Minutes**

The draft minutes from the February 13, 2019, ACAJ meeting were presented for approval.

**Motion:** Helen Purcell moved to approve the February 13, 2019, minutes, as presented. **Seconded:** Janet Regner. **Vote:** Unanimous.

**II. BUSINESS ITEMS AND POTENTIAL ACTION ITEMS**

**A. Chairperson's Report**

Judge Winthrop reported on several access to justice events, projects, and topics.

- The 2019 National Meeting of State Access to Justice Commission Chairs and the Equal Justice Conference were held on May 10 and 11 in Louisville, KY. Arizona's updated annual statement is included in the meeting packet.
- There were group discussions at the Veterans Legal Services Summit on March 26, on how to better share information and legal resources for veterans. Judge Winthrop highlighted the work of the University of Arizona's Veterans Advocacy Clinic, which assists veterans with

representation at veteran courts; and in benefit and discharge upgrade cases.

- Pinal County launched online dispute resolution for those seeking to initiate or modify a family court matter and allows parties to negotiate their case with the help of a court facilitator. This free service is available 24 hours per day.
- The Pima County Public Defender’s Office offers weekly “second chance” clinics regarding civil rights restoration, misdemeanor designation of unclassified felony convictions, and quashing warrants. Judge Winthrop referenced an article in the Yale Law Journal highlighting the potential benefit of legal aid assistance on reentry issues with the real-life example of Tarra Simmons.
- “Pima County Court Night” was held on March 26, 2019 and will be returning on October 15, 2019. There were presentations on divorce, custody, and guardianship issues from many agencies and organizations.
- Judge Winthrop highlighted updates from the Arizona Foundation for Legal Services & Education (Bar Foundation):
  - 20<sup>th</sup> anniversary of the Domestic Violence Legal Assistance Project.
  - The Arizona Department of Housing sponsored a statewide training for community action program case managers regarding landlord tenant law.
  - Innovations Awards were announced for projects that promote access to justice in unique and innovative ways: Arizona Legal Center; Maricopa County AmeriCorps Court Navigator Program; State Bar’s Find a Lawyer tool; University of Arizona Law School “Innovation for Justice” Program; Step Up for Justice; and AOC court technology projects.

**B. Report from the Self-Represented Litigants in Limited Jurisdiction Courts Workgroup**

Judge Anna Huberman reported that the workgroup was unable to reach a consensus regarding rule petition, R-19-0018, which would require the landlord to serve additional relevant documents, such as the lease and ledger, with the complaint. A comment was filed by Judge Winthrop, which summarizes the workgroup’s opposing viewpoints without making a final recommendation. While workgroup members agreed that the tenant is entitled to relevant information, they differed regarding how the information should be provided. Judge Huberman also reported that the first group of eviction videos have been finalized and are posted by housing type (i.e., residential, mobile home, and recreational vehicle) in English and Spanish on AZCourts.gov. The next step is marketing the eviction content to the public.

**C. Report on Other Rule Petitions**

Julie Graber, AOC staff, reported on rule petition, [R-19-0011](#), which would reorganize exceptions to the usual attorney admission process. One comment was

filed from the AOC's Certification and Licensing Division with concerns regarding expanding practice pending to Bar Exam applicants. Judge Winthrop added that no comments have been filed regarding part of the rule petition that would encourage retired and inactive members of the State Bar to volunteer *pro bono* services in connection with an approved legal service organization.

**D. AZFLSE Report on Law-Related Educational Programs**

Lara Slifko and Joannie Collins from the Bar Foundation provided some background information regarding the LawForKids.org website since launching in 1999. The interactive and dynamic website receives between 175,000 and 200,000 users per year and is always trying to evolve to reach students with mock trials, games, contests, and apps. Ms. Slifko described law-related educational programs on LawForKids.org, such as Project Citizen, which is a portfolio-based civic education program for grades 5-12 that helps teachers and students understand public policy; We The People, which simulates a congressional hearing as the culminating activity; Arizona Teen Court Association, which empowers youth in their communities to help change negative and delinquent behavior in their peers; and Arizona High School Mock Trial program, which teaches students in grades 9-12 about the law and the legal system by participating in a simulated trial. Other initiatives include the When You Turn 18 program, which is distributed to high school seniors in the form of a booklet and will be turned into an app as of June 30, 2019; Kids Voting AZ, which is a voter education program that encourages lifelong voting habits; the School Safety Program, which provides law-related education to students and staff; iCivics.org, which is a web-based education project designed to teach civics using fun games; and the Law Day Contest, in which students from grades K-12 submit coloring sheets and comic strips, and the ones with the most "Likes" win a mini iPad. Ms. Collins invited members to vote for their favorite coloring sheets during her presentation.

**E. Update on the Public Information and Messaging Workgroup**

Aaron Nash, AOC Communications Director, reported that the State Tax Credit video was updated, and a joint meeting took place on April 1, 2019, between the Self-Represented Litigants in Limited Jurisdiction Courts Workgroup and the Public Information and Messaging Workgroup to discuss the roll out of the new eviction content on AZCourts.gov. Members from both workgroups have been compiling contact information for interested groups and partners, and demos of the eviction content will be presented to these groups. Scott Davis, Maricopa County Justice Courts Communications Director, summarized the subgroup's eviction marketing push.

- The new eviction "hub" consists of nine residential, seven mobile home, and seven recreational vehicle (RV) Legal Info Videos and transcripts; 14 Legal Info Sheets; and FAQs, which are all available in both English and Spanish on AZCourts.gov.

- Vanity URLs were created for easy navigation ([azcourts.gov/eviction](http://azcourts.gov/eviction) and [azcourts.gov/desalojo](http://azcourts.gov/desalojo)). A home button was also added to the website, so users can easily return to the eviction home page.
- The marketing push will begin May 29, 2019, and last for one week.
- A press release will go out along with a digital marketing kit with pre-made image files and text for the main social media platforms.
- Judge Huberman will serve as the spokesperson to the media.

The next workgroup meeting is scheduled for June 6, 2019. The goal will be to focus on the topic of warrants and to develop content in different formats in a similar way as eviction. Mr. Nash also asked members to continue to send events to include on the Editorial Calendar.

**Member comments:**

- Will the eviction content be shared with the justice courts on a statewide basis? Judge Huberman reported that courts will be able to easily add a link on their websites to the new content. There has already been a lot of interest from groups and she will be looking for some volunteers to assist with the demos.

**F. Report on the [AZCourtHelp.org](http://AZCourtHelp.org) website** (*agenda item out of order*)

Cathleen Cole, Bar Foundation, reviewed eviction-related Google Analytics on AZCourtHelp.org and noted that over 15,000 forms have been downloaded by users since September 2017 and the top two eviction resources are the Legal Info Sheets on “After an Eviction Judgment” and “Mobile Home Park Evictions.” Ms. Cole also reviewed Google Analytics, Search Engine Optimization, and enhanced features and content on the entire AZCourtHelp.org site for the period from January 30, 2019 through April 29, 2019. The statistics reflect an increase in the number of users and specifically the top pages viewed relate to finding court records and forms while top searches relate to divorces, name change, and warrants. Upcoming projects include developing a portal of information on warrants; adding an eviction glossary in English and Spanish; and preparing for probate and garnishment content.

Theresa Barrett, AOC staff to the commission, reported on a recent meet-and-greet that took place to discuss and coordinate the Legal Talks with court and law library representatives from Cochise, Coconino, Maricopa, Pima, and Yuma counties. At the meeting, each county reported on ongoing efforts and a list of action items was made to better collaborate moving forward. The goal is for the group to meet on a recurrent basis to improve the services offered.

**G. Report on Evictions: Politics, Policy & Possibilities public event** (*agenda item out of order*)

Will Knight reported on the “Evictions: Politics, Policy & Possibilities” public event that took place on April 29, 2019, at South Mountain Community College, which focused on engaging in productive dialogue with legal experts, state

officials, advocates, journalists, and peers, and educating stakeholders about the problems surrounding eviction. Special attention was placed on the impact of mental health issues on evictions as well as eviction's disproportionate impact on special populations, such as those receiving subsidized housing, the disabled, minorities, and women. Arizona has the second highest eviction rate in the nation.

#### **H. Report from the Legal Services Task Force**

Judge Maria Elena Cruz and Don Bivens reported on the Task Force on Delivery of Legal Services, which was established by Administrative Order No. 2018-111. The charge of the task force was to further promote access to justice in the Arizona judiciary by exploring issues and improvements in delivery of legal services and identifying that certain services can be provided by non-lawyers, as well as promoting new models for lawyers to provide legal services like unbundling. Mr. Bivens shared that the task force examined adding a new tier of non-lawyers, who, with specified qualifications, could be allowed to provide limited legal services in civil proceedings in limited jurisdiction courts, family court matters, and administrative hearings. He also discussed making changes to improve access to legal services provided by certified Legal Document Preparers. The task force is formulating recommendations that will (1) modify Arizona's ethical rules regarding advertising; (2) allow recent law graduates to practice law under the supervision of an attorney after graduation but before they are admitted to the bar; and (3) remove the explicit barrier to lawyers and non-lawyers co-owning businesses that engage in the practice of law.

#### **Member comments:**

- Judge Winthrop questioned whether adding a new tier of non-lawyers would resolve the issue related to the cost of legal services. The task force is aware of the problem, but the issue is who would pay for it. Some ideas that were shared included obtaining help from the private market or from charities, or as part of a navigator program. A member suggested setting up a fee structure to meet the gap if the client worked with an approved entity and the attorney volunteered hours as part of continuing legal education.
- Did the task force consider allowing courts to hire individuals to provide legal advice, not legal representation, for court users? Judge Cruz will bring the suggestion back to the task force.

#### **I. Preliminary Results of the 2017 Legal Needs Study**

Anthony Young explained that periodic legal needs studies are conducted by legal aid providers to help set priorities and to identify gaps in service and the areas of law that need to be addressed. Mr. Young reviewed the type of data collected and the survey methods to gather the data. He shared some preliminary results on the statewide 2017 study conducted by the Arizona Bar Foundation and legal aid providers.

- 80 percent of Arizonans reported having a legal problem.
- Arizonans are going to the Internet to resolve issues.

- 64 percent were unable to obtain a private or legal aid attorney to resolve their issue.
- The highest areas of needs include: (1) family law (divorce, child support, and domestic violence); (2) housing (habitability, safety, eviction); and (3) consumer law (debt issues).
- Emerging issues include civil rights restoration, minor and adult guardianship, and elder abuse.

The data will be compiled into a report and made available to the public. For legal aid providers, there will be internal conversations about the delivery of services and case priorities.

**J. Report from the Inter-Governmental Collaboration Workgroup**

Janet Regner reported on a meeting with a representative from the Task Force on Recidivism and Reentry at the Governor’s Office, which focused on providing education about what legal services mean and cover. Suggestions were made about placing paralegals in Second Chance Centers and partnering with a Task Force subgroup that is made up by non-profits. Chris Groninger discussed federal funding opportunities for partnerships between state agencies and legal services providers. Maria Morlacci and Kevin Groman met with Christina Corieri from the Task Force on the Opioid Crisis at the Governor’s Office to explore how the commission could assist their efforts. Suggestions were made for Ms. Corieri and the Task Force’s chair, Dr. Cara Christ, from the Arizona Department of Health Services, to be added to the ACAJ November agenda to discuss the Task Force’s goals and how ACAJ could assist.

**K. New Strategic Plan for the Arizona Supreme Court**

Vice Chief Justice Robert M. Brutinel discussed his upcoming five-year strategic plan for the Arizona Supreme Court when he becomes Chief Justice on July 1, 2019. This strategic plan provides direction and charge for both the Administrative Office of the Court and the commission and sets out goals and priorities. Justice Brutinel reviewed previous strategic agendas to reaffirm important goals and to highlight previous success. Promoting access to justice will continue to be an important initiative and the commission will be charged with expanding its work to ensure equal access to justice for all Arizonans by providing more information for the public through AZCourtHelp.org and AZCourts.gov; working with the Bar Foundation and the State Bar to improve access to legal services and legal information for individuals with modest incomes; and establishing a workgroup to identify ways to simplify court processes and procedures. Other access to justice initiatives will include evaluating online dispute resolution pilot projects; implementing recommendations from the Task Force on the Delivery of Legal Services; expanding training and resources to provide support for self-represented litigants; and expanding services for limited English-proficient litigants.

**III. OTHER BUSINESS**

**A. Good of the Order/Call to the Public**

None present.

**B. Next Meeting Date**

Wednesday, November 13, 2019

10:00 a.m. to 2:00 p.m.

State Courts Building, Room 119

1501 W. Washington Street

Phoenix, AZ 85007

Adjourned at 1:49 p.m.





## An Arizona Success Story The Domestic Violence Legal Assistance Project

Almost daily you can turn on the news or read in the paper about a violent or dangerous domestic violence incident somewhere in Arizona.

As Gov. Doug Ducey has noted:

Every 44 minutes in Arizona, one or more children bears witness to domestic violence. Every 36 minutes in Arizona, a police officer responds to a domestic violence dispute where a child is present. Every 19 minutes in Arizona, an arrest is made as a result of a domestic violence incident. Every 12 minutes in Arizona, a domestic violence victim calls the Department of Economic Security to request emergency shelter, information, or a referral. And every five minutes in our state, a law enforcement officer responds to a domestic violence call.

But in those news stories, you are unlikely to hear about the civil legal challenges for victims of domestic violence navigating a divorce from an abusive spouse or trying to prevent an eviction due to a domestic violence noise violation.

This crisis is not unique to Arizona. It is estimated that one in four women and one in seven men will experience domestic violence in their lifetime. This means that more than 800,000 women and more than 450,000 men in Arizona will experience domestic violence in their lifetime. Domestic violence affects all of us, including the legal community. In 2018, more than 80 Arizonans lost their lives due to domestic violence—including six legal professionals whom a domestic violence perpetrator believed were associated with his divorce and child custody cases.

Beyond the challenges of participating in our criminal justice system, victims of domestic violence often have a variety of DV-related civil legal needs, ranging from obtaining or keeping a protective order; preventing an eviction because of the domestic violence; divorce, custody and/or child support issues; stolen identity and consumer debt problems; and employment matters.

Multiple studies demonstrate access to civil legal assistance can both reduce domestic violence and mitigate some of its collateral consequences. One study found that when domestic violence survivors have access to legal representation in child custody cases, they are afforded greater protection and granted more frequent visitation rights as compared to those who are not represented. A 2017 survey of 1,762 DV shelters by the National Network to End Domestic Violence found that DV survivors without legal representation are more likely to be victimized later than those without access to such representation.

October is Domestic Violence Awareness Month, and here's some good news: Arizona leads the nation in identifying and working with DV victims to meet these needs through the Arizona Domestic Violence Legal Assistance Project. The Project is a 20-year success story built on a collaboration between the executive and judicial branches of government, administered by the

Opinions in the magazine are those of the authors and not necessarily those of the State Bar of Arizona, its Board of Governors, the Editorial Board or staff. The magazine provides an open forum for readers. Send your own letter to [tim.eigo@staff.azbar.org](mailto:tim.eigo@staff.azbar.org). (Please provide a high-resolution 2 x 3 head shot with your *My Last Word* submission.)



**LAWRENCE F. WINTHROP** is a judge on the Arizona Court of Appeals and since 2014 has served as Chair of the Arizona Commission on Access to Justice.



**CHRIS GRONINGER** is the Chief Strategy Officer for the Arizona Bar Foundation and administrator of the Arizona Domestic Violence Legal Assistance Project.

Arizona leads nation in identifying and working with domestic violence victims

Arizona Bar Foundation, and through pro bono services provided by Arizona lawyers—a true public-private partnership working to improve communities.

The Project is supported by the Department of Economic Security, a network composed of 13 different domestic violence service providers with lay legal assistance. Arizona's three Legal Services Programs, a funded legal aid organization, and volunteer Lawyers Programs at the state level. This collaboration includes legal aid staff attorneys, and volunteer attorneys works seamlessly to provide a network of effective civil legal assistance to victims throughout Arizona.

In its 20 years, the Project has helped over 125,000 victims of domestic violence in Arizona with the civil legal assistance to be safe, free from violence and financially independent. Since 1999, more than 10,000 attorneys have volunteered approximately 100,000 pro bono hours—the financial value more than \$13 million—to support the Project. Each year, more than 1,000 attorneys are trained, supported and recognized through the Project. They celebrate and recognize this contribution.

Every day brings civil law attorneys to Arizona experiencing domestic violence. *Will you help?* For more information on how to donate or volunteer, please contact the Arizona Bar Foundation: <https://www.azbar.org/domestic-violence-legal-project>





Meeting Date: November 13, 2019

Subject: Report on the Governor's Task Force on the opioid crisis and discussion regarding the benefits legal aid can provide this population

Type of action requested:

- Formal action or request
- Information only
- Other

From: Inter-Governmental Collaboration Workgroup

Presenters: Dr. Cara Christ, Director of the Arizona Department of Health Services and Interim Director of the Department of Economic Security and Christina Corieri, Sr. Policy Advisor on Health and Human Services, Governor's Office, Chris Groninger, Arizona Foundation for Legal Services & Education, and Kristin Fitzharris, Attorney, SALA

Discussion: Dr. Christ and Ms. Corieri will present on the efforts being made by the Governor's Task Force on the Opioid Crisis, followed by a question and answer period. Ms. Corieri will also discuss the Governor's Task Force on reentry/recidivism and how that is intertwined with the opioid crisis. Ms. Groninger and Ms. Fitzharris will then lead the conversation to discuss insights on legal aid for nonuser-based victims of the opioid crisis.

Recommended motion: None at this time.





Meeting Date: November 13, 2019

Subject: Discuss legal aid funding and highlights from the new Vermont legal aid/opioid partnership

Type of action requested:

- Formal action or request
- Information only
- Other

From: Inter-Governmental Collaboration Workgroup

Presenters: Ms. Karen Lash, Practitioner-in-Residence, Justice Programs Office Director, The Justice in Government Project, School of Public Affairs, American University

Discussion: Ms. Lash will discuss the national perspective on why it makes sense for legal aid to be part of the services offered to deal with the opioid crisis and its fallout, and to report on the new Vermont Health Department medical-legal partnerships between recovery centers and Vermont Legal Aid.

Recommended motion: None at this time.

# The Opioid Crisis and the Nation's Youth— Strategies and Solutions to Serve Our Youngest Victims

## 2019 National Training Event

December 4-5, 2019—Alexandria, Virginia

### DRAFT Agenda

#### December 4, 2019

8:30 a.m. – 9:30 a.m.

**Convene and Welcoming Remarks**

***A Day in the Life of a Young Victim***

This presentation will help to ground our collective purpose in the experiences of a young victim of the opioid crisis.

9:30 a.m. – 9:45 a.m.

**Break**

9:45 a.m. – 10:45 a.m.

**Breakout Series 1**

**Track I: Assessing What Is Needed**

***Young Victims: Strategies for Uncovering What They Need***

Young victims' lives are disrupted in a myriad of ways by the opioid crisis. This session will delve deeper into strategies and tools that responders and professionals are using to work with children, families, and caregivers to determine and provide what they really need.

*This session builds upon the opening plenary, "A Day in the Life of a Young Victim," and can be considered the second installment in the series.*

**Track II: System Navigation**

***All Doors are Open***

As public servants, we all strive to provide full and easy access to our services, but what does that really look like? This session will explore models that are removing barriers to access, improving service navigation, and welcoming families into comprehensive care.



**Track III: Skill Building**

**Trauma-Informed Care: Moving from Principles to Practice**

The concept of “trauma-informed care” has now reached every corner of our nation, but how do we put this concept into practice? This session will help participants across disciplines integrate core principles into daily practice to ensure we are providing effective services to children and families.

**Track IV: Practice Improvement**

**Beyond the Crisis Call: Balancing Risk and Resiliency**

Historically first responders and victim service providers have focused exclusively on ensuring immediate safety for young victims. Today we recognize that children and youth instead need a balanced approach that ensures their permanency, safety, and well-being are all fully considered. This session highlights holistic approaches to supporting young victims—beyond the immediate crisis—to reduce long term risk and build strength and resilience children and youth.

10:45 a.m. – 11:00 a.m.

**Break**

11:00 a.m. – 12:00 Noon

**Breakout Series 2**

**Track I: Assessing What Is Needed**

**Spreading the Word in Local Communities**

Outreach, awareness, and education are critical to ensure those interacting with children and families on a daily basis can recognize the signs, respond in ways that do not re-victimize families, and connect those in need with the right services. This session will explore ways to tailor your efforts to meet the needs of your own audience and set the stage for successful community engagement.

**Track II: System Navigation**

***Using Legal Aid to Support Young Victims***

Legal aid can be an incredible resource to help children and families navigate the complex legal and service issues associated with victimization and the Opioid crisis. Four current legal service grantees will describe the concrete services they provide, share insight about their roles as collaborative partners, and provide strategies to successfully engage legal service providers in your community.

**Track III: Skill Building**

***Helping the Helpers: Strategies to Mitigate Secondary Trauma***

We're the best at helping others, but too often neglect caring for ourselves as we experience vicarious and secondary trauma in our daily work. This session will focus on strategies to care for ourselves, support one another, and integrate these practices at the organizational level.

**Track IV: Practice Improvement**

***Mindful Questioning: Tools and Strategies to Minimize Re-Traumatization***

Asking questions is a part of our daily work, so how do we screen, assess, and interview children and youth in ways that minimize re-traumatization? Knowing what tools to use, when, and with and by whom is critical to effectively serve children, youth, and families. This session will explore tools and strategies that grantees are using in their daily work with children and families.

*This session builds upon the opening plenary, "A Day in the Life of a Young Victim," and Track 1 breakout "Young Victims: Strategies for Uncovering What They Need."*

*It can be considered the third and final installment in the series.*

12:00 Noon – 1:30 p.m.

***Lunch on your own***

1:30 p.m. – 2:45 p.m.

**Product Demonstration and Poster Showcase**

2:45 p.m. – 3:00 p.m.

***Break***

3:00 p.m. – 4:00 p.m.

### Breakout Series 3

#### ***Track I: Assessing What Is Needed***

##### ***Pairing Local Needs with Local Solutions***

Although community needs assessments can be complex, cumbersome, and time-consuming; but the results can be worth it. This session will offer practical tools and strategies for assessing local needs and then matching those up to local solutions to ensure long term success.

#### ***Track II: System Navigation***

##### **The Power of Local Data**

This session will identify critical local data sources-across disciplines and systems-and demonstrate how this data can help shape, drive and communication about your program.

#### ***Track III: Skill Building***

##### ***Using Strategic Messaging to Tell Your Program's Story***

Bringing data and information to life is both a science and an art, and if done well can be a transformative tool for programs and communities. This session will demonstrate how to use data and information to develop compelling messaging that can be used to educate, raise awareness and promote broad community engagement.

#### ***Track IV: Practice Improvement***

##### ***Language Matters***

Sometimes the words and terms we use can hamper our well-intended efforts. This session will create an opportunity to examine terms we commonly use and discover alternate language that promotes engagement, builds trust and strengthens our efforts to meet the needs of young victims (and their families/caregivers).

4:00 p.m. – 4:15 p.m.

***Break***

4:15 p.m. – 5:00 p.m.

**Town Hall: Harnessing Ideas and Lessons Learned from Day One**

5:00 p.m.

***Evening Recess***

5:15 p.m. – 6:30 p.m.

**Evening collaboration space is open!  
Join your peers and subject experts to share, learn, and connect.**

December 5, 2019

8:30 a.m. – 9:30 a.m.

### **Reconvene and Welcome to Day Two**

#### ***The More You Know: Trending Now***

Just when we think we have it all figured out, things change. This session will examine current drug trends impacting communities across the nation, the impact on children/youth victimization, the latest and greatest substance abuse treatment practices, acknowledgement of the impact of vicarious trauma on the workforce, and how the lens of polysubstance use is shaping more agile and sustainable programs and practices.

9:30 a.m. – 9:45 a.m.

### **Break**

9:45 a.m. – 10:45 a.m.

### **Breakout Series 4**

#### ***Track I: Assessing What Is Needed***

##### ***Navigating a Coalition Rich Environment***

Emerging concerns and of-the-moment issues often generate new task forces, sometimes drawing or dividing resources and focus away from the persistent priority of serving children and families. This session will explore strategies to navigate this coalition-saturated environment and capitalize on existing partnerships and common goals to advance your program's efforts

#### ***Track II: Navigation***

##### ***Balancing the Personal and Professional Tightrope***

We all bring unique backgrounds, experiences, and talents to our work. Sometimes this helps the people around us, and sometimes it can be harmful—to us and them. This session will use tools and experiences to explore how to care for ourselves as well as those around us at a time when so many are burdened (i.e., individual self-care and peer support).

#### ***Track III: Skill Building***

##### ***How are We Doing? Performance Measurement Presentation***

You've been working hard to track performance metrics and submit progress reports. This session will motivate participants by sharing what the collective PMT data has shown us so far. Presenters will also facilitate discussion about ways this data can be used by grantees and federal funders to inform program evaluation and bolster our collective work.

***Track IV: Practice Improvement***

**It's All About the Kids: Recognizing Shared Values and Meeting Our Common Goals**

This session will examine the differences in roles, mandates, and practices across systems. Presenters will work with the audience to develop a better understanding of cross-sector values and strategies to meet our shared goals.

10:45 a.m. – 11:00 a.m.

**Break**

11:00 a.m. – 12:00 Noon

**Breakout Series 5**

***Track I: Assessing What Is Needed***

***Successful Partnerships + Strong Collaborations = Safe and Healthy Children***

Finding and engaging the right partners and stakeholders can be tricky, take time, and requires ongoing maintenance. Current grantees will share their creative strategies to building strong collaborations and keeping those active over time.

***Track II: Navigation***

***Bridging Terminology, Practice and Evaluation***

Terminology gurus will guide participants through an interactive use of a new Crosswalk Tool to help anchor performance measurement in our daily practice. Current grantees will share examples of how they are navigating this terminology in their daily practice and leveraging this data in program evaluation.

***Track III: Skill Building***

***Tribal Solutions Rooted in Native Traditions***

Serving our youngest victims and families in Indian Country involves unique opportunities, challenges and culturally based approaches. Learn from current grantees how these factors are incorporated into several spotlighted projects.

***Track IV: Practice Improvement***

**Where Do We Go From Here? Sustaining What Works Beyond DOJ Grant Funding**

This session will provide practical strategies and helpful tips for maintaining (and building upon) the important work underway beyond the lifecycle of your current grant.

12:00 Noon – 1:30 p.m.

*Lunch on your own*

1:30 p.m. – 2:30 p.m.

**Breakout Series 6**

***Track I: Assessing What Is Needed***

***Beyond Silos: Striving for A Seamless Response***

Partnerships are necessary to effectively serve children and families but working across silos can be difficult. This session will candidly explore challenges and successes in building victim service-first responder partnerships.

***Track II: Navigation***

**Mining Your Data: Sources, Strengths and Sharing**

Data can be overwhelming, but carefully developing and implementing a plan can help your team harness the power of information. Successful data and evaluation plans will help your program track progress, identify successes and challenges, gaps, and advance efforts as you move ahead. This session will offer practical approaches to (1) identify relevant data sources; (2) enhance your existing data repositories; (3) use that data to strengthen your program; and, (4) responsibly share data with partners and the larger community.

***Track III: Skill Building***

***Memoranda of Understanding and Collaboration: Tools for Formal Engagement***

Use of Memoranda of Understanding, agreements, and other tools to formally engage partners, outline roles and responsibilities, and ensure a seamless response to crime victims.

***Track IV: Practice Improvement***

***Pillars of Culturally Responsive Programming***

Understanding historical trauma, acknowledging service disparities, appreciating cultural differences, and partnerships with diverse service providers are essential to reaching every victim. This session will explore the components of building a culturally responsive program.

2:30 p.m. – 2:45 p.m.

***Break***

2:45 p.m. – 4:00 p.m.

***Collective and Collaborative Focus as We Move Forward:  
Bringing It All Together in a World Café Conversation***

4:00 p.m. – 4:15 p.m.

***Break***

4:30 p.m. – 5:00 p.m.

***The Way Ahead, Final Thoughts, and Adjourn***



**SUPPORT TO COMMUNITIES: FOSTERING OPIOID RECOVERY THROUGH  
WORKFORCE DEVELOPMENT**

**U.S. DEPARTMENT OF LABOR**  
**Employment and Training Administration**

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**NOTICE OF AVAILABILITY OF FUNDS AND FUNDING OPPORTUNITY ANNOUNCEMENT  
(FOA) FOR THE SUPPORT TO COMMUNITIES: FOSTERING OPIOID RECOVERY  
THROUGH WORKFORCE DEVELOPMENT GRANT PROGRAM**

**ANNOUNCEMENT TYPE:** *Initial*

**FUNDING OPPORTUNITY NUMBER:** *FOA-ETA-20-01*

**CATALOG OF FEDERAL DOMESTIC ASSISTANCE (CFDA) NUMBER:** *17.277*

**KEY DATES:** *The closing date for receipt of applications under this Announcement is  
January 9, 2020. We must receive applications no later than 4:00:00 p.m. Eastern Time.*

**ADDRESSES:** *Address mailed applications to:*

***The U.S. Department of Labor  
Employment and Training Administration, Office of Grants Management  
Attention: Brinda Ruggles, Grant Officer  
Reference: FOA-ETA-20-01  
200 Constitution Avenue, NW, Room N4716  
Washington, DC 20210***

*For complete application and submission information, including online application  
instructions, please refer to Section IV Application and Submission Information.*

# **SUPPORT TO COMMUNITIES: FOSTERING OPIOID RECOVERY THROUGH WORKFORCE DEVELOPMENT**

## **EXECUTIVE SUMMARY:**

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The United States is facing an ongoing health crisis stemming from widespread misuse of and addiction to opioids and other drugs, including illicit drugs. The Administration has made addressing this crisis a high priority, allocating significant funds and personnel to support treatment and recovery services, target availability of overdose-reversing drugs, train first responders, and more.

At the White House's direction, the Secretary of Health and Human Services declared a national public health emergency on October 26, 2017<sup>1</sup> and has renewed the declaration every 90 days thereafter. As a result of this declaration, the White House recommended the use of grant funds to help workers who have been displaced from the workforce because of the opioid crisis.<sup>2</sup> Since 2018, the Department of Labor (DOL or Department) has issued two grant opportunities addressing the workforce impacts of the opioid and larger substance misuse crisis. In all, the Department has awarded Phase One National Health Emergency (NHE) Dislocated Worker Demonstration Grants (DWGs) and Phase Two Disaster Recovery DWGs to 17 states and tribal entities to provide reemployment services for individuals impacted by the crisis; to train individuals to transition into professions that can impact the crisis, such as alternative pain management, mental health treatment, and addiction treatment; and to create temporary employment opportunities for peer recovery counselors and other positions that can immediately mitigate the impact of the crisis.

The Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment for Patients and Communities Act (SUPPORT Act), which became Public Law 115-271 in October 2018, is a bipartisan effort to address the country's opioid and substance misuse epidemic. This law includes critical provisions to standardize the delivery of addiction medicine; expand access to high-quality, evidence-based care; and address the impacts of the epidemic by increasing and strengthening our workforce. Further, it directs the Department to carry out a pilot grant program to address the economic and workforce impacts associated with high rates of substance use disorders. The provisions of the law related to the pilot grant build upon the model previously established by the Department's NHE Dislocated Worker Demonstration Grants and the NHE Disaster Recovery Dislocated Worker Grants.

As authorized by the SUPPORT Act, the Employment and Training Administration (ETA) is announcing the availability of up to \$20 million in grant funds for the Support to Communities: Fostering Opioid Recovery through Workforce Development grant program to fund approximately 8 to 10 partnership grants, with awards ranging from \$500,000 to \$5 million. The Department may award additional grants depending on the availability of funds.

The Support to Communities grant program is a separate funding opportunity from the NHE grants, which are awarded on a rolling basis. While the Support to Communities grants share some similarities with the two rounds of NHE grants, these grants will be awarded on a

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<sup>1</sup> For more information on the HHS declaration, visit <https://www.hhs.gov/about/news/2017/10/26/hhs-acting-secretary-declares-public-health-emergency-address-national-opioid-crisis.html>.

<sup>2</sup> White House Press Release October 25, 2017, from <https://www.whitehouse.gov/briefings-statements/president-donald-j-trump-taking-action-drug-addiction-opioid-crisis/>.

## **SUPPORT TO COMMUNITIES: FOSTERING OPIOID RECOVERY THROUGH WORKFORCE DEVELOPMENT**

competitive basis and include additional features and requirements outlined in the SUPPORT Act.

The goals of these grants are to:

- Implement innovative approaches for addressing the economic and workforce-related impacts on local communities affected by the opioid and substance misuse epidemic;
- Engage employers as essential partners to address the impacts of substance and opioid misuse by playing an active role in the grant's program design and delivery, pioneering creative ways to support the skills attainment of existing or new employees, and connecting businesses with resources such as the Employer Resource Network to help workers retain their employment;
- Provide training and employment services and comprehensive screening services, including outpatient treatment recovery care and other supportive services, to individuals impacted by the crisis; and
- Deliver training and employment opportunities to encourage more individuals to enter professions that could address the crisis and/or provide relevant skills training that would help individuals enter career pathways and find and retain employment in in-demand occupations.

Eligible applicants for the Support to Communities grant funds are State workforce agencies, State workforce agencies of outlying areas, and Tribal organizations, as defined by the Workforce Innovation and Opportunity Act (Public Law 113-128, codified at 29 U.S.C. § 3101 et seq.) (WIOA). Applicants will use these funds to collaborate with a network of partners to address the substance misuse epidemic in their local areas. Grantees will engage community partners, such as local workforce development boards, employers or industry organizations, treatment and recovery centers, education providers, legal services and law enforcement organizations, and community-based and faith-based organizations, to address the economic effects of widespread substance misuse, opioid use, addiction, and overdose in significantly impacted service areas.



## Opioid Use Disorder Medical-Legal Partnership Project

The medical-legal partnership (MLP) approach is a critical addition to the wraparound services that Vermont has embraced for its patients involved in medication assisted treatment (MAT) programs. Attorneys possess a unique skillset that, if supported, could continue to deliver results in strengthening and facilitating recovery.

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- Across the country, states impacted by the opioid epidemic are on the forefront of efforts promoting lasting recovery from opioid use disorder.
- Holistic recovery efforts are the primary evidence-based method for achieving these results for MAT patients.
- Medical-legal partnerships, by focusing on the social determinants of health, are one of the programs that have been proven to be effective in contributing to long-term success in recovery.
- Integrating an attorney into a medical team to help secure housing, employment, public benefits, and other critical supports helps create stability that reinforces and facilitates recovery for MAT patients.

### **Jason's Story:**

When Jason began working with the VLA attorney at Safe Recovery, he was homeless and struggling to stay in treatment at the Chittenden Clinic. Following a referral from his case manager at Safe Recovery, his attorney successfully appealed a subsidized housing denial and ultimately was able to secure a housing voucher and supportive mental health services for Jason and his girlfriend. The voucher ended a 5-year period of homelessness for Jason—a period that led to countless police interactions and traumatic experiences that exacerbated his substance use disorder. He noted that securing stable housing made it so that he “didn’t have to worry about other things and other stresses.” His substance use has drastically decreased, as he now has somewhere else to go when friends start using drugs and alcohol. Overall, his new home has made his recovery “a lot easier,” and he has been stable in his treatment since he secured housing. Jason enthusiastically agreed to let VLA share his story to further this project, one that he believes in.

VLA and Safe Recovery operated a pilot partnership in 2017-2018 in the form of a weekly free legal clinic. Our work there not only allowed us to help 47 clients with critical legal issues such as unlawful eviction, denial of public benefits, and barriers imposed by criminal records, but also demonstrated the effectiveness of this model. In a qualitative assessment of the pilot, every former client interviewed was pleased with their case outcome, reported that the legal services had improved their quality of life, and believed that legal intervention helped facilitate their long-term recovery. Many mentioned that their legal issue had been impacting their health directly, and that impact of the legal services they received extended to their partners and children. It is clear that the MLP model provided powerful recovery support.

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Common Legal Issues of Patients in MAT include:

- HOMELESSNESS
  - CRIMINAL RECORD  
EXPUNGEMENT
  - CUSTODY ISSUES
  - JOB DISCRIMINATION
  - HOUSING DISCRIMINATION
  - LICENSE SUSPENSION
  - PUBLIC BENEFIT DENIALS
- 

In a qualitative study of the pilot partnership, patient-clients felt that:

1. *Outstanding legal issues prevent them from accessing SDOH such as housing and employment.*
2. *Legal interventions improve mental health and reduce stress.*
3. *Without legal counsel, navigating the system alone is disempowering and difficult.*
4. *The positive impacts of legal interventions extend to family members and friends.*

Vermont Legal Aid believes a project could be started with as little as one half-time attorney working with a selection of Hub and Spoke programs in Chittenden County to provide integrated legal support alongside physicians, LADCs, social workers, and peer recovery coaches. This effort could later be scaled up to cover the entire state in collaboration with care providers throughout Vermont's Hub and Spoke system.

**ARIZONA COMMISSION ON ACCESS TO JUSTICE**

<b>Meeting Date:</b>  November 13, 2019	<b>Type of Action Requested:</b>  <input type="checkbox"/> Formal Action/Request <input checked="" type="checkbox"/> Information Only <input type="checkbox"/> Other	<b>Subject:</b>  Online Dispute Resolution
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**From:** Cathy Clarich

**Presenter:** Cathy Clarich, Court Operations Manager, Administrative Office of the Courts

**Description of Presentation:** Will present an update on the status of the AOC sponsored Online Dispute Resolution projects currently underway in Yuma and Pinal Superior Courts as well as the Scottsdale Municipal Court

**Recommended Motion:** N/A



Arizona Commission on Access to Justice

Meeting Date: November 13, 2019	Type of Action Requested: <input type="checkbox"/> Formal action or request <input checked="" type="checkbox"/> Information only <input type="checkbox"/> Other	Subject: Update on the AZCourtHelp.org website
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From: Dr. Kevin Ruegg, Executive Director, Arizona Foundation for Legal Services & Education, Cathleen Cole, Content Manager, Arizona Foundation for Legal Services & Education, and Theresa Barrett, Manager, Court Programs Unit, AOC

Presenters: (Same)

Discussion will include updated statistics from Google Analytic reports for the AZCourtHelp.org website, and enhancements and improvements to the website since the last report.

Recommended motion: None.





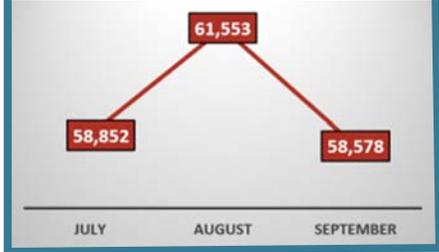
AZCourtHelp.org

## Regarding Representation

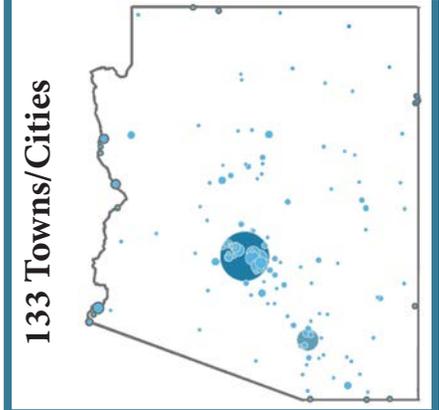
### Forms of Representation

In partnership with the Legal Services Committee, an informational page devoted to the various forms of legal representation is now available on AZCourtHelp. Arizona law permits limited scope representation, also known as unbundled legal services, but it is not a well-known practice amongst pro pers. General information is now available to help people differentiate between limited scope representation, fixed rate services, ghostwriting, and full service representation. This includes the risks and benefits associated with each form of legal service, as well as what cases are best served by the method selected. Since publishing on September 5th, 374 people have been on the page, spending an average of four minutes reviewing content; whereas the national average on a page is two min.

### Pageviews



### Statewide Usage



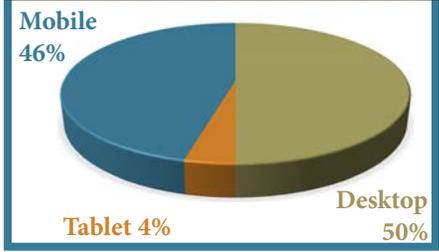
## Accessibility is Key

### ADA Compliance & More

To ensure that AZCourtHelp.org meets Title II requirements of the Americans with Disabilities Act there are tools enabled for the user. These include, but are not limited to: document and screen readers (used over 1,000 times this qtr); color contrast buttons; closed captions on videos; dyslexic font; and font size increase functions. The site is also able to be tabbed through and images have embedded captions that can be read by common technologies. Outside of the ADA, content is written at a 7th-9th grade level to assist those with literacy struggles.



### Device Usage



# 47,595 New Users

## Coming to a Browser Near You



### Centralizing Civil Commitment

The Mental Health and the Justice System Committee has been actively gathering and parsing thru content for a statewide informational portal on mental health court. This site will include emergency and involuntary treatment applications from AHCCCS, as well as an FAQ, crisis hotlines, and steps in the process.

## Community Outreach

### Legal Talks & Clinics

Thanks to the hard work of the Law Librarians throughout the state, there were 43 programs offered in the last quarter! Topics range from Modifying Child Support Orders to the legal obligations of payday loans. Coconino is actively working on filming and converting their talks for English and Spanish users of AZCourtHelp.org.

**Thank you for all that you do!**



AZCourtHelp.org

### Google Analytic Results

Timeframe	Sessions	Users	New Users	Pageviews
8/1/18 – 10/31/18	57,632	48,982	47,211	151,247
8/1/19 – 10/31/19	60,710	49,104	47,853	179,236
Difference	5.34%	.25%	1.36%	18.51%

### Devices Used

Timeframe	Desktop	Cell Phone	Tablet
8/1/18 – 10/31/18	25,328 (51.98%)	21,221 (43.55%)	2,182 (4.48%)
8/1/19 – 10/31/19	25,031 (50.89%)	22,293 (45.32%)	1,861 (3.78%)
Difference	.25%	5.50%	-14.71%

### Acquisition of Users

Timeframe	Organic Search	Referral	Direct	Google Ad	Social Media
8/1/18 – 10/31/18	29,958	10,880	6,081	2,382	48
8/1/19 – 10/31/19	25,146	10,448	6,990	8,081	122
Difference	-16.06%	-3.97%	14.95%	239.25%	154.17%

### Top 10 Referrals

8/1/18 – 10/31/18	8/1/19 – 10/31/19
AZCourts.gov – 5,772	AZCourts.gov – 6,845
AZLawHelp.org – 2,295	Phoenix.gov – 1,018
courts.Yavapai.us – 549	courts.Yavapai.us – 581
sc.Pima.gov – 193	AZLawHelp.org – 236
jp.Pima.gov – 166	jp.Pima.gov – 196
Mohavecourts.com – 156	sc.Pima.gov – 165
co.apache.az.us – 155	Navajocountyaz.gov – 130
Navajocountyaz.gov – 147	Goodyearaz.gov – 119
Flagstaff.az.gov – 130	Housing.az.gov – 98
Maranaaz.gov – 108	Maranaaz.gov – 94

### Top 10 Cities

8/1/18 – 10/31/18	8/1/19 – 10/31/19
Phoenix – 12,728	Phoenix – 15,237
Tucson – 2,959	Tucson – 2,836
Los Angeles – 1,808	Mesa – 1,838
Mesa – 1,625	Los Angeles – 1,690
Scottsdale – 1,125	Scottsdale – 1,269
Tempe – 1,055	Tempe – 1,148
Chandler – 806	Chandler – 962
Gilbert – 751	Glendale – 910
Glendale – 745	Gilbert – 803
La Victoria – 675	Peoria – 552

To contribute content or provide feedback - Cathleen.Cole@azflse.org



### Top 10 Pages Viewed on the Site

#Views	Page Name/Link
8,600	<a href="#">Electronic Court Records</a>
8,012	<a href="#">Forms</a>
6,480	<a href="#">Find My Court</a>
4,236	<a href="#">Self-Help Resources</a>
3,647	<a href="#">Qué significa días calendario?</a>
3,606	<a href="#">Court Calendars</a>
2,756	<a href="#">Child Support Calculator</a>
2,718	<a href="#">Child Support Information</a>
2,501	<a href="#">Live Chat</a>
2,466	<a href="#">Legal Aid Resources</a>

### Top 10 Forms Downloaded

#DL	#Form	Form Name
4,430	AZTCC5F	Uniform Contract Interrogatories
2,929	AOCDVPO	Protective Order Packet
2,764	COADiv1	Division One Appellate Forms
2,635	---	Court of Appeals ProSe Guide
2,105	---	Things to Know About Legal Decision Making & Parenting Time
1,867	CVNC11F	Adult Name Change Application
1,595	AOCEAGN1F	Notice for Failure to Pay Rent
1,575	MHJCEA1I	Complaint & Summons Instructions
1,500	DRS12i	Parent Worksheet for Child Support
1,473	DRDA1	Dissolution of Marriage Packet

### Top 10 Google Searches in #1 spot

Search Term
Immediate eviction Arizona
Child support calculator az
Azcourthelp
Arizona guardianship forms
Arizona divorce papers
Types of warrants
Child support calculator Arizona
Writ of restitution Arizona
How to get unsupervised probation
Long distance parenting plan arizona

### Top 10 Searched Terms on ACH

Search Term
Divorce
Name change
Child Support
Eviction
Probate
Guardianship
Power of Attorney
Order of protection
Forms
Small claims

To contribute content or provide feedback - Cathleen.Cole@azflse.org





Meeting Date: November 13, 2019

Subject: Update on the Public Information and Messaging Workgroup

Type of action requested:

- Formal action or request
- Information only
- Other

From: Alberto Rodriguez, Co-chair

Presenters: Same

Discussion: The workgroup met on October 7, 2019.

- Presenters will discuss the workgroup's efforts regarding:
  - ACAJ annual report
  - Eviction action promotion and statewide library distribution of [azcourts.gov/eviction](http://azcourts.gov/eviction) business cards
  - Warrants promotion update
  - AZPOINT promotion update
  - LSTF unbundled services (limited scope representation) resources
  - SEO discussion
  - Law libraries and clerks' videos

Recommended motion: None at this time.

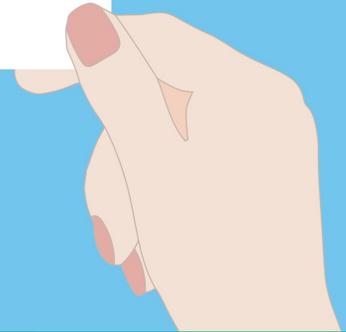


**UNITS  
DELIVERED**

**2018 - 11,325  
2019 - 5,698**



[AzCourtHelp.org](http://AzCourtHelp.org)  
Arizona Courts Helping You



**2018 - 92  
2019 - 147**

**AZCourtHelp.org**  
Virtual Legal Resource Center  
**Real Help in Real Time**  
**FREE Resources**

- Court forms
- Legal talk clinics
- Court location information
- Answers to frequently asked questions
- And More!

**2018 - 69  
2019 - 96**

**AZCourtHelp.org**  
Centro Virtual de Recursos Legales  
**Ayuda Real En Tiempo Real**  
**Recursos GRATUITOS**

- Formularios
- Talleres de ayuda legal pertinente
- Cómo llegar a los tribunales
- Respuestas a preguntas frecuentes
- ¡Y más!

**Eviction?**  
Need help?  
[azcourts.gov/eviction](http://azcourts.gov/eviction)

**Desalojo?**  
¿Necesitas ayuda?  
[azcourts.gov/desalojo](http://azcourts.gov/desalojo)

**14,330**

**Going to Court?  
Find help today on AZCourtHelp.org!**



**Features**

- Court Forms
- FAQ
- Legal Clinics
- Live Chat
- Court Locations
- Legal Glossary



**2018 - 8,050 / 2019 - 6,630**





Meeting Date: November 13, 2019

Subject: Report from the Self-Represented Litigants in Limited Jurisdiction Courts Workgroup

Type of action requested:

- Formal action or request
- Information only
- Other

From: Judge Anna Huberman, Chair – SRL-LJC Workgroup

Presenters: (Same)

Discussion: The SRL-LJC workgroup met on October 31, 2019. Judge Huberman will discuss ongoing work of the workgroup regarding eviction since the last commission meeting:

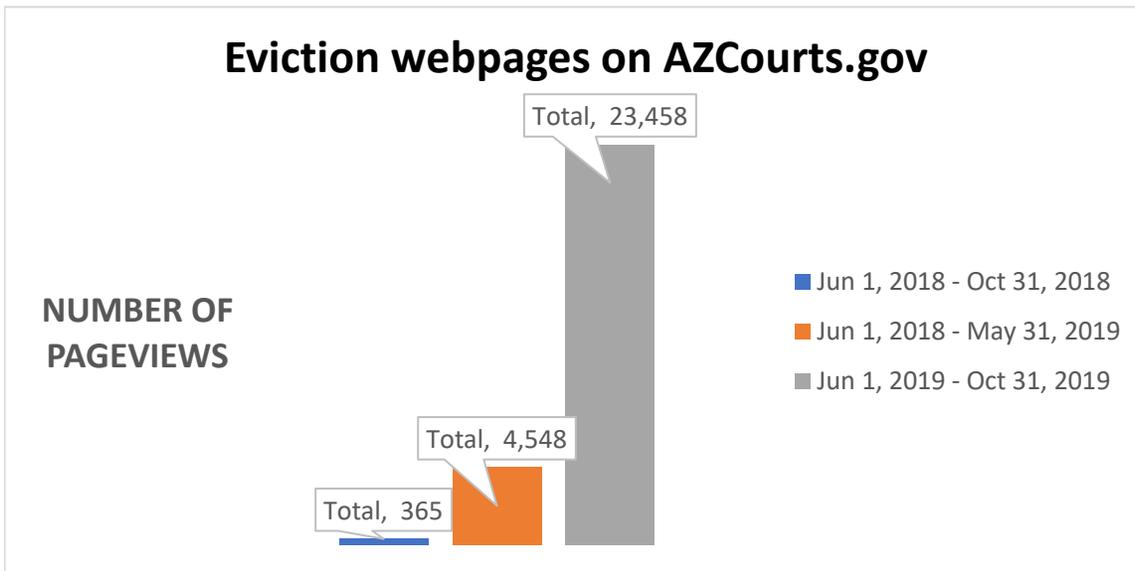
- Rule Petition [R-19-0018](#) was adopted at the August Rules Agenda. Effective January 1, 2020, the plaintiff must serve the lease and accounting ledger (for non-payment of rent cases) with the eviction complaint and summons. Eviction forms, Legal Info Sheets, videos, and process sheet are being updated.
- Forms and Legal Info Sheets were updated on August 27, 2019, to implement legislative changes regarding subsidized housing.
- A brand-new subsidized housing video has been completed and will be posted shortly. The Spanish version is being finalized.
- New Rule Petition [R-19-0042](#) was filed on November 7, 2019, on an expedited basis to update the web addresses on the Residential Eviction Procedures Information Sheet (REIS) in the Rules of Procedure for Eviction Actions.
- New web work completed:
  - New Air Conditioning Issues hub pages are now live in English and in Spanish, which will be promoted in the Spring.
  - The eviction Legal Info Sheets have been transformed into searchable webpages.
  - Legal Process Sheets (Eviction; Juvenile Set Aside) have been added as a new Legal Info Hub format.
- The workgroup is wrapping up the eviction topic and its next phase is Consumer Debt with new and existing subject-matter experts. At the meeting, members brainstormed the important topics and will be setting priorities and assigning tasks. The same model that was used when developing the eviction content will be used for consumer debt.

Recommended motion: None



**EVICTION WEBPAGES ON AZCOURTS.GOV  
GOOGLE ANALYTICS**

<b>Eviction Pages</b>	<b>Pageviews Jun 1, 2018 - Oct 31, 2018</b>	<b>Pageviews Jun 1, 2018 - May 31, 2019</b>	<b>Pageviews Jun 1, 2019 - Oct 31, 2019</b>
Landing Page	365	3,022	12,961
Air Conditioning Hub		N/A	366
Eviction Exception		105	261
Forms and Notices		630	3,994
Legal Info FAQs		196	911
Legal Info Sheets		152	2,361
Legal Info Videos		292	1,709
Resources and Authorities		151	895
<b>Total</b>	<b>365</b>	<b>4,548</b>	<b>23,458</b>



SUPREME COURT OF ARIZONA

In the Matter of	)	Arizona Supreme Court
	)	No. R-19-0018
RULES 5(d) and 10(a), RULES OF	)	
PROCEDURE FOR EVICTION ACTIONS	)	
	)	
	)	<b>FILED 08/27/2019</b>
	)	
_____	)	

**ORDER**  
**AMENDING RULES 5(d) AND 10(a) AND (c) OF THE RULES OF PROCEDURE FOR**  
**EVICTION ACTIONS**

A petition having been filed proposing to amend Rules 5(d) and 10(a), Rules of Procedure for Eviction Actions, and comments having been received, upon consideration,

**IT IS ORDERED** that Rules 5(d) and 10(a) and (c), Rules of Procedure for Eviction Actions, be amended in accordance with the attachment hereto, effective January 1, 2020.

DATED this 27th day of August, 2019.

\_\_\_\_\_/s/\_\_\_\_\_  
ROBERT BRUTINEL  
Chief Justice

TO:

Rule 28 Distribution

Lisa M Panahi

Keith E Russell

Terri McKenney

Chad Kamp

Scott E Williams

Mark B Zinman

Melissa Parham

Scott Andrew Baluha

Ellen S Katz

Scott M Clark

Judy Drickey-Prohow

Colin L Clark

Christopher R Walker

Denise Holiday

ATTACHMENT<sup>1</sup>

**Rules of Procedure for Eviction Actions**

**Rule 5. Summons and Complaint; Issuance, Content and Service of Process.**

**a. Summons.** [No change in text]

**b. Complaint.** [No change in text]

**c. Complaint for Monetary Damages.** [No change in text]

**d. Additional Requirements for Complaint.**

(1) [No change in text]

(2) [No change in text]

(3) A copy of the provisions of any lease agreement and any addendums related to the underlying basis of the eviction action must be served with the complaint.

(4) If the action is based on non-payment of rent, a copy of the accounting of charges and payments for the preceding six months must be served with the complaint.

**e. Service of Process.** [No change in text]

**f. Failure to Obtain Service.** [No change in text]

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<sup>1</sup> Changes or additions in rule text are indicated by underscoring and deletions from text are indicated by strikeouts.

## **Rule 10. Disclosure.**

**a.** Upon request, a party ~~shall~~ must provide to the other party prior to the hearing or trial: 1) a complete copy of any lease agreement and any addendums; 2) a list of witnesses and exhibits; and 3) ~~if nonpayment of rent is an issue, an accounting of charges and payments for the preceding six months; and~~ 4) copies of any documents the party intends to introduce as an exhibit at trial.

**b.** [No change in text]

**c.** If a party fails to comply with this rule or Rule 5(d)(3) or (4) without good cause, the court may take appropriate action, including granting a continuance, excluding evidence not disclosed, and sanctioning the offending party or parties, up to and including dismissing the complaint or counterclaim.

**d.** [No change in text]





Meeting Date: November 13, 2019

Subject:

Update on Report and Recommendations of Task Force on Delivery of Legal Services

Type of action requested:

- Formal action or request
- Information only
- Other

From: Jennifer Albright

Presenters: Vice Chief Justice, Ann A. Scott Timmer

Discussion: Justice Timmer will give a summary of the task force's recommendations and the decision of the Arizona Judicial Council to the task force's request to adopt the report and recommendations.

Recommended motion: None.





# Task Force on the Delivery of Legal Services

October 4, 2019

Report and Recommendations

## **Abbreviated Recommendations**

1. Eliminate Arizona’s Rules of Professional Conduct (ER) 5.4 and 5.7 and amend ERs 1.0 through 5.3 to remove the explicit barrier to lawyers and nonlawyers co-owning businesses that engage in the practice of law while preserving the dual goals of ensuring the professional independence of lawyers and protecting the public. In anticipation of these rule changes, the Supreme Court should immediately convene a group to explore regulation of legal entities in which nonlawyers have a financial interest.
2. Modify ERs 7.1 through 7.5 (the “Advertising Rules”) to incorporate many of the 2018 ABA Advertising Rule amendments and to align the rules with the recommendation to amend ERs 1.0 through 5.3 and eliminate ERs 5.4 and 5.7.
3. Promote education and information on what unbundled legal services are to the bench, bar, and public to encourage expanded understanding and utilization of unbundled legal services.
4. Revise Rule 38(d), Arizona Rules of Supreme Court, to clarify when a law student at an accredited law school or recent law school graduate may practice law under the supervision of a lawyer admitted to practice in Arizona, what legal services the law student or law graduate may provide, and the duties and obligations of the supervising lawyer.
5. Revise Rule 31(d), Arizona Rules of Supreme Court, by re-styling the rule into four separate rules, making the rule easier to navigate and understand.
6. Develop, via a future steering committee, a tier of nonlawyer legal service providers, qualified by education, training, and examination, to provide limited legal services to clients, including representation in court and at administrative proceedings.
7. Initiate, by administrative order, the Licensed Legal Advocate Pilot program developed by the Innovation for Justice Program at the University of Arizona James E. Rogers College

of Law, to expand delivery of legal services to domestic violence survivors through the creation of a new tier of legal service provider.

8. Initiate, by administrative order, the DVLAP Document Preparer Pilot program as proposed by the Arizona Foundation for Legal Services and Education (the “Bar Foundation”) to create exceptions to the requirements of the Legal Document Preparer program and allow domestic violence lay advocates to prepare legal documents for victims of domestic violence receiving services through the Bar Foundation’s Domestic Violence Legal Assistance Program (DVLAP).
9. Make the following changes to improve access to and the quality of legal services provided by certified Legal Document Preparers:
  - a. Amend ACJA § 7-208 to allow LDPs to speak in court when addressed by a judge.
  - b. Amend ACJA § 7-208 to further define permissible and prohibited activities of LDPs.
  - c. The Arizona Supreme Court should pursue a campaign of educating the bench, members of the bar, and the public regarding what a legal document preparer is, what they can do, and what they are prohibited from doing.
  - d. Amend ACJA § 7-208 to remove the restrictions prohibiting legal document preparers from assisting clients who are represented by counsel.
  - e. Recommend increased access to LDP training, especially online, particularly for LDPs in rural areas.
  - f. Amend the ACJA and any other rules governing the investigation of and seeking of legal sanctions for engaging in unauthorized practice of law when the actions in

question involve a person acting in a manner that a legal document preparer would act if certified.

10. Advance and encourage local courts to establish positions and programs where nonlawyers located within the court are available to provide direct person-to-person legal information to self-represented litigants about court processes and available self-help services.