



## Arizona Commission on Access to Justice

### Meeting Agenda

May 14, 2020 - 10:00 a.m. to 12:30 p.m.

[ACAJ WEBPAGE](#)

TIME	AGENDA ITEM	PRESENTER
1 10:00 a.m.	<b>Review Zoom etiquette</b>  <b>Welcome and Opening Remarks</b>  <b>Approval of minutes from February 4, 2020</b> <input type="checkbox"/> <i>Formal Action/Request</i>  <b>Chairperson's report</b> <ul style="list-style-type: none"><li>• COVID</li><li>• ABA Day on the Hill <a href="http://ambar.org/abadaydigital">http://ambar.org/abadaydigital</a></li><li>• Governor's executive orders "CARES Act, Subsidized Housing and Evictions" Podcast <a href="#">link</a> Podcast <a href="#">materials</a></li><li>• Amended Best Practice EO 2020-14 Podcast <a href="#">link</a> Podcast <a href="#">materials</a></li><li>• Arizona Disaster Legal Information Hotline</li><li>• COVID-19 Arizona Judicial Branch Updates <a href="https://www.azcourts.gov/covid19">https://www.azcourts.gov/covid19</a></li></ul>	<i>Judge Lawrence F. Winthrop, Chair</i>
2 10:30 a.m.	<b>Report on Office of Administrative Hearings trainings</b>  <a href="https://www.azoah.com/">https://www.azoah.com/</a>	<i>Mr. Greg Hanchett, Director of the Office of Administrative Hearings</i>
3 10:50 a.m.	<b>Modification of Support for Incarcerated Parents</b> <input type="checkbox"/> <i>Formal Action/Request</i>	<i>Judge Bruce Cohen, Presiding Judge, Family Department, Maricopa County Superior Court</i>

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*\*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.*

- 4 11:05 a.m. **Update on the Delivery of Legal Services Task Force** *Jennifer Albright,  
Sr. Court Policy Analyst,  
AOC*
- [R-20-0034 Petition to Restyle and Amend Supreme Court Rule 31; Adopt New Rule 33.1; and Amend Rules 32, 41, 42 \(Various ERs from 1.0 to 5.7\), 46-51, 54-58, 60, and 75-76](#)
- [Order Amending Rule 39 of the Arizona Rules of the Supreme Court on an Emergency Basis](#)
- [ACJA 7-209 Alternative Business Structures](#)
- [Flow chart for ABSs](#)
- [ACJA 7-210 Limited License Legal Practitioner](#)
- [Flow Chart for LLLPs](#)
- [Administrative Order No. 2020-25 Pilot DVLDP](#)
- 5 11:25 a.m. **Report from Legal Service Providers re COVID-19 efforts:** *Anthony Young, SALA  
Pam Bridge, CLS  
Rodolfo Sanchez, DNA  
People's Legal Services*
- [Southern Arizona Legal Aid](#)
- [Community Legal Services](#)
- [DNA-People's Legal Services](#)
- 6 11:35 a.m. **Update on the Public Information and Messaging Workgroup** *Aaron Nash, Public  
Information Officer, AOC*
- [2019 ACAJ Annual Report](#)
- 7 11:45 a.m. **Report from the Self-Represented Litigants in Limited Jurisdiction Courts Workgroup** *Judge Anna Huberman  
Pam Bridge, CLS  
Paul Julien, Judicial  
Education Officer, AOC*
- <https://www.azcourts.gov/Portals/34/20200429EvictionGuidanceFinal.pdf>
- Cares Act Subsidized Housing Podcast [link](#)
- Cares Act Subsidized Housing Podcast [materials](#)
- Amended Best Practice EO 2020-14 Podcast [link](#)
- Amended Best Practice EO 2020-14 Podcast [materials](#)
- 8 11:55 a.m. **Report on the [AZCourtHelp.org](#) website** *Dr. Kevin Ruegg and  
Cathleen Cole*
- <https://covid19.azlawhelp.org>

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9 12:15 p.m. **Report from the Judicial and Attorney  
Engagement Workgroup**

*Judge Joe Kreamer  
Joel England  
Chris Groninger*

10 12:25 p.m. **Good of the Order / Call to the Public**  
12:30 p.m. **Adjournment**

*Judge Winthrop*

**Next meeting - November 19, 2020**  
**Conference Room 119 A/B; 10:00 a.m. to 3:00 p.m. (1 hour longer than normal)**

**Save the dates for 2021**

**February 4, 2021**

**November 2, 2021**

**May 6, 2021**

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**Arizona Commission on Access to Justice  
MINUTES**

**Tuesday, February 4, 2020**

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

**State Courts Building, 1501 W. Washington Street, Conf. Rm. 119A/B, Phoenix, AZ 85007**

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**Present:** Judge Lawrence Winthrop (chair), Mike Baumstark, Judge Thomas Berning (*telephonic*), Judge Bruce Cohen, Judge Maria Elena Cruz, Nancy Gray-Eade (*proxy for Judge David Haws*), Anni Foster, Kevin Groman (*telephonic*), Judge Anna Huberman, Judge Joseph C. Kreamer, Maria Morlacci, Helen Purcell (*telephonic*), Dr. Kevin Ruegg, Rodolfo Sanchez (*telephonic*), Kathy Schaben, Valerie Wyatt, Anthony Young

**Absent/Excused:** Kip Anderson, Pamela Bridge, Judge Dean Christoffel, Joel England, William Knight,

**Presenters/Guests:** Dave Byers, Cathleen Cole, Chris Groninger, Alberto Rodriguez, Gretchen Hornberger,

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

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**I. REGULAR BUSINESS**

**A. Welcome and Opening Remarks**

With a quorum present, the February 4, 2020 meeting of the Arizona Commission on Access to Justice (ACAJ) was called to order by Judge Lawrence F. Winthrop, chair at 10:05 a.m. Judge Winthrop welcomed and introduced new members; Judge Bruce Cohen, Rodolfo Sanchez and Kathy Schaben. He also introduced Judge Samuel Thumma to the commission.

**B. Approval of Minutes**

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

**Motion:** Judge Joseph Kreamer moved to approve the November 13, 2019, minutes, as presented. **Seconded:** Maria Morlacci. **Vote:** Unanimous.

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

**A. Chairperson's Report**

Judge Winthrop reviewed the purpose of the commission as stated in Administrative Order 2014-83.

- Examine legal representation for moderate and low-income persons.
- Help self-represented litigants navigate the judicial process.
- To study and make recommendations on innovative ways on promoting access to justice for individuals who can't afford legal counsel, or who choose to represent themselves in civil cases.

- Evaluate best practices in Arizona and other states and to identify possible changes in court rules or practices to reduce barriers to meaningful access.
- Identify and pursue adopting best practices among legal service providers in Arizona and to consider long-term funding options for civil legal services.
- Make recommendations to assist self-represented litigants in revised court rules and practices to facilitate the efficient processing of family court and eviction cases.
- Encourage lawyers and law firms to provide pro bono services or financial support for civil legal aid for those who can't afford legal services.
- Develop an informational campaign to inform lawyers and the public about the state tax credit available for contributions to agencies that serve the working poor, including legal service agencies in Arizona.
- On December 20, 2019 the President signed U.S. Senate appropriations legislation that included \$440 million dollars to the Legal Service Corporation (LSC) to provide civil legal aid services across the country. This is a \$25 million dollar increase from last year, distribution of funds is based on census numbers which may change in the future.
- ACAJ presented its written Annual Report to the Arizona Judicial Council (AJC) in December and Judge Winthrop updated AJC on the following:
  - The revival of the Law for Arizona Libraries project,
  - AZCourtHelp statistics,
  - Completion of the eviction videos, and the new topic that the ACAJ SRL-LJC workgroup is addressing - consumer debt.
  - The 20<sup>th</sup> anniversary of the Arizona Domestic Violence Legal Assistance Project and the number of Arizonans that have benefited from the project and the Arizona Tax Credit program.
- The Domestic Violence Legal Document Preparer Pilot Project has been approved by the Arizona Supreme Court. The pilot project will allow non-lawyer lay advocates to become certified as legal document preparers and will be able provide free assistance, legal information and document preparation for victims of domestic violence under the guidance and supervision of legal aid entities.
- The Maricopa County Veteran's Stand Down Alliance held its annual event at the Veterans Memorial Coliseum. This event assists veterans and their families who are struggling with homelessness and other issues to get and stay connected to supportive resources.

**B. Update on Arizona Online Dispute Resolution Pilot Projects (ODR)**

Cathy Clarich, Caseflow Manager, AOC, briefly discussed two family superior courts that are participating in the ODR pilot (Yuma and Pinal counties), and Scottsdale municipal court is piloting misdemeanor and parking cases. Concurrently, Maricopa County is piloting its own ODR program in their courts on civil debt collection and child support enforcement cases.

- Yuma County was the first ODR pilot court in 2018. Their focus is on post-decree modifications; child visitation, parenting time and legal decision-making.
- Pinal County has a higher volume of cases and conciliation services. They have added pre-decree cases to online dispute resolution.
- Scottsdale municipal court has two case types: criminal misdemeanor pleas and disputed parking cases. An individual can request a plea by mail and the staff

will review the request and forward it to the prosecutor who'll determine if they want to offer a plea, and if so handle all the signing of the plea agreement and related documents through online dispute resolution.

Ms. Clarich noted that the pilots end March 2020, both Pinal county and Scottsdale municipal courts would like to extend the pilot. She mentioned the development of a workgroup made up of members from the AOC's standing committees to determine next steps:

- Allow participants to opt-in/opt-out.
- Mandatory for all courts to participate.
- Case types to include in ODR.
- Cost of administering the program.
- Determine the biggest needs for the courts before going statewide.

**C. Update on the Delivery of Legal Services Task Force**

Dave Byers, Executive Director, AOC, updated members on the status of recommendations from the Delivery of Legal Services Task Force (LSTF). He noted that two petitions have been filed on the Rules Forum for public comment.

- Petition R-20-0034 – primarily focuses on the development of a regulatory structure for regulating legal services businesses that involve nonlawyers owners, managers and decision-makers. It also proposes adopting a new nonlawyer category of limited license legal practitioner (LLLP).
- Petition R-20-0030 – would amend the Ethical Rules regarding lawyer advertising, solicitation and referral.

The petitions filed have a two-step comment period, the first comment period ends March 30, 2020, the workgroup will then respond to the comments and refile in April. The second comment closes May 26, 2020. The workgroup will again review comments received and make edits. The Supreme Court will review the petitions at the August 2020 Rules Agenda. Mr. Byers noted that the Report and Recommendations of the Delivery of Legal Services Task force along with other task force information, can be found on the task force's [webpage](#).

**D. Update on the Public Information and Messaging Workgroup (taken out of order)**

Aaron Nash, co-chair, updated the commission on the workgroup's efforts:

- The air conditioning legal information sheets and materials have been posted online in both English and Spanish – will promote the air conditioning information closer to summer.
- Warrants are one of the highest search topics when looking for information on the court's webpage. Info sheets and other materials are in development for this topic.
- PIM assisted with putting together the annual report this year. To obtain information for the report throughout the year, a SharePoint page has been created where members can provide their quarterly information. ACAJ members will be receiving reminder emails requesting information for the annual report.
- AOC has purchased a replica of the American Bar Association traveling exhibit on the 100<sup>th</sup> anniversary of the 19<sup>th</sup> Amendment guaranteeing women the right to vote. Justice Timmer will be presenting it at a conference and PIM is in the process of developing a calendar for use in scheduling the traveling exhibit.

- AZCourtCare.org will go live in February on the AZCourtHelp.org website as a resource for information about mental health treatment resources and options, including involuntary treatment in Arizona.

**E. Report on Revival of the Law4AZ project (taken out of order)**

Gretchen Hornberger, Law Librarian, Coconino County has been in touch with Katie Hobbs, Secretary of State, and Holly Henley, state librarian, to discuss the grant application to revive the Law4AZ project and to work out the timelines for development and training. The project is a collaboration between the Secretary of State and the state library system. The Law4AZ project sends volunteer law librarians around the state to train public librarians on how to help patrons find useful law-related information. Ms. Hornberger is taking a phased approach to the revival of Law4AZ.

- Year one is planning and measuring where the justice gap statewide is in relation to legal needs of the public and their access to legal information. Updating training to take to public libraries and train the law librarian trainers.
- Year two will focus on in-person training in the libraries where the justice gap is the greatest. Another goal in year two is to increase technological capacity of libraries to be broadcast receiving sites for the AZCourtHelp Legal Talks.

**F. Report from the Self-Represented Litigants in Limited Jurisdiction Courts Workgroup (taken out of order)**

Judge Anna Huberman reported on the following workgroup activities:

- The subsidized housing and military services videos have been completed and will be posted to the website shortly.
- Rule Petition R-19-0042 was approved on November 12, 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.
- The workgroup's next topic is Consumer Debt with new and existing subject-matter experts. The workgroup has listed several potential consumer debt topics and will narrow the list during the next workgroup meeting.

**G. Report on the AZCourtHelp.org website (taken out of order)**

Cathleen Cole stated that AZCourtHelp has been working with the Committee on Mental Health and the Justice System to develop an online presence for mental health court. The AZCourtCare.org website was created to share information about treatment resources and options in Arizona. Ms. Cole demonstrated the website and explained that it provides basic information on what to do in a crisis, forms and other resources, processes that can apply to any Arizona county, a glossary and collection of acronyms to assist individuals through the process. The direct link is [AZCourtCare.org](http://AZCourtCare.org) and there is also a link to the website on AZCourtHelp.org. Based on the success of postcards and business cards created for AZCourtHelp, Judge Winthrop suggested that cards be developed for AZCourtCare.

**H. Report from the Judicial and Attorney Engagement Workgroup**

Judge Joseph Kreamer stated the workgroup has not met but announced that his busy schedule has slowed down, and he will be scheduling a meeting soon to discuss pro bono services, judicial and attorney engagement, in-house counsel and finding volunteer opportunities for lawyers. He stated the current challenge of pro bono work for in-house

counsel and governmental attorneys is matching volunteer opportunities with their limited time and options.

**I. Report from the Intergovernmental Collaborative Workgroup**

Chris Groninger stated that the workgroup has been using fact sheets produced in conjunction with the Justice in Government Project to assist in conversations with other agencies to encourage them to integrate legal services in the other services offered by the agencies. The workgroup focused on three areas.

- Re-entry – met with the Governor’s office to talk about the benefits of integrating legal services in the Second Chance Centers to those who are receiving services to assist with employment or housing issues.
- Kinship Care/Guardianship – two webinars showcasing promising programs or services that are provided by other state’s legal aid programs to assist grandparents and family members with the guardianship issues encountered due to the opioid crisis have been presented to interested legal aid programs.
- Domestic Violence Community –successful in moving the pilot project forward and are working to create partnerships with the legal aid community, non-profit community and courts to provide legal assistance for victims. Currently seeking funding sources to assist with the work of the pilot project and expanding the Domestic Violence Legal Assistance project.

**J. Report from the Family Court Improvement Committee**

Judge Bruce Cohen, Presiding Judge, Family Department, Maricopa County Superior Court, announced that he is a member of the new AOC standing committee, Family Court Improvement Committee. He stated that the committee has met twice and outlined the tasks assigned to them in Administrative Order 2019-115:

- Make recommendations that would improve and enhance family law statutes, rules, and court processes and procedures.
- Develop and coordinate policies and strategies to improve the likelihood of child support being paid.
- Conduct the federally-mandated quadrennial Child Support Guidelines review and make recommendations on the issues raised by the 2017 Committee for the Interim Review of Child Support Guidelines.
- Identify and respond to emerging trends and issues that impact family court services.
- Advise the AOC Education Services Division on judicial officer and court staff educational needs.
- Provide advice regarding the use of online dispute resolution in family court.

Discussion on how to deal with self-represented litigants among various judges. Judge Cohen volunteered to arrange training for judges, administrative law judges and support staff on the challenges of dealing with the self-represented community and how it benefits the judges and the courts. Judge Huberman suggested checking the Commission on Judicial Conduct cases for potential participants for training.

**K. Strategic Agenda Development Session**

Judge Winthrop asked the members to review the 2019 ACAJ Annual Report, the current and the previous Strategic Agendas with a focus on access to justice. He asked members to bring strategic agenda ideas to the May 2020 meeting.

**III. OTHER BUSINESS**

**A. Good of the Order/Call to the Public**  
No members of the public were present.

**B. Next Meeting Date**  
Thursday, May 14, 2020  
10:00 a.m. to 3:00 p.m.  
State Courts Building, Room 119  
1501 W. Washington Street  
Phoenix, AZ 85007

Adjourned at 1:56 p.m.



Meeting Date: May 14, 2020

Subject: Office of Administrative Hearings training

Type of action requested:

- Formal action or request
- Information only
- Other

From: Mr. Greg Hanchett, Director of the Office of Administrative Hearings

Presenters: (Same)

Arizona residents every day seek relief from administrative decisions arising out of various state agencies.

Mr. Greg Hanchett, the Director of the Office of Administrative Hearings, will discuss their approach to self-represented litigants and training for hearing officers as it relates to those litigants.

To access the extensive webpage of the Arizona Office of Administrative Hearings go to <https://azoah.com/index.html>

Recommended motion: None



## OAH METHODOLOGIES TO ENHANCE PRO SE ACCESS TO ADMINISTRATIVE HEARINGS

### Short History of OAH

▶ **Mission Statement:**

- ▶ We will contribute to the quality of life in the State of Arizona by fairly and impartially hearing the contested matters of our fellow citizens arising out of state regulation.

▶ **Created by the Legislature in 1995 for Two Reasons:**

- ▶ Create a more efficient means of providing due process hearings which arise out of state regulation.
- ▶ Provide a forum for due process hearings that is fair, impartial and free from actual or perceived agency bias.

▶ **Central Panel States**

- ▶ In creating OAH, Arizona joined a growing list of states providing for centralized hearing panels for resolution of due process hearings growing out of state regulation.

## Key is Dedication to Providing Fair and Impartial hearings for Seeking Truth

- ▶ It drives:
  - ▶ Whole system(whole agency) approach
  - ▶ Design of interactive resources for litigants
  - ▶ Structure of agency interactions with participants (both judges and staff)
  - ▶ Structure of hearings
  - ▶ Training
  - ▶ Utilization of external input (participant evaluations, complaints)

## Identifying Methods To Enhance Pro Se Accessibility to Hearings

- ▶ Agency Tools to facilitate Access By All Parties (Focus on Customer!)
  - ▶ Clear, Easily Navigated Websites
    - ▶ [www.azoah.com](http://www.azoah.com)
  - ▶ Make Forms As Accessible As Possible
    - ▶ OAH Website provides an easy means for any litigant to file a motion
    - ▶ <https://www.azoah.com/motions.html>
  - ▶ Staff Training
    - ▶ Provide staff guidelines to empower staff to provide appropriate information to litigants.
    - ▶ Immediate response to telephone and email inquires (no waiting days to provide information).
    - ▶ If can't provide immediately, advise when response will be provided.

## Hearing Processes to Facilitate Access

- ▶ Overcoming our misperceptions about “neutrality.”
  - ▶ Judge is obligated to ascertain the truth and to apply the law correctly.
  - ▶ Judge must also be impartial and maintain appearance of impartiality.
  - ▶ These concerns are not mutually exclusive but are concomitant.
    - ▶ *Richard Zorza*: The task is to identify the techniques that judges can use to be simultaneously engaged and neutral, so they can find the facts they need while being truly free from bias or taint.

## Examples of Hearing Processes

- ▶ (1) Framing the subject matter of the hearing.
- ▶ (2) Explaining process to be followed at hearing.
  - ▶ Burden of proof
  - ▶ Telling parties that judge may be asking questions and possibly probing for additional details and that this does not in any way indicate any type of prejudging but is undertaken so judge can do his job (i.e., get all facts and write an accurate decision because judge’s job is to follow the law).
  - ▶ Who will go forward first (which party, possibly judge, i.e., ROC cases)
- ▶ (3) OAH has a script to be followed (subject, of course, to exigencies of particular case)

# Training and External Feedback

- ▶ (1) Requiring Annual Training
- ▶ (2) OAH Ethical Standards
- ▶ (3) Post Final Agency Decision Evaluation for rejected Recommended Decisions
- ▶ (4) Participant Evaluation and Post Decision Complaint Process

# Requiring Annual ALJ CLE training related to administrative law.

- ▶ **OAH must develop, implement and maintain a program for continuing training and education of administrative law judges. A.R.S. § 41-1092.01(C)(7).**
- ▶ **Individual ALJ requirements**
  - ▶ Each ALJ must attend and complete four hours of continuing legal education each year. Three hours in areas related to administrative law and/or fair and independent hearings and one hour of ethics. A.R.S. §41-1092.01(C)(7).
  - ▶ OAH arranges and pays for CLE. CLE must be obtained from State Bar or other Director approved sources.
  - ▶ No later than June 30th of each year each ALJ must report completed CLE.
- ▶ **Management requirements**
  - ▶ Director must annually review and identify training topics for ALJ's. Consideration of
    - ▶ CLE each judge has reported during the year
    - ▶ Information received through OAH's oversight and external input procedures.

# OAH Ethical Standards

- ▶ Adopted NAALJ Rules early on as standards of conduct for ALJ's.
- ▶ Available on our website for public to review.
- ▶ <https://www.azoah.com/OAHCodeofJudicialConduct.pdf>

# Post Final Agency Decision Evaluations

The screenshot shows a software window titled "Evaluation of Agency Response" with a "Refresh (F5)" button. The window has a "Docket" tab selected, with sub-tabs for "Assigned", "Reminders", "Options", and "Outlook". The main content area is divided into several sections:

- Description:** Evaluation of Agency Response
- Date:** [Dropdown]
- Weekends:** stay [Dropdown]
- Holidays:** stay [Dropdown]
- Plus:** [Dropdown]
- Weekends:** stay [Dropdown]
- Holidays:** stay [Dropdown]
- Alt parent:** [Dropdown]
- Date:** [Dropdown]
- Weekends:** [Dropdown]
- Holidays:** [Dropdown]
- Default notes:**
  - Directions:
    - Deletes non applicable categories/subcategories;
    - annotates applicable categories/subcategories after slash provided.
  - 1. ALJ ERROR
    - 1a. Shifted burden of persuasion -
    - 1b. Misidentified or misapplied relevant law -
    - 1c. Did not address relevant issue/issues -
  - 2. AGENCY DISCRETION
    - 2a. Reweighed evidence or considered evidence not in the record -
    - 2b. Different interpretation of law or considered authority not presented at hearing.
  - 3. NON-SUBSTANTIVE -

## Participant Evaluation and Complaint Process

- ▶ A.R.S 41-1092.01(8) requires OAH to have a program of evaluation of AIJ's that includes comments received from the public. We offer participants the ability to provide feedback about the entire process including the impartiality and attentiveness of judge. This info. is maintained and provided in our annual report.
  - ▶ <https://www.azoah.com/24thAnnualReport.pdf>
- ▶ Complaint Process is also available to participants.
  - ▶ No impact on case outcome but is a recommended practice:  
<http://www.chicagoappleseed.org/wp-content/uploads/2019/03/Central-Panel-Report-2.17.pdf>
  - ▶ <http://intranet.arrakis.azoah.com/docs/ALJComplaintReviewProcedureFINAL.pdf>

## Resources

- ▶ Richard Zorza, *Self-Represented Litigants and the Access to Justice Revolution in the State Courts: Cross-Pollinating Perspectives Toward a Dialogue for Innovation in the Courts and the Administrative System*, 29 J. Nat'l Ass'n Admin. L. Judiciary Iss. 1 (2009)  
<https://digitalcommons.pepperdine.edu/naalj/vol29/iss1/3/>
- ▶ [www.azoah.com](http://www.azoah.com)





Meeting Date: May 14, 2020

Subject: Incarcerated Support Obligors

Type of action requested:

- Formal action or request
- Information only
- Other

From: Bruce R. Cohen

Presenters: Bruce R. Cohen

Discussion: Nationwide, it is recognized that an appreciable number of those sentenced to prison do so with an existing child support obligation. Yet there is an extremely low percentage of those inmates who proactively seek to modify the child support order for the period of incarceration, despite the fact that the incarceration serves as a factual basis to seek modification. Efforts have been made to inform those about to begin a period of incarceration about their right to seek modification, but those efforts have not resulted in any significant remediation of the problem.

I am suggesting the formation of a workgroup that would streamline the process for newly sentenced inmates to apply for IV-D services. If the application is made, there would be the opportunity to seek modification without any of the constraints caused by imprisonment.

In the vast majority of cases, this population of support-obligated parents will be released from prison. Other jurisdictions have found that these parents encounter a lower earning capacity and significant support arrears. This may impede their inclination to commence support payments and may turn them toward earnings through an underground economy.

Recommended motion: Formation of a workgroup





Meeting Date: May 14, 2020

Subject: Update on the Delivery of Legal Services

Type of action requested:

- Formal action or request
- Information only
- Other

From: Jennifer Albright, Sr. Policy Analyst and staff to the Delivery of Legal Services Task Force

Presenters: Same

Discussion: Ms. Albright will report on the implementation plans and efforts that have been made regarding the Delivery of Legal Services recommendations.

The Report and Recommendations of the Task Force along with other Task Force information, can be found at the Task Force's webpage:

<https://www.azcourts.gov/cscommittees/Legal-Services-Task-Force>.

Recommended motion: None.

Meeting material hyperlinks:

[R-20-0034 Petition to Restyle and Amend Supreme Court Rule 31; Adopt New Rule 33.1; and Amend Rules 32, 41, 42 \(Various ERs from 1.0 to 5.7\), 46-51, 54-58, 60, and 75-76](#)

[Order Amending Rule 39 of the Arizona Rules of the Supreme Court on an Emergency Basis](#)

[ACJA 7-209 Alternative Business Structures](#)

[Flow chart for ABSs](#)

[ACJA 7-210 Limited License Legal Practitioner](#)

[Flow Chart for LLLPs](#)

[Administrative Order No. 2020-25 Pilot DVLDP](#)

## DELIVERY OF LEGAL SERVICES PROJECT UPDATES

Jennifer R. Albright,  
AOC

### RULE PETITION R-20-0034 MAY 22 COMMENT PERIOD CLOSSES

#### **Alternative Business Structures (ABS)**

- Eliminate barrier to nonlawyers having ownership interest in law firms
- Licensed by Supreme Court with annual renewal
- Only lawyers deliver legal services
- State Bar discipline process
- Substantial overlap in ethical rules with lawyers
- Compliance attorney required
- Background checks of owners

#### **Limited License Legal Practitioner (LLLP)**

- Nonlawyers
- Legal representation in family law, LJ Civil, misdemeanors where no jail, administrative law, landlord/tenant, & debt collection
- Examination, licensed, affiliate bar members
- Same ethical rules and discipline process as lawyers
- First 3 years, experience based waiver of education requirements

### R-20-0007; RULE 39(C)

- Limited practice certification for recent law graduates
- Not a new rule; clarifies and makes process clearer
- Comment period remains open until May 29, 2020
- August Rules Agenda
- Adopted by emergency order on April 6
  - Avenue for recent graduates to start jobs if July Bar Exam delayed
  - Benefit to government agencies, nonprofits, other law practices serving those affected by pandemic

### BAR FOUNDATION DVLDP PILOT

- DV Lay Advocates ; Legal Aid Attorneys as Supervisors
- January AO Issued: 2020-25
- Ramping up toward start date (early fall)
  - Examination drafting
  - Online materials ad training delivery
  - Candidate selection and applications

## UARIZONA LICENSED LEGAL ADVOCATE PILOT

- Lay Legal Advocates; Emerge
- UArizona will deliver courses
- AOC administer test; issue license
- Document preparation; legal advice on defined areas of practice; no in-court representation
- Limited Scope Agreements
- Finalizing AO
- Fall start date



Meeting Date: May 14, 2020

Subject: Update on the Delivery of Legal Services

Type of action requested:

- Formal action or request
- Information only
- Other

From: Anthony Young, SALA; Pam Bridge, CLS; and Rudolfo Sanchez, DNA Peoples Legal Services

Presenters: Same

Discussion: Each of our Legal Services Corporation legal aid providers quickly implemented public education and legal assistance for victims of the COVID-19 pandemic. We've asked representatives of each to briefly identify what they have been seeing and doing.

Recommended motion: None.

Meeting material hyperlinks:

[Southern Arizona Legal Aid](#)

[Community Legal Services](#)

[DNA-People's Legal Services](#)



# Contents

About the 2017 Civil Legal Needs Study.....	2
Challenging Arizona to Do Better .....	4
Increasing Access to Justice 2007 - 2019.....	8
Matters of the Heart .....	9
How Legal Aid Helped: 2,217 cases closed, More than 6,500 people aided, Over \$2,706,650 economic benefit to Arizona families.....	9
Your House but My Home.....	10
How Legal Aid Helped: 2,293 closed cases, More than 3,500 people aided, Over \$2,044,000 economic benefit to Arizona families.....	10
Bad Deals and Broken Promises .....	12
How Legal Aid Helped: 1,137 cases closed, More than 2,687 people aided, Over \$1,519,205 economic benefit to Arizona families.....	12
Domestic Violence & Abuse .....	14
How Legal Aid Helped: 1,529 closed cases, \$2,163,266 economic benefit to Arizona families .....	14
Caught In the Red Tape .....	15
How Legal Aid Helped: 89 cases closed, 150 people aided, \$13,050 economic benefit to Arizona families.....	16
Does “for all” include me?.....	17
How Legal Aid Helped: 153 cases closed, 270 people aided, \$49,030 economic benefit to Arizona families.....	17
Veterans & Service Members.....	18
How Legal Aid Helped: 343 cases, over \$340,000 economic benefit to Arizona Veterans .....	18
Majority of Low-Income Arizonans Face Civil Legal Problems Alone .....	19
100% Access Goals Recommended by Conference of Chief Justices .....	20
Survey Respondent Demographics.....	22
About this Report .....	25
Addendum A – Community & Client Conversations.....	27

# Background

## About the 2017 Civil Legal Needs Study

The title of this 2017 Arizona legal needs assessment came from respondents to the survey. The survey asked for comments as to what the individuals did when facing legal challenges. As the cloud title graphic on the front page indicates, the one word reply used most often was “Tried”. The people tried to deal with the unfair demands, tried to work with the other parties, tried to search for answers, tried to understand their rights and responsibilities. They tried. Still, they were not able to overcome the legal barrier facing them. It is important to understand that the problems faced by those responding to this survey, should never have been barriers to begin with. When the barrier is a matter of justice, Arizona’s legal aid programs are there to help.

This legal needs assessment seeks to examine the legal issues facing Arizona families, explores the costs beyond that of the individual to include the cost to their communities, and outlines the legal assistance provided to Arizonans during the assessment time period and how those individuals were positively impacted.

The 2017 legal needs assessment marks 10 years since Arizona’s first statewide legal needs assessment. Leading this report is a bulleted list of Arizona’s accomplishments since the 2007 survey. Arizona’s next steps in creating equal access to justice and a proposed outline of goals for the coming decade follow the outcomes reported from this legal needs assessment. These goals demonstrate that Arizona’s pledge of “justice for all” is not an empty promise.

**Methodology:** The data reviewed includes survey responses of nearly 6,000 individuals, other Arizona studies, 2017 statistics from legal help centers, and 2017 annual client data reports from the legal aid agencies<sup>1</sup>. The surveys, modeled after Arizona’s 2007 statewide legal need assessment, were available in English and Spanish both online and in paper copies at legal aid agencies’ offices across Arizona. Acknowledging the non-scientific random collection of online surveys, this study has taken the following steps to increase the validity of generalization with the data collected:

- Offers a comparison of demographics between survey respondents and Arizona’s general population with notations where there is a percentage difference in the demographics.
- Evaluates the 2017 actual client service reports of the legal aid agencies compared to identified legal needs of survey respondents.
- Includes outside studies to analyze similarities of needs identified generally to Arizona compared to those legal needs identified by survey respondents.

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<sup>1</sup> Both 2007 and 2013 Civil Legal Needs Studies surveyed the legal community. The 2017 Civil Legal Needs Study does not include survey data from the legal community. The 2017 Study is ongoing and will be supplemented with legal community survey data at a later date.

## Arizona Legal Aid Steering Committee

In 1996, Arizona managed the consolidation of civil legal aid programs through the creation of the Arizona Legal Aid Steering Committee. The Steering Committee consists of the Arizona Bar Foundation, Arizona’s general civil legal aid programs and their volunteer lawyers programs: Community Legal Services, DNA People’s Legal Services, Southern Arizona Legal Aid, and the William E Morris Institute for Justice. The Arizona Legal Aid Steering Committee is chaired and guided by the Honorable Joseph Kreamer.



DNA People’s Legal Services



# Message from AZ Steering Committee

## Challenging Arizona to Do Better

Below is Arizona's Legal Needs Study, *Tried*. The Legal Services Corporation's 2017 Justice Gap Report [FN#1] ("LSC Justice Gap Report") found that 71% of low-income Americans had at least one civil legal issue in the prior twelve months. Arizona's Legal Needs Study reveals that Arizonans surveyed had an even higher percentage with legal needs than the reported national percentage. 80% of Arizonans surveyed reported that they had at least one legal issue in the last twelve months.

Arizona, though, is doing better than the national percentages when it comes to individuals accessing professional legal assistance. The LSC Justice Gap Report shows that 86% of the civil legal needs of low income Americans resulted in inadequate or no legal help. Arizona's rate is lower – almost one out of two respondents in Arizona's study stated that they were able to contact legal aid or a private attorney to help them with their legal problems. However, that means even though Arizona is exceeding national averages, the majority of Arizonans surveyed were not able to access the professional legal help that they need.

The Arizona Legal Needs Study also shows that Arizonans are actively trying to deal with their legal problems. Only 16% did nothing at all when facing their civil legal crisis. The reasons for not seeking help varied, with the largest percentage (24%) stating that they were concerned that they would create a bigger dispute if they sought help. The second most often mentioned reason (22%) was that they did not know who could help them, and the third most identified reason was a concern that the cost would be more than they could afford.

The survey respondents who did not reach a legal aid agency or private attorney but did seek help utilized various methods. Some contacted a church or community group; some complained to a government agency; some looked for legal information at libraries, courts or online; and some tried resolving the issue by contacting the other party and representing themselves. Although they tried to handle the situation with the resources they had available, 86% reported that their legal problem was not resolved satisfactorily.

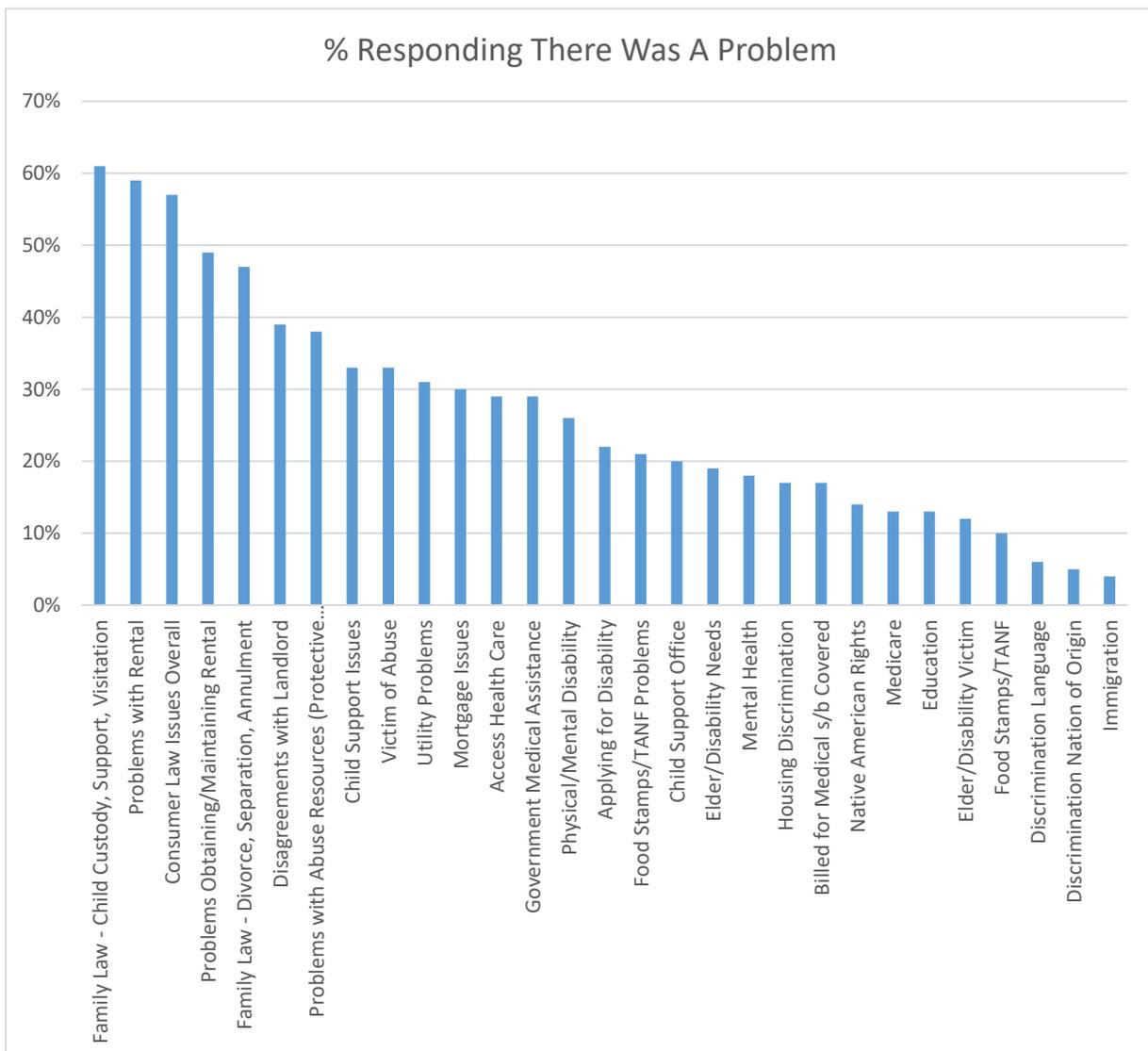
Arizonans are trying but our justice system is not meeting the demand. Following the Study below is an outline provided through the National Center for State Courts of measures to be taken to meet the aspirational goal of 100% access to effective assistance for essential civil needs. Please read through these measures, find where you can help, and reach out.

In case you are concerned that the need is so great that nothing will ever change, we have presented evidence that we can do better. In each section we have added a paragraph of what the Legal Aid agencies were able to accomplish with their limited resources. Also, take a moment to read the changes that have occurred since the 2007 "Voicing a Need for Justice, Survey Results on Legal Aid Access in Arizona" was published and the goals for 2007 thru 2017 were established. You will see that we can, and must, do better for our neighbors and for the justice system itself. Without equal access to justice, there is no justice.

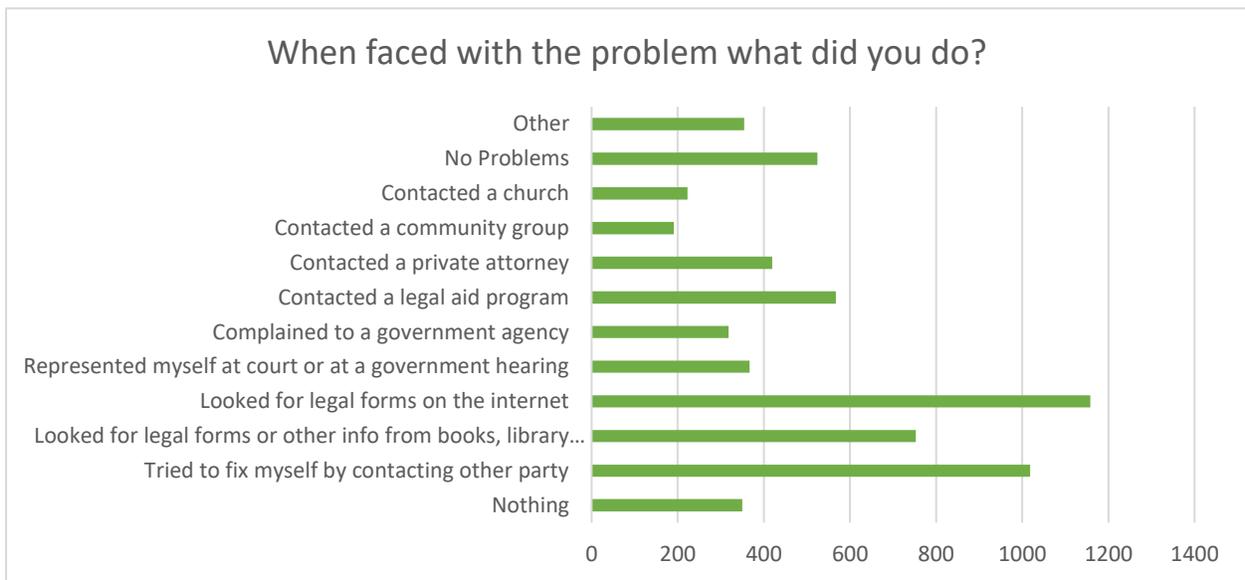
**Hon. Joseph Kreamer  
For the Steering Committee**

# Summary of Findings

Arizona respondents to the 2017 legal needs assessment offered great insight into the legal problems facing individuals and families in areas of Landlord/Tenant & Housing Law, Homelessness, Discrimination, Consumer Law, Family Law, Domestic Violence and Abuse, Access to Public Benefits, Health Care, Disability, Education, Immigration, and Individual/Civil Rights. Based on feedback provided by nearly 6,000 survey participants and community feedback, the highest rated legal needs indicated include 1) Family Law – Custody, Support, Visitation and Family Law – Divorce, Separation, Annulment, 2) Landlord/Tenant – Habitability and Safety and Landlord/Tenant – Obtaining and Maintain Affordable Housing, and 3) Consumer Law – Debt Collection, Collection Agencies, Credit and Bank Accounts, Student Loans.



Most of survey participants indicating they had experienced a legal problem tried to address the problem on their own and were, predictably, unsatisfied with the results. Among those survey respondents reporting that they 'did nothing' to fix their legal problem, the highest numbers indicated they didn't know who could help and they were worried about the cost associated with getting help.



# Summary of Findings

ARIZONANS HAVE A GREAT  
NEED FOR LEGAL HELP.

**80%**

of survey respondents reported their household had a legal problem in the last 12 months.

ARIZONANS WITH A LEGAL  
PROBLEM TRY TO FIND HELP.

**84%**

TRIED to find help from a community group, friends, online, at libraries, a lawyer, legal aid, etc.



THE NEED FOR LEGAL HELP  
OUTPACES RESOURCES.

**46%**

of households trying to find help were able to get help from legal aid or a private attorney.

WHEN LEGAL HELP IS  
AVAILABLE, FAMILIES BENEFIT

**\$8 Million**

economic benefit to Arizona families receiving legal aid help in 2017.

# Looking Back

## Increasing Access to Justice 2007 - 2019

In 2007, Arizona did not have:

- An 800-number statewide automated call center for legal aid, modest means, and full-pay lawyer referral.
- There was no Modest Means program.
- There was not an online pre-qualifier application, A2J interview, for legal services.
- The librarians were not trained and equipped to assist with legal information for the public.
- There was no court rule allowing an attorney to provide brief and/or unbundled services.
- There was no court rule allowing CLE credit for pro bono work.
- There was no rule court allowing retired Arizona attorneys to offer pro bono services without re-establishing their Arizona license.
- There was no portion of the pro hac vice fees going toward the provision of legal aid.
- There was not an online court filing system.
- There was no Arizona Access to Justice Commission.
- There was no In-House Counsel Access to Justice Commission
- Maricopa Court did not have a Justice Corp Court Navigator program.
- <http://azcourthelp.org> ; <http://lawforseniors.org> ; <http://lawforveterans.org> did not exist.
- The State Bar did not have a streamlined “Find A Lawyer” portal available for all the public.

Today, through the hard work and commitment of many individuals and organizations, Arizona has accomplished each of the objectives bulleted above. While Arizona can be proud of these successes, we acknowledge that a great need for civil legal assistance remains unmet. This report demonstrates that Arizona can do better.

# Legal Needs – Family Law

## Matters of the Heart



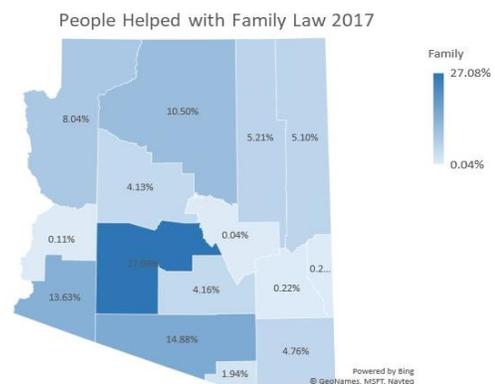
Arizona Superior Courts reported that during FY 2017, Domestic Relations cases accounted for most filings with 27.2% of the total filing caseload.<sup>2</sup> According to the National Low Income Housing Coalition’s 2018 report, a family needs to be earning \$18.46 per hour to afford the rent on a two bedroom home. The minimum wage in Arizona is cited at \$10.50 per hour, it is easy to see how a single parent with children would struggle to make ends meet and how the impact that receiving the co-parent support would have for the stability of the children involved.

Legal help with family law matters was the highest legal need indicated by respondents to the survey. The 2017 Legal Needs Assessment asked participants whether or not they had problems with Divorce, Separation, or Annulment. Respondents to this question indicated that 47% needed legal help related to Divorce, Separation, or Annulment. Of those, 30% selected the option of “Other” and 16% indicated that they needed help with a Divorce.

The Survey also asked participants if they had problems with Child Custody, Child Support, Visitation, and Child Care. Respondents to this question indicated that 61% needed help with a Child Custody, Child Support or Visitation issue – the greatest indication of legal need throughout the Survey. Those that responded selected the three highest priorities as Child Custody (39%), Child Support (33%), and Child Visitation (22%).

### How Legal Aid Helped: 2,217 cases closed, More than 6,500 people aided, Over \$2,706,650 economic benefit to Arizona families

In 2017, Arizona legal aid programs closed more than 2,200 family law cases, impacting more than 6,500 individuals. Arizona legal aid programs address a variety of family law legal needs including: Adoption, Child Custody/Visitation, Child Support, Divorce, Guardianship, Paternity, and Separation. More than 252 Arizona families were provided legal assistance with custody, visitation, and support issues that resulted in a monetary benefit of over \$2.7 million. Of those, 56 family law cases involved child custody or visitation where child support was also addressed. In those cases, legal aid was able to resolve \$304,857 in back and ongoing child support payments.



<sup>2</sup> <https://www.azcourts.gov/Portals/39/2017DR/SuperiorCourt.pdf#page=3> retrieved 12/05/2018

# Legal Needs – Housing Law

## Your House but My Home

According to the 2017 American Community Survey 1-Year Survey, approximately 35% of Arizona households are renting their homes.<sup>3</sup> Many of these renters are being evicted: in 2017 there were more than 25,000 families in Maricopa County alone who were court ordered to leave their home.<sup>4</sup> Of those answering the 2017 Legal Needs Survey (Survey), 47% indicated they rented a home in the last 12 months. Of this group, 59% reported having problems with the rental unit and 49% indicated difficulty obtaining or maintaining rental housing – making Landlord/Tenant Law the second highest legal need based on Survey responses. Those that responded, stated that they primarily rented from a Private Landlord (67%), followed by Other (23%) and Public Housing (14%). Of those that reported problems with their rented home, a majority of respondents indicated issues with the safety or habitability as the biggest problems: Electric or Plumbing Problems (24%), Cockroaches/Mice/Rats (24%), and Unfinished Repairs (23%). According to respondents asked about disagreements with the landlord, 18% reported “Eviction Threats” as the most common issue.

The 2017 Legal Needs Assessment also surveyed Arizonans about homeowner related issues. To the Survey question “In the last 12 months have you had a mortgage or owned your own home?”, only 26% responded in the affirmative. Those responding to the potential problems facing homeowners, 30% indicated they had experienced legal issues related to their homeownership, but cited “Other” as the primary problem.

Another question asked to survey participants was whether they had been homeless in the last 12 months. Of the 4,954 responses received, only 18% indicated they had experienced homelessness in the last 12 months. Because of their homelessness, 82% indicated that they had other problems including: Getting Section 8 or Other Subsidized Housing (39%), Keeping a Job (38%), and Finding or Getting Emergency Shelter (33%).

### **How Legal Aid Helped: 2,293 closed cases, More than 3,500 people aided, Over \$2,044,000 economic benefit to Arizona families**

In 2017, Arizona’s legal aid programs helped nearly 2,300 cases related to Housing Law impacting more than 3,500 individuals. Arizona’s legal aid programs provide a variety of legal assistance on a wide range of Housing Law issues, including: Federally Subsidized Housing Rights, Housing Discrimination, Mobile Homes, Mortgage Foreclosure, Private Landlord/Tenant, Public Housing, and Predatory Lending. Of these Housing Law cases, 206 cases closed had a direct monetary benefit of \$2,044,087 to Arizona families. Over half of the Housing Law cases demonstrating a financial impacts were the result of legal aid programs providing legal help with a private landlord/tenant matter (\$219,974 monetary benefit to Arizona renters). Legal help to keep tenants in

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<sup>3</sup> U.S. Census Bureau, 2017 American Community Survey 1-Year Estimates

<sup>4</sup> <https://www.azcentral.com/story/news/local/arizona-best-reads/2018/04/13/eviction-rate-spikes-again-across-phoenix-affordable-housing-crisis-worsens/508696002/> retrieved 11/2018



# Legal Needs – Consumer Law

## Bad Deals and Broken Promises

Between 2015 and 2017 complaints against the three major U.S. credit agencies more than doubled in Arizona. A majority of these complaints involved simple name misspellings while others involved identity theft and fraud, which badly damaged consumer credit scores.<sup>5</sup> Arizona Attorney General Mark Brnovich reported that his office received more than 17,500 consumer complaints in 2017, with the top complaints involving telemarketing scams; motor vehicle sales, repairs, and rentals; timeshares, telecommunications (i.e., internet service providers, cell phones, pay TV, bundling); and, mortgage and real estate.<sup>6</sup>

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*“Collections agency took me to court for a credit card debt I supposedly had 8 years ago, that I can’t prove I never had.”*

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Arizonans responding to the 2017 Legal Needs Assessment indicated Consumer Law issues to be the third overall highest legal need reported with over 57% of respondents to Consumer Law survey questions indicating a problem. Of those that responded, the problems reported most frequently included: Debt Collections/Collection Agencies (16%), Problems with Bank Accounts (14%), and Student Loans (14%) and Credit Card Accounts (14%) tied for third. While not included in the most common consumer law issues, more than 8% of consumer law respondents reported problems related to identity theft and financial exploitation.

### **How Legal Aid Helped: 1,137 cases closed, More than 2,687 people aided, Over \$1,519,205 economic benefit to Arizona families**

In 2017, 14% of closed legal aid program cases (1,137) addressed a consumer law issue, impacting over 2,687 individuals. Of these cases, the top consumer law issues included: Collections (repossessions /deficiency /garnishment) (515); Bankruptcy/Debtor Relief (273); and Contracts/Warranties (234). According to 2017 case data, Arizona’s legal aid programs realized a direct financial impact for approximately 113 families experiencing a consumer law issue, resulting in a cumulative total of over \$1,519,205 direct monetary benefit. These cases include consumer law matters such as: Bankruptcy/Debtor Relief, Contracts & Warranties, and Collections.

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<sup>5</sup> <https://www.azcentral.com/story/money/business/consumers/2018/02/01/arizona-veteran-wanted-car-loan-but-credit-bureau-said-he-dead-credit-bureau-errors/1070878001/> retrieved 12/04/2018

<sup>6</sup> <https://www.azag.gov/press-release/ag-brnovich-kicks-az-consumer-protection-week-march-4th-10th> retrieved 12/04/2018

Increasing the dollars kept in the family budget helps the local community by giving the family increased income for consumer spending: an average of \$386 more a month and the over \$1 million could only positively impact their local economies.

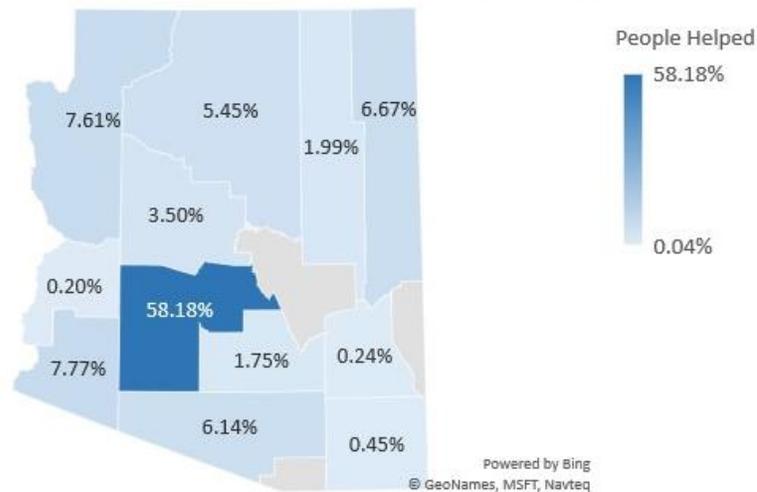
The map below demonstrates the statewide impact of legal aid on Arizona families. These financial injustices are a statewide issue that cost families and communities. Legal aid attorneys have shown they can assist in advocating for consumer rights under Arizona law.

These additional components of the gross **domestic product** aren't as critical as **consumer spending**. Even a small downturn in **consumer spending** can damage the **economy**. As it drops off, **economic** growth slows. ... When **consumer** demand exceeds manufacturers' ability to provide the goods and services, prices increase. Nov 4, 2018



Consumer Spending and Its Impact on the Economy - The Balance  
<https://www.thebalance.com/consumer-spending-definition-and-determinants-3305917>

### Consumer Law Problem 2017 People Helped



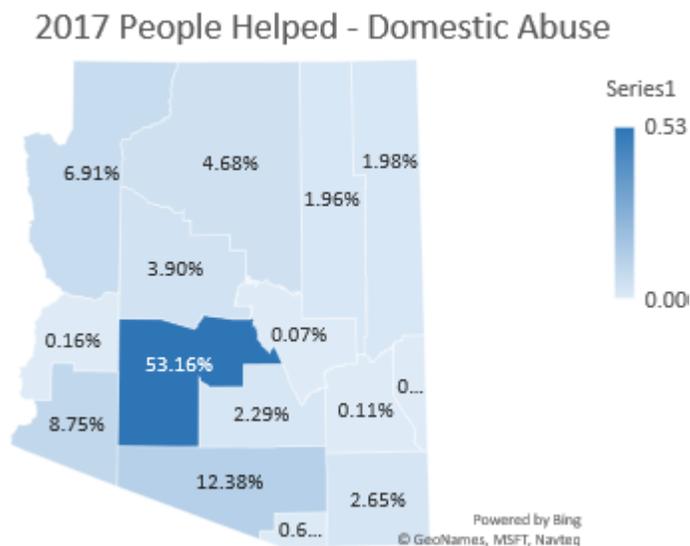
# Legal Needs – Abuse

## Domestic Violence & Abuse

It is estimated that 1 in 4 women and 1 in 7 men have experienced domestic violence in their lifetime. This means that over 804,000 Arizona women and over 453,000 Arizona men will experience domestic violence in their lifetime<sup>7</sup>. According to the National Network to End Domestic Violence, Arizona’s most unmet, non-residential needs for victims of domestic violence are housing, legal representation, and financial assistance<sup>8</sup>. Of the 5,994 Arizonans who started the legal needs assessment survey, 3,368 answered the survey question related to abuse. Of these respondents to the abuse survey question, 33% indicated they were victims of physical, emotional, or sexual abuse. Of those completing the abuse-related questions of the survey, 12% indicated they had problems getting an order of protection or restraining order. Another 12% indicated difficulty enforcing an order of protection or restraining order.

### How Legal Aid Helped: 1,529 closed cases, \$2,163,266 economic benefit to Arizona families

Throughout 2017, legal aid programs reported closing 1,529 cases on behalf of victims of domestic violence. Of those cases, 1,103 of those received legal help related to a family law matter. Other victims of domestic violence received legal help with an individual rights legal matter (172), housing related issue (105), or consumer law matter (39). Throughout 2017, domestic violence related casework resulted in \$2,163,266 direct monetary benefit to victims of domestic violence and their families.



<sup>7</sup> <https://www.acesdv.org/wp-content/uploads/2014/06/2016-DV-factsheet-final.pdf>

<sup>8</sup> <https://nnedv.org/mdocs-posts/2017-arizona/>

# Legal Needs – Health & Human Services

## Caught In the Red Tape

In 2017, the Supplemental Nutrition Assistance Program (food stamps) provided food assistance to 919,000 Arizona residents, approximately 13% of Arizona's population (1 in 8). More than 72% of Arizona food stamp recipients are in families with children and more than 50% are made up of working families<sup>9</sup>. Almost 22% are in households with elderly or disabled family members.

According to the Center on Budget and Policy Priorities' report cited state that every \$1 in SNAP benefits to individuals generates \$1.70 in economic activity.

The 2017 Legal Needs Assessment included a variety of questions related to accessing government nutritional, financial, medical, and disability support. Among survey respondents identifying issues accessing food or cash benefits, only 10% indicated a problem concerning their benefits being incorrectly denied, cut or stopped (9%); wrong amount of benefits paid (2%), and benefits overpaid because of agency error (1%). Of those responding, 21% indicated a problem with applying or maintaining food or cash benefits.

Questions about access to other government assistance programs, including Medicaid, Medicare, and Social Security Disability were also included in the 2017 Legal Needs Assessment. Of those responding to questions related to medical assistance, 44% indicated that they or a member of their household had applied for Medicaid coverage (AHCCCS, ALTCS, KidsCare, or American Indian Health Program) in the last 12 months. Of those, 29% reported having experienced a problem with Medicaid assistance with the highest reported problem being Denied Medical or Dental Services for an Adult (13%) followed by Getting in Touch with Your Caseworker (8%). Survey participants also responded to questions about Medicare with only 13% of respondents indicating problems related to getting general information (5%) and affordability of copays and prescriptions (5%). Survey participants responding to questions about disability benefits indicated that 22% had problems related to filing an application (10%) and an application being denied (10%).

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*“I’m homeless with no residence. I need to eat but I can’t get food stamps unless I have a residence.”*

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<sup>9</sup> <https://www.cbpp.org/research/food-assistance/a-closer-look-at-who-benefits-from-snap-state-by-state-fact-sheets#Arizona> retrieved 3/07/2019



# Legal Needs - Discrimination

## Does “for all” include me?

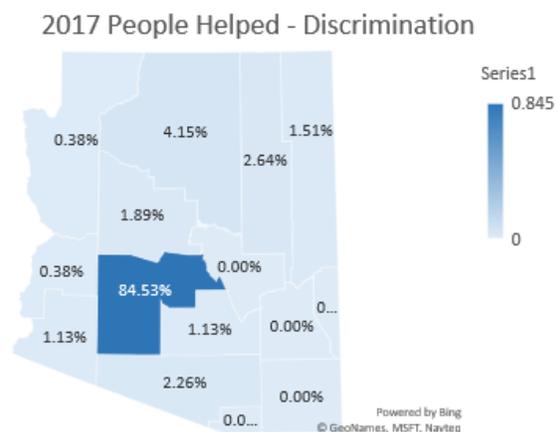
The US Equal Employment Opportunity Commission (EEOC) reports that in 2017, Arizona had 1,988 charges of discrimination. The most frequently reported charges included discrimination based on disability (696), sex (656), race (437), age (429), and natural origin (264).<sup>10</sup> The HUD Fair Housing 2017 annual report identifies 219 fair housing complaints from Arizona.<sup>11</sup>

The 2017 Legal Needs Assessment sought input from respondents on a variety of discrimination related issues. The first question was related to discrimination regarding renting or purchasing a home. Of those responding, 17% indicated that they had experienced discrimination when Renting an Apartment (7%), Buying a Home (1%), Getting Financing to Buy a Home (1%), and Other (10%). Of those, the highest responses indicated that survey question respondents believed they were discriminated against because of Disability (6%)

Only 6% of survey respondents indicated that discrimination based on their primary language spoken or their nation of origin represented a legal problem for them. Of those 6% of respondents indicating discrimination, the most common issue reported was being able to defend their rights.

## How Legal Aid Helped: 153 cases closed, 270 people aided, \$49,030 economic benefit to Arizona families

In 2017, Arizona legal aid programs reported 153 cases that helped 270 people with legal problems concerning discrimination. Out of the 153 cases, eight families received a direct economic benefit of \$49,030. The others were helped in multiple ways to address the unlawful discrimination and having their rights available to them. The map shows the assistance with people facing discrimination in Arizona.



<sup>10</sup> [https://www1.eeoc.gov/eeoc/statistics/enforcement/charges\\_by\\_state.cfm#centercol](https://www1.eeoc.gov/eeoc/statistics/enforcement/charges_by_state.cfm#centercol) retrieved 3/08/2019

<sup>11</sup> [https://www.hud.gov/sites/dfiles/FHEO/images/FHEO\\_Annual\\_Report\\_2017-508c.pdf](https://www.hud.gov/sites/dfiles/FHEO/images/FHEO_Annual_Report_2017-508c.pdf) retrieved 3/08/2019

# Legal Needs – Veterans

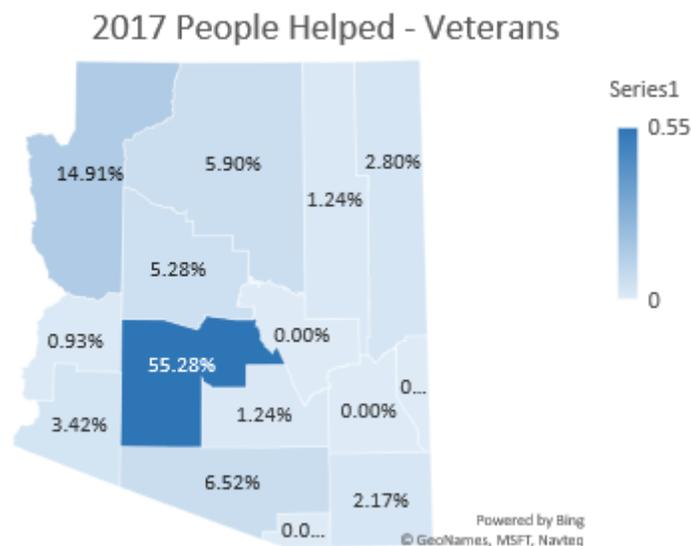
## Veterans & Service Members

In 2017, the U.S. Department of Veterans Affairs surveyed homeless veterans across the nation through Project CHALENG, an effort to identify their most pressing needs. Veterans that participated in the study identified different types of legal assistance as three of the top ten general needs<sup>12</sup>. The Arizona Bar Foundation hosts the online legal resource: <http://lawforveterans.org>. In order maintain consistency with prior legal needs assessment tools, the 2017 legal needs study did not include questions that determined the participant's status as a veteran. In 2017, LawForVeterans reported 26,813 unique pageviews by individuals seeking legal information specific to veteran issues. The most visited content provides insight as to the types of information needed with the top content including: Veterans Courts (19% of pageviews), Legal Resources (6% of pageviews) and Dividing Pensions in Divorce (6% of pageviews). On behalf of Arizona's legal aid programs, the Arizona Bar Foundation facilitates on online and telephone pre-qualification interview for free and reduced legal assistance. Of the 10,013 applications for free and reduced fee legal assistance, 724 (7%) identified themselves as a veteran or service member and 1,020 (10%) applicants identified a veteran or service member in the household. Among the 724 veterans applying for legal assistance, the highest legal needs were: Family Law (289), Consumer (127), and Housing (117).

## How Legal Aid Helped: 343 cases, over \$340,000 economic benefit to Arizona Veterans

Throughout 2017, legal aid programs reported closing 343 cases on behalf of Arizona veterans. Of those cases, 128 of veterans received legal help related to a housing matter. Other victims of domestic violence

received legal help with a consumer law issue (72), family law matter (46), or public benefits (38). These cases had the collective impact of \$340,000 direct monetary benefit to Arizona veterans and their families.

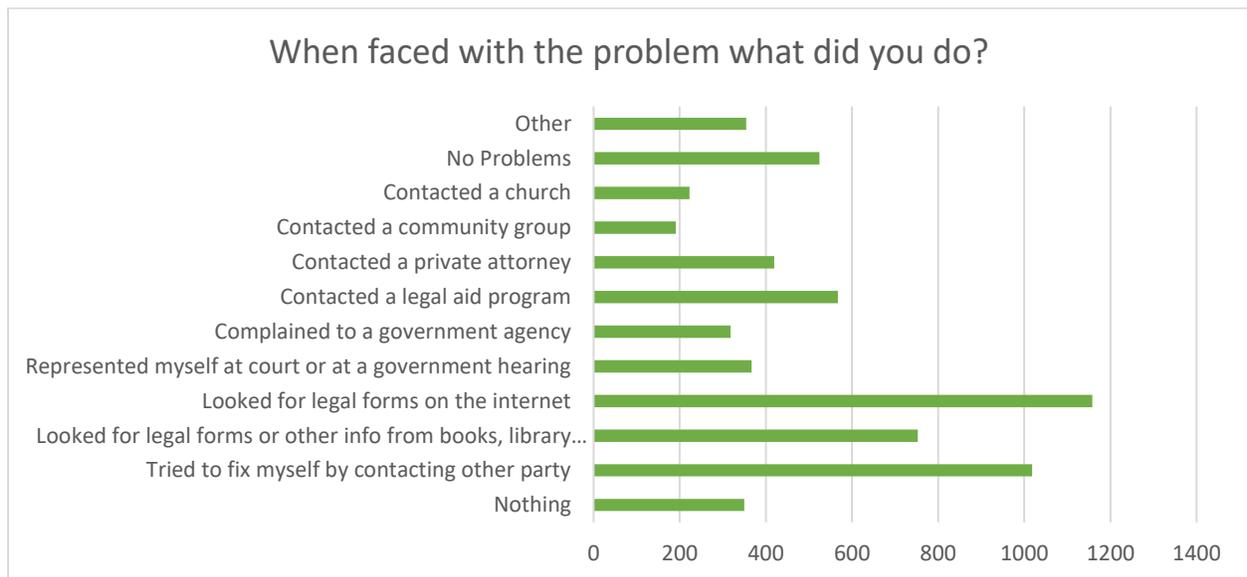


<sup>12</sup> <https://www.va.gov/HOMELESS/docs/CHALENG-2017-factsheet-508.pdf>

# Responding to the Need

## Majority of Low-Income Arizonans Face Civil Legal Problems Alone

The 2017 Legal Needs Assessment asked participants to describe how they handled the problems they reported in the Survey. Only 44% of those that started the survey completed the section on how they responded to the problems faced. Of those that responded, 80% indicated they responded in some way to their problems. The chart below details how survey participants responded:



The highest number of respondents Looked for Legal Forms on the Internet (44%), Tried to Fix Myself by Contacting the Other Party (38%), and Looked for Legal Forms or Other Info From Books, Library and Court (28%). Others responded that they Contacted Legal Aid (21%) or Contacted a Private Attorney (16%). Only 13% of respondents stated that they did nothing to respond to their legal problem. Of those participants that responded they did nothing to address their legal problem, 34% stated that they Worried About The Cost of Getting Help and 31% stated they Didn't Know Who Could Help.

Survey participants were asked to respond whether the problem reported and how they responded to that problem had resolved the issue to their satisfaction. Of those that responded, 85% reported that their legal problem was not resolved to their satisfaction.



# Where AZ Goes From Here

## 100% Access Goals Recommended by Conference of Chief Justices

1. Resource Planning – The major perceived Access to Justice barrier is lack of resources. Developing a nuanced long term strategy for ensuring sufficient resources is key. Any Justice for All strategy will need to reflect state realities and embrace flexibility and innovation in resource planning.
2. Technology Capacity – Technology capacity exist within the organizations of the individual stakeholders, but there is often a need for more coordination and integration. There is universal agreement that without technology, there will be no cost effective system to work towards 100% access. Building technologies that are scalable and integrated with multiple stakeholders will be critical to this work.
3. Triage, Referral & Channel Integration - States must deploy a component that assess what services each individual and situation needs, and then makes the appropriate and verified referrals. Many states are talking about a “portal” concept for triage, referral and channel integration. The idea is to create “no wrong door” through which people with legal problems access the system.
4. Community Integration & Prevention – Access to Justice is not court-centric. Adopting a user’s point of view and addressing civil legal issues before they worsen can save time, money, and avoid what can be a burdensome court process. Research shows that most civil legal issues never make it to the court system. Facilitating relationships with community stakeholders and integrating them into the ATJ response can dramatically impact the scope of outreach for legal information and services.
5. Judicial & Court Staff Education – A judiciary willing to lead and inspire not just the courts, but also the may ATJ constituencies and partners, is key to achieving meaningful access to justice for all. Equally important is an access-friendly courtroom environment, presided over by a judge who knows how to handle every kind of case, from the heavily-lawyered to the entirely self-represented.
6. Broad Self-Help Informational Services – Demystifying the system and explaining it to self-represented litigants in plain language is critical to achieving ATJ. The better the job done on this, the more successful with be the self-represented litigant and the less strain it will put on resources to help them succeed in the process.
7. Plain Language Forms – Implementation of standardized plain language forms with protocols for assessing and updating forms and testing for comprehensibility and usability.
8. Language Services Integration – Language access services at all points of contact between LEP users and all legal system components (e.g., provision of qualified interpreters and translators, multilingual staff, written and audio-visual tools in languages other than English).

9. Alternative Dispute Resolution Integration – Provision of information about ADR modes and processes, substantive ADR law, and consequences as an integrated part of the triage system.
10. Compliance Assistance – Providing both timely information and explanations of information through a variety of court stakeholders (e.g., judge, self-help center, clerks) and through various media including proactive court text or e-mail messages about next steps and upcoming events.
11. Courtroom Assistance Services- Can range from videos providing information about understanding the court process to hiring staff as court navigators. Wide range of options in this area.
12. Expansion & Efficiency Improvements of Full Service Representation – It is clearly important to support as much full service representation through legal aid and the private bar as resources will allow, especially when a legal issue is particularly complex, where the stakes are particularly high (e.g., safety or homelessness), or where mental health, age, or other capacity issues impeded the person’s ability to fend for himself or herself.
13. Unbundled (Discrete Task) Legal Assistance – Need the court rules in place to allow unbundled legal services, combined with lawyers willing to provide the services and a way to match the willing lawyers with the triage system.
14. Simplification – The current system was designed by lawyers for lawyers. Courts need to review and simplify court rules and processes when possible to eliminate unnecessary appearances and filings.
15. Role Flexibility for other professionals – Services in addition to lawyers, including allowing legal practice by allied professionals (e.g., LLLT) or court navigators.

# About This Report

## Survey Respondent Demographics

Demographic questions in each Survey were at the conclusion of the Survey and followed all questions about legal needs and responses. The demographic information captured by the Survey is representative of less than half of all Survey respondents. Only 43% of Survey respondents provided demographic information related to the language spoken in the home, race, age, gender, income, family composition, and Arizona County of residence. Despite not capturing the entire demographic makeup of all survey respondents, the data compiled below gives insight into those responding to the survey.

Survey Response By Arizona County								
County	English Online Survey	English Printed Survey	Spanish Online Survey	Spanish Printed Survey	Total Response	Percent of Response	AZ Population 2017 <sup>13</sup>	Percent of AZ Population
Apache	22	2	0	3	27	1.04%	71,606	1.02%
Cochise	98	0	1	0	99	3.80%	124,756	1.78%
Coconino	30	7	0	0	37	1.42%	140,776	2.01%
Gila	29	0	0	0	29	1.11%	53,501	0.76%
Graham	16	0	0	0	16	0.61%	37,466	0.53%
Greenlee	6	0	1	0	7	0.27%	9,455	0.13%
La Paz	5	0	0	0	5	0.19%	20,601	0.29%
Maricopa	1,072	15	36	3	1,126	43.19%	4,307,033	61.39%
Mohave	94	0	0	0	94	3.61%	207,200	2.95%
Navajo	32	3	0	1	36	1.38%	108,956	1.55%
Pima	734	29	25	5	793	30.42%	1,022,769	14.58%
Pinal	154	23	1	0	178	6.83%	430,237	6.13%
Santa Cruz	14	2	8	0	24	0.92%	46,212	0.66%
Yavapai	83	1	2	0	86	3.30%	228,168	3.25%
Yuma	36	2	7	5	50	1.92%	207,534	2.96%

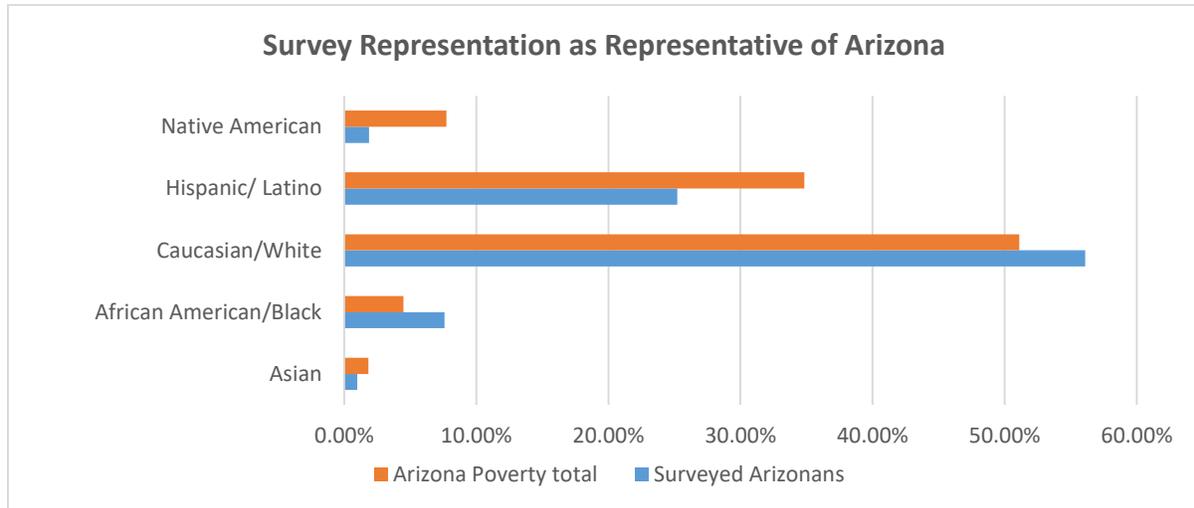
The chart above demonstrates that Survey respondents' percentages are within one percent of the Arizona population percentages with the exception of two counties: Maricopa and Pima. There is a much lower response from Maricopa County and much higher representation from Pima County.

The 2017 Survey respondents' percentages were compared to the Arizona poverty population since lower income populations are eligible for free civil legal assistance from Arizona's legal aid organizations. Lower income populations are often defined by legal aid programs as those at or below 125% of Federal Poverty Guidelines and is the program eligibility criteria established by Arizona's primary legal aid funder, the Legal Services Corporation (LSC). Legal assistance is also available to Arizonans outside the LSC eligibility criteria but is dependent on the other funding resources available and eligibility criteria determined by the funder.

<sup>13</sup> <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk>

Although only 43% of survey participants completed questions related to demographic information, the responses to demographic questions were analyzed for representation of Arizona’s minority and poverty<sup>14</sup> populations.

To address the lower poverty population participation, legal aid programs held community forums in their service geographies. Results from Community Forums will be compiled and included as an addendum to this report.



Only 42% of survey participants responded to the question about gender. Of those, 69% responded they were female, 29% responded they were male, 2% indicated they Preferred Not to Answer, and 1% responded Other. Using this information, females are disproportionately over-represented when compared to Arizona’s general population (50.3% female, 49.7% male<sup>15</sup>).

The survey asked participants to describe their household composition and annual household income. Although comparisons to Arizona’s general population household composition and income do not precisely align, insight may still be drawn from participant responses. Forty two percent (42%) of survey respondents described their household composition and annual income<sup>16</sup>.

<sup>14</sup> <https://talkpoverty.org/state-year-report/arizona-2017-report/>

<sup>15</sup> <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

<sup>16</sup> <https://censusreporter.org/profiles/04000US04-arizona/>

Household Composition	Question Respondents
Single female	18.84%
Single male	11.84%
Single no gender chosen	0.72%
Single female w/children	21.18%
Single male w/children	3.66%
Single no gender chosen w/children	0.28%
Married or Partner	14.55%
Married or Partner w/children	18.08%
Multi-generational (parents w/ adult children)	4.81%
Multi-generational (grandparents, parents w/children)	6.04%

Of the 42% of survey participants responding to household and annual income questions answered the questions related to household composition and annual income. The highest overall respondents to the household question were Single individuals with or without children (57%), followed by Married/Partners with or without children (32%) and Multi-generational households (11%). Those with children in the home made up 48% of those responding. The chart at left analyzes the gender of those responding to demographic questions related to household.

Overall, 44% of Arizona households make less than \$50,000 annually<sup>17</sup>. A majority of those responding to the annual income question indicate that 86% of those responding make less than \$40,000 per year. Although less than half of all respondents completed the demographic questions of the survey, the legal needs identified by the assessment may be more representative of those with lower incomes.

<sup>17</sup> <https://censusreporter.org/profiles/04000US04-arizona/>

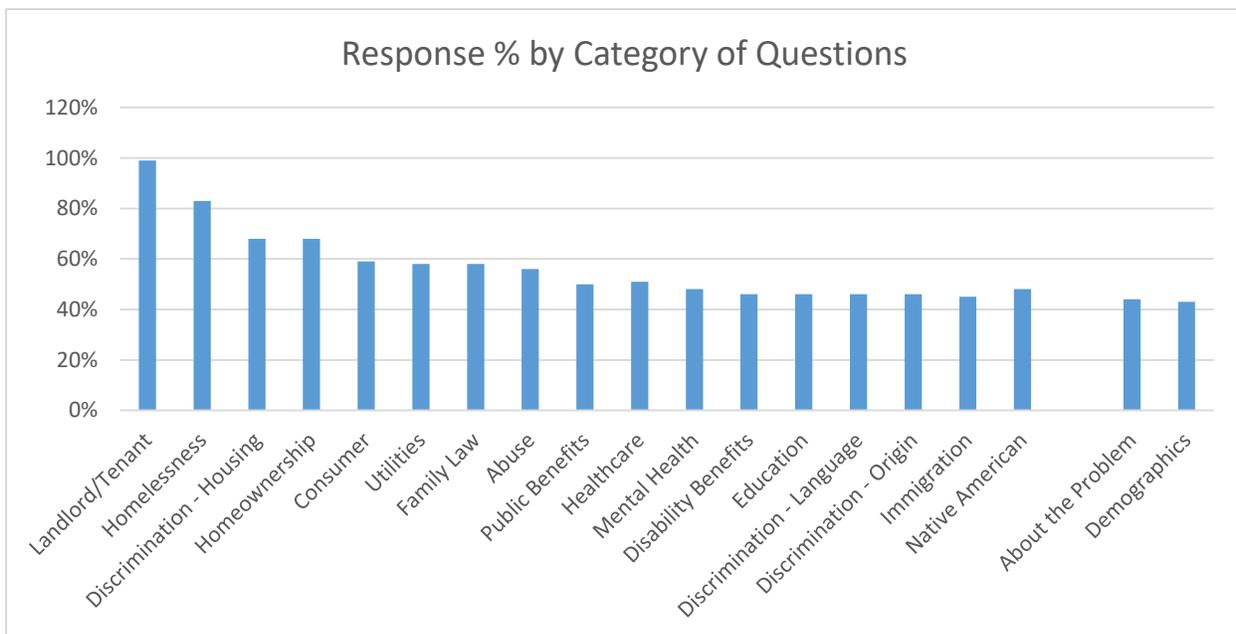
# About this Report

## 2017 Master Tables

To administer the 2017 Legal Needs Assessment, four survey instruments were used: English Online Survey, Spanish Online Survey, English Printed Survey, and Spanish Printed Survey. Both the English and Spanish Online Surveys were posted prominently on the websites of Community Legal Services, DNA People’s Legal Services, and Southern Arizona Legal Aid. The English and Spanish Online Surveys were featured prominently on the landing pages of AZLawHelp.org, LawForSeniors.org, LawforVeterans.org and the AZCourtHelp.org websites. English and Spanish Printed Surveys were available in each main and satellite legal aid offices across Arizona. Completed surveys were collected by legal aid programs and hand delivered or mailed to the Foundation for compilation.

Survey	English Online	English Print	Spanish Online	Spanish Print	TOTAL Respondents
Respondents	5,630	91	255	18	5,994

Overall responses to survey questions started at 99% response rate with the first question but decreased consistently as the survey continued and ended with 43% response rate to the demographic questions at the conclusion of the survey. The totals below include all survey formats.



The English and Spanish Online survey instruments included logic to automatically direct participants to follow up questions based on how they responded to the questions. For example, the first question of the survey asked participants whether they rented a home in the last 12 months. Respondents that indicated they had rented a home in the last 12 months were directed to detailed questions related to problems with the rental property, disagreements with landlords, and other experiences related to eviction and payment of rent. Those respondents that indicated they had not rented a home in the last 12 months were directed to the next category of questions. Likewise, on the printed surveys, instructions following the questions directed the respondent to continue answering questions or skip to the beginning of the next category. Despite online logic or printed instructions, not all participants answered all of the questions relevant to the participant.

Below are the compiled results to each of the survey questions used in the legal needs assessment. The first percentage listed next to the question indicates the response rate for that question.

99%	Have you rented a home in the last 12 months?					TOTAL	5915	Answered
	Yes	2569	50	131	11	2761	47%	
	No	2993	41	114	6	3154	53%	

Arizona Bar Foundation  
4201 N. 24<sup>th</sup> St., Suite 210  
Phoenix, AZ 85016

# Addendum A

## Focus Group Discussions

During 2017 and 2018, 27 representatives from over 25 organizations responded to a request for identifying the legal needs of their clientele. The participating organizations included: Ability 360, Area Agency on Aging, Area Coalition to End Homelessness, Arizona Behavioral Health Corporation, Arizona Department of Housing, Behold Housing, Better Business Bureau of Arizona, Channel 15, City of Phoenix, Embry Riddle, Furnishing Dignity, Housing Authority of Maricopa County, Housing Solutions of Northern Arizona, Native American Connections, Prescott Police Department, Prescott Valley Police Department, Save the Family, State Innovation Exchange, Terros, Inc., Trellis, UMOM New Day Centers, Verde Valley Sanctuary, Western Arizona Council of Governments, and the Yavapai Family Advocacy Center.

Feedback from forum and focus group discussions indicated Housing Law – Landlord/Tenant Matters as the highest legal need with a majority of participants listing Housing Law as priority #1. Family Law was recorded as the second highest priority with the second highest response rate, Consumer Law and Employment Law needs were tied in the #3 priority established by participants, with “Other”, which included public benefits, criminal law, and discrimination, receiving the lowest priority legal area of need. Consistent with the electronic and printed assessment findings of the 2017 Legal Needs Study, legal needs related to Housing, Family and Consumer Law.

While the 2017 Legal Needs Study did not have a separate question for Employment law, there was an expressed need by the respondents. In the study, 314 individuals, who also had struggled with homelessness, reported that they had problems keeping a job. 355 individuals reported that physical or mental disabilities caused them to have trouble finding a job, 169 had to deal with being treated unfairly at their job, and 357 were struggling to keep their jobs. Sixteen people reported they had legal status to work but were prevented from getting a job. They were all working or seeking work but faced a barrier where Legal Aid attorneys could have possibly helped keep the unemployment numbers lower. (e.g., clearing up credit mistakes, helping obtain identification and/or a driver’s license, setting aside a conviction, clarifying an employer’s obligation to make reasonable accommodations, etc.).

Participants in the Focus Group Discussions were also asked to list the 5 most critical needs for the population they serve. Evictions and landlord/tenant issues were listed in the top five most frequently, 7 times. Lack of affordable housing in the community, including lack of housing for people with disabilities, was listed 6 times. Employment issues of people being taken advantage of by their employers was listed 3 times. Family law, bankruptcy/debt, domestic violence, criminal issues, and public benefits were each mentioned twice. The list of other issues mentioned at least once were immigration, mental health, HOA issues, phone/computer scams, title loans, and failure to honor warranties on large purchase items.

The critical needs identified were issues identified by survey respondents and further confirm the legal needs results of the 2017 study.

## Focus Group Discussions

During 2017 and 2018, there were nine community forums held addressing the legal needs of each group. The forums were held in the Whiteriver Apache community, Gila River Indian community, Showlow, Lakeside, Sacton, Tucson, Bisbee, various places in Maricopa County, and in Yuma. The forum representatives included community partner agencies, bench and bar members, law enforcement, and members at large, some of whom were eligible under the Legal Service Corporation guidelines. The forums held in Southern Arizona yielded a common result that lack of affordable housing and evictions were the greatest concerns. In one Maricopa county forum landlord/tenant and fair housing issues were mentioned as the greatest needs. In the other Maricopa forums, immigration issues and solar/consumer fraud were the mentioned as the highest concern. The Yuma county forum shared as the greatest concern was family law cases and the need for more “hands on” lawyering in those cases.

The feedback from the community forums and the 2017 study results were consistent.





Meeting Date: May 14, 2020

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, State Bar of Arizona; Aaron Nash, Co-chair, Public Information Officer, AOC

Presenters: (Same)

Discussion: Presenters will discuss the workgroup's efforts regarding:

COVID-19: AZCourtHelp, Evictions, Protective Orders, Videos, and Spanish translations

Recommended motion: None.



# Supreme Court

STATE OF ARIZONA

FROM THE CHAMBERS OF  
ROBERT M. BRUTINEL  
CHIEF JUSTICE

1501 WEST WASHINGTON STREET  
PHOENIX, ARIZONA 85007-3222  
(602) 452-3531  
FAX (602) 452-3917  
RBrutinel@courts.az.gov

May 4, 2020

Dear Members of Arizona's Senate and House of Representatives,

In these difficult times we are surrounded by reminders of the importance of working to provide access to justice in Arizona. Each of you play a significant role in improving access to justice and to the administration of justice in our state.

I encourage you to review the latest annual report of the Arizona Supreme Court's Commission on Access to Justice, chaired by Judge Lawrence Winthrop of the Arizona Court of Appeals. The report chronicles the Commission's projects, ongoing work and its achievements, many made possible through your participation and support. Please see the report at <https://www.azcourts.gov/Portals/74/ACAJ/Annual%20Reports/2019%20Annual%20Report%20ACAJ.pdf>.

Improving access to justice has been a pillar of the Arizona judicial branch's commitment to public service for many years. It is the number one goal in the current five-year strategic agenda, *Justice for the Future: Planning for Excellence*, and is the foundation for the work of the Court's Access to Justice Commission. For information on the judicial branch's strategic direction in Arizona, see the Agenda at <https://www.azcourts.gov/Portals/0/Communications/JusticeForTheFuture.pdf?ver=2019-06-28-165330-887>.

For a hardcopy of the annual report or the strategic agenda, please contact the Administrative Office of the Courts at [communications@courts.az.gov](mailto:communications@courts.az.gov) or by calling 602-452-3301.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Brutinel".

Robert Brutinel



Meeting Date: May 14, 2020

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 April 1 and May 7, 2020. Judge Huberman will discuss the efforts of the workgroup focusing on consumer debt in the limited jurisdiction courts and other work accomplished.

- Courts and COVID-19-related eviction action issues
- Consumer debt scripts, storyboards, and videos are being created and produced
- 

Recommended motion: None

# MARICOPA COUNTY JUSTICE COURTS:



## PODCAST: CARES ACT, SUBSIDIZED HOUSING AND EVICTIONS

**April 13, 2020**

Materials:

<https://spaces.hightail.com/space/tOuRfKkxm6>

### Faculty:

Jessica Cruz, MNLM  
Rental Assistance  
Programs Manager,  
Housing Authority of  
Maricopa County

Pam Bridge  
Community Legal Services

Denise Holliday  
Hull, Holliday, and Holliday



*Updated 4/13/2020*

**MAY QUALIFY FOR UP TO 0.5 HOURS OF COJET/CLE**

The CARES Act (Coronavirus Aid, Relief, and Economic Security Act) passed by Congress stops some landlords from filing new eviction actions for nonpayment of rent for the next 120 days (through July 25<sup>th</sup>, 2020). The CARES Act **does not** apply to eviction cases that were filed before March 27<sup>th</sup>, 2020, leases that are not part of the housing programs below, or evictions based on another reason besides nonpayment of rent.

The CARES Act prevents a landlord from filing for eviction against and charging late fees to a tenant for nonpayment of rent if they live in subsidized housing. This applies to federal housing programs, including:

- Public housing
- Section 8 Housing Choice Voucher program
- Section 8 project-based housing
- Section 202 housing for the elderly
- Section 811 housing for people with disabilities
- Section 236 multifamily rental housing
- Section 221(d)(3) Below Market Interest Rate (BMIR) housing
- HOME
- Housing Opportunities for Persons with AIDS (HOPWA)
- McKinney-Vento Act homelessness programs (42 U.S.C. § 11360, et seq.)
- Section 515 Rural Rental Housing
- Sections 514 and 516 Farm Labor Housing
- Section 533 Housing Preservation Grants
- Section 538 multifamily rental housing
- Low-Income Housing Tax Credit (LIHTC)

Here is the Text of the Act:

#### **SEC. 4024. TEMPORARY MORATORIUM ON EVICTION FILINGS.**

(a) DEFINITIONS.—In this section:

(1) COVERED DWELLING.—The term “covered dwelling” means a dwelling that—

(A) is occupied by a tenant—

(i) pursuant to a residential lease; or

(ii) without a lease or with a lease terminable under State law; and

(B) is on or in a covered property.

(2) COVERED PROPERTY.—The term “covered property” means any property that—

(A) participates in—

(i) a covered housing program (as defined in section 41411(a) of the Violence Against Women Act of 1994 (34 U.S.C. 12491(a))); or

(ii) the rural housing voucher program under section

542 of the Housing Act of 1949 (42 U.S.C. 1490r);  
or

(B) has a—

- (i) Federally backed mortgage loan; or
- (ii) Federally backed multifamily mortgage loan.

(3) DWELLING.—The term “dwelling”—

(A) has the meaning given the term in section 802 of the Fair Housing Act (42 U.S.C. 3602); and

(B) includes houses and dwellings described in section 803(b) of such Act (42 U.S.C. 3603(b)).

(4) FEDERALLY BACKED MORTGAGE LOAN.—The term “Federally backed mortgage loan” includes any loan (other than temporary financing such as a construction loan) that—

(A) is secured by a first or subordinate lien on residential real property (including individual units of condominiums and cooperatives) designed principally for the occupancy of from 1 to 4 families, including any such secured

loan, the proceeds of which are used to prepay or pay off an existing loan secured by the same property; and

(B) is made in whole or in part, or insured, guaranteed, supplemented, or assisted in any way, by any officer or agency of the Federal Government or under or in connection with a housing or urban development program administered by the Secretary of Housing and Urban Development or a housing or related program administered by any other such officer or agency, or is purchased or securitized by the Federal Home Loan Mortgage Corporation or the Federal National Mortgage Association.

(5) FEDERALLY BACKED MULTIFAMILY MORTGAGE LOAN.—

The term “Federally backed multifamily mortgage loan” includes any loan (other than temporary financing such as a construction loan) that—

(A) is secured by a first or subordinate lien on residential multifamily real property designed principally for the occupancy of 5 or more families, including any such secured loan, the proceeds of which are used to prepay or pay off an existing loan secured by the same property; and

(B) is made in whole or in part, or insured, guaranteed, supplemented, or assisted in any way, by any officer or agency of the Federal Government or under or in connection with a housing or urban development program administered by the Secretary of Housing and Urban Development or a housing or related program administered by any other such officer or agency, or is purchased or securitized by the Federal Home Loan Mortgage Corporation or the Federal National Mortgage Association.

(b) MORATORIUM.—During the 120-day period beginning on the date of enactment of this Act, the lessor of a covered dwelling may not—

(1) make, or cause to be made, any filing with the court of jurisdiction to initiate a legal action to recover possession

H. R. 748—214

of the covered dwelling from the tenant for nonpayment of rent or other fees or charges; or

(2) charge fees, penalties, or other charges to the tenant related to such nonpayment of rent.

(c) NOTICE.—The lessor of a covered dwelling unit—

(1) may not require the tenant to vacate the covered dwelling unit before the date that is 30 days after the date on which the lessor provides the tenant with a notice to vacate; and

(2) may not issue a notice to vacate under paragraph (1) until after the expiration of the period described in subsection (b).



## **Landlords May Not File Evictions for Nonpayment Rent or Charge Late Fees Against Tenants Living in Federal Subsidized Housing**

The **CARES Act** states your landlord cannot file for eviction if you do not pay your rent or charge you late fees beginning March 27 if:

- **You live in subsidized housing.** This applies to federal housing programs, including:
  - Public housing
  - Section 8 Housing Choice Voucher program
  - Section 8 project-based housing
  - Section 202 housing for the elderly
  - Section 811 housing for people with disabilities
  - Section 236 multifamily rental housing
  - Section 221(d)(3) Below Market Interest Rate (BMIR) housing
  - HOME
  - Housing Opportunities for Persons with AIDS (HOPWA)
  - McKinney-Vento Act homelessness programs (42 U.S.C. § 11360, et seq.)
  - Section 515 Rural Rental Housing
  - Sections 514 and 516 Farm Labor Housing
  - Section 533 Housing Preservation Grants
  - Section 538 multifamily rental housing
  - Low-Income Housing Tax Credit (LIHTC)
- Or your landlord has a **federally backed mortgage on the property you reside.**

**WARNING: you can still be evicted for other reasons besides nonpayment of rent.**

If your landlord files an eviction action against you or charges you late fees and one of the above conditions apply to you, you may want to call Community Legal Services for free legal assistance before your eviction hearing at 602-258-3434, Monday- Friday 8:00 am – 3:00 pm.

305 S. 2nd Ave., Phoenix, AZ 85003 • Phone 602-258-3434



## Los Arrendadores No Pueden Presentar para el Desalojos Por Falta de Pago de la Renta O Cobrar Tarifas por Pagos Atrasadas Contra un Inquilino Que Vive En Vivienda Federal Subsidiada

La **Ley CARES** establece que su arrendador no puede presentar para el desalojo si no paga su renta o cobrarle tarifas por pagos atrasados comenzando el 27 de marzo si:

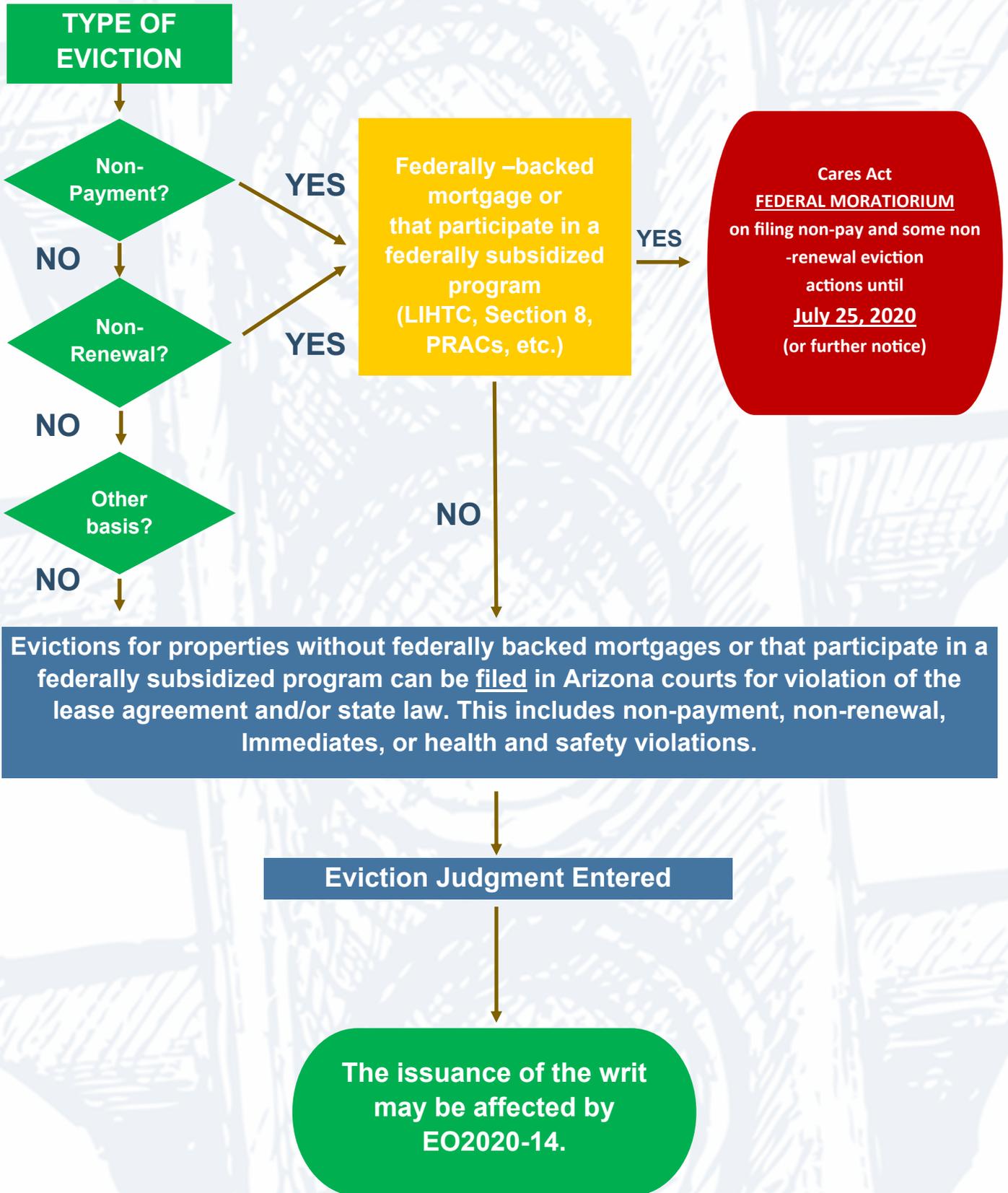
- **Vives en viviendas subsidiadas.** Esto se aplica a los programas federales de vivienda, que incluyen:
  - Vivienda pública
  - Sección 8 programa de Vales de Elección de Vivienda
  - Sección 8 viviendas basadas en proyectos
  - Sección 202 viviendas para la tercera edad
  - Sección 811 de vivienda para personas con discapacidad
  - Sección 236 viviendas de alquiler multifamiliares
  - Sección 221 (d)(3) vivienda por debajo del mercado Tasa de Interés (BMIR)
  - HOME
  - Oportunidades de vivienda para personas con SIDA (HOPWA)
  - Programas de personas sin hogar de la Ley McKinney-Vento (42 U.S.C. § 11360, et seq.)
  - Sección 515 Vivienda de alquiler rural
  - Secciones 514 y 516 Vivienda de trabajo agrícola
  - Sección 533 Subvenciones para la preservación de viviendas
  - Sección 538 viviendas de alquiler multifamiliares
  - Crédito Fiscal para Viviendas de Bajos Ingresos (LIHTC)
- O su arrendador tiene una hipoteca **con respaldo federal sobre la propiedad en la que reside.**

**ADVERTENCIA:** todavía puede ser desalojado por otras razones además de no pagar la renta.

Si su arrendador presenta una acción de desalojo en su contra o le cobra tarifas por pagos atrasados y una de las condiciones anteriores se aplica a usted, puede llamar a Community Legal Services para asistencia gratuita antes de su audiencia de desalojo al (602) 258-3434, de lunes a viernes 8:00am - 3:00pm.

305 S. 2nd Ave., Phoenix, AZ 85003 • Phone 602-258-3434

# AZ Eviction Process During COVID-19 Crisis



# Arizona Rental, Utility and Food Assistance Resources Information

[www.211.org/services/covid19](http://www.211.org/services/covid19)

You can dial “211” from any phone to speak with a community resource specialist in your area who will help you. For faster service, check out their website.

find services and resources that are available to you.

You'll find help with:

- Supplemental food and nutrition programs
- Shelter and housing options and utilities assistance
- Emergency info and disaster relief
- Employment and education opportunities
- Services for veterans
- Health care, vaccination and health epidemic information
- Reentry help for ex-offenders

**Arizona:** Toll-Free Alternative Number: (877) 211-8661

## Arizona Department of Housing Grants

●602-771-1000

<https://housing.az.gov/general-public/eviction-prevention-assistance>

<https://housing.az.gov/about/application-funding>

Family Services Center, City of Phoenix Human Services Dept

●602-534-2433 (to schedule an appointment)

<https://www.phoenix.gov/humanservices/programs/emergency>

**Get Help Paying Utility and Rental Bills**

<https://www.maricopa.gov/451/Get-Help-Paying-Utility-Rental-Bills>

**Community Action Agencies in Arizona that offer emergency Eviction and Utility Assistance**

<https://housing.az.gov/community-action-agencies-arizona-offer-emergency-eviction-and-utilityassistance>

**Unemployment Filing/Benefits:**

[www.des.az.gov/services/employment/unemployment-individual](http://www.des.az.gov/services/employment/unemployment-individual)

**Find a Food Bank Near You**

<https://azfoodbanks.org>

**Resources for individuals and businesses, such as financial assistance, childcare, meals for children, and virtual learning for students**

<https://arizonatogether.org>

To apply for Nutrition Assistance, Arizonans can visit <https://www.healthearizonaplus.gov/> or call (855) 432-7587 Monday through Friday, from 7 a.m. to 6 p.m.

For more information about DES services during the pandemic, please visit <https://des.az.gov/services/coronavirus>

## Community Resources

Meals for children: [www.azhealthzone.org](http://www.azhealthzone.org)

Resources for Seniors: [www.des.az.gov](http://www.des.az.gov)

WIC (Women, Infants & Children): [www.azdhs.gov](http://www.azdhs.gov)

Virtual Learning for Kids: [www.docs.google.com/spreadsheets/d](http://www.docs.google.com/spreadsheets/d)

Find Health care: [www.aachc.org](http://www.aachc.org)

**Child Care Assistance:** [www.des.az.gov](http://www.des.az.gov)

**Digital AZ Library:** [www.azlibrary.gov](http://www.azlibrary.gov)

**Manage Anxiety & Stress:** [www.cdc.gov/coronavirus/2019-ncov](http://www.cdc.gov/coronavirus/2019-ncov)

### **Utility Assistance:**

Help with utilities: [www.des.az/services/basicneeds/shelter-housing/utility-assistance](http://www.des.az/services/basicneeds/shelter-housing/utility-assistance)

APS: [www.aps.com/en/residential/save-money-and-energy/disconnections](http://www.aps.com/en/residential/save-money-and-energy/disconnections)

SFP: [srpnet.com/about/customer-assistance.aspx](http://srpnet.com/about/customer-assistance.aspx)

TEP(Tucson Electric Power): [www.tep.com/covid-19](http://www.tep.com/covid-19)

SWG: [www.swgas.com/en/alert-details-page-007](http://www.swgas.com/en/alert-details-page-007)

### **Rental Assistance Programs Near You:**

● John F Long Family Services: <https://www.phoenix.gov/phxcares>

○ 3454 North 51st Ave Phoenix, AZ 852031 (602) 262-6510

● Arizona Community Action Agency: <http://azcaa.org>

○ 340 East Palm Lane Phoenix, AZ 85004

■ (602) 604-0640

● Labor's Community Service Agency:

○ 3117 N 16th St #100, Phoenix, AZ 85016

■ (602) 263-5741

● Travis L Williams: <https://www.phoenix.gov/humanservices/programs/emergency>

○ 4732 South Central Ave Phoenix, AZ 85040 (602) 534-4732

● Sunnyslope Family Service Center: <https://www.phoenix.gov/phxcares>

○ 914 West Hatcher Road Phoenix, Arizona 85021

■ 602-495-5229

● Saint Vincent De Paul: <https://www.stvincentdepaul.net/>

○ 420 West Watkins Road

■ 877-811-8661

● Chicanos Por La Causa: <https://cplc.org/>

○ 6850 W Indian School Rd, Phoenix, AZ 85033

■ (623) 247-0464

● Salvation Army: [www.arizona.salvationarmy.org](http://www.arizona.salvationarmy.org)

○ 2707 E. Van Buren St., Phoenix, AZ 85008

■ (602)267-4100

To schedule an emergency assistance appointment call 602-534-AIDE(2433) or 1-866-882-1778

● Catholic Charities: <https://www.catholiccharitiesaz.org/>

### **Job Agencies:**

■ AZ.Jobs

<https://azstatejobs.azdoa.gov/>

<http://dependablestaffing.com/>

1111 N3rd St, Phoenix, AZ 85004

Phone : (602) 264-1444

■ <https://stsstaffing.com/>

4020 N 20th St #104, Phoenix, AZ 85016

Phone : (602) 248-9313

■ <https://www.randstadusa.com/jobs/>

3800 N Central Ave suite c-100, Phoenix, AZ 85012

Phone : (602) 200-3910

■ [Accurateplacement.com](http://Accurateplacement.com)

1661 E Camelback Rd #201, Phoenix, AZ 85016

Phone : (602) 678-0144

■ [Frontlinesourcegroup.com](http://Frontlinesourcegroup.com)

2415 E Camelback Rd #701, Phoenix, AZ 85016

Phone : (602) 281-6591

■ <https://aaastaffing.com/>

3030 N 3rd St, Phoenix, AZ 85012

Phone : (602) 840-0287

■ <http://www.axisemployment.co/>

2990 E Northern Ave #C100, Phoenix, AZ 85028

Phone : (602) 242-2626

# COMPANIES WITH IMMEDIATE HIRING NEED

## (list updated 3/25/2020)

Employers with Immediate Hiring Need	City	Comments/ Specific Instructions on how to apply
Fry's Food	Anthem	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Fry's Food	Apache Junction	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Walgreens	Apache Junction	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
Costco	Arizona	<a href="https://bit.ly/3abDhtC">https://bit.ly/3abDhtC</a>
Amazon	Arizona	<a href="#">Apply through Beacon Group</a>
Fry's Food	Avondale	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Fry's Food	Buckeye	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Accent Care	Bullhead City	By email to <a href="mailto:JeniferStedman@accentcare.com">JeniferStedman@accentcare.com</a>
Fry's Food	Casa Grande	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Fry's Food	Cave Creek	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Fry's Food	Chandler	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Walgreens	Chandler	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
Fry's Food	Cottonwood	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Fry's Food	Flagstaff	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Fry's Food	Fountain Hills	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Walgreens	Fountain hills	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
Fry's Food	Gilbert	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Cam Control	Gilbert	<a href="https://www.camcontrol.pro/careers">https://www.camcontrol.pro/careers</a>
Fry's Food	Glendale	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Safeway	Glendale	WWW.SAFEWAY.COM
Walgreens	Glendale	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
Fry's Food	Globe	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Fry's Food	Goodyear	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Walgreens	Green Valey	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
Accent Care	Kingman	By email to <a href="mailto:JeniferStedman@accentcare.com">JeniferStedman@accentcare.com</a>
Accent Care	Lake Havasu	By email to <a href="mailto:JeniferStedman@accentcare.com">JeniferStedman@accentcare.com</a>
Walgreens	Lake Havasu	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
Fry's Food	Laveen	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Walgreens	Litchfield Park	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
Fry's Food	Lithfield Park	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Fry's Food	Marana	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
FRYS FOOD	Mesa	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
UPS	Mesa	<a href="https://www.jobs-ups.com">https://www.jobs-ups.com</a>
Prudential Cleanroom Services	Mesa	in person ( <a href="https://www.prudentialuniforms.com/careers/">https://www.prudentialuniforms.com/careers/</a> )
Rotech Healthcare Inc.	Mesa	<a href="https://rotech.jobs.net/">https://rotech.jobs.net/</a>
Walgreens	Mesa	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
FRYS FOOD	Oro Valley	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Rotech Healthcare Inc.	Parker	<a href="https://rotech.jobs.net/">https://rotech.jobs.net/</a>
Fry's Food	Peoria	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Rotech Healthcare Inc.	Peoria	<a href="https://rotech.jobs.net/">https://rotech.jobs.net/</a>
Safeway	Peoria	WWW.SAFEWAY.COM
Allied Universal security	Phoenix	<a href="https://jobs.aus.com/security-professional-positions">https://jobs.aus.com/security-professional-positions</a>
Fry's Food	Phoenix	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
UPS	Phoenix	<a href="https://www.jobs-ups.com/">https://www.jobs-ups.com/</a>
Safeway	Phoenix	WWW.SAFEWAY.COM
Food City	Phoenix	<a href="http://www.foodcity.com">www.foodcity.com</a>
Banner Health	Phoenix	<a href="https://www.bannerhealth.com/careers">https://www.bannerhealth.com/careers</a>
Iconic Results	Phoenix	<a href="https://iconicresults.com/careers/">https://iconicresults.com/careers/</a>
Walgreens	Phoenix	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
Fry's Food	Prescott Valley	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Rotech Healthcare Inc.	Prescott Valley	<a href="https://rotech.jobs.net/">https://rotech.jobs.net/</a>
Fry's Food	Sahuarita	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Fry's Food	San Tan Valley	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Fry's Food	Scottsdale	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Helpful hands care	Scottsdale	<a href="mailto:info@helpfulhandscare.com">info@helpfulhandscare.com</a>
Westminster Village	Scottsdale	<a href="http://www.wmvaz.com">www.wmvaz.com</a>
Walgreens	Scottsdale	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
Fry's Food	Sierra Vista	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Walgreens	Sierra Vista	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
Fry's Food	Sun City	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Safeway	Sun City	WWW.SAFEWAY.COM
Walgreens	Sun City	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
Fry's Food	Sun City West	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Walgreens	Sun Lakes	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
Fry's Food	Surprise	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Fry's Food	Tempe	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
UPS	Tempe	Please go to above link and apply by location
Cafe Valley	Tolleson	Come to open interviews every Thursday, hiring on the spot to start the following Monday
Fry's Food	Tucson	<a href="https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/">https://jobs.kroger.com/frys-food-stores/go/Fry's-Food-Stores/571300/</a>
Safeway	Tucson	<a href="https://www.albertsonscareers.com/careers.html?icmpid=swv_vxt_r1h2_othc_ih">https://www.albertsonscareers.com/careers.html?icmpid=swv_vxt_r1h2_othc_ih</a>
State of Arizona   UI Call Center Positions	Tucson	<a href="http://www.azstatejobs.azdoa.gov">www.azstatejobs.azdoa.gov</a> job id 54869
Rotech Healthcare Inc.	Tucson	<a href="https://rotech.jobs.net/">https://rotech.jobs.net/</a>
Walgreens	Tucson	By email: <a href="mailto:ebony.fisher@walgreens.com">ebony.fisher@walgreens.com</a>
State of Arizona	Yuma	<a href="http://www.azstatejobs.azdoa.gov">www.azstatejobs.azdoa.gov</a>



MARICOPA COUNTY  
JUSTICE COURTS

A handwritten signature in black ink, appearing to read "C. Adornetto".

Charles J. Adornetto  
MCJC Judicial  
Education Officer

Judicial Resources:  
<https://spaces.hightail.com/space/tOuRfKkxm6>

Podcasts:  
<https://anchor.fm/charles-adornetto>

Return to:

[Ester.Mendoza@jbazmc.maricopa.gov](mailto:Ester.Mendoza@jbazmc.maricopa.gov)

# CERTIFICATE OF ATTENDANCE

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## PODCAST: CARES ACT, SUBSIDIZED HOUSING AND EVICTIONS

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April 13, 2020

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Eligible for up to 0.5 hours of COJET/CLE

0 hours of Ethics

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I claim \_\_\_\_\_ hours

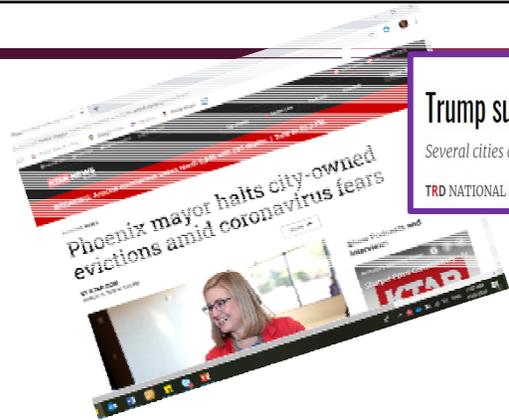
**Name:**

---

**Signature:**

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# EVICCTIONS IN THE TIME OF COVID-19



## Trump suspends HUD evictions, foreclosures amid coronavirus pandemic

Several cities and states have imposed similar moratoriums

TRD NATIONAL / Staff

March 18, 2020 02:25 PM

**Arizona governor orders halt on evictions for renters affected by coronavirus**  
By Howard Fischer Capitol Media Services  
Mar 25, 2020

## The Verde Valley Independent & Camp Verde Bugle

USTED NEWS LEADER FOR COTTONWOOD, CAMP VERDE & THE VERDE VALLEY

TUE, APRIL 28

WEATHER 77.0°

### Governor imposes eviction moratorium until July 23



## TIMELINE

- 3/13/2020 National Emergency Declaration
- 3/15/2020 Halting evictions for city owned housing in Phoenix
- 3/18/2020 Moratorium on foreclosures and evictions on units with FHA mortgages for 60 days
- 3/24/2020 AZ Governor's executive order suspending evictions for 120 days
- 3/27/2020 CARES ACT moratorium on evictions on properties with federally backed mortgages or federal subsidies for 120 days.

## CORONAVIRUS AID, RELIEF AND ECONOMIC SECURITY ACT – CARES ACT

Applies to all tenants, not just those affected by COVID-19

FORBEARANCE FOR SINGLE AND MULTIFAMILY PROPERTIES WITH FEDERALLY BACKED LOANS (FANNIE, FREDDIE, HUD) AND FEDERALLY ASSISTED HOUSING

EVICTIION MORATORUIUM FOR PROPERTIES WITH FEDERALLY BACKED LOANS

## ARIZONA

51,000 Households have federal assistance.

- 22,000 vouchers
- 5,100 public housing
- 8,500 Section 8
- 5,800 other

5

## EO 2020-14

For non-payment of rent and other eviction cases excluding material non-compliance and immediate  
**Establishes that Peace Officers and Constables temporarily delay enforcement of Eviction Action Orders for residential premises if COVID-19 reason exists:**

- Quarantine due to illness
- Ordered by doctor to self-quarantine
- Someone else in the household with COVID-19
- Health conditions that puts tenant at risk
- Substantial loss of income (job loss, less income, need to take care of homebound children)
- Other pertinent circumstances

6



Meeting Date: May 14, 2020

Subject: AZCourtHelp.org website update

Type of action requested:

- Formal action or request
- Information only
- Other

From: Dr. Kevin Ruegg, Executive Director, Arizona Foundation for Legal Services & Education, and Cathleen Cole, Content Manager, Arizona Foundation for Legal Services & Education

Presenters: (Same)

Discussion: Discussion will include updated statistics and analysis from Google Analytic reports for AZCourtHelp.org website, COVID-related information, and enhancements and improvements to the website since the last report.

Recommended motion: None.



AZCourtHelp.org

### Google Analytic Results

<i>Timeframe</i>	<i>Users</i>	<i>New Users</i>	<i>Pageviews</i>
<i>3/1/2019– 4/25/2019</i>	31,735	30,386	99,295
<i>3/1/2020-4/25/2020</i>	46,178	44,831	148,415
<i>Difference</i>	<b>45.5%</b>	<b>47.5%</b>	<b>49.4%</b>

The amount of time an individual stays on a page has increased by 20% and the amount of people leaving the site from their landing page has decreased by 22%.

### Devices Used

<i>Timeframe</i>	<i>Desktop</i>	<i>Cell Phone</i>	<i>Tablet</i>
<i>3/1/2019– 4/25/2019</i>	13,829 (52%)	11,846 (44%)	1,079 (4%)
<i>3/1/2020-4/25/2020</i>	17,369 (45%)	20,312 (53%)	889 (2%)
<i>Difference</i>	<b>25.6%</b>	<b>71.47%</b>	<b>-17.61%</b>

From the launch of AZCourtHelp, cell phone and desktop usage has been about 50/50, with desktop computers always emerging a few hundred users ahead. This report is the first to show a significant increase of cell phone user; it can be assumed that the number of desktop users will continue to decline as long as public access to computers (e.g. libraries) are restricted.

### Acquisition of Users

<i>Timeframe</i>	<i>Organic Search</i>	<i>Referral</i>	<i>Direct</i>	<i>Google Ad</i>	<i>Social Media</i>
<i>3/1/19– 4/25/19</i>	18,437	5,101	4,944	3,849	87
<i>3/1/2020-4/25/2020</i>	29,204	10,698	3,590	4,268	122
<i>Difference</i>	<b>58.4%</b>	<b>109.7%</b>	<b>-27.4%</b>	<b>10.9%</b>	<b>40.2%</b>

This year's work on metadata optimization has increased the visibility of AZCourtHelp on search engines. Currently, AZCourtHelp averages a position of 12 (up from 20<sup>th</sup>), amongst Google users in the United States. The addition of a Find My Court tab on the homepage of azcourts.gov, along with multiple referral links within AZPoint, have increased the number of users within AZCourtHelp by an additional 3,500 users in this 56 day period.

To contribute content or provide feedback - [Cathleen.Cole@azflse.org](mailto:Cathleen.Cole@azflse.org)



**AZCourtHelp.org**

**Top 10 Referrals**

<i>3/1/19- 4/25/19</i>	<i>3/1/2020- 4/25/2020</i>
AZCourts.gov – <b>3,351</b>	AZCourts.gov – <b>4,173</b>
courts.Yavapai.us – <b>357</b>	Azpoint.azcourts.gov – <b>2,547</b>
AZLawHelp.org – <b>145</b>	AZLawHelp.org – <b>1,987</b>
jp.Pima.gov – <b>121</b>	Phoenix.gov – <b>516</b>
Coconino.az.gov – <b>90</b>	clerkofcourt.maricopa – <b>410</b>
sc.Pima.gov – <b>84</b>	courts.Yavapai.us – <b>292</b>
Goodyear.az.gov – <b>79</b>	Housing.az.gov – <b>219</b>
Marana.az.gov – <b>75</b>	jp.Pima.gov – <b>89</b>
Navajocounty.az.gov – <b>70</b>	sc.Pima.gov – <b>82</b>
Flagstaff.az.gov – <b>62</b>	SuperiorCourt.Maricopa – <b>72</b>

**Top 10 Cities**

<i>3/1/19- 4/25/19</i>	<i>3/1/20- 4/25/20</i>
Phoenix – <b>9,448</b>	Phoenix – <b>7,302</b>
Tucson – <b>1,812</b>	Mesa – <b>4,172</b>
Mesa – <b>1,276</b>	Tempe – <b>4,064</b>
Los Angeles – <b>1,130</b>	Tucson – <b>2,200</b>
Scottsdale – <b>822</b>	Chandler – <b>2,067</b>
Tempe – <b>718</b>	Los Angeles – <b>1,555</b>
Chandler – <b>589</b>	Glendale – <b>1,173</b>
Gilbert – <b>546</b>	Las Vegas – <b>1,071</b>
Glendale – <b>526</b>	Gilbert – <b>870</b>
Peoria – <b>333</b>	Scottsdale – <b>841</b>

During the pandemic, users in 2,726 municipalities in the United States, 203 locations were in Arizona, have found assistance on AZCourtHelp. In 2019, a total of 1,971 municipalities (124 Arizona locations) utilized AZCourtHelp.

Los Angeles users are primarily searching for family law, eviction, marriage, and court records information. Las Vegas users are primarily searching for marriage, traffic, court records, and court location information.

**Top 10 Pages Viewed 3.1.19-4.25-19**

<i>#Views</i>	<i>Page Name/Link</i>
4,101	Maricopa Court Records
3,921	Electronic Court Records
3,838	Forms
3,261	Find My Court
3,123	Qué significa días calendario?
2,343	Self-Representation Portal
1,492	Traffic Violations
1,473	Live Chat
1,373	Child Support Calculator
1,291	Court Calendars

**Top 10 Pages Viewed 3.1.20-4.25-20**

<i>#Views</i>	<i>Page Name/Link</i>
9,625	Find My Court
7,861	Electronic Court Records
5,769	Forms
3,526	Justice Court Locations
2,791	Municipal Court Locations
2,760	Courthouse Weddings
2,557	Marriage Licenses
2,520	Marriage
2,083	Court Calendars
1,902	Superior Court Records

The most notable change is the increase in traffic regarding marriage. In total there were a combined 10,676 views of marriage related AZCourtHelp materials since March 1, 2020, whereas there were only 2,907 pageviews in the 2019 timeframe. AZCourtHelp has also referred 861 users to Maricopa County’s marriage license by mail program, since its publishing on April 3, 2020.

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



AZCourtHelp.org

**Most Clicks in Google Search Results**

<i>Search Term</i>
AZ Court Records
Arizona court records
Marriage license Arizona
Types of warrants
Arizona marriage license
Courthouse wedding
Arizona child support calculator
Immediate eviction Arizona
Child support calculator AZ
Marriage license

**Top 10 Searched Terms on ACH**

<i>Search Term</i>
Name change
Divorce
Order of Protection
Child Support
Probate
Eviction
Marriage
Power of Attorney
Forms
Guardianship

**Live Chat Statistics**

	<b>3/1/2019 – 4/25/2019</b>	<b>3/1/2020 – 4/25/2020</b>
<i>Item</i>	<i>Value</i>	<i>Value</i>
Number of Active Chat Operators	4	12
Number of Counties Represented	3	8
Number of Chat Sessions	113	628
Total Amount of Chat Time	20hrs 47min	105hrs 33min
Average Length of Chat Sessions	11min	10min

As of today, there are a total of 19 trained Live Chat operators who volunteer to work shifts assisting AZCourtHelp users. There have been 111 conversations that discussed a legal matter in relation to COVID-19.

**Live Chat Topics**

<i>#Mentions</i>	
3	Set Aside
4	Emancipation
6	Appeals
8	Garnishment
10	Small Claims
11	Probate
14	Criminal
18	Court Records
18	Property
21	Child Support
22	Guardianship

<i>#Mentions</i>	
27	Court Dates
29	Legal Decision Making/Parenting Time
29	Traffic
31	Name Change
34	Civil Cases
35	Dissolution of Marriage
45	Other
51	Landlord/Tenant
52	Marriage/Weddings
61	Filing/Fees
100	Protective Orders

To contribute content or provide feedback - [Cathleen.Cole@azflse.org](mailto:Cathleen.Cole@azflse.org)



**AZCourtHelp.org**

### **COVID-19 Resources**

On April 7, 2020, AZCourtHelp published a page dedicated to pertinent resources related to COVID-19. It contains:

- A link to the COVID-19 Q&A portal on AZLawHelp – [covid19.azlawhelp.org](https://covid19.azlawhelp.org)
- Mini Legal Talks on COVID-19 subjects
- A link to the AOC's COVID-19 information page
- Find My Court component on AZCourtHelp
- Attorney General's scams, frauds, and price gouging reporting information
- Contact information for the State Law Librarians
- Legal Aid Resources page on AZCourtHelp

There have been 446 pageviews of COVID-19 related pages on AZCourtHelp in the 18 days of publication.

### **COVID-19 Videos**

Coconino Law Library has been producing mini legal help videos related to COVID-19, the first of which was published on April 9, 2020. Currently, there are 5 videos which are hosted on YouTube and embedded in AZCourtHelp. There has been a total of 849 views of the various videos.

<b>Video Name</b>	<b>Publish Date</b>	<b># Views</b>
Getting a Protective Order During COVID-19	4/9/2020	375
Getting Married at the Courthouse During COVID-19	4/9/2020	172
Changing Child Support During COVID-19	4/13/2020	155
COVID-19 Parenting Time	4/23/2020	85
COVID-19: Changes to the Landlord/Tenant Law	4/13/2020	62

**To contribute content or provide feedback - [Cathleen.Cole@azflse.org](mailto:Cathleen.Cole@azflse.org)**





Meeting Date: May 14, 2020

Subject: Judicial and Attorney Engagement

Type of action requested:

- Formal action or request
- Information only
- Other

From: Judge Joe Kreamer, Chair; Mr. Joel England, Exec. Dir. Arizona State Bar; Chris Groninger, Arizona Bar Foundation

Presenters: Same.

Discussion: The workgroup met on April 29, 2020.

Judge Kreamer will discuss the workgroup's efforts during the COVID-19 pandemic and strategic planning focus. Joel England and Chris Groninger will report on the Arizona Disaster Legal Information Hotline.

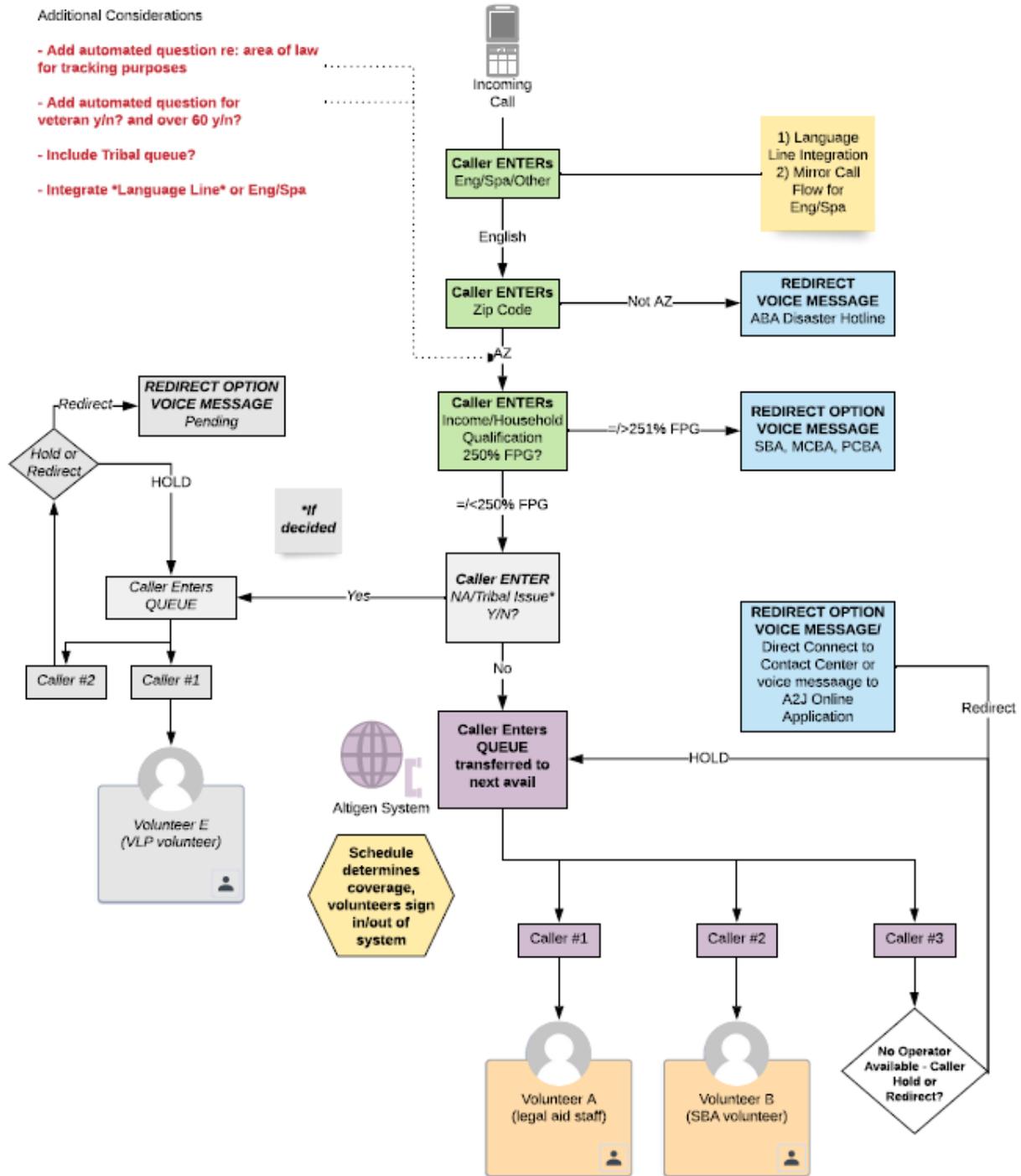
Recommended motion: None.

# DESIGN OVERVIEW – DISASTER LEGAL INFORMATION HOTLINE

## DRAFT - Arizona DISASTER Legal Hotline - DRAFT

### Additional Considerations

- Add automated question re: area of law for tracking purposes
- Add automated question for veteran y/n? and over 60 y/n?
- Include Tribal queue?
- Integrate \*Language Line\* or Eng/Spa



## OPERATION OVERVIEW – DISASTER LEGAL INFORMATION HOTLINE

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**Purpose of Legal Hotline:** Provide legal information (only) and referral to Arizonans experiencing a legal issue because of or related to a disaster. For current purposes, the Disaster Legal Hotline will provide legal information to callers impacted by COVID-19.

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**Hours of Operation:** Monday – Friday  
9:00 am – 4:30 pm  
*Days and hours of operation to be determined*

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**Staffed By:**

- Legal Aid Program Staff
- VLP Attorneys
- SBA Recruited Volunteers
- FDN Recruited Volunteers

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**Malpractice Coverage:** Only legal information, not legal advice provided through Hotline.  
If necessary, volunteers through VLP programs will be covered by legal aid malpractice policy, other volunteers covered by joint program (SBA+FDN) designation in Foundation’s policy.

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**Duration of Legal Hotline Operation:** Estimated 6-month (upon implementation) timeline, to be extended or shortened if required

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**Operator Resources:  
COVID-19 Legal  
Information/Referral** Existing COVID-19 legal information will be converted to training and reference materials for Operators  
<https://covid19.azlawhelp.org>  
<https://arizonatogether.org/>

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**Caller/Operator  
Language:**

- Eng/Spa option or
- Integration of Language Line services

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**COVID-19 Legal Hotline:  
Scope of Legal  
Information**

Consumer/Finances  
Court Access  
Domestic Violence  
Employment  
Family  
Housing – Mortgage & Landlord/Tenant  
Order of Protection  
Public Benefits  
Unemployment Insurance

Other: FFCRA, CARES, Exec Orders, Admin Orders

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