

Agenda
Utah Judicial Council's Standing Committee
on Resources for Self-represented Parties

June 10, 2022
12:00 p.m.-2:00 p.m.

Via Webex: <https://utcourts.webex.com/meet/kadent>

Welcome and review of agenda	Judge Rich Mrazik
Approval of April minutes – Tab 1	Judge Rich Mrazik
Furthering our discussion regarding navigators Moab Valley Multicultural Center – what they are doing, what they need, how we can support Utah Housing Coalition, community health workers – what they are doing, how it can be replicated, and how we can support Faust Law Library concierge service	Rhiana Medina Yehemy Zavala Orozco Professor Beth Jennings
Discussion and identification of next steps re: navigators	All

Self-Rep Committee meeting schedule: second Friday of every other month at noon

August 12, 2022
October 14, 2022
December 9, 2022

TAB 1

**MINUTES for Utah Judicial Council's Standing Committee
on Resources for Self-Represented Parties Summary**

Via Webex
April 8, 2022
12:00 PM – 2:00 PM

Name	Position	Attended	Excused
Honorable Rich Mrazik	District court judge and chair		X
Honorable Ann Marie Mciff Allen	District court judge		X
Honorable Annette Jan	Juvenile court judge	X	
Honorable Katherine Peters	Justice court judge		X
Honorable Danalee Welch-O'Donnal	Justice court judge	X	
Nicole Gray	Appellate clerk of court	X	
Shannon Treseder	Urban clerk of court	X	
Janet Thorpe	Rural clerk of court	X	
Nathanael Player	Self-Help Center representative	X	
Charles Stormont	Utah State Bar	X	
Peter Strand	Legal services organization that serves low-income clients		X
Marcus Degen	Legal services organization that serves low-income clients	X	
Alison Satterlee	Private attorney	X	
Professor Leslie Francis	Law school representative	X	X
Professor Beth Jennings	Law school representative	X	
Kaden Taylor	State law librarian	X	
Shawn Newell	Community representative	X	
Brooke Robinson	Community representative	X	
Amy Hernandez	Ex Officio Domestic Violence Coordinator		X
Kara Mann	Ex Officio Language Access Coordinator		X
Pamela Beatse	Ex Officio Utah State Bar Access to Justice Office	X	X
Nancy Sylvester	Guest – Utah State Bar	X	
Sandra Carpaio	Guest – Utah 2-1-1	X	
Nini Rich	Guest facilitator	X	
Valeria Jimenez	Guest – OFA	X	
Keri Sargent	Guest – District Court Admin.		X
Whitney Stephens	Guest – Utah 2-1-1		
Alyssa Craven	Guest – Grandfamilies		

1. Charles Stormont moved to approve the minutes. Judge Welch O'Donnal seconded. The minutes were approved.

Navigator discussion

Generally, the group discussed that:

1. There is NOT a one size fits all approach
2. Navigators mean navigation – look at issues concerning default/risk of default
 - a. Train people to help out – community members
3. It's harder to help people in small courts/maybe it's not feasible to deploy folks there
4. Not everyone knows about SHC or utcourts.gov
5. Relying on volunteers or interns is questionable
6. If this is important, we shouldn't just rely on volunteers
7. We will focus on people who go to the courthouse – we will not worry about upstream problems for now
8. There is a continuum – people in-person is best, people remote is okay, AI based chatbot is just okay
9. We should start and then find a way to make this sustainable
10. We should try in-person and tech-based approaches and see which one is better
11. Other issues:
 - a. Standardized training
 - i. Live kiosk – NOT just a chatbot
 - ii. Connect to zoom call/phone call
 - iii. Pro se parties don't find tech solutions helpful
 - b. Issues regarding volunteers – lack of consistency and high rates of turnover
 - c. So we should just use MVMC and jump in
 - d. Importance of availability for help outside of normal work hours
 - e. Someone paid for before/after hours
12. The committee discussed possible next steps:
 - a. Send a survey – 4-5 questions
 - i. Foot traffic – begin programs in courts with most foot traffic [bracket out this question as distinct]
 - ii. How many times are you asked Qs in-person on phones that you aren't comfortable with answering – advice or not?
 1. In-person qS – that you aren't comfortable answering
 2. Qs
 3. Online qs
 - iii. What is court layout?
 1. Is there a bailiff station?
 2. Is there physical space to dedicate to a navigator post?
 3. Are you providing education for clerks?
 - iv. What is info, what is advice? What is procedure, what is not?

1. Are you aware of the training document?
- b. Consider moving forward with organization in Moab
 - i. Train on:
 1. What is advice/not
 2. Create scripts or flowcharts – directional, straightforward
 3. Too much in weeds, refer to LL or SHC
 4. If there is a big increase in traffic to SHC or LL, then we should support them in getting more staff
 - ii. Put in every notice that goes out, that they can help
 - iii. Start with referral to them on the website and see what happens
 - iv. We aren't sure about their plans for expansion to other counties

Plan for moving forward with navigators:

1. Consider the possibility of develop a training curriculum
 - a. Beth and Leslie will look into this
2. Moab Valley Multicultural Center – let's talk with them
 - a. Judge Welch O'Donnal will work on this
3. Develop a framework for evaluating – consider what success/efficacy looks like in this context
 - a. Alison and Brooke will help with this in the family law context
4. Think about possible execution/distribution of the survey idea
 - a. Marcus will think more about this

Next time we want to invite:

- Rhiana from Moab Valley
- Yehemy from Utah Housing Coalition – they helped to set up the community health worker model
- Beth will present on the Zoom concierge station they have at the Faust Law Library

Clerk education discussion

The committee discussed that:

1. Clerks want/need support
2. People miss deadlines and need help with basics, like how to file an answer
 - a. People want people to know about resources

Possible paths forward:

1. Train court administrators, have clerks go to administrators, then train clerks
2. Make handouts/give to courts
3. Accept that we can't help everyone
4. Pull navigator training into training for JAs – one training could serve multiple purposes

5. There should be a clear list of what you can/can't do
 - Perhaps a card that you can consult
 - 2 things that cut down on job satisfaction – feeling conflicted on what you can do
 - Wanting to do more and feeling bad that you are left doing things you don't find meaningful
- ➔ We need clarity on what is/isn't legal advice
 - Clerks should be told by the SHC what types of Qs are/aren't legal advice – what kinds of questions clerks can answer
- ➔ Can there be a due date calculator on the courts' website?
 - Build a tool to calculate this

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