



OFFICE OF LEGAL SERVICES INNOVATION

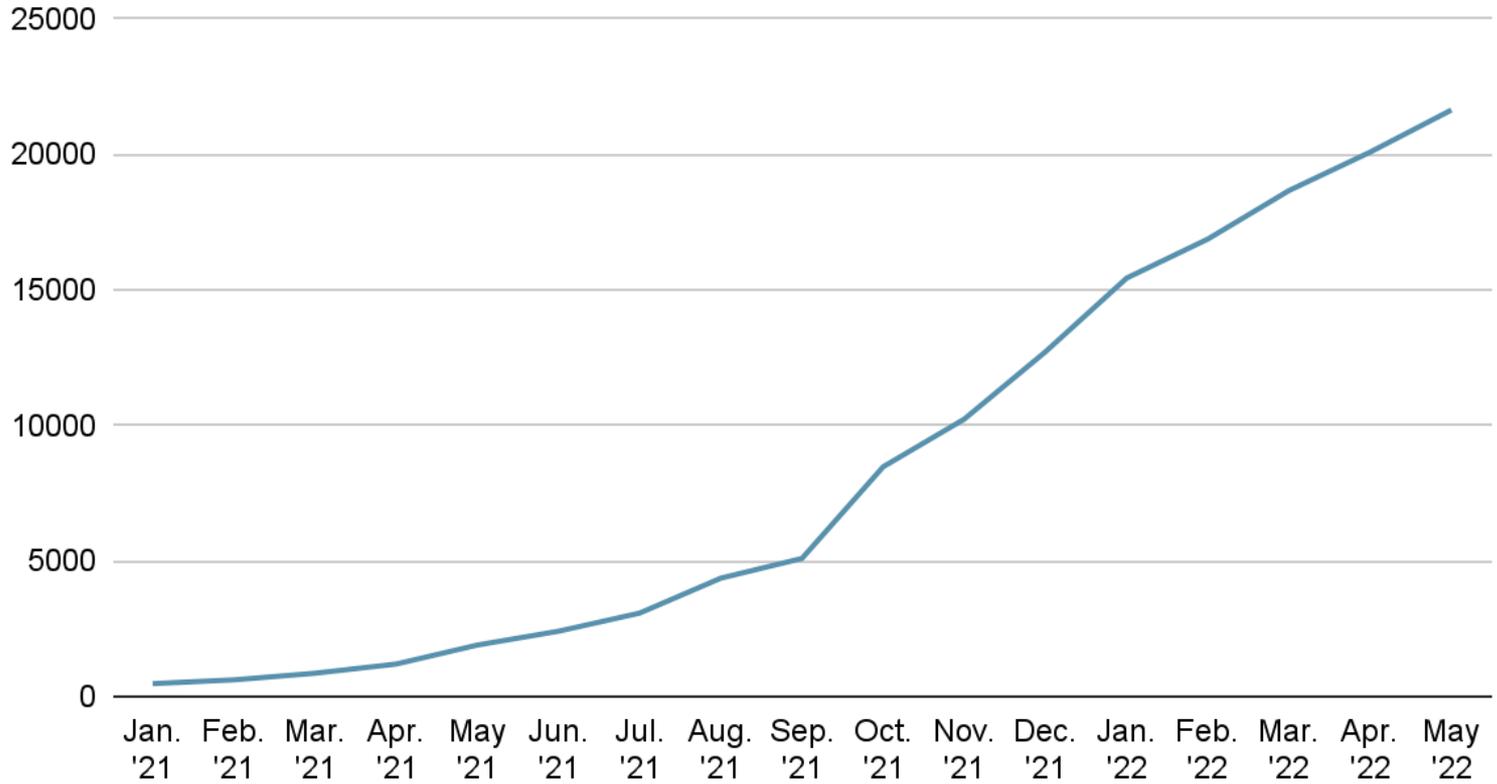
An Office of the Utah Supreme Court

# UTAH REGULATORY SANDBOX OVERVIEW + UPDATE

JUNE 2022



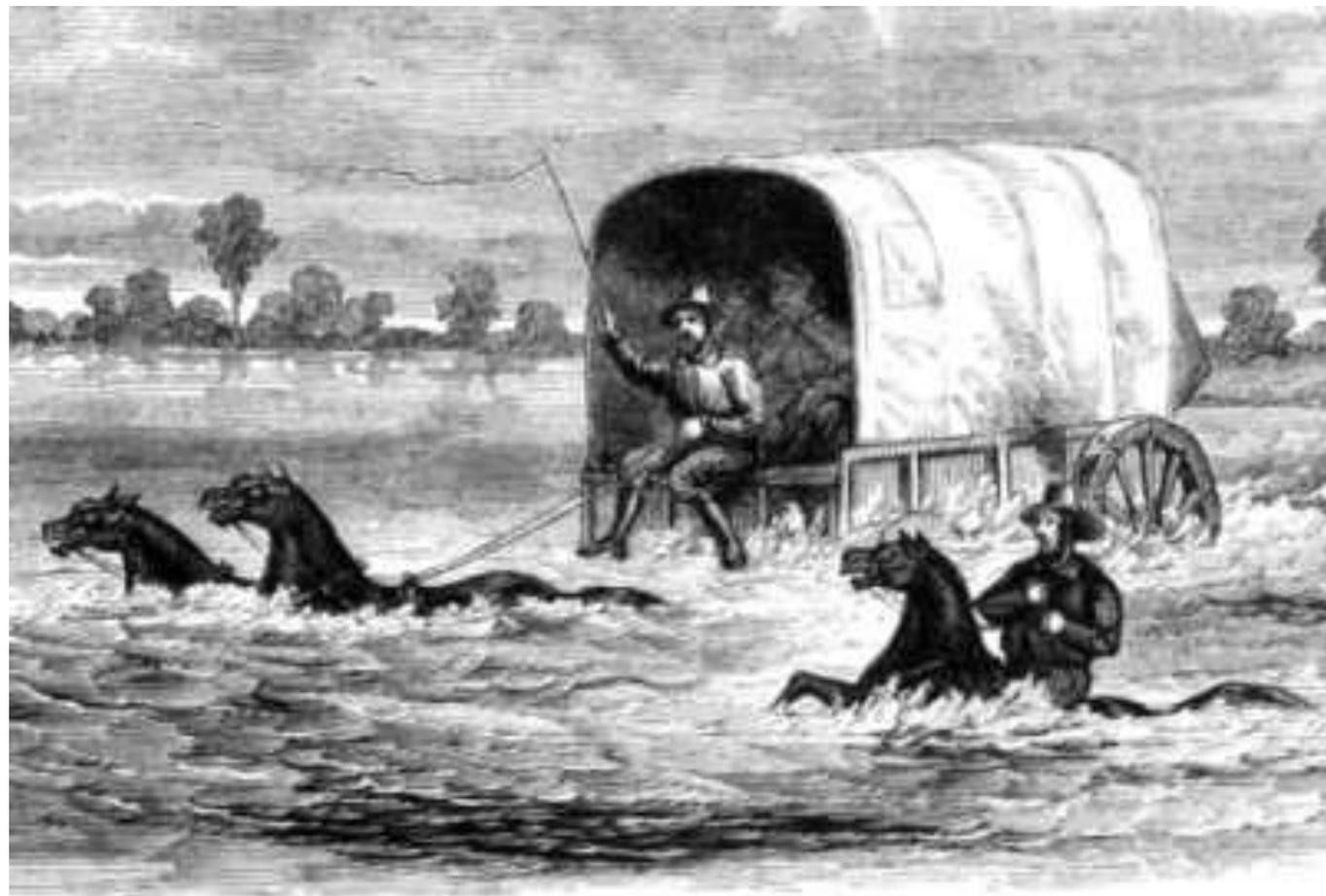
# Cumulative Legal Services by Month



## Complaints to date – Inception through May 2022

| Complaint Harm Category  | # Consumer Harm-Related Complaints | % Services with a Harm-Related Consumer Complaint |
|--|------------------------------------|---|
| Consumer achieves an inaccurate or inappropriate legal result.           | 2                                  | ~0.01%  |
| Consumer fails to exercise legal rights through ignorance or bad advice. | 3                                  | <0.02%  |
| Consumer purchases an unnecessary or inappropriate legal service.        | 0                                  | 0%  |

Less than 1 complaint per 4000 services





4.65  
out of 5

Timpanogos Legal

# Holy Cross Ministries collaboration with Innovation for Justice (I4J)

## Medical Debt Advice



### Featured projects

|   |   |   |
|---|---|---|
| <h4>i4J launches first-of-its-kind Medical Debt Policy Scorecard</h4> <p>The Department of Health Services announced a new tool to help hospitals and health systems assess their policies and practices related to medical debt. The scorecard was developed by I4J in partnership with the Utah Supreme Court's Office of Legal Services Innovation. It is the first of its kind and is designed to help hospitals and health systems assess their policies and practices related to medical debt. The scorecard is available at <a href="#">www.i4j.org/scorecard</a>.</p> | <h4>i4J receives Utah Supreme Court's Office of Legal Services Innovation approval for two medical debt pilots</h4> <p>The Utah Supreme Court's Office of Legal Services Innovation (OLSI) has approved two pilot programs for medical debt collection. The pilots will allow community healthcare workers at Holy Cross Ministries and AAA Fair Credit to provide limited-scope legal advice to medical debt defendants. The pilots are the first of their kind in the state and will help to reduce the burden of medical debt on low-income individuals.</p> | <h4>i4J's Cost of Eviction Calculator quantifies the COVID-19 eviction crisis</h4> <p>The Utah Supreme Court's Office of Legal Services Innovation (OLSI) has released a new tool to help quantify the impact of the COVID-19 eviction crisis. The Cost of Eviction Calculator is a web-based tool that allows users to input data about a household and calculate the potential costs of eviction. The calculator is available at <a href="#">www.i4j.org/cost-of-eviction-calculator</a>.</p> |
|---|---|---|

## i4J receives Utah Supreme Court's Office of Legal Services Innovation approval for two medical debt pilots

A third of all Utah debt collection cases are filed against people experiencing medical debt. The Medical Debt Legal Advocate pilots will empower community healthcare workers at Holy Cross Ministries and financial coaches at AAA Fair Credit to give limited-scope legal advice to medical debt defendants. They are the first pilots in the nation to empower non-lawyers to give legal advice about medical debt.

Learn more: [Interim Report](#)

[Law 360's report on the MDLA pilots](#)



## Determine Your Estate Planning Needs

[Learn More >](#)

### Last Will & Testament

The most common first step is to name a guardian for your minor children and ensure your wishes are fulfilled after your passing.

[Learn More >](#)

### Healthcare Directives

Set in stone your medical wishes for when you can no longer make them known.

[Learn More >](#)

### Power of Attorney

Put your financial decisions in the hands of someone you trust should circumstances leave you unable to make them.

Estate Guru helps determine your *actual* needs.

[Find Out What You Need >](#)[Learn More >](#)

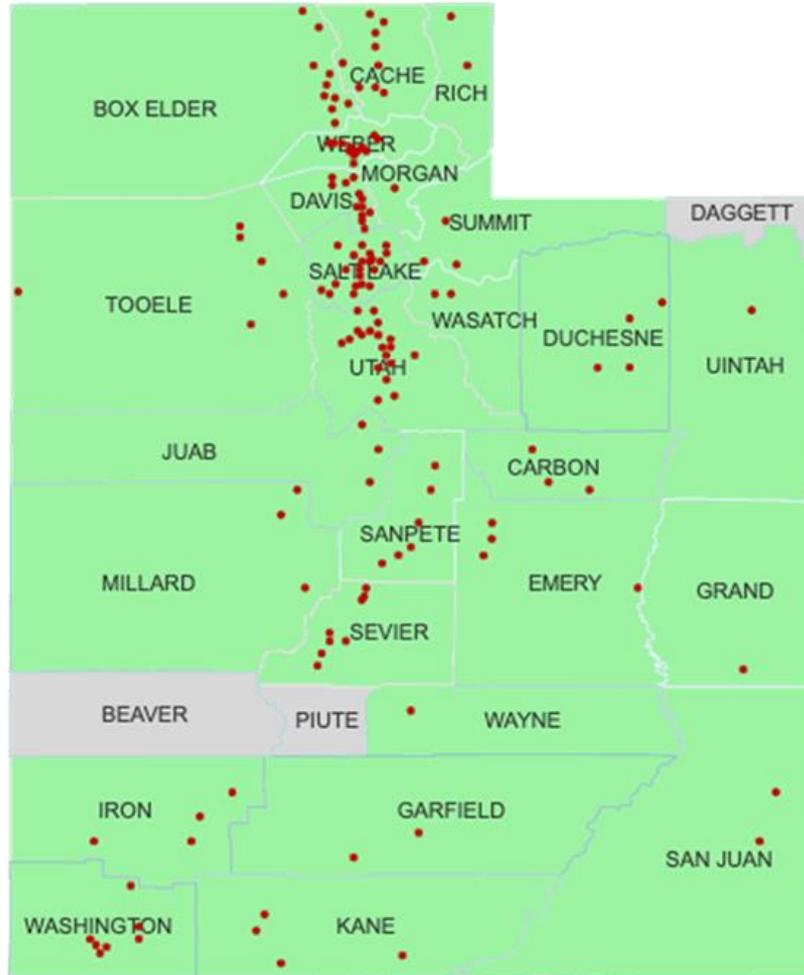
### Living Trust

Help your loved ones distribute your assets according to your wishes privately while avoiding court overview.

Hi! Thank you for visiting Estate Guru!



## Utah County Map - Coverage by Sandbox Services



Services provided in 26 of 29 Utah counties. In more than 150 unique cities or towns.

17 of the 29 counties in Utah are 'legal deserts.'

Legal desert = Less than 1 lawyer per 1000 residents.

The Sandbox has touched 15 of these 17 deserts with services

<https://govassistlegal.com/>

## Sandbox Consumer Complaint

**Please note**

The Office of Legal Services Innovation regulates entities providing legal services through the Sandbox. Complaints are one source of information on those entities and their services.

We accept complaints and use them to help us oversee the entities but we do not provide individual assistance to consumers seeking resolution to their complaints.

Name

Email \*

Sandbox Participant

Message \*

[Submit a Complaint](#)

Name: Saira

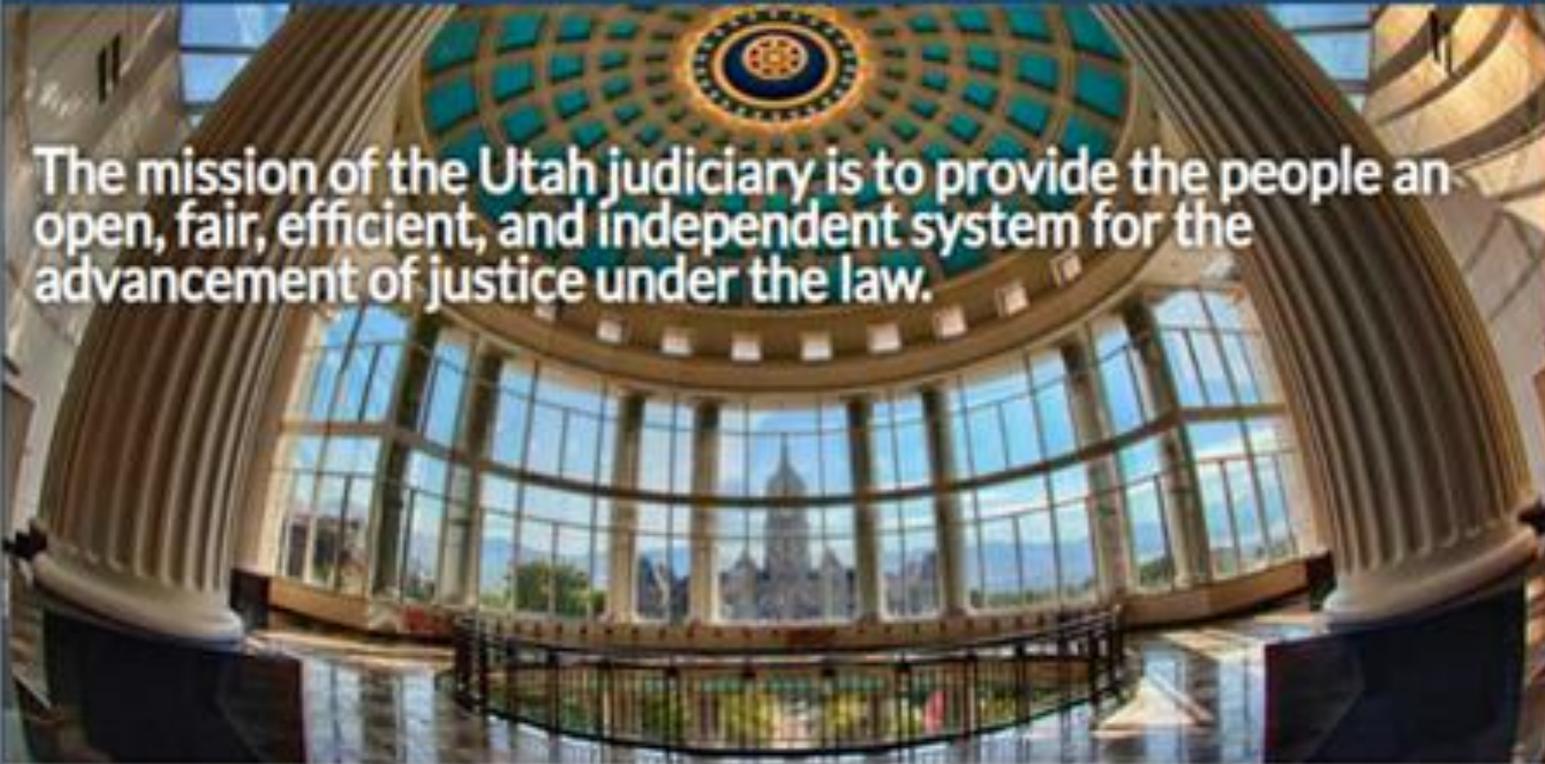
Email: [saira\[REDACTED\]@gmail.com](mailto:saira[REDACTED]@gmail.com)

Sandbox Participant: GovAssist Legal

Message: NOT A COMPLAINT. This just seems heaven sent and I just need confirmation it's heaven sent.

41 pilots





The mission of the Utah judiciary is to provide the people an open, fair, efficient, and independent system for the advancement of justice under the law.