

Agenda

Committee on Resources for Self-represented Parties

April 11, 2008
12:00 to 1:30 p.m.

Administrative Office of the Courts
Scott M. Matheson Courthouse
450 South State Street
Judicial Council Room, Suite N31

Approval of minutes	Tab 1	Judge John Baxter
Introduction of Christina Micken		Judge John Baxter
Report on attorney pilot program	Tab 2	Mary Jane Ciccarello Jessica Van Buren
Forms Development Blog Page		Tim Shea
2008 Equal Justice Conference May 6 – 9 Registration: http://www.abanet.org/legalservices/ejc/home.html .		Tim Shea

Committee Web Page: <http://www.utcourts.gov/committees/ProSe/>

Meeting Schedule: Matheson Courthouse, 12:00 to 1:30, Judicial Council Room

June 13, 2008

August 8, 2008

October 10, 2008

December 12, 2008

Tab 1

**STANDING COMMITTEE ON
RESOURCES FOR SELF-REPRESENTED PARTIES
Meeting Minutes**

**February 8, 2008
Matheson Courthouse
Salt Lake City, Utah**

Members Present: Hon. John L. Baxter, Chair; Fred Anderson; Prof. James H. Backman; Pat Bartholomew; Mary Jane Ciccarello; Christine James; Robert Jeffs; Jay Kessler; Jose Lazaro; Hon. Rodney Page; Stewart Ralphs; Hon. James Shumate; Prof. Linda Smith; Jessica Van Buren.

Members Excused: Joe Derring; Hon. Christine S. Decker; Rep. Neil Hansen; Stewart Ralphs.

Staff Present: Marianne O'Brien; Tim Shea; Carolyn Carpenter

Welcome and Review of Minutes

Judge Baxter welcomed all present. The minutes of 12/14/07 were approved as prepared by acclamation.

Introduction of Jose Lazaro

Judge Baxter introduced Jose Lazaro, who has been appointed to replace Jim Upton on this committee, representing the community.

Report on Attorney Pilot Program

Mary Jane Ciccarello reviewed the Self-Help Center Statistics with the committee. She noted that the number of people calling for help is growing. Most concerns are regarding domestic issues and many have questions about procedural issues. Ms. Ciccarello updated the committee on the following:

- Calls to the Self-Help Center started out with landline calls. This week the center is beginning to accept cell phones calls.
- Help began with the pilot district courts only and now contact has been made with all the justice courts in the pilot districts.
- Ms. Ciccarello has visited Farmington and will visit within the next two weeks, all the district courts in the pilot areas and many of the justice courts.
- A major discovery has been the lack of computer access and computer literacy from many callers. Ms. Ciccarello gave some examples of the difficulties.
- Standardized forms and easy access to forms is needed.
- A list from the Davis County Bar Association of lawyers who have self-identified for providing limited scope representation has been provided. It is available at clerk counters or is mailed or emailed by Ms. Ciccarello to callers who need it.

Robert Jeffs indicated the Bar is struggling with how to exert influence on attorneys to provide limited scope services. The Bar is revamping the lawyer referral service which will be web-based. The problem is there has not been as much interest making a requirement that if lawyers are going to be listed on the web service, some reduced fee services need to be provided. He is hopeful that will happen as the program moves forward.

Ms. Smith suggested there be a list available for any attorneys who want to sign up to provide pro bono and low bono limited legal services.

Judge Page noted that the key to the effective lawyer referral program in Davis County has been the Bar. Judges cannot get involved.

Judge Page volunteered to speak with Judge Payne in 8th district to see if he knows an attorney who would be willing to push the lawyer referral program. Judge Baxter asked Ms. Ciccarello to ascertain, when she visits 8th district, if the Bar there has an interest in providing unbundled services or if the oil boom in that area has affected the interest of attorneys in providing limited legal services.

Ms. Smith suggested that OCAP is difficult for many people who have limited computer literacy. She suggested that having documents in Word or WP format is much easier for people than they are PDF format. Individual items that are needed can be printed rather than an entire packet.

Jim Backman asked if clerks could help with some of the procedural issues. Ms. Ciccarello responded that the issues people call about are too complicated and the callers have no knowledge of what is going on. It takes 20-30 minutes for her to look at the entries on a case so she can explain to callers what has happened and what the next procedural step is. Clerks do not have the time to do this. Procedural issues are hugely problematic for people.

Judge Page affirmed that procedural issues involve legal issues in many cases, and clerks do not understand the legal ramifications of many of them.

Ms. Smith asked how long the pilot will be funded.

Tim Shea responded it is funded until June and will likely be funded for a year after that. At that time, data collected from the pilot districts will be presented to the legislature to approve funding for the self-help program to go statewide.

Public Education and Outreach

Ms. Smith reported that Mr. Shea has generated a brochure, based on discussion at the last committee meeting and the input from the subcommittee on public education and outreach, to inform people about the court's website that includes information for self-represented litigants. The brochure will also provide other vital legal information about and guidance.

Ms. Ciccarello reported that she is generating a list of community service providers. The idea is to go to the providers and talk with them so they can help the people they serve get information and access to the courts. She will additionally speak to the service providers about getting them to link their websites to the court websites where appropriate.

Judge Baxter indicated that he is working with Kris Prince in the AOC education department to develop a presentation to the justice court judges and district court judges. The group from this committee who attended the conference at Harvard will condense the information they received so it can be presented to these bodies. The Chief Justice also wants a presentation made to the appellate courts. A break-out session with the Bar will also be needed to inform them. Many judges have some concerns about advocacy in pro se cases. Judge Baxter will look at the DVDs they received at the Harvard conference for hypothetical situations that could be presented to the judges and the Bar to allay their concerns.

Judge Page stated that, at a recent Inns of the Court meeting, it was apparent that the Bar has concerns about the interjection of a judge in the court proceedings of a pro se litigant, particularly if only one party is pro se. These will need to be resolved in order to make headway.

Robert Jeffs said the Bar asked him to write an article about the Southern Utah Bar Association and the program they have developed. The Bar is awarding the Southern Utah Bar Association with a state service award. They will be a poster child at the mid-year Bar meetings and used as a springboard to try to get the other regional bars and attorneys throughout the state energized.

Web Information

Mr. Shea distributed his draft brochure he generated about self-help resources. The idea is to keep the brochure short, concise, simple and largely with information that will not frequently need to be changed. The group reviewed the brochure. Mr. Shea asked that any suggestions on content and layout be forwarded to him.

Mr. Shea reported he has been working on co-habitant abuse information and forms and Marianne O'Brien is working on small claims information and forms. This has been the approach for communication of information to the self-rep litigant. Outreach is not necessarily communicating with the self-rep litigant directly, but with the people they look to for other services. It is hoped one website will be able to link to anything mentioned in the brochure. It is hope that everything will dovetail. It is important to build tools that Ms. Ciccarello can use.

Mr. Shea noted the new court's website is now driven by Google searches rather than by subject matter.

Mr. Jeffs pointed out that search for information using the Google process will bring up all kinds of information, and lots of it, that people do not understand. People who are not sophisticated about what they need will not know what it is they have. They will get a lot of unrelated information.

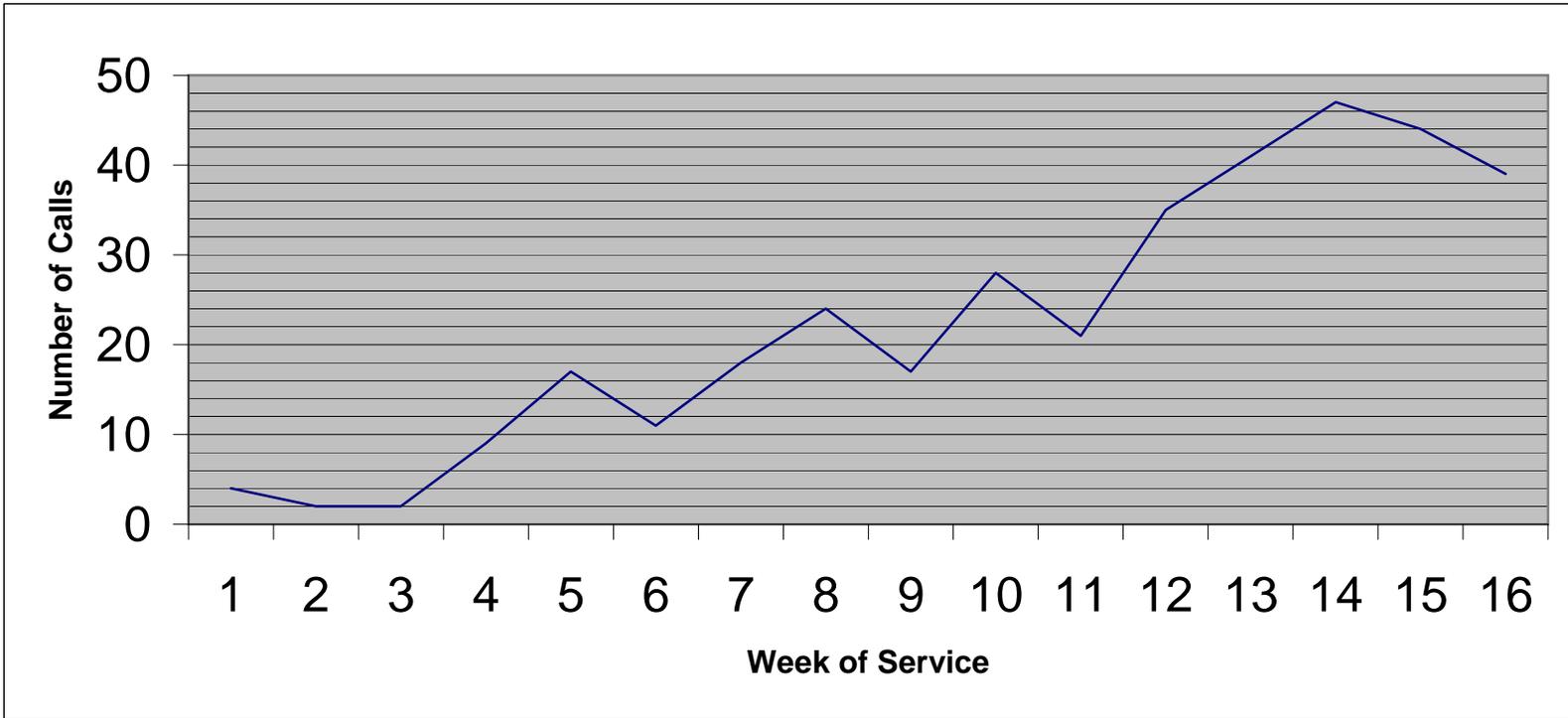
Mr. Shea expressed that some of the old functionality of the website may need to be restored, particularly for pro se litigants.

Attorney Member

Judge Baxter reviewed the names he has received as a suggested attorney member on this committee. The committee made comments about each nominated individual regarding their qualifications. Mr. Shea and Judge Baxter will contact nominees to ascertain their interest and commitment in serving on this committee.

The meeting was adjourned until April 11.

Tab 2



Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Date	12/17	12/24	12/31	1/7	1/14	1/21	1/28	2/4	2/11	2/18	2/25	3/3	3/10	3/17	3/24	3/28
Number of Calls	4	2	2	9	17	11	18	24	17	28	21	35	41	47	44	39
Number of Service Days	4	3	3	4	4	3	4	4	3	3	2	4	4	4	4	4
Total Calls																359
Total Days																57

1. What is the topic?		
Answer Options	Response Percent	Response Count
Adoption	2.2%	14
Amendment of Pleadings	1.2%	8
Annulment	1.4%	9
Answer	2.0%	13
Change of Venue	0.3%	2
Child Custody	7.4%	48
Child Support	5.4%	35
Civil Stalking	0.6%	4
Debt Collection	2.5%	16
Divorce	16.5%	107
Enforcement - Order (non-foreign)	3.4%	22
Foreign Order - Enforcement	0.3%	2
Foreign Order - Registration	0.8%	5
Garnishment	0.8%	5
Grandparent visitation	0.5%	3
Guardianship - Adult	1.1%	7
Guardianship - Minor	3.7%	24
Landlord-Tenant	1.4%	9
Legal Separation	0.3%	2
Modification	6.0%	39
Motion Practice	1.4%	9
Name Change - Adult	0.9%	6
Name Change - Minor	0.9%	6
OCAP	4.9%	32
Parent-Time	1.1%	7
Paternity	4.8%	31
Personal Injury	0.3%	2
Probate	1.7%	11
Protective Orders	2.8%	18
Service	3.8%	25
Setting Aside a Default Judgment	0.9%	6
Small Claims	4.9%	32
Temporary Orders	1.8%	12
Voluntary Termination of Parental Rights	0.9%	6
Waiver of Court Fees	0.8%	5
Other (please specify)	10.5%	68
<i>answered question</i>		650
<i>skipped question</i>		0

Comments
Adult, disabled granddaughter is being financially exploited by her mother (caller's daughter). Situation is being handled by police and APS but caller wanted information on guardianship/conservatorship and powers of attorney. Caller is also granddaughter's rep payee.
Advance health care directives
Alimony
Alternative approaches to divorce
Bankruptcy
Business license violation
Caller is victim of crime
Car insurance coverage after an accident
Car repossession
Change of plea in traffic violation case
Civil complaint

Consumer complaint
Contempt of court
Contiuanace problem for incarcerated respondent
Contract dispute
Court requirements
Crime victim reparations
Criminal (2)
Criminal appeal and possible GRAMA request
Debt action in district court
Default certificate
Delegation of powers by parent
Discovery issues
Dismissal (2)
Domestic conference
Employment (2)
Expungement
Farmington Courthouse hours of operation
Finding a lawyer
Free legal help
INS affidavit
Lifting administrative block issued by another state on driver license
Mandatory mediation
Mediation
Memorandum of costs
Motion for Extension of Time to Obtain Legal Counsel
Motion to continue
Need for legal counsel - original lawyer has withdrawn and there is an upcoming custody evaluation conference
Negligence claim against a city
Neighborhood dispute
Non-profit organizations and fundraising
Not happy with his attorney's response on whether to pursue an order to show cause for contempt and wanted to know if he could represent himself
Overlap of pending divorce action and bankruptcy
Paid a debt and wants to know how to contest it
Possible administrative case with ORS
Possible lawyer complaint
Procedural questions about temporary motions
Procedural questions about trial de novo resulting from small claims
Promissory note
QDRO and other retirement/pension benefits
Quiet title action and possible financial exploitation
Quitclaim deed and transfer of property issues
Referrals for criminal lawyers to represent his young adult, disabled son facing minor criminal charges and fines. Also needed information about possible legal representation for Social Security appeal.
Relocation of parent (2)
Rule 68 - settlement offers
Social Security Disability and Medicare; waiver of reporting requirement for parents
Spousal support
Supboena duces tecum - how to respond
Thought he had obtained an annulment in 1994 but found out recently that the case was never finalized
Traffic violation
Trying to find out about a traffic citation. The automated information lines are not working.
Waiver of divorce education requirement
Wants to add his name as the father on his son's birth certificate

Wants to get back his RV that has been at the shop for three years and not been repaired
What are legal rights of a guardian to force the sibling of the ward to communicate with the ward
Wrongful lien

2. How was service provided?		
Answer Options	Response Percent	Response Count
Telephone (incoming call)	62.8%	369
Telephone (call back)	1.7%	10
Sent Fax	0.7%	4
Sent Mail	15.3%	90
Email	19.2%	113
Other (please specify)	0.3%	2
<i>answered question</i>		588
<i>skipped question</i>		0

Court computer VNC
Left packet of forms for caller at the Family Law Clinic

3. What did you do for the person?		
Answer Options	Response Percent	Response Count
Explained court process	34.8%	350
Explained the area of law	16.9%	170
Guided internet research	3.9%	39
Researched case information (status)	2.4%	24
Provided form(s) (online, emailed or mailed)	21.2%	213
Provided legal referral(s)	13.8%	139
Provided non-legal referral(s)	4.7%	47
Provided statute(s) and/or court rule(s)	2.1%	21
Other (please specify)	0.4%	4
<i>answered question</i>		1007
<i>skipped question</i>		0

Comments
How to prepare for mediation and possibly for a trial de novo
Looked up a question about possible changes in DMV rules and get back to caller.
Reviewed drafts of an answer for procedural accuracy
What caller can expect when seeking help from sheriff for service

4. What referrals did you provide?		
Answer Options	Response Percent	Response Count
Attorney - full service	7.3%	35
Attorney - limited legal help	16.5%	79
Attorney General / Recovery Services	0.2%	1
Div. of Child & Family Services (DCFS)	2.7%	13
Domestic Violence Advocate	0.8%	4
Legal Clinic	12.9%	62
Library - law library	1.3%	6
Library - public library	0.6%	3
Website - Court Self-Help pages	36.5%	175
Website - other	3.1%	15
None	4.6%	22
Other (please specify)	13.4%	64
<i>answered question</i>		479
<i>skipped question</i>		0

Comments
Adult Protective Services (2)
Area Agency on Aging (2)
California Self-Help Center
Caller's own insurance company
Car insurance company
Child Protective Services in Utah and Wyoming
Commissioner's clerk (2)
Community Action Program
Consumer Protection (2)
County Attorney's Office
County Recorder's Office
Court clerk (3)
Court file to check existing records
Courts in states where orders were originally issued
Crime Victim Reparations
District and justice court information where citation was issued
Domestic case manager in 2nd district (3)
GAL
Law enforcement if appropriate; neighbors and church members
Local newspaper for publication of summons
Mediation (5)
Multicultural Legal Center
Opposing attorney
ORS (3)
Other government offices needed to complete forms for a step-parent adoption
Post Office
Provided Utah referrals but also found California/San Diego self-help/legal clinic referrals as case originates in San Diego
Searched for legal resources in Virginia for caller and sent information to her by mail
Sheriff
Social Security Administration (4)
To his attorney to decide course of case and make decision about whether he wants to go pro se
Utah Dept. of Commerce (3)
Utah Dept. of Health (2)
Utah Dispute Resolution (2)
Utah Division of Occupational & Professional Licensing (3)
Utah DMV

Utah Legal Services for possible pro bono attorney help (5)
Utah Legislators; Workforce Services; Utah Labor Commission
Utah Non-Profits Organization; IRS
Utah Office of Vital Records
Utah State Bar lawyer complaint program
Utah State Bar lawyer conflict resolution program
Utah State Debt Collection
Utah Vital Statistics
Washington Courts

5. Where is person calling from? (added 1/17/2008)		
Answer Options	Response Percent	Response Count
Cell Phone	4.2%	14
Court Phone	5.1%	17
Home	57.5%	192
Work	11.4%	38
Email	5.7%	19
Don't Know	18.6%	62
Other	1.8%	6
<i>answered question</i>		334
<i>skipped question</i>		0

Caller emailed and asked me to call him back as he had no access to a land line
Caller initiated contact via email
DHS government building in Davis County
DV shelter
Mother calling for son in prison
Sheriff in Davis County

6. Does the person have access to a computer? If so, describe any issues. (added week of 1/7)		
Answer Options	Response Percent	Response Count
Yes	67.4%	236
No	15.7%	55
Don't Know	12.3%	43
Other	4.6%	16
<i>answered question</i>		350
<i>skipped question</i>		0

Comments
Cannot type because of physical problems
Courthouse public computer (13)
Doesn't have own computer, but can use a public one (2)
Friend's computer (3)
Illiterate on the computer, but have access
Kids' computer
Only with someone else helping (2)
Parents' house
Work (3)

7. How many times has the person contacted the Self-Help Center?		
Answer Options	Response Percent	Response Count
First time	82.8%	327
2	10.6%	42
3	3.0%	12
4 or more	3.5%	14
Don't Know	0.0%	0
Refused	0.0%	0
<i>answered question</i>		395
<i>skipped question</i>		0

8. What is the person's home zip code?			
(If unknown, try to provide judicial district or city)			
Zip Code	City	District	Response Count
-	California	n/a	2
-	Texas	n/a	1
31645	Ray City, GA	n/a	1
42223	Kentucky	n/a	1
59101	Billings, MT	n/a	1
83217	Bancroft, ID	n/a	5
84001	Altamont	8th	1
84004	Alpine	4th	1
84005	Eagle Mountain	4th	3
84007	Bluebell	8th	1
84010	Bountiful	2nd	28
84014	Centerville	2nd	5
84015	Clearfield	2nd	62
84021	Duchesne	8th	4
84025	Farmington	2nd	10
84027	Fruitland	8th	1
84036	Kamas	3rd	1
84037	Kaysville	2nd	18
84040	Layton	2nd	13
84041	Layton	2nd	27
84044	Magna	3rd	1
84045	Saratoga Springs	4th	1
84050	Morgan	2nd	1
84052	Myton	8th	2
84053	Neola	8th	1
84054	North Salt Lake	2nd	5
84056	Hill AFB	2nd	1
84065	Riverton	3rd	1
84066	Roosevelt	8th	14
84067	Roy	2nd	12
84070	Sandy	3rd	1
84072	Tabiona	8th	2
84074	Tooele	3rd	2
84075	Syracuse	2nd	6
84078	Vernal	8th	21
84079	Vernal	8th	2
84084	West Jordan	3rd	1
84087	Woods Cross	2nd	8
84088	West Jordan	3rd	2
84101	Salt Lake City	3rd	1
84104	Salt Lake City	3rd	1
84105	Salt Lake City	3rd	1
84107	Salt Lake City	3rd	5
84111	Salt Lake City	3rd	3
84115	Salt Lake City	3rd	2
84116	Salt Lake City	3rd	2
84117	Salt Lake City	3rd	1
84120	Salt Lake City	3rd	2
84302	Brigham City	1st	3
84315	Hooper	2nd	3
84317	Huntsville	2nd	1
84401	Odgen	2nd	5
84403	Odgen	2nd	5

84404	Odgen	2nd	17
84405	Odgen	2nd	7
84408	Odgen	2nd	1
84412	Ogden	2nd	1
84414	Odgen	2nd	4
84604	Provo	5th	1
84634	Gunnison	6th	1
84660	Spanish Fork	4th	1
98278	Oak Harbor, WA	n/a	1
99705	North Pole, AK	n/a	1
-	Unknown 2nd District	2nd	11
-	Unknown 3rd District	3rd	1
-	Unknown 4th District	4th	1
-	Unknown 6th District	6th	1
-	Unknown 8th District	8th	3
-	Canada	-	1
answered question			358
skipped question			0

By District	Response Percent	Response Count
1st	0.8%	3
2nd	70.6%	252
3rd	7.6%	27
4th	2.2%	8
6th	0.6%	2
8th	14.3%	51
Out of State	3.6%	13
Outside US	0.3%	1
answered question		357
skipped question		0

Total Number of Contacts	395
Total Number of Service Weeks	16
Total Number Service Days	56
Total Number Service Hours	318

December 17 - January 18 = 18 days @ 5/hrs per day for a total of 90 hours
 January 22 -> = 6/hrs per day for 24 hours/week

1. Did help line staff treat you with courtesy and respect?		
Answer Options	Response Percent	Response Count
Yes	98.1%	208
No	0.0%	0
Don't Know	0.0%	0
Refused	0.0%	0
Other (please specify)	1.9%	4
<i>answered question</i>		212
<i>skipped question</i>		0

Comments
Caller didn't have time to do survey
I found Mary Jane to be empathetic and understanding.
No staff available to complete survey (2)
She was very nice

2. Did you understand the information you received?		
Answer Options	Response Percent	Response Count
Yes	97.6%	207
No	0.0%	0
Don't Know	0.0%	0
Refused	0.0%	0
Other (please specify)	2.4%	5
<i>answered question</i>		212
<i>skipped question</i>		0

Comments
Caller did not have time to do survey (2)
No staff to complete survey
She made perfect sense!
She was very clear and went over things a couple of times until I completely understood what I needed to do.

3. Do you know what to do next?		
Answer Options	Response Percent	Response Count
Yes	97.7%	208
No	0.5%	1
Don't Know	0.5%	1
Refused	0.0%	0
Other (please specify)	1.4%	3
<i>answered question</i>		213
<i>skipped question</i>		0

Comments
No staff available to complete survey
She has gone into details about what I need to do now. It has relieved me considerably.
Think so.

4. Do you have any comments about our program you'd like to share?

A lot of good information.
Appreciate it (7)
Completely 100% excellent
Everything went great, all of my questions were answered.
Excellent (2)
Glad that it's available (2)
Good (5)
Grateful (3)
Great (16)
Great program! Great resource!
First time that anyone was able to give me the help that I needed.
First time calling. A second line would be nice!
Helpful (24)
Helpful to learn about unbundling.
I AM SO THANKFUL THAT THERE IS A PROGRAM LIKE THIS THAT HELPS THOSE OF US WHO HAVE NO CLUE ABOUT THE LAW!
I am very grateful for this service; I had no clue where to go.
I felt it was very helpful to me. I feel much better after talking to Mary Jane.
I had to call several times before I got an answer, but when I did she was quick to send the documents to me.
I just appreciate having someone to help me.
I just didn't know about it, but it's a wonderful help. I just discovered this program.
I just felt it was very resourceful and helpful
I just like that it's free.
I like your program; it would be nice if we received a phone number and point of contact along with forms.
I love the fact there's someone I can ask questions of when I don't have a lawyer.
I really appreciate it; it's great to speak to someone right away instead of waiting for a certain day.
I think it's a great asset and much appreciated!
I think it's a great program. It gave me a lot of information.
I think it's a great service for people who don't have access to an attorney
I think it's great. As much as I've been searching for a lawyer, this phone call explained everything in twenty minutes.
I think it's good for us who don't know what's going on in the court system
I think people would want more advice than she can give
I think the waiting period before I could talk to someone was too long.
I wish there'd been a program like this a long time ago.
I wish I could make a donation to the program, that's how satisfied I am. She was clear in her instructions
I would encourage its continuation, very helpful and useful!
I would like to thank you or whoever is responsible for publicizing the story in the Standard Examiner
I'd been wanting to speak with someone for a long time
I'm glad you have it, I'm glad I found it!
I'm just excited that you guys are there! It's so hard to get a lawyer.
Impressed
It helped me!
It is very helpful for individuals who are in the system and who are stuck in the system and don't have an outlet or way to move forward without consulting an attorney.
It put me in the right direction.
It should be used a lot more often!
It was pretty self explanatory
It was wonderful, she figured out all aspects of the case, and was able to give me a more in-depth solution
It's a great program! If this program were not in effect, I wouldn't know what to do!
It's a neat program!
It's awesome.
It's convenient and helpful in the right situation.
It's easier to use and cheaper
It's such a wonderful relief to know it's available.
It's terrific, it answered all my questions.

Keep it going!
Kind of hopes that this becomes a statewide service.
Mary Jane has given me hope!
Mary Jane helped me more than anyone has. It helped me out a lot.
Mary Jane is excellent, give her a raise!
Mary Jane was great!
More lines, had a hard time connecting
Open earlier
Quite necessary.
Really appreciate the time and information!
Really easy to follow
Really glad to have found it!
Really nice program. I felt like I had nobody to talk to. It was good to have someone who listened.
She directed me to the correct information that would help me.
She took time to explain everything. I wish it was around for my first divorce!
She was fabulous!
She was really nice and helpful.
She was really polite, nice and helpful
She was very helpful and pleasant!
She's very helpful! Feel a lot better!
Thank God it's available.
Thank you Thank You THANK YOU!!!! You have NO IDEA what a blessing you have been through this entire process...BLESS YOU for your service and dedication!
Thank you very much for having it.
The first time I've heard of it, I never knew it existed.
Think it's great. Very interested to learn about limited legal help option.
This is a wonderful program! I was thrilled that I could talk to someone who knew how things worked in the court system and was willing to give me directions.
This program is excellent! I could talk to a human being. I will refer this service to all of my friends.
This was helpful because sometimes you're not really sure what direction to go. I'm set in the right direction
Very assistive
Very good program! Glad that someone is out there!
Very happy with M.J.
Very helpful (8)
Very informative! Glad that it's there!
Very satisfactory. I appreciate the help I received.
Wants to find out if the program will help her in the end.
We know where to go from here.
Wonderful! (3)
Wonderful program! Nice to talk to a human!
Would have liked a little more information on exactly what to do.

5. What is your primary language?		
Answer Options	Response Percent	Response Count
English	94.8%	202
Spanish	3.8%	8
Don't Know	0.0%	0
Refused	0.0%	0
Other (please specify)		3
<i>answered question</i>		213
<i>skipped question</i>		0

Lesotho
Tagalog
Vietnamese

6. Gender		
Answer Options	Response Percent	Response Count
Male	33.0%	70
Female	67.0%	142
Don't Know	0.0%	0
Refused	0.0%	0
<i>answered question</i>		212
<i>skipped question</i>		0

7. How many children under 19 are in your household?		
Answer Options	Response Percent	Response Count
None	31.9%	68
1	19.7%	42
2	23.9%	51
3	11.7%	25
4	8.0%	17
5 or more	4.7%	10
Don't know	0.0%	0
Refused	0.0%	0
<i>answered question</i>		213
<i>skipped question</i>		0

8. What is your age?		
Answer Options	Response Percent	Response Count
Under 18	0.9%	2
18-24	9.9%	21
25-34	34.4%	73
35-44	23.1%	49
45-54	16.0%	34
55-64	9.4%	20
65 and over	4.2%	9
Don't know	1.9%	4
Refused	0.0%	0
<i>answered question</i>		212
<i>skipped question</i>		0

9. What is your race or ethnic group?		
Can select more than one category		
Answer Options	Response Percent	Response Count
White (Non-Hispanic)	85.4%	181
Hispanic (All Races)	8.5%	18
Asian	1.4%	3
African American	1.4%	3
Pacific Islander	0.5%	1
Native American (American Indian / Native Alaskan /	0.9%	2
Don't know	0.0%	0
Refused	0.5%	1
Other (please specify)		3
<i>answered question</i>		212
<i>skipped question</i>		0

African
Half African-American / Half White
Half Hispanic / Half White

10. What is your annual income?		
Answer Options	Response Percent	Response Count
\$6,000 or less	7.7%	15
\$6,001 to \$12,000	9.2%	18
\$12,001 to \$18,000	9.2%	18
\$18,001 to \$24,000	13.3%	26
\$24,001 to \$30,000	14.8%	29
\$30,001 to \$36,000	11.7%	23
\$36,001 to \$42,000	6.6%	13
\$42,001 to \$48,000	5.6%	11
\$48,001 to \$60,000	6.1%	12
\$60,001 to \$72,000	3.1%	6
\$72,001 to \$84,000	3.1%	6
\$84,001 to \$96,000	3.1%	6
\$96,001 or more	2.6%	5
<i>answered question</i>		188
<i>skipped question</i>		8

11. What is your highest level of schooling?		
Answer Options	Response Percent	Response Count
4th grade or below	0.0%	0
5th - 8th grade	0.9%	2
9th - 11th grade	6.6%	14
High school diploma / GED	34.0%	72
Some college	32.5%	69
Associate's degree	10.4%	22
Bachelor's degree	8.5%	18
Graduate degree	4.2%	9
Don't Know	2.4%	5
Refused	0.0%	0
Other (please specify)	0.5%	1
<i>answered question</i>		212
<i>skipped question</i>		0

Post Graduate

12. How did you hear about the Self-Help Center?		
Answer Options	Response Percent	Response Count
Bar Association	0.0%	0
Clerk's office	79.2%	171
Community Agency	0.0%	0
Domestic violence shelter	0.5%	1
Friend	2.3%	5
Internet	3.2%	7
Lawyer	0.0%	0
Legal Clinic	0.0%	0
Library	0.0%	0
Judge / Commissioner	0.0%	0
Sheriff	0.0%	0
Don't Know	0.0%	0
Refused	0.0%	0
Other (please specify)	14.8%	32
<i>answered question</i>		216
<i>skipped question</i>		0

Comments
A person sitting next to her at the courthouse
Attorney General's office
Clearfield City Office
Client
Commissioner Dillon
David Peters-Attorney
DCFS (2)
Debbie Carlsen, Weber County Courthouse
Elder Care Services
Family (2)
Flyer (3)
Former attorney
ksl.com story (5)
ORS (2)
Phone book
Pro Se Clinic @ 2nd District Court
Soon to be ex wife
Standard-Examiner story (3)
Tani Downing
Word of Mouth (2)

13. How often have you tried to reach the Self-Help Center?		
Added March 18th		
Answer Options	Response Percent	Response Count
Just today	82.2%	37
For a couple of days	15.6%	7
For a week	2.2%	1
More than a week	0.0%	0
<i>answered question</i>		45
<i>skipped question</i>		0

14. In this case, are you ...		
Answer Options	Response Percent	Response Count
Plaintiff / Petitioner	55.6%	110
Defendant / Respondent	17.2%	34
Pre-Filing	21.2%	42
Other (please specify)	6.1%	12
<i>answered question</i>		198
<i>skipped question</i>		0

Comments
Modification of existing decision
Multiple actions, both petitioner and respondent
Relative calling on behalf of adult (7)
State is bringing case on her behalf
Victim advocate

15. Do you have an attorney?		
Answer Options	Response Percent	Response Count
No - I am representing myself	94.8%	201
Yes - full representation	3.8%	8
Yes - for part of my case (limited legal help)	1.4%	3
<i>answered question</i>		212
<i>skipped question</i>		0

Type of Survey	Response Percent	Response Count
Phone	96.2%	204
Email	3.8%	8
<i>total</i>		212

Lawyers in Motion

NEW SHAREHOLDERS NAMED AT PARSONS BEHLE & LATIMER

Raymond J. Etcheverry, president of Parsons Behle & Latimer, announced that the firm has named four new shareholders.

Mark W. Dykes is a member of the litigation and environmental, energy and natural resources departments. His practice focuses on civil litigation, complex insurance coverage disputes and advising and representing the electric utility industry. He graduated with a J.D. degree in 1987 from the University of California at Berkeley Boalt Hall School of Law.



Mark W. Dykes



Michael R. McCarthy

McCarthy is a member of the firm's litigation and environmental, energy and natural resources departments. His practice includes litigation, intellectual property law, patent litigation and natural resources law with a focus on mining law. He graduated with a J.D. degree in 2000 from the University of Utah College of Law.



Michael P. Petrogeorge



Jason S. Nicholes

Jason S. Nichols is a member of the real estate, banking and finance department and concentrates his practice on all aspects of real property law, including acquisitions and dispositions, development, leasing, finance, land use and zoning. In 2000, he graduated magna cum laude with a J.D. degree from Brigham

UTAH STATE COURTS LAUNCH SELF-HELP CENTER

Center Serves Second and Eighth Districts as Part of a Pilot Project

Salt Lake City, Utah—The Utah State Courts has launched a Self-Help Center in the second and eighth judicial districts to assist individuals who are representing themselves in court to better understand court processes. The Self-Help Center is part of a pilot project the court is conducting through June 30, 2008.

Center staff will provide legal information via a toll-free telephone help line as well as e-mail.

The toll-free phone number is 888-683-0009 and is available to anyone calling from a land line phone in Daggett, Davis, Duchesne, Morgan, Uintah, and Weber counties. Help line hours are Monday through Thursday from 11 a.m. to 5 p.m. Individuals can also receive assistance by

e-mailing the center staff at selfhelp@email.utcourts.gov or going to the court's Web site at www.utcourts.gov/howto.

The Self-Help Center's services are available only to residents in the Second Judicial District, which includes Davis, Weber, and Morgan counties, as well as the Eighth Judicial District, which includes Daggett, Duchesne, and Uintah counties.

The center's staff is available to provide information about what to do before going to court, how to prepare paperwork for court, how to represent oneself in court, and what to do with an order issued by the court. Assistance is available in the areas of family law such as adoption, paternity, divorce, custody and child support, as well as domestic violence, guardianship/conservatorship, probate, landlord-tenant disputes, and small claims. Center staff will also refer individuals to appropriate legal services providers and other community resources.

"The Self-Help Center services are not a substitute for an attorney," explained Salt Lake City Justice Court Judge John Baxter. "Center staff can explain how the courts work and provide forms and referrals; however, the staff cannot provide legal advice." Judge Baxter chairs the court's Standing Committee on Resources for Self-represented Parties, which initiated the pilot project.

The Utah State Courts is working together with the Utah State Bar, legal service agencies, and public libraries to create a network of resources for individuals who choose to represent themselves in court.

the community and service should be recognized. These are individuals who are about equality for everyone."

The 2008 Drum Major Award Honors go to:
First Lady Mary Kaye Huntsman, Youth Advocate

Judge Raymond Uno, Community Leader
Janet Canyon, American Indian/Native American Education Specialist

Richard Kirschner, Educator
Winston Wilkinson, Community Advocate
Serafi Auvaa-Tavita, Adopt-A-School Volunteer

Barbara Toomer, Vice Chair of the Disabled Rights Committee

Washington Mutual, Corporate Sponsor
Late Senator Ed Mayne, Community Service

HOLME ROBERTS & OWEN JOINS UP WITH LONDON FIRM

The Denver-based firm of Holme Roberts & Owen LLP (HRO) is delighted to announce the establishment of HRO Grant Dawe LLP (HRO GD) in London. HRO GD is a multinational partnership between Tony Grant and Jonathan Dawe (based in London and the founder partners of Grant Dawe LLP) and Paul Thompson of HRO's Denver office. The formal association of HRO with Grant Dawe follows a number of years of close working relationships between partners in both firms. It will combine Grant Dawe's successful niche corporate practice in the UK with a major US law firm with a significant presence in the United States and a strong international emphasis.



Tony Grant

The new London office will strengthen HRO's corporate law and securities team through the addition of Tony Grant and Jonathan Dawe to the firm and will enable HRO GD to offer a US and German (through HRO's office in Munich) law service to its existing client base.

In addition to a strong client base in the United Kingdom, Tony Grant and



Courts launch self-help center

Melinda Williams

FARMINGTON — Thousands of people appear in Utah courts yearly without representation.

Most often it's because the case isn't complicated enough for an attorney, or the person can't afford one, surveys conducted by the Utah Judicial Council Standing Committee on Resources for Self-Represented Parties found in 2006.

To better serve those who may need help maneuvering through the legal system, the Utah State Courts launched a pilot Self-Help Center in the 2nd and 8th judicial districts, and attorney Mary Jane Ciccarello is the attorney in charge of the center.

"We give legal information to anyone who calls," Ciccarello said. "We can't give legal advice, but we've found people need to understand the court process to proceed with issues," she said.

Already Ciccarello receives about 10 calls daily, often for issues such as a step-parent wanting to adopt a step-child, minor guardianships, landlord-tenant issues, protective orders and small claims — information beyond what court clerks can provide.

The staff can provide information about what to do before going to court, how to prepare the paperwork for court, how to represent oneself in court and what to do with an order issued by the court.

"People are learning more and more about us. We've had a tremendous response, especially from Davis County," Ciccarello said, and the numbers are growing weekly.

Ciccarello is the only attorney currently working at the center, and the job keeps her busy, especially since she periodically visits the court clerks to discover what issues they are dealing with and make them aware she is available.

"Our goal is to support the clerks and ease the process through the judicial system," Ciccarello said. Clerks can refer questions and problems to her. Ciccarello said she has more time to answer questions than court clerks and has the knowledge to answer those of a more complicated or technical nature. She can also refer people to other attorneys or the state courts' online program, which offers forms those representing themselves can use. Most calls last about 20 minutes.

There is no criteria for those seeking help through the center, other than they represent themselves in court. However, many are representing themselves because they can't afford an attorney. The survey conducted by the standing committee showed that in 2006 31 percent of those representing themselves couldn't afford an attorney.

Ciccarello only deals with people via phone and e-mail. There are no personal consultations, and so far, the center only provides information on civil matters, no criminal or traffic matters.

The pilot program is funded through June 30. By April, they should know if the center will receive additional funding. Ciccarello said for the center to become permanent will re-quire action by the state legislature.

Utah's program is not the first of its kind. Ciccarello said some states have an extremely elaborate program.

To contact the center call 888-683-0009 toll free Monday through Thursday from 11 a.m.-5 p.m., or e-mail selfhelp@email.utcourts.gov. The courts Web site is www.utcourts.gov

courts.gov/howto

Those without computers may use the computers at the courthouses in Bountiful, Farmington and Layton, Monday through Friday from 8 a.m.-5 p.m.

mwilliams@davisclipper.com

Who you gonna call? State's legal helpline

By **TIM GURRISTER**
Standard-Examiner staff

OGDEN — The 2nd Judicial District is part of a pilot program offering a free telephone helpline to assist those running the courthouse gauntlet without an attorney.

Half of the first 400 calls have concerned divorce and its fallout, said Mary Jane Ciccarello, the lawyer who heads the Self-Help Center.

Despite an almost total lack of media publicity, Ciccarello said calls have been steady, filling her six-hours shifts since the program began in earnest just before Christmas.

"A lot of it is simply what steps to take to enforce their divorce decrees," she said. "We get a lot of adoption calls, particularly from stepparents, or probate and estate calls: Mom died, what do we do about the house.

"Up front I explain what I can and can't do, as I can't give legal advice. But typically they're delighted at getting any information at all."

Chiefly she can inform callers of the process ahead of them, mail them forms to fill out, even teach them how to shop for an attorney. Ciccarello said people don't realize they can and should do just that: Shop for an attorney.

Call around, she said, since fee arrangements can vary widely, and some will "unbundle services": Instead of taking over an entire case, they'll draft or review a document, attend one hearing, or coach it.

The Self-Help Center, tollfree 888-683-0009, or , is an experiment of the Administrative Office of the **Courts**. Hours are 11 a.m. to 5 p.m. Monday through Thursday.

Up and running now available only in the 2nd District, Weber, Davis and Morgan counties, and the 8th District, Daggett, Duchesne and Uintah counties, it will be reviewed this spring with an eye toward going statewide, Ciccarello said.

The calls and emails actually go to Ciccarello and staff in the Matheson Courthouse in Salt Lake City.

The program has some limits, including no questions on traffic or criminal cases, and no actual legal advice dispensed.

"A lot of the time it's basically people who can't afford a lawyer, with incomes of \$36,000 a year or less," Ciccarello said. "But we'll talk to whoever calls, there are no eligibility requirements."

Calls are definitely increasing on a daily basis as the word gets out, she said. "We're just starting to get referrals from the community — **court** clerks, victim advocacy programs, human services agencies, senior centers."

The focus is on family law such as adoption, paternity, divorce, custody and child support, as well as domestic violence, guardianship/conservatorship, probate, landlord-tenant disputes, and small claims. Center staff will also refer individuals to legal services providers and other community resources.

And Ciccarello said the center "can provide information on civil suits, over contracts ... even medical malpractice. We'll send you a generic complaint form. We can't refer you to an individual attorney, but there are agencies that have lists of lawyers to recommend."

The AOC, Utah State Bar, legal service agencies, and public libraries intend to create a network of resources for individuals who choose to represent themselves in **court** as part of the pilot.

[CLICK HERE to print this page](#)

ksl.com

Utahns get free legal information by phone

February 29, 2008



OGDEN, Utah (AP) -- A new pilot program is supplying free legal information to residents of six northern Utah counties.

The Self-Help Center offers information over the phone to people in the 2nd and 8th Judicial Districts. Residents of Weber, Davis, Morgan, Daggett, Duchesne and Uintah counties can call for help navigating legal codes.

Mary Jane Ciccarello, who heads the center, says the state will review the program this spring and may expand it across the state.

The center has received about 400 calls so far, most of them about divorce and adoption laws. Ciccarello says the center can't offer legal advice -- just information.

It also can't field questions about traffic or criminal cases.

The center can be reached by calling 888-683-0009.

----- Information from: Standard-Examiner

(Copyright 2008 by The Associated Press. All Rights Reserved.)

The Salt Lake Tribune

Utahns get free legal information by phone

The Associated Press

Article Last Updated: 02/29/2008 09:36:47 AM MST

Posted: 9:35 AM- OGDEN -- A new pilot program is supplying free legal information to residents of six northern Utah counties.

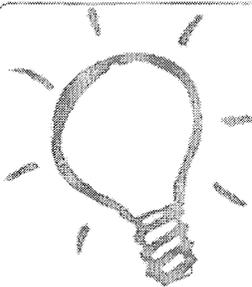
The Self-Help Center offers information over the phone to people in the 2nd and 8th Judicial Districts. Residents of Weber, Davis, Morgan, Daggett, Duchesne and Uintah counties can call for help navigating legal codes.

Mary Jane Ciccarello, who heads the center, says the state will review the program this spring and may expand it across the state.

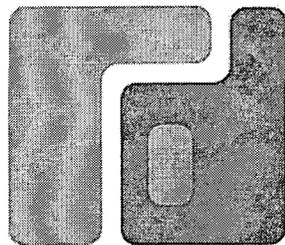
The center has received about 400 calls so far, most of them about divorce and adoption laws. Ciccarello says the center can't offer legal advice _ just information. It also can't field questions about traffic or criminal cases.

The center can be reached by calling 888-683-0009.

Advertisement



A bright idea in online advertising.
PrinterStitial® ads by Format Dynamics.



FormatDynamics®

Print Powered By  FormatDynamics®



SELF-HELP CENTER LAUNCHED

People representing themselves in the second and eighth judicial districts now have a Self-Help Center they can turn to for information about court processes.

Self-Help Center attorney Mary Jane Ciccarello provides legal information via a toll-free telephone help line and by e-mail, and answers questions about what to do before going to court, how to prepare paperwork for court, how to represent yourself in court, and what to do with an order issued by the court.

The help line is available Monday through Thursday for six hours each day. The center opened mid-December and has had more than 150 contacts since then. The average help line call lasts about 17 minutes.

Initial feedback has been overwhelmingly positive. Those surveyed call the service "great," "wonderful," and "helpful." Others have been more specific:

"I was thrilled that I could talk to someone who knew how things worked in the court system and was willing to give me directions."

"I am so thankful that there is a program like this that helps those of us who have no clue about the law!"

"I wish I could make a donation to the program, that's how satisfied I am."

There are no income restrictions on Self-Help Center services, but more than 67 percent of those who contact the center make less than \$36,000 a year, and 18 percent make less than \$12,000 a year. Ninety-five percent of the people do not have an attorney.

The most common topic people ask about is divorce, but Mary Jane provides information in all areas of civil law, including adoption, paternity, divorce, custody

and child support, as well as domestic violence, guardianship/conservatorship, probate, landlord-tenant disputes, and small claims.

Self-Help Center services are not a substitute for an attorney. Mary Jane also refers people to legal service providers and other community resources. For example, the Davis County Bar has compiled a list of attorneys in the Second District who are willing to provide limited legal help—that is, help people with just part of their case. This is an affordable way to get the review and advice of an attorney for those who could not afford to hire one for their entire case. The list for the second district—along with a similar list compiled by the Southern Utah Bar Association for the Fifth District—is posted on the court's website, on the Finding Legal Help page.

"Facing a legal problem or going to court are daunting tasks for anyone," said Mary Jane. "For people attempting to resolve legal issues on their own who have little or no knowledge of our justice system, who are without financial resources, and who lack basic literacy and computer skills, the efforts are overwhelming. More than anything else, I hear from people that are simply grateful to speak with a human being who is willing to take the time to give them the information they need to help themselves."

The Self-Help Center is part of a pilot project that is funded through June 30, 2008. The Judicial Council will decide in April whether to continue funding in FY 2009, and will consider funding for a permanent statewide program at its August budget meeting.

DIVORCE EDUCATION FOR CHILDREN CLASSES SCHEDULED

The Third District Court's Divorce Education for Children pilot program has scheduled classes beginning in March. The classes are available for children 9 to 12-years old whose parents have filed for divorce. The class is presented twice each month—one Monday evening and one Saturday—at the Matheson Courthouse. There is no charge to attend.

The program's curriculum provides children with skills they can use at home, such as how to express their feelings to parents. Mental health professionals teach the class with the assistance of state court judges and commissioners. Participation in the children's class is voluntary. For more information, go to www.utcourts.gov/specproj/dived.htm.

Self-help center clears law cobwebs

Utahns have a resource to help them represent themselves in court

By Russ Rizzo
The Salt Lake Tribune
Salt Lake Tribune

Article Last Updated:04/07/2008 12:04:00 PM MDT

The phone at Mary Jane Ciccarello's desk has hardly stopped ringing since she took over the Utah court system's self-help center.

They come from residents of six counties, but the heaviest volume is from Davis County residents, Ciccarello said. They call to learn how to file for divorce, get custody of or adopt a child, evict a tenant or change their name. The list goes on.

"It's really all over the place," said Ciccarello, a private attorney who took over the phone lines in December. "I never know what's going to come in."

The pilot project launched last year after a committee of court experts concluded Utahns needed more resources to help them represent themselves in civil court cases. A study found that in half of the 13,000 divorce cases filed in 2005, for example, at least one person had no lawyer, Ciccarello said.

That leaves a large number of people scrambling to navigate the system, from filing paperwork to learning how to talk to a judge, Ciccarello said.

"The numbers of people representing themselves are just growing dramatically," Ciccarello said. "And that overwhelms the system. Very often the litigants don't really know how to handle the cases. They're not trained in the law, even though they have every right to defend themselves."

Often judges are in the difficult position of having to guide a person through a court hearing while trying to remain impartial, Ciccarello said. And court clerks who are trained as record keepers rather than law advisers take the brunt of the questions.

"It's definitely helping us out," said Alyson Brown, a clerk for the 2nd Judicial District court in Farmington. "So many self-representing parties come to our counter seeking information they think we can provide, when it's actually out of our ability to do as clerks."

Right now, the center takes calls and e-mails from people living within 2nd and 8th District Court boundaries. Ciccarello gets about 15 calls a day, she said, and she hopes the state expands it to serve more people.

Often the forms people search for or resources they need are already provided on the Utah court Web site, Ciccarello said. Many are surprised to find the court offers a list of lawyers who will represent them without taking on the whole case, saving money, she said.

"Primarily, I think people are just happy to have a person to talk to who will listen to them and help guide them," Ciccarello said.

rrizzo@sltrib.com

Self-Help Center

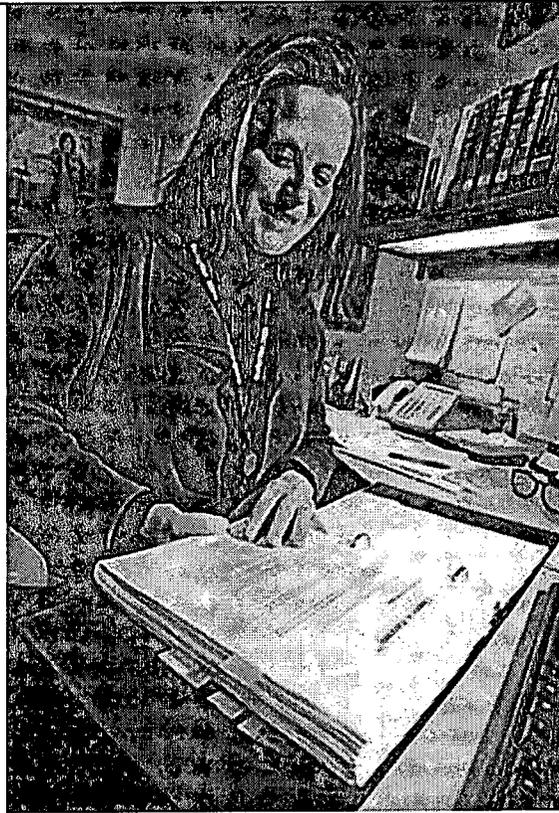
* **Number:** 888-683-0009

* **E-mail:** selfhelp@email.utcourts.gov

* **Hours:** Monday through Thursday, 11 a.m. to 5 p.m.

* **Available to** residents of Davis, Weber, Morgan, Daggett, Duchesne and Uintah counties

* **For more** court self-help resources, visit www.utcourts.gov.



Mary Jane Ciccarello looks over one of the binders of legal information she uses to advise people who call or e-mail her about legal problems. She runs a self-help center for people who need to navigate the court system. (Paul Fraughton/The Salt Lake Tribune)