

Agenda

Committee on Resources for Self-represented Parties

August 10, 2012
12:00 to 1:30 p.m.

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

Welcome and approval of minutes	Tab 1	Judge John Baxter
Remembering Pat Bartholomew		Judge John Baxter
Self-Help Center	Tab 2	Mary Jane Ciccarello Jessica Van Buren
Resolution Day		Virginia Sudbury
OCAP Report		Stewart Ralphs
Bar Report		Robert Jeffs
Forms	Tab 3	Tim Shea
Child Support Enforcement		Mary Jane Ciccarello

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

Meeting Schedule: Matheson Courthouse, Judicial Council Room, 12:00 to 1:30 unless otherwise stated.

November 9, 2012

Tab 1

Minutes		Committee on Resources for Self Represented Parties			
Meeting Date		February 10, 2012		Meeting Room	
				Executive Dining Room	
Committee Member		Present	Excused	Committee Member	
				Present	Excused
Fred Anderson		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Judge Scott Johansen	
Pat Bartholomew		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jose Lazaro	
Judge John Baxter, Chair		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Russ Minas	
Emily Chiang		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shauna O'Neil	
Mary Jane Ciccarello		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Barbara Procarione	
David Dominguez		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Stewart Ralphs	
Judge Michael DiReda		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Virginia Sudbury	
Carol Frank		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Judge Douglas Thomas	
Robert Jeffs		<input checked="" type="checkbox"/>	<input type="checkbox"/>	Jessica Van Buren	
Staff	Tim Shea				
Guests	Olivia Shaughnessy (Hinckley Intern)				

Topic	Approve minutes of August 12, 2011			By	Judge Baxter
Motion: Approve as prepared.				By	Virginia Sudbury
Vote:	Yes	All	No	Abstain	Pass <input checked="" type="checkbox"/>
					No Pass <input type="checkbox"/>

Discussion: Judge Baxter welcomed Ms. Chiang and Mr. Dominguez to the committee. The committee members introduced themselves to each other

Topic	OCAP Report			By	Russ Minas Stewart Ralphs
Discussion: Mr. Minas reported that at the last OCAP Board meeting it was reported that the order to show cause component of OCAP was back online. Ms. Van Buren said that when she last checked it was not. Mr. Minas said that he would inquire further. He reported that OCAP is moving to a HotDocs application, but that he did not have an anticipated date when that would happen.					

Topic	Resolution day proposal			By	Virginia Sudbury
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Discussion: Ms. Sudbury outlined her proposal for hearings reserved for pro se parties with motions for orders to show cause or motions for temporary orders. She hoped that clerks would be able to notify pro se parties of lawyers who would represent them for the one hearing for a modest fixed fee. The process would include an opportunity for negotiation and settlement and the opportunity to proffer testimony on issues not resolved.

Judge Baxter asked about limiting the program to only cases in which both parties were self-represented. Ms. Sudbury said she was having second thoughts about that limitation. Judge Baxter asked about the potential for conflicts of interests. Ms. Sudbury said that each party would have the opportunity to hire a limited legal help lawyer. One lawyer would not represent both parties.

Mr. Shea said that clerks may not be able to notify parties of the availability of the lawyers because they are prohibited from doing so by the court's code of conduct. Ms. Chiang said that the SJ Quinney law school also is developing a low bono program.

Judge Thomas asked whether such a program could be integrated with the commissioners' regular law and motion calendars. Ms. Sudbury said she thought batching these types of cases would allow the commissioner to explain the purpose of the hearing only once to the whole group. Judge Thomas suggested that the program would work more efficiently if parties had the opportunity to negotiate before the hearing, rather than as part of the hearing.

Judge Baxter asked for volunteers for a subcommittee to work with Ms. Sudbury to develop the idea. Mr. Anderson, Ms. Ciccarello, Ms. Frank and Judge Thomas volunteered.

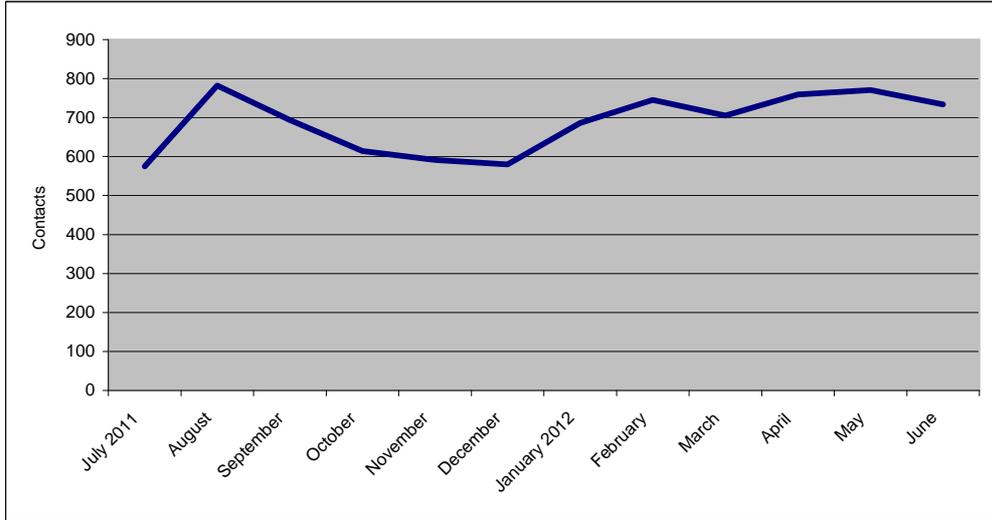
Topic	Self-help Center	By	Mary Jane Ciccarello Jessica Van Buren
Discussion: Judge Baxter reported that SB 100 was being sponsored by Sen. Urquhart. If enacted, the legislation would establish and fund the self-help center as a statewide program. Ms. Ciccarello reported on the new forms available on the courts website. She said that the vacancy of one part-time attorney had been filled.			

Topic	Domestic violence webinar	By	Judge John Baxter
Discussion: Judge Baxter reported on the creation of a webinar on domestic violence that is now available through the court's website. The live session was conducted and recorded at the Matheson Courthouse. Three more webinars are planned. Judge Baxter invited any who are interested to attend.			

Topic	Expanded limited legal help categories	By	Tim Shea
Discussion: Mr. Shea reported that the Bar, as part of its directory, is developing a limited legal help option in each of the practice areas. Mr. Anderson objected because listing in the practice areas is limited to lawyers with malpractice insurance. Mr. Mead at the Bar thought the new directory might be available in the Spring.			

Tab 2

**Self-Help Center Contacts by Month
FY 2012**



Month	Number of Contacts	Number of Calls	Number of Emails	Number of Texts	Number of Chats	Number of Service Days	Calls / Day	Contacts / Day
July 2011	575	427	76	71	0	14	30.50	41.07
August	782	603	113	66	0	19	31.74	41.16
September	694	521	102	71	0	16	32.56	43.38
October	614	470	99	40	5	16	29.38	38.38
November	591	461	86	43	1	17	27.12	34.76
December	580	489	66	21	4	15	32.60	38.67
January 2012	686	560	70	55	1	16	35.00	42.88
February	745	601	76	63	5	16	37.56	46.56
March	705	644	41	16	4	17	37.88	41.47
April	759	647	82	27	3	17	38.06	44.65
May	771	671	63	36	1	18	37.28	42.83
June	734	608	87	37	0	16	38.00	45.88

Total Contacts	8236	
Total Calls	6702	81.4%
Total Emails	961	11.7%
Total Texts	546	6.6%
Total Chats	24	0.4%
Total Service Days	197	
Average Contacts Per Day	41.81	

1. Contacted SHC by ...	
Answer Options	Response Percent
Telephone (toll-free line)	81.2%
Telephone (direct line)	0.1%
Email (SHC)	11.2%
Email (direct)	0.4%
Text	6.6%
Chat	0.3%
Other (please specify)	0.0%

Comments
In person
Law Library (1)
Message from court staff

2. Person contacting the SHC is ...	
Answer Options	Response Percent
Public	98.3%
Court Staff	0.9%
Judge	0.0%
Attorney	0.4%
Law Enforcement	0.0%
Social Worker	0.2%
Other (please specify)	0.2%

Comments
Banker
Government employee
JAG
Legal clinic staff
Multicultural Center (8)
Salt Lake County Aging Services
School district staff
Senior care center staff

3. Residence Location	
State/Judicial District	Response Percent
Alabama	0.0%
Alaska	0.1%
Arizona	0.4%
Arkansas	0.1%
California	1.0%
Colorado	0.4%
Connecticut	0.1%
Florida	0.1%
Georgia	0.1%
Hawaii	0.0%
Idaho	0.6%
Illinois	0.1%
Indiana	0.0%
Iowa	0.2%
Kansas	0.1%
Kentucky	0.0%
Louisiana	0.1%
Maryland	0.1%
Massachusetts	0.1%
Michigan	0.1%
Minnesota	0.0%
Mississippi	0.0%
Missouri	0.0%
Montana	0.1%
Nevada	0.5%
New Jersey	0.0%
New Mexico	0.1%
New York	0.1%
North Carolina	0.1%
Ohio	0.0%
Oklahoma	0.0%
Oregon	0.3%
Pennsylvania	0.0%
South Carolina	0.1%
South Dakota	0.0%
Tennessee	0.1%
Texas	0.4%
Virginia	0.2%
Washington	0.4%
West Virginia	0.02%
Wisconsin	0.01%
Wyoming	0.2%
1st District	9.7%
2nd District	47.6%
3rd District	5.2%
4th District	1.5%
5th District	8.1%
6th District	2.3%
7th District	6.4%
8th District	4.5%
Canada	0.05%
Germany	0.02%
Jamaica	0.01%
Korea	0.01%
Turkey	0.01%
U.S. Virgin Islands	0.01%
Unknown	7.8%

District Breakdown	Response Percent
1st District	9.7%
2nd District	47.6%
3rd District	5.2%
4th District	1.5%
5th District	8.1%
6th District	2.3%
7th District	6.4%
8th District	4.5%
Out of State	6.8%
Out of US	0.1%
Unknown	7.8%

Language	Response Percent
English	97.8%
Spanish	2.2%

Domestic violence involved in any way?	Response Percent
Yes	4.8%
No	95.1%
Don't know	0.1%

Juvenile Court involved in any way?	Response Percent
Yes	2.6%
No	97.3%
Don't Know	0.1%

Total Number of Contacts	8236
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1. Did help line staff treat you with courtesy and respect?	
Answer Options	Response Percent
Yes	99.7%
No	0.0%
Other (please specify)	0.3%

Comments
Absolutely!!! Very nice and helpful.
Absolutely Fabulous & Very Helpful.
Debbie actually listens to what you have to say!
Definitely. Wonderful to work with
Greatly appreciated.
I am so Blessed to have such great people helping me")
I was treated very well and very helpful.
It's my own stupidity.
My case is really confusing and they did their best to try to understand it. But I have to say no.
Very helpful and patient with my numerous questions
Very kind and understanding
Very respectful to me.

2. Did you understand the information you received?	
Answer Options	Response Percent
Yes	98.1%
No	0.6%
Don't Know	0.6%
Other (please specify)	0.6%

Comments
Asked questions and got things explained.
Debbie is very intelligent and able to communicate clearly.
Extremely, almost step by step.
I think so. If not it is my fault for being aCPA instead of an attorney.
I'm going to do whatever I can.
Kind of.
Most of it.
Not really because I'm new to this, but I'm going to look some things up on the website.
She was really competent with my needs.
Yes. Information was very carefully explained

3. Do you know what to do next?	
Answer Options	Response Percent
Yes	98.4%
No	0.0%
Don't Know	0.6%
Other (please specify)	1.0%

Comments
I am looking online. I assume I am waiting for him.
I know what to do both immediately, and long term
I think I have to fill out the forms next, but I don't know what to put on all the lines of the forms.
I think so.. Mary Jane has sent the forms for the next step. I will probably call again.
Mary Jane explained in detail what we need to do.
She emailed me all the information and steps I would need to take.
Yes. I feel very well prepared with the information provided

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

11 o'clock is an awful late start time

A wonderful service. Very pleased this is an option.

Absolutely a life saver. I started this Probate task with a lot of doubt that I could do it without the help and cost of an attorney. The staff there provided all the materials I needed and walked me through the forms and answered all the questions I had. I was able to complete the process with one trip to the Probate Court. THANK YOU

All of this is really confusing and he explained it simply and it was really nice, he didn't rush me off the phone. It was 10 minutes that if someone had spent with me at the beginning, this would have been a lot easier.

Been really helpful.

Been so scared to go this process with a brain injury and feeling lost, and they've been absolutely supportive and making this process so much less scary for me.

Best thing in the world that's been available for someone needing help. Others promised help but got nowhere. Most rewarding.

Customer service was great.

Debbie was very helpful.

Didn't even know it existed. It's been very helpful.

Every time I've called, they've been very very helpful.

Everything has been wonderful. They walked me through and take the extra step.

Everything was great.

Everything was just perfect.

Everything went very smoothly. They were very polite.

Extremely helpful. She went above and beyond.

Glad it's there. It's important.

Glad that it's an option. Very helpful.

Glad there are places I can for more help.

Got my questions answered.

Got some really great help. I appreciate them taking the time.

Great program, really knowledgeable people.

Great service, I did have to call a lawyer

He eased my mind. Very helpful.

He was really helpful. Things I needed help with. All around helpful walking through to OCAP. Super helpful!

Helpful but the court systems and forms is quite cumbersome! I am sure you know that already!

I am disabled and this is really hard it makes me want to save up to hire a lawyer

I am very glad that there is someone who can help without a fee. Who will take the time to teach and help me understand just what I have to do, and stay within the law and do it right. Thank you

I am very glad that you provide this program. It is a great help and support to minorities like me who cannot access legal help otherwise. Muchas gracias.

I am very thankful to the service provided. It was a great experience and great information. I am helping my husband with this case, since we can't afford a lawyer.

I appreciate the help the service offers me.

I couldn't have been treated better. I was treated like an old friend, with respect, and like advising me on my situation was the most important thing the person I spoke to had to do right then.

I find it amazing and incredibly relieving to know that you don't have to spend \$700 on lawyer fees, when you don't have that sort of money. This program shows that there is justice after all.

I had a difficult situation, and she helped me through over a couple of days. It involved a great deal of research from her and time. I am very appreciative.

I have had so many questions and didn't want to be a bother but you have answered every question that I have had and treated me very well!

I have never seen anything like this before. It's awesome. It's great you have this in Utah, we need it in Nevada. It's really helped me out a lot.

I just think it's a really great thing that they're doing.

I just wanted to email you to let you know I went to court on Feb 9th, 2012 and because of the wonderful help I received from you all I won my case. I am very grateful for your support and encouragement. I would also like to thank Mary personally for her support throughout these past few years. She is AMAZING! Thank you again for everything! You will never really know the real impact you had on me and my case. Forever grateful I am.

I love them. They have been so much help with me. If I have a question, I know they'll answer. They're wonderful. I call you guys about 3 times a week.

I loved it. I think it's awesome that you guys are trying to reach out and give options.

I spoke to Susan. She was great. Remembers my case. Really helpful and makes sure I understand.

I think in the OCAP process there should be more detail as to what needs to be filed first.

I think it is absolutely fantastic. I didn't know you existed until I called probate court. They referred me to you. It's excellent. There's someone out there to help that doesn't cost an arm and a leg.

I think it was great that I could call and not have to go to a clinic.

I think it's a great resource for new landlords who don't know anything about landlord-tenant issues. We have found it invaluable.

I think it's a really awesome program. You don't get the runaround.

I think it's a really good program because she led me to things I didn't know about.

I think it's awesome.

I think it's fantastic. I just wish there was more awareness about it. I didn't find out about it until a few months ago.

I think it's great because not everyone has access to a computer.

I think it's great that you offer this service.

I think it's terrific.

I think it's wonderful.

I thought this was a wonderful service. I felt that Susan was extremely helpful.

I was guided in the right direction.

I wish everyone knew about this.

I wish I had called earlier. It was great.

I wish I would have known about you sooner! I kept putting it off because I didn't know what to do. A lot of stress was taken away with your help and answering questions.

I wish someone mentioned it to me sooner.

I wouldn't have known about it if I hadn't called the courts first. I'm just thankful there's someone who can help me.

If I had known this help was available to me, I would have used it months ago. Keep helping us clueless people.

I'm definitely going to give the number and your hours to other people that I know that need help and don't know where to turn to. The lady who helped me was fantastic.

I'm glad that they have it and I hope they keep it going.

I'm glad to know there is somewhere to call to get some help with things.

I'm more than pleased with it so far; it's been very helpful.

I'm very happy it's here and I've been taken advantage of lawyers...and so this advice was very helpful. I'm very grateful.

I'm very happy with it because now I know what's going on. I feel a lot better. It is a great program to let me see my son again. I love the waiving fees program. And free legal clinic program.

I'm very thankful for the self help line, as a single mother little added expenses aren't always affordable. The fact that I'm able to get help knowing where to go without having to pay a ton for a lawyer was excellent. I'm very thankful for the help line.

It is an excellent service to the minority community.

It is just a great program. I've been representing myself for two and a half years now in a divorce, and I owe most of my knowledge to the Self Help Center!

It was great they are so helpful to the dad issue, especially in Utah, it's just hard in this state to get any help.

It was helpful.

It was kind of hard to get a hold of you guys. The text messages were okay.

It was much easier than I thought it would be...plain English, I totally understood it.

It was very helpful.

It was very helpful the way she treat me and she was patient with me. She went over things a couple of times to help me understand because my English is not so good.

It's a good way to find out what you can do next. It helps.

It's a great access to have if you need a little legal help.

It's a great program. I appreciate the help.

It's a lot of help and I will be calling back.

It's amazing I don't know what I'd do if I didn't have you guys to call. It's amazing to get information like this. Two thumbs up. Just happy you guys are there.

It's awesome. I can't get answers any other way.

It's been a great help for me being out of state.

It's been helpful. I wouldn't know what to do with it.

It's been helpful in the past. I haven't used it in a while. Hopefully this will work out the same way.

It's been very helpful.

It's difficult, the time...not starting until 11, it's kind of late in the day to get started and on top of that, I think I made 10-15 calls before I could get through.

It's fantastic working with Susan and I'm very pleased and happy you folks exist.

It's Great!! They make sure you know what is going on, and what you need to do. VERY helpful!!

It's nice to have a free program to help people out with legal issues.

It's really nice to have this option to get legal advice without getting an attorney and they are very efficient.

It's self-explanatory. Doesn't leave too much room for questions but if you have questions they are answered in a timely fashion.

I've always found it easy to use, except the garnishment.

I've called you a couple of times. You guys are awesome. The lady I talked to today was very helpful.

I've really got a lot of knowledge from working with these people.

Jane was wonderful. Helped and she's great.

Mary Jane helped me immensely.

Now I know where to go and what to ask for. The program kicks ass. Don't change a thing. I was lost, and didn't know a thing, now I have three pages of information. She painted a picture of what I need to do.

Owen was very informative and helpful. Got more information from him than from many other people. He should get a gold star.

Owen was very nice and very helpful.

Patient. Very well versed.

Patron was very happy with services and was treated with respect and courtesy.

Please keep up the good work, there are lots of people out here that can not afford an attorney that need this program. Thank you so much for being there for me. Sonja

Quite nice to have something to find information.

Really appreciate her help, she helped me so much.

Really glad you're there. I was really confused until I got help from you. Now I know what to do.

Really polite, professional. Got in the first time I called.

Seemed really helpful.

She answered more questions for me than anyone I've spoken to in the last couple of weeks.

She helped me clearly so that I could understand what she was saying. I'm glad it's there to help.

She led me down the right road. I called her and I was going crazy but she calmed me right down.

She was absolutely wonderful.

She was awesome.

She was helpful.

She was just a great help.

She was really good. She helped me a lot. I am from overseas, don't understand the law and the language used. With this program, she understood me and explained in simple words so I can understand and do the next step. I love this program because people like me who don't have money for lawyers, don't have to pay for lawyers.

She was really helpful.

She was really helpful and she was really friendly.

She was really helpful. I really appreciated their help.

She was very helpful. She was fantastic.

She was really helpful. Streamlines, concise. Answered all my questions.

She was very courteous and I appreciate that you have it in existence.

She was very helpful. She knew right away where to send me for more information.

She was very helpful. Stayed with me the whole time.

She was very helpful and very nice. I appreciated the help.

She was very helpful for me.

She was very helpful. Pleasant. Easy to understand.

She was very nice and understood exactly what I needed.

She was very nice, respectful and helped me out a lot. I was really confused and found out I shouldn't be paying as much as they said.

She was very pleasant and very helpful.

She was very very helpful.

So far, very pleased with the help I've received.

Staff was very courteous and helpful.

Susan was very helpful. (3)

Susan was very helpful and went above and beyond her duty. She deserves a gold star!

Thank you!

Thank goodness this service is available. It's too expensive otherwise. Also, the law procedures need simplification especially in Utah.

Thank the lady for the help. She was a big help.

Thank you for helping me.

Thank you for providing this service. It is nice to be able to talk to someone without being charged money.

Thank you so much for this service. The court system is intimidating enough and the courteous people in the center help take the edge off,

Thank you!, Thank you!! for being here to help me. I am so grateful to you all.

The attorney I talked to was wonderful.

The lady helped me out a lot. She was really nice.

The lady I spoke with today, I felt like she cared. I talked to two others prior and they didn't help out with nothin'.

The lady I spoke with was excellent.

The lady was very helpful and courteous.

The program is excellent and every time I call they have been very helpful.

[There] still needs to be a divorce packet available on paper, not just the internet. Hard to call and go to the internet. Hard for people who are in dangerous situations to get on the computer. The lady on the phone was nice though.

They are a lot of help, great service.

They are really polite.

They are very helpful. They listened to me without just transferring or sending me to websites.

They are very helpful and answered my questions in detail and explained more about some other things I could do.

They are very helpful and knowledgeable and help me understand even though I am a Spanish speaker. She described in detail how to fix your problem.

They are very nice and very personable. Very detailed oriented. That helped a lot.

They did a really good job.

They gave me all the information I needed.

They have all been very helpful and friendly, and have been able to help me save money and time that I just don't have

They have helped me immaculately through this whole situation.

They talk you through things and documents. They're a lot of help. It was a big help.

They were awesome. Always helpful.

They were extremely helpful and I appreciate your help. I've just have been trying to get this stuff done for a year and it's getting done now.

They were very helpful. Very!

They were very helpful and courteous.

They were very helpful, and pleasant.

They were wonderful and good help too.

They're awesome. I call three times a week for help. They always help me with everything I need.

They've always been very helpful.

They've taken the time to call me back and give me additional information they had. That was really helpful for them to be that conscientious.

Think it's an awesome program because the courts don't help you do anything.
Very nice.

Think it's great to be able to call and get answers - couldn't find what she needed on the website.

This is a marvelous service that you provide. Both Mary Jane and Mary were extremely helpful. They were both very knowledgeable and gave good advice. Thanks very much to them and for having this service so I don't need to pay an attorney more than the land is worth.

This is such a great service, legal matters are some of the most stressful, confusing and frankly costly matters. When faced with ability to retain services for help like this is begins to become cost prohibitive. Thanks again.

Two times I've contacted this organization, they've been excellent and great. For sure the most help I've received from anybody.

Very appreciative of her help and time.

Very friendly and professional and knowledgeable.

Very grateful for the service.

Very helpful (6)

Very helpful. A lot of good information.

Very helpful. I think it's great. Would have had to pay more money if I'd had to fill out the wrong documents. Nicer to talk to somebody. Better than going online.

Very helpful for someone like me because I have no other resources available to me

Very helpful, she really took the time to understand what I was looking for and explained it all to me.

Very helpful. Very considerate of my feelings and my daughter's feelings.

Very helpful, very intelligent, very polite people. Excellent resource.

Very helpful with regards to people that have questions and don't have money for an attorney.

Very nice, very willing to help, willing to take time to answer my questions.

Very prompt, courteous. Great service and great answers.

Was very helpful. Debbie had very good insights. Answered all my questions.

Wasn't expecting as much info as I got. It was enlightening. This call has opened my eyes. I have made other phone calls, this one was really helpful.

What a lifesaver! I am so glad I was referred here for help. Up until this time I had hit a brick wall and did not know what to do next. With Mary Jane's help I have been able to get the court orders I needed and she has ALWAYS helped me with anything I have needed.

What an excellent help your program is to us citizens.

wonderful very helpful

Wonderful women, they are fabulous and very...they take their time, it's not a hurry up situation.

You are a big help to people who have questions and need help with the legal system. Very early on though I was told I sent too many emails! It upset me because I wanted to do things right and had alot of questions! Since then, things have been excellent and I've been treated very well!

You guys are terrific. I understand more now than I did 20 minutes ago.

You guys are wonderful. You guys have helped me out tremendously. I've been searching for an answer for over a week and I can't believe I got everything answered with one phone call.

You guys do great work.

Your willingness to help was amazing !!! Thank you so very much. I have NO money for attorneys and had to get this taken care of. Your help allowed me to file the correct forms, and get the judgment process on the way. My stress and worry is much less now. Thank you again!! This service is one thing I am glad that tax dollars are spent on.

5. What is your primary language?	
Answer Options	Response Percent
English	93.9%
Spanish	4.5%
Don't Know	0.0%
Other (please specify)	1.6%

Comments
English and Spanish
Korean
Lakota
Mortlockese
Samoan

6. What is your race or ethnic group? Can select more than one category	
Answer Options	Response Percent
White (Non-Hispanic)	76.9%
Hispanic (All Races)	12.8%
Asian	1.0%
African American	3.2%
Pacific Islander	2.6%
Native American - American Indian / Native Alaskan / Native Hawaiian	1.0%
Don't know	0.0%
Refused	1.3%
Other (please specify)	1.3%

Comments
Half Italian Half Hispanic
LDS
Micronesia
More than one race
Puerto Rican / White

7. What is your annual income?	
Answer Options	Response Percent
\$6,000 or less	19.2%
\$6,001 to \$12,000	9.9%
\$12,001 to \$18,000	8.7%
\$18,001 to \$24,000	9.6%
\$24,001 to \$30,000	9.3%
\$30,001 to \$36,000	7.1%
\$36,001 to \$42,000	2.9%
\$42,001 to \$48,000	3.2%
\$48,001 to \$60,000	8.0%
\$60,001 to \$72,000	2.9%
\$72,001 to \$84,000	1.6%
\$84,001 to \$96,000	1.9%
\$96,001 or more	2.6%
Refused / Skipped	13.1%

8. How did you hear about the Self-Help Center?

Answer Options	Response Percent
Bar Association	0.0%
Clerk's office / Court	78.8%
Community Agency	1.9%
Domestic violence shelter	0.0%
Family / Friend	3.5%
Internet	6.4%
Judge / Commissioner	0.0%
Law Enforcement / Sheriff	1.0%
Lawyer	1.0%
Legal Clinic	1.3%
Library	0.3%
Newspaper / Media (please specify)	0.3%
Don't Know	3.2%
Other (please specify)	2.2%

Comments
Apartment Association
BCI
Child and Family Services
DCFS
Head Start
ORS
Workforce Services

9. How often have you tried to reach the Self-Help Center?

Answer Options	Response Percent
Just today	88.4%
For a couple of days	7.9%
For a week	1.9%
More than a week	1.9%
N/A (chat/text/email)	

10. Do you have an attorney?

Answer Options	Response Percent
No - I am representing myself	92.0%
Yes - full representation	3.5%
Yes - for part of my case (limited legal help)	4.5%

Distribution of Survey Responses	Response Percent
Phone	85.6%
Email	14.4%

Tab 3

Webpages and Forms

(1) Progress since last meeting

- [Divorce and Divorce-related webpages](#)
- [Volunteer Court Visitor](#)

(2) Planned

(a) Priority

- Guardianship (On schedule for review by Board of District Court Judges in September)
- Conservatorship
- Motion to Enforce Divorce Decree
- Motion to Appoint Child-Custody Evaluator (Parent Coordinator)
- Petition to Modify Divorce Decree (Generic)
- Landlord/Tenant (Debbie)

(b) Petition Topics

- Petition to Unseal Adoption File
- Petition to Annul Marriage
- Petition for Temporary Separation
- Petition for Judicial Review of Final Agency Action (informal adjudicative proceedings)

(c) Motion Topics

- Motion to Forfeit Bail to Judgment Creditor (http://www.utcourts.gov/courts/dist/distsites/3rd/docs/3rd_Defendants_Motion_to_Release_Bail.pdf)
- Motion to Set Aside Default Judgment
- Motion to Vacate Dismissal and Reinstate Petition
- Motion to Reschedule Hearing
- Motion to Appear by Telephone
- Motion to Appoint a Guardian ad Litem
- Motion to Change Venue
- Motion for Order Nunc Pro Tunc

(d) Juvenile Court Topics

- Petition to Modify Custody
- Petition to Terminate Parental Rights (private petition)

(e) Probate Topics

- Informal probate (with will)
- Informal probate (without will)

(f) Miscellaneous

- Notice of Limited Appearance (URCP 75).
- Debt collection cases
- Abstract of judgment

(3) Done

- [Custody Evaluation](#)
- [Financial Declarations](#)
- [Motion to Enforce a Domestic Order](#)
- [Motions](#)
- [Modifying Child Custody](#)
- [Motion for Alternative Service](#)
- [Adopting a Minor Step-child](#)
- [Recognition of a Relationship as a Marriage](#)
- [Satisfaction of Judgment](#)
- [Notice of Hearing Template \(English & Spanish\)](#)
- [Motion to Renew Judgment](#)
- [Motion to Shorten Driver's License Suspension](#)
- [Self-Help Front Page](#)
- [Answer](#)
- [Default Judgment](#)
- [Fees and Fee Waiver](#)
- [Going to Court](#)
- [How to Collect a Judgment](#)
- [Lawsuits Involving Military Service Members](#)
- [Modifying a Parent-time](#)

- [Modifying Child Support](#)
- [Motion to Appoint Parent Coordinator](#)
- [Motion to Waive 90-day Waiting Period](#)
- [Motion to Waive Divorce Education](#)
- [Non-public Records](#)
- [Parenting Plans](#)
- [Petition to Expunge Records](#)
- [Petition to Register a Foreign Custody or Support Order](#)
- [Service Member Attorney Volunteers](#)
- [Small Claims](#)
- [Summons](#)
- [Writ of Execution](#)
- [Writ of Garnishment](#)
- [Petition to Expunge Records](#)
- [Modifying a Parent-time Order](#)
- [Motion to Appoint Parent Coordinator](#)
- [Default Judgment](#)
- [Lawsuits Involving Military Service Members](#)
- [Service Member Attorney Volunteers](#)