

JUSTICE FOR ALL + ACCESS TO JUSTICE

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Today's Discussion

- Why Focus on Justice?
Justice for All Project
Access to Justice Platform
- Learning from you
- Our Ask
- Thank You



UNDERSTANDING JUSTICE

Why Focus on Justice?

Justice means that in our ideal legal system, everyone is treated fairly:

- All people are aware of their legal rights, and feel empowered to take action to exercise those rights.
- All people can access information and needed resources to deal with a legal issue.
- The outcome of a legal issue is not pre-determined because of someone's identity, income, where they live, or other factors beyond the situation at hand.



Why Focus on Justice?

Many people are not getting justice today:

- Race, poverty and other circumstances often mean that some groups are treated unfairly.
- While people can have several legal issues throughout their lives, only **20%** receive the information or legal assistance they need. **80%** of people do not have their legal needs met.
- Unresolved legal issues can “snowball” and lead to even worse outcomes for a person or family, from eviction to bankruptcy to personal harm in an unsafe situation.

Why Focus on Justice?

Our legal system is not perfect, but many people across the U.S. are working to improve the system.

Two projects in Alaska:

- 1. Justice for All Project**
- 2. Access to Justice Platform**

Both projects seek to promote equity and fairness, by linking people to needed legal services.

THE PROJECTS

Justice for All Project

Who: Public Welfare Foundation, National Center for State Courts + local stakeholders

Pilot Sites: Alaska, Colorado, Georgia, Hawaii, Massachusetts, Minnesota, and New York

Goal: 100% meaningful access to essential civil legal needs for all people

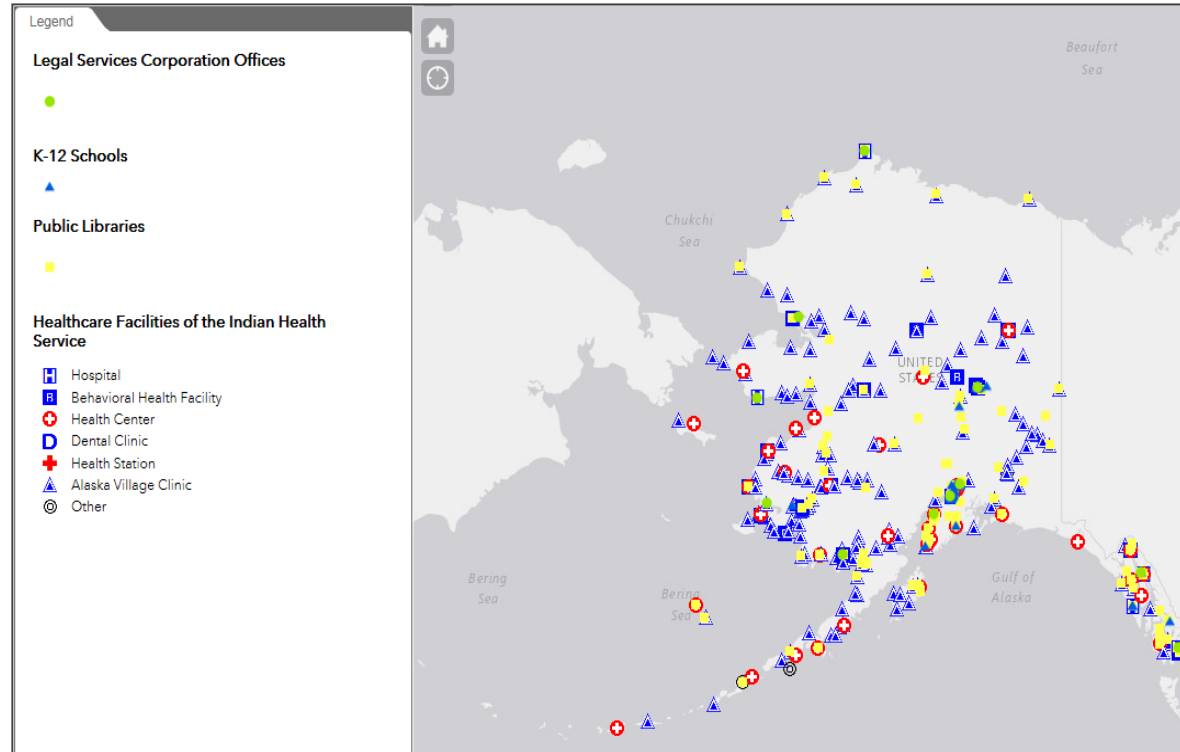
Outcome: A strategic plan that guides partners to provide a continuum of meaningful and appropriate legal services



Justice for All Alaska's Focus

GIS maps shows:

- Justice-related ecosystem throughout Alaska
- Social Services
- Medical Services
- Information Services
- Legal Services



This map includes locations of organizations by type (health care, social services, legal services, schools, library, etc.).

Justice for All

Alaska's Focus

Social Network Analysis

Analysis and conceptual mapping of relationships and information sharing between people + organizations in a community

Alaska's project:

- Survey of medical service, social service, information service, and legal service providers, including tribes, nonprofits, governments
- Results visually show the connections and gaps between providers



The dots in the map above indicate organizations or people who are part of a network (community). The lines between them represent relationships. A larger dot is an important node in the network. A thicker line means a strong or formal relationship.

Access to Justice Platform

Who: Microsoft, Legal Services Corporation, Pro Bono Net + local stakeholders

Pilot Sites: Alaska + Hawaii

Goal: Improve the current system of accessing legal services

Outcome: An on-line *platform* that will connect people to local legal resources.

**Platform* = technologies + tools to be determined*



Why an **Access to Justice Platform**?

Current system of accessing legal services is confusing, intimidating, and does not work for most people.

"Every court has their own aid resource engine – it's confusing!"

"I need help connecting with relevant legal providers."

"How do I determine the appropriate legal process?"

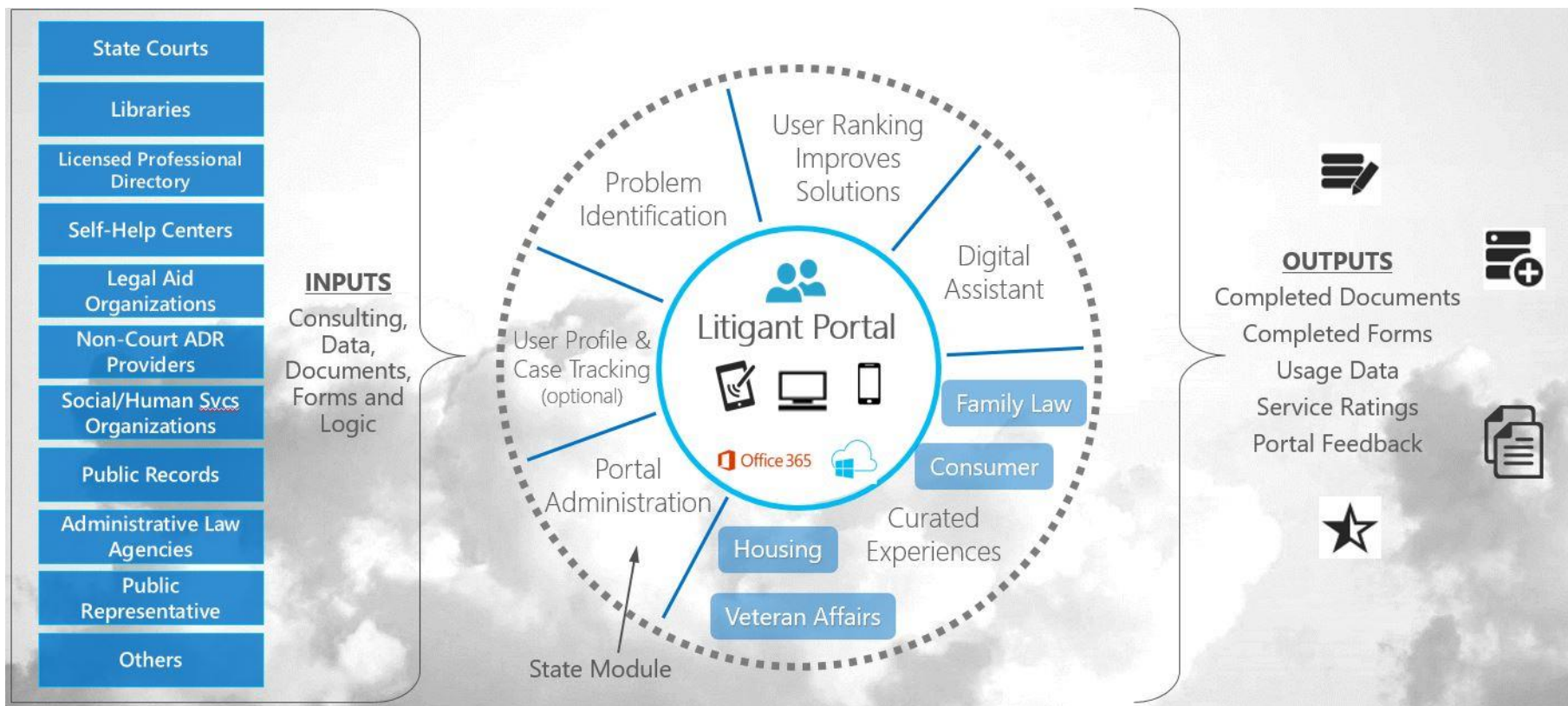
"I want to represent myself but need to know how."

"There are too many locations to look for information."

"What resources are relevant to my case?"

Access to Justice Platform Project Vision

The platform will be designed based on local needs and information. Input is being gathered from: the legal community, service providers, and directly from people who have struggled to get legal help.



What is a Platform?

It could be...

- a dedicated computer based kiosk in a public space (similar to an ATM at a bank)
- a website
- a mobile app
- an automated self-serve phone number/system
- or any other type of technology driven tool connected to the internet
- all of these, or none of these, and something else entirely.

What is most important is to learn from the people that need the tool the most and then determine which technology type and which tools will provide the best access to information for those that need it.

Access to Justice Platform Status

- An **inclusive design** approach: identify the needs of most vulnerable users, and design to meet their needs
- Extensive on-the-ground research before design phase
- Agnew::Beck is working with Alaska project team to gather information about current challenges to accessing justice, and current resources available in communities:
 - Interviews with legal and other resource providers
 - Interviews with people whose legal needs were not met, to understand their barriers and challenges and learn how this platform could increase access to justice
 - Recruit participants for a design workshop in Anchorage in early 2018

LEARNING FROM YOU

Audience Response Instructions

- A star (★) indicates a question slide - you can use your keypad to answer
- Press the number of your answer and SEND after each selection.
- Press CLEAR to reset your answer for that question.
- Results will be shared after each question.



Let's Go!

We will ask some practice questions so you can get familiar with the audience response system.

Then we'll ask a few questions about the legal system.

Results will be displayed after answering each question.

Practice Questions



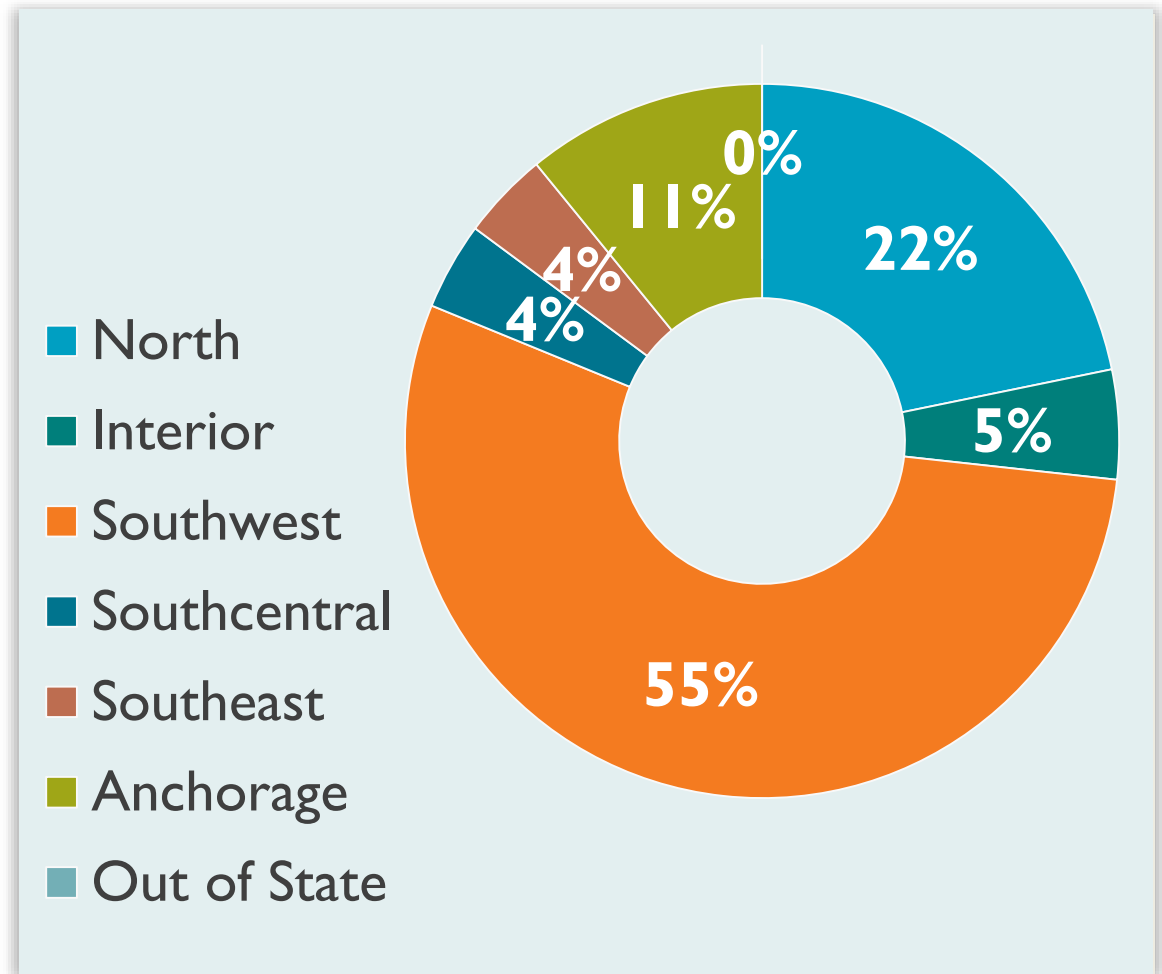
What region do you live in?

1. **North:** North Slope, Northwest Arctic, Bering Strait
2. **Interior:** Fairbanks, Copper River, Denali
3. **Southwest:** Bristol Bay, Y-K, Aleutians, Kodiak
4. **Southcentral:** Mat Su, Kenai Peninsula
5. **Southeast:** Juneau, Ketchikan, Wrangell, Sitka
6. **Anchorage:** Eagle River, Turnagain Arm
7. **Out of State**

Practice Questions

Results

Q. What region do you live in?



Practice Questions



Which of the following roles describe you?

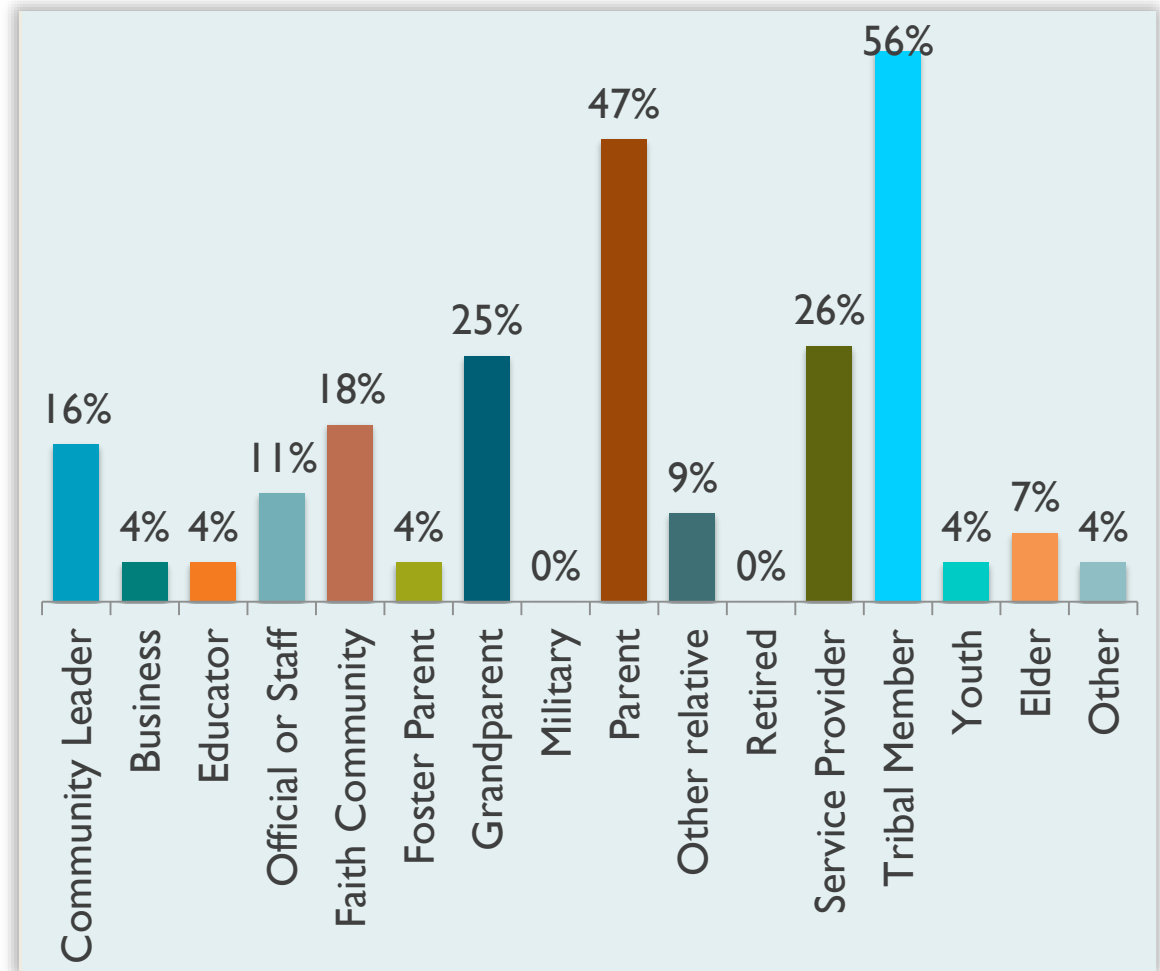
*Select all that apply. Click **Send** after clicking each answer choice.*

- | | |
|---|---------------------------------|
| 1. Community leader | 9. Parent |
| 2. Business person | 10. Other relative |
| 3. Educator | 11. Retired |
| 4. Elected official or staff | 12. Service provider |
| 5. Faith community member and/or leader | 13. Tribal member and/or leader |
| 6. Foster parent/guardian | 14. Youth |
| 7. Grandparent | 15. Elder |
| 8. Military | 16. Other |

Practice Questions

Results

Q. Which of the following roles describes you?



Technology Questions



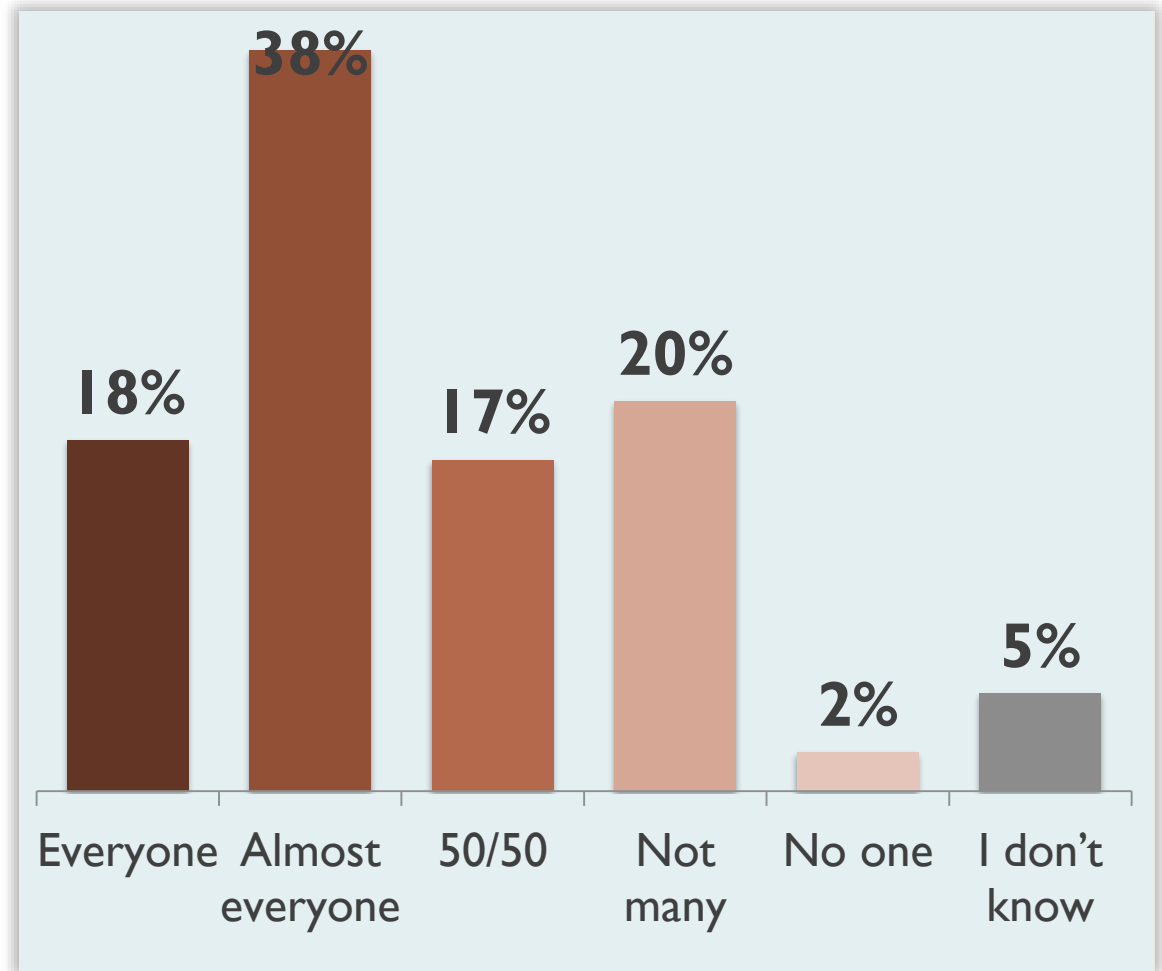
How many people in your community have Internet access, either at home or a place in the community?

1. Everyone
2. Almost everyone
3. 50/50
4. Not many
5. No one
6. I don't know

Technology Questions

Results

Q. Internet access in the community



Technology Questions



Which of the following are popular in your community?

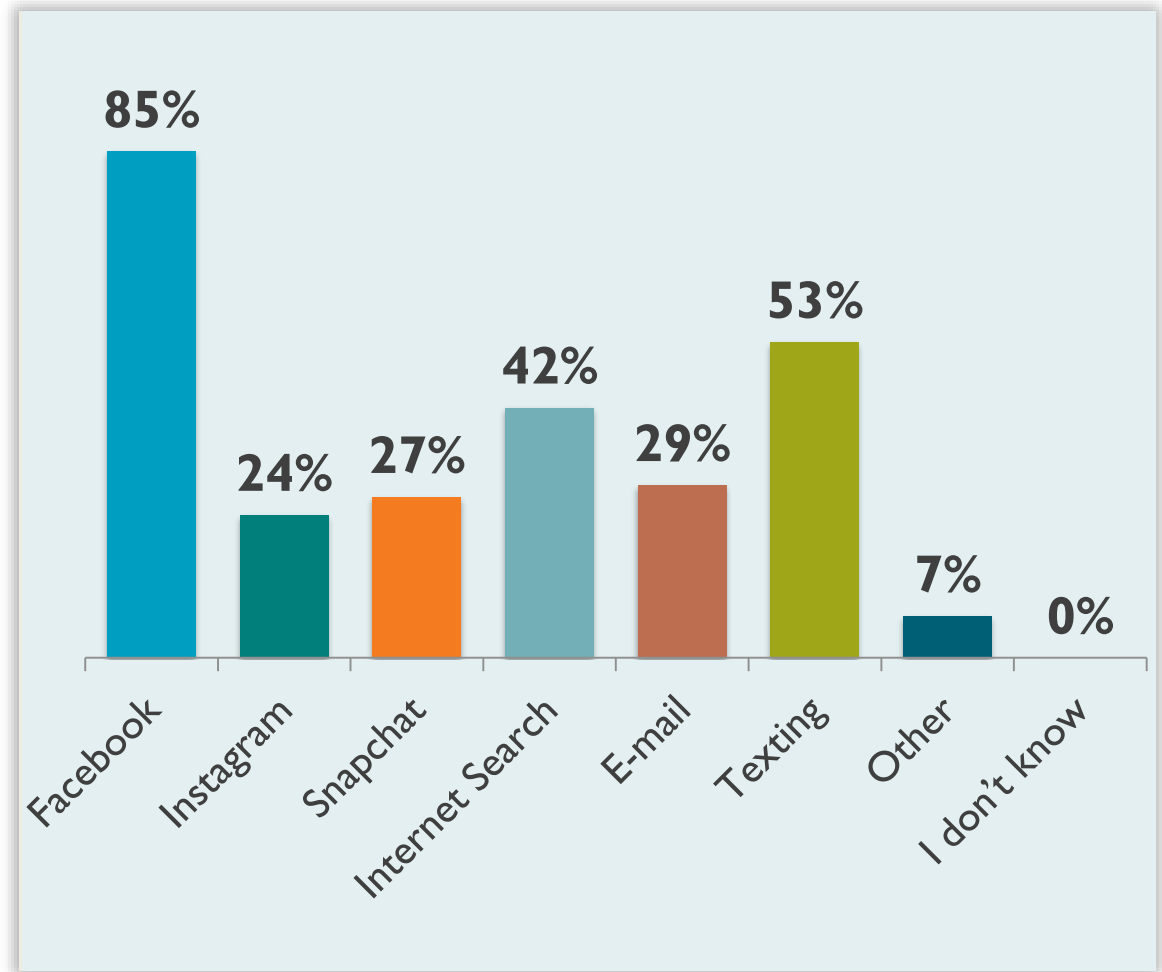
*Select all that apply. Click **Send** after clicking each answer choice.*

1. Facebook
2. Instagram
3. Snapchat
4. Internet search (e.g. Google, Bing, Yahoo!)
5. E-mail
6. Text messaging
7. Other
8. I don't know

Technology Questions

Results

Q. Popular technologies



Justice Questions



If you have an issue or problem to solve, where do you turn for information first (up to 3)?

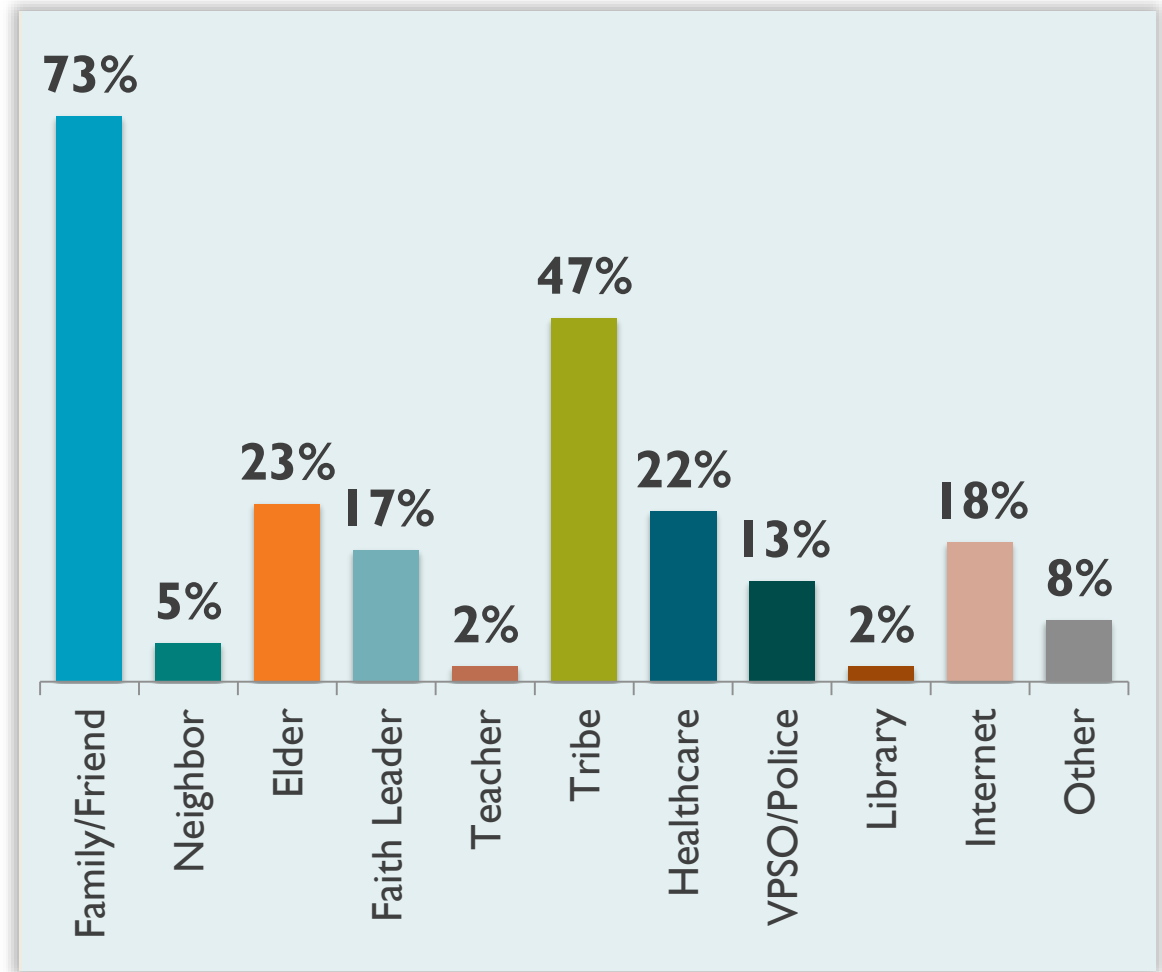
*Select your top 3. Click **Send** after clicking each answer choice.*

1. Family or friend
2. Neighbor
3. Elder
4. Pastor/Faith Leader
5. Teacher
6. Tribe: ICWA Worker, Tribal Council, Tribal Organization
7. Healthcare Worker: Community Health Aide, Behavioral Health Aide
8. VPSO/Police
9. Public Library
10. Internet
11. Other

Justice Questions

Results

Q. Where do you turn for information first?
(Top 3)



Justice Questions



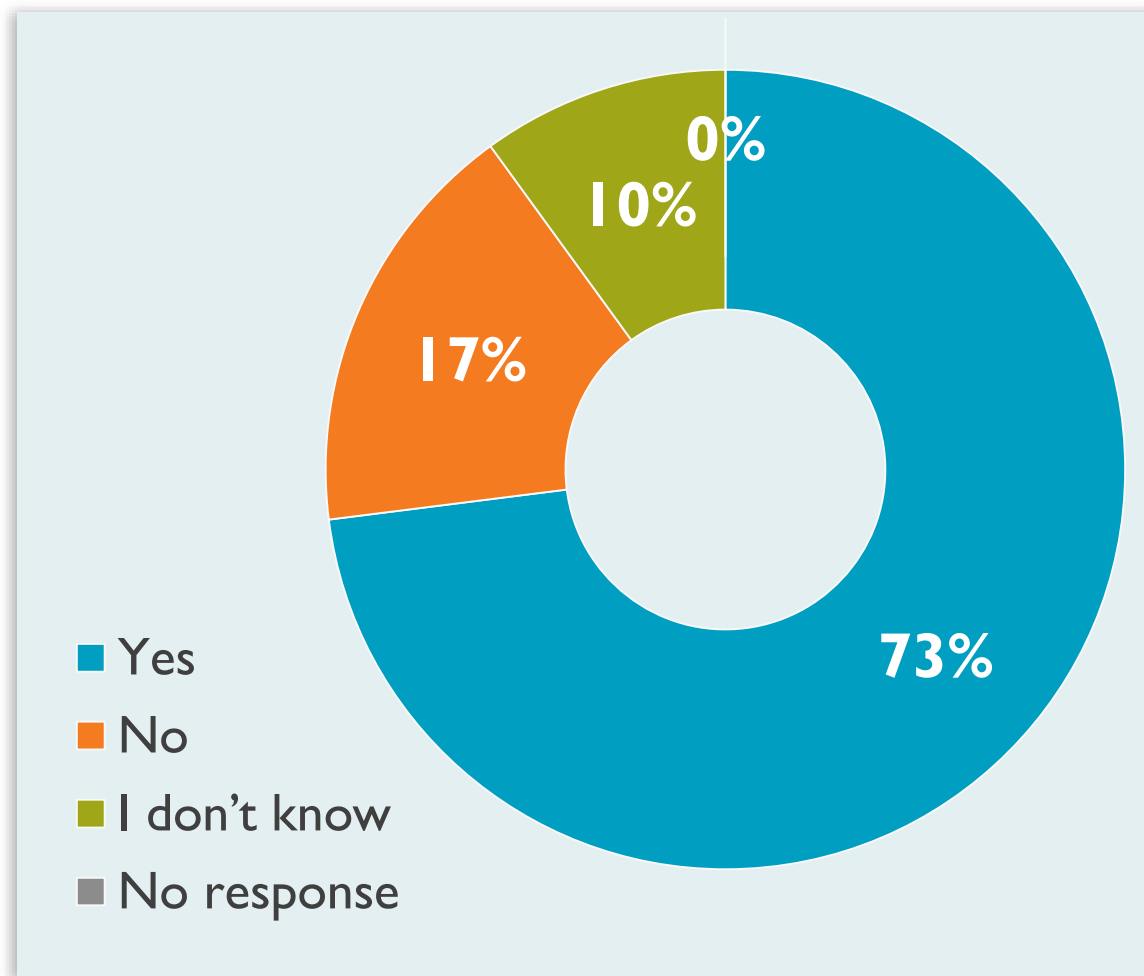
Do you know someone in your community who has experienced a legal issue, within the last 2 years?

1. Yes
2. No
3. I don't know
4. No response

Justice Questions

Results

Q. Experienced legal issue, within last 2 years?



Justice Questions



Have you, a friend, or a family member experienced any of the following common legal issues?

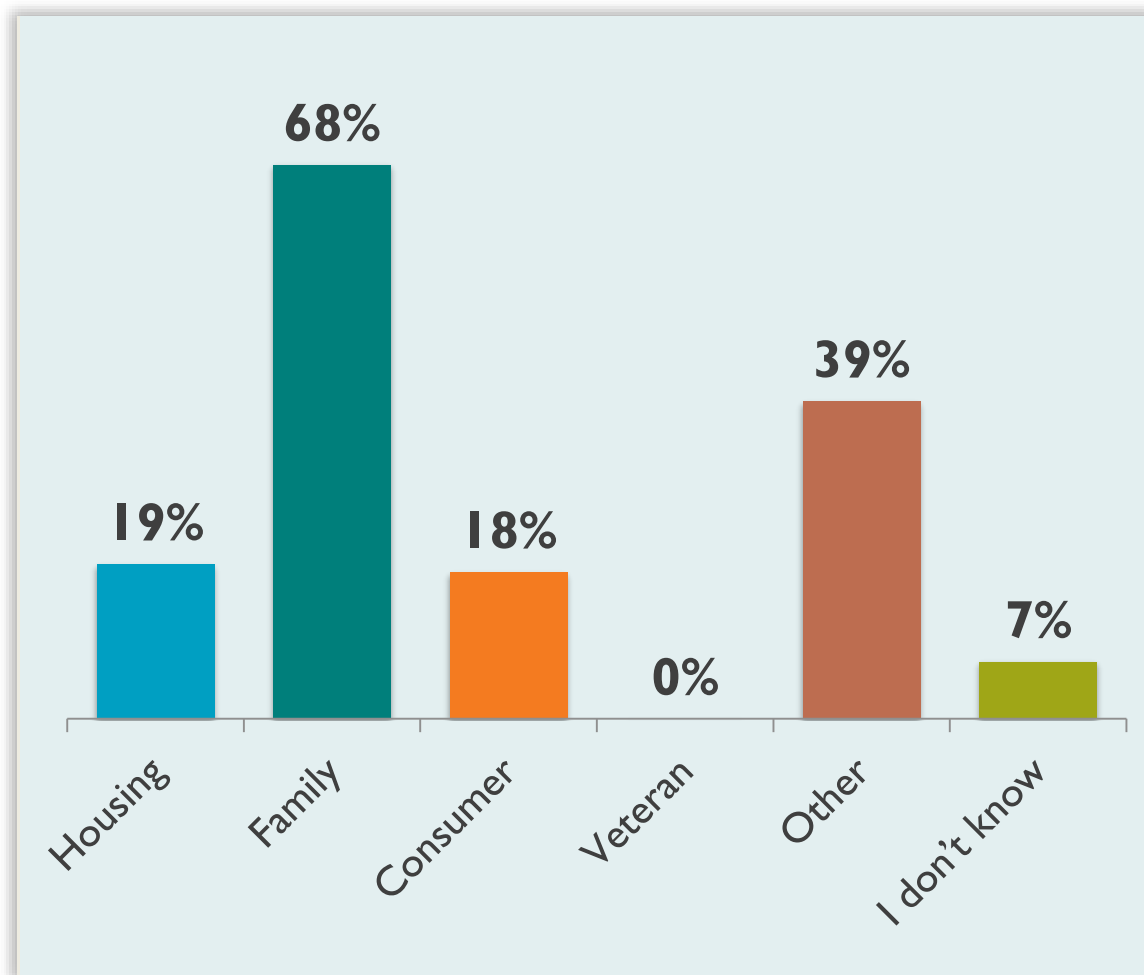
*Select all that apply. Click **Send** after clicking each answer choice.*

1. **Housing:** eviction, housing discrimination
2. **Family:** divorce or separation, guardianship, child custody, child support, domestic violence, adoption, ICWA
3. **Consumer:** bankruptcy, debt collection, identify theft
4. **Veteran:** accessing military benefits, VA healthcare
5. **Other:** subsistence, land rights, Native allotments, estate planning, wills or medical directives, public benefits
6. **I don't know**

Justice Questions

Results

Q. Experienced the following civil legal issues?



Justice Questions



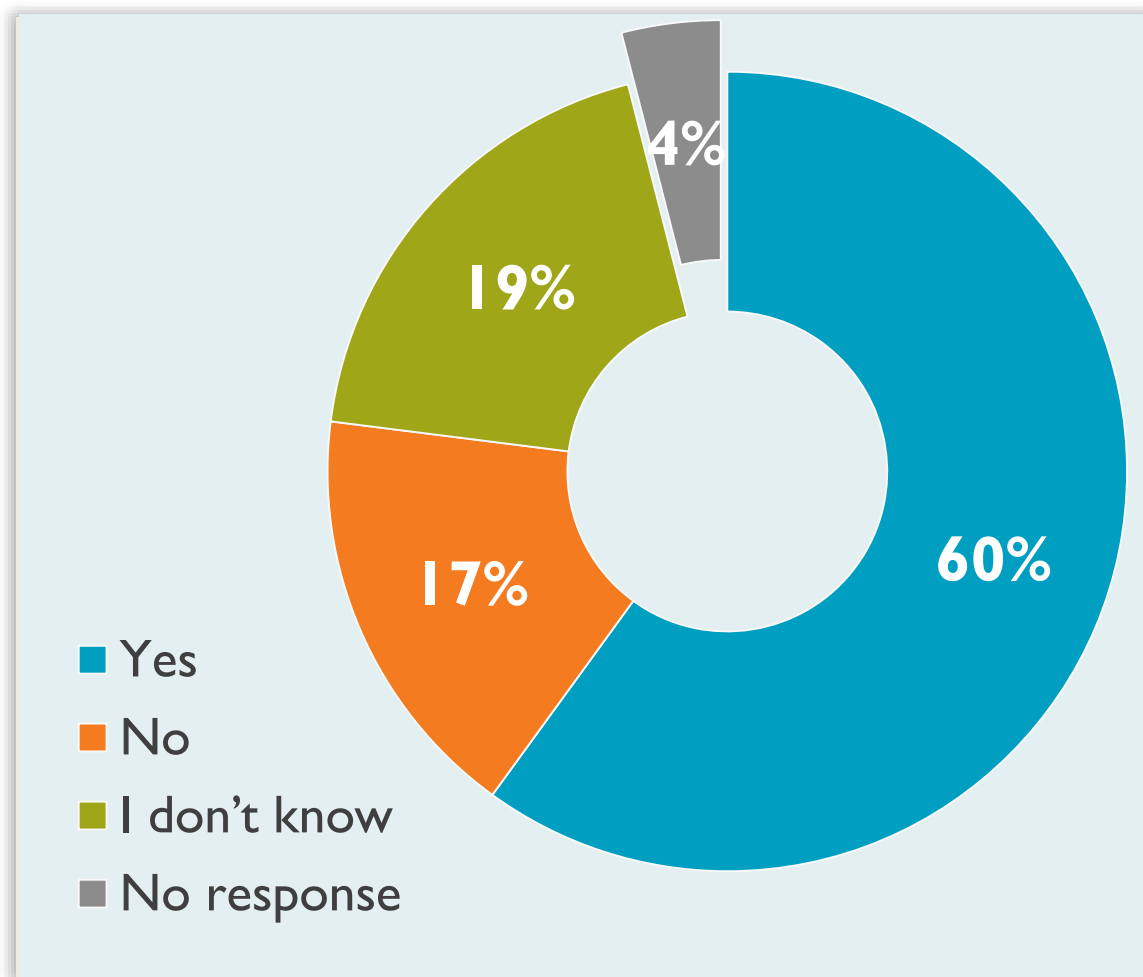
If you know someone who experienced a legal issue, do you know if this person sought legal help (contacted a lawyer, researched online, etc.)?

1. Yes
2. No
3. I don't know
4. No response

Justice Questions

Results

Q. Person sought legal help?



Justice Question



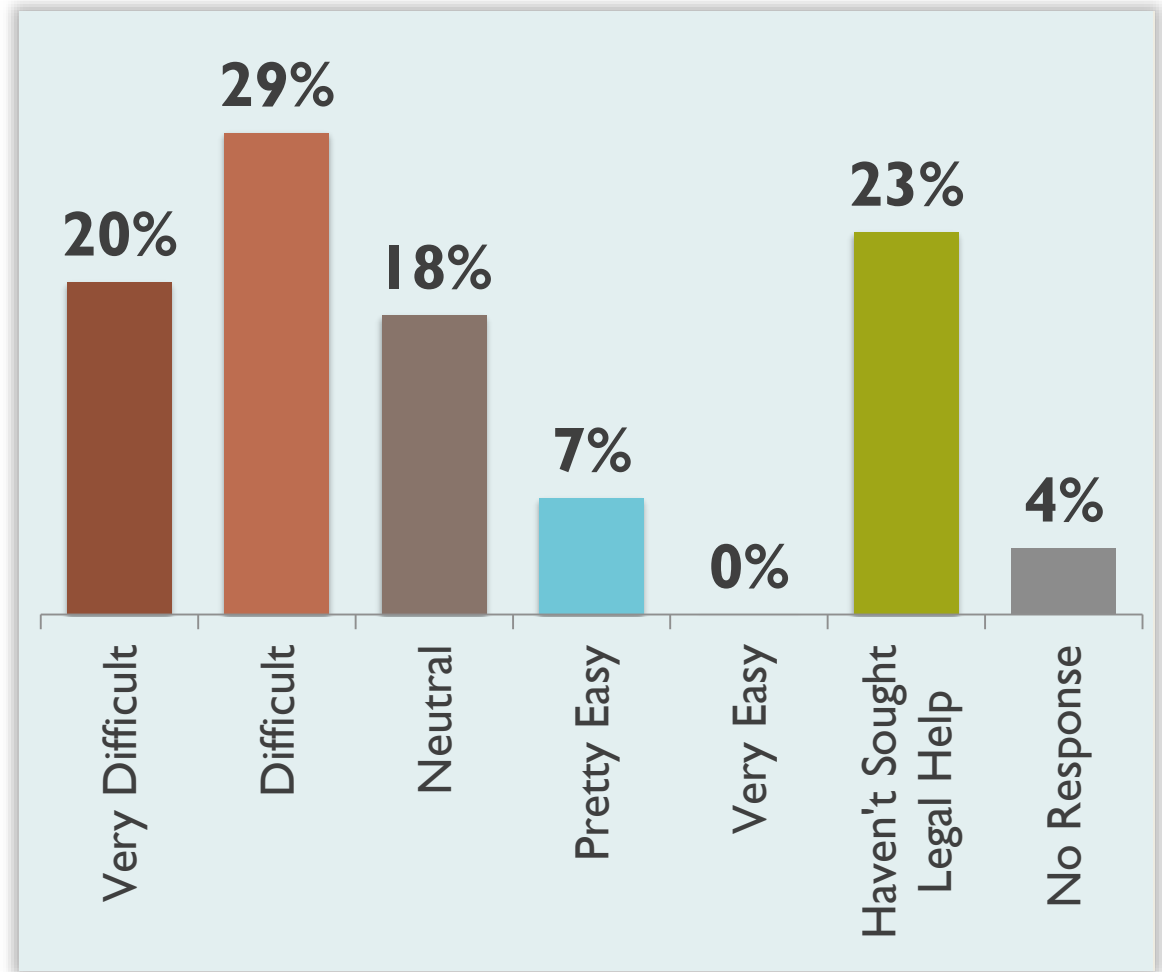
If you've sought legal help before, how was your experience?

1. Very difficult
2. Difficult
3. Neutral
4. Pretty easy
5. Very easy
6. I haven't sought legal help before
7. No response

Justice Question

Results

Q. How was your experience seeking legal help?



Justice Question



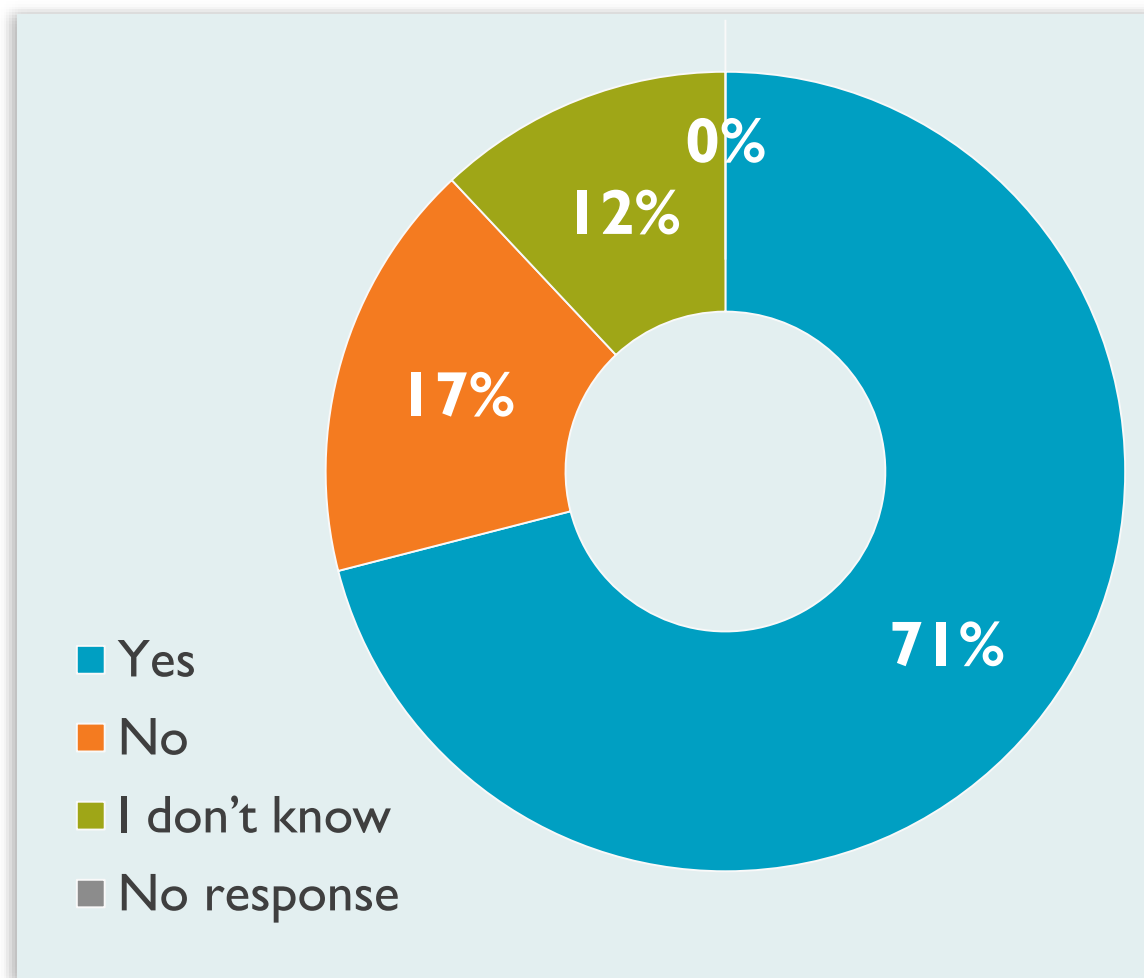
If someone in your community needs assistance with a legal issue, do you know where to refer them?

1. Yes
2. No
3. I don't know
4. No response

Justice Question

Results

Q. Do you know where to refer for legal help?



Justice Question



Where do you refer individuals with a legal issue?

*Select all that apply. Click **Send** after clicking each answer choice.*

1. Alaska Legal Services Corp.
2. Alaska Bar Association
3. Alaska Court System
4. Alaska Native Justice Center
5. Alaska Institute for Justice
6. Alaska Network on Domestic Violence and Sexual Assault
7. Alaska Public Advocacy Office
8. Alaska Public Defender Agency
9. Alaska State Commission for Human Rights
10. American Civil Liberties Union (ACLU)
11. Anchorage Equal Rights Commission
12. Department of Law, Consumer Protection
13. Disability Law Center
14. Family Law Self-Help Center
15. Family or Friends
16. Other
17. I don't make legal referrals

Justice Question

Results

Q. Where do you refer people with a legal issue?
The top 10 answers are displayed below.

- 59% Alaska Legal Services Corp.
- 24% I don't make legal referrals
- 22% Alaska Court System
- 17% Family Law Self-Help Center
- 17% Alaska Native Justice Center
- 10% Other
- 9% Disability Law Center
- 5% Alaska Public Advocacy Office
- 5% Alaska Network on Domestic Violence and Sexual Assault
- 5% Family or Friends

Justice Question



What are the barriers to getting legal help?

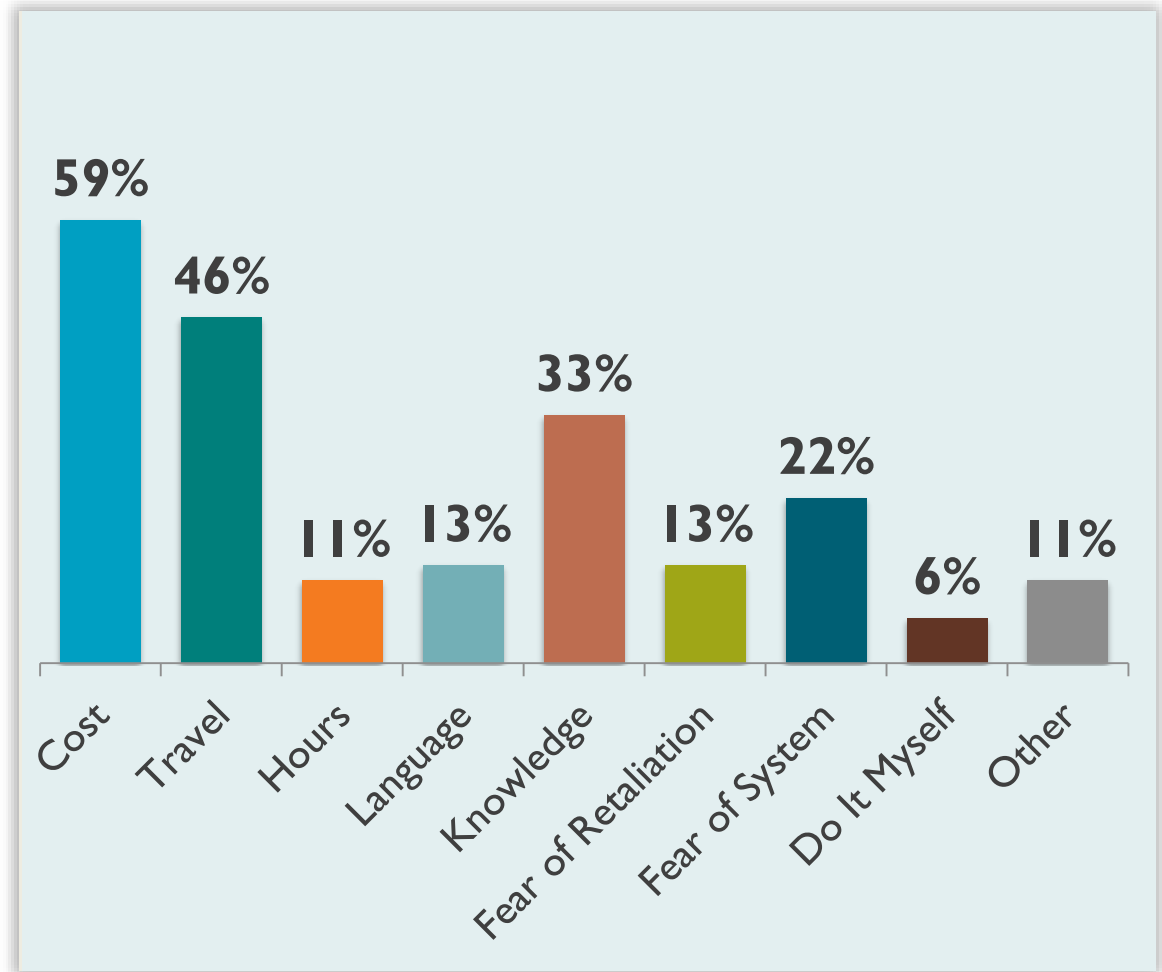
*Select your top 3. Click **Send** after clicking each answer choice.*

1. **Cost**
2. **Travel:** local transportation unavailable, flight or drive costs
3. **Hours of operation:** no evening or weekend hours)
4. **Language:** difficult to explain the case, no forms available in other languages, unable to read and/or write
5. **Knowledge:** lack of awareness about legal rights and options
6. **Fear of retaliation**
7. **Fear of government systems:** process is confusing, concern about going to court, other distrust of interacting with system
8. **I want to take care of things myself**
9. **Other**

Justice Question

Results

Q. Top 3 barriers to legal access?



Justice Question



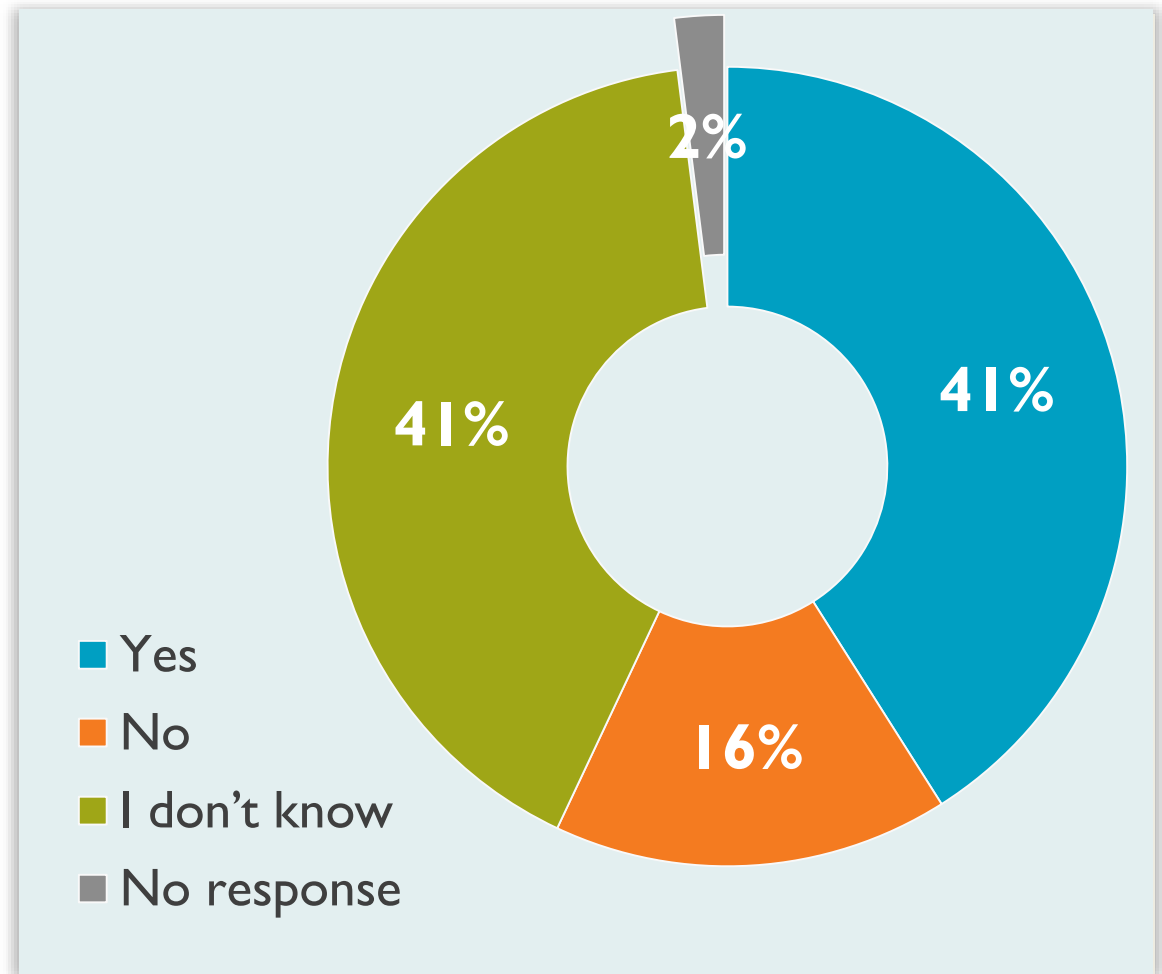
Do you know someone in your community who may be willing to share their story about seeking legal help?

1. Yes
2. No
3. I don't know
4. No response

Justice Question

Results

Q. Do you know someone who may be willing to share their story?



Our Ask

We need your help!

- We would like to talk with people that were unable to access the legal services they need. This might be a friend, family member, or maybe you.
- We seek to understand the details about roadblocks encountered, what might have been confusing, why people do not pursue getting help, and hear the creative ideas you have to improve the system.
- The information you share will help to build an effective tool that links Alaskans with legal services.

Are you willing to share your story?
Or, can you refer us to someone you know?

Here's how...

1. We can talk with you directly after this presentation (come chat with us!)
2. We can set up a time to call you on the phone or meet in person later.
3. You can think about it, and call or e-mail us later (take a flyer).

Thank You!

We appreciate sharing your thoughts today.

Want to help us connect with a person in your community for an interview?

Contact:

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