Consumer-Based Approaches to Legal Service Delivery
Our Amazing Panel

- Hon. Melissa Blackburn, Co-Chair, Veterans Committee, Nashville Bar Association

- Robert Rice, Past-President, Utah State Bar
FUTURES COMMISSION MEMBERS

Co-Chairs of the Futures Commission:
Nate Alder, practicing lawyer, former President of the Bar, and current member of the ABA House of Delegates

John Lund, practicing lawyer, Bar Commissioner, and member of the Utah Judicial Council

Business Representatives:
C. Scott Brown, retired executive, Quantum Corporation
James Clark, President, Clarke Capital Partners

Utah’s Two Law School Representatives:
Lincoln Davies, Associate Dean, Professor, S.J. Quinney College of Law, University of Utah
D. Gordon Smith, Professor, J. Reuben Clark Law School, Brigham Young University

Utah’s Small Firm Legal Community Representatives:
Maybell Romero, Harris, Preston & Chambers, Logan

Co-Chairs of the Futures Commission:
Nate Alder, practicing lawyer, former President of the Bar, and current member of the ABA House of Delegates

John Lund, practicing lawyer, Bar Commissioner, and member of the Utah Judicial Council

Honorable David Nuffer, Presiding Judge of the U.S. District Court for the District of Utah
Hon. Elizabeth A. Hruby-Mills, District Court Judge, Third Judicial District Court, Utah State Courts
Daniel J. Bedford, Court Administrator, Utah State Courts
Mary Jane Ciccarelli, Director, Self-Help Center, Utah State Courts
H. Dickson Burton, Trustee, Bar Commissioner
Curtis M Jensen, Snow Jensen & Sorensen, past Bar President
Janiso K. Macmanus, Assistant Utah Attorney General, Bar Commissioner
Heather M. Farnsworth, March & Farnsworth, Bar Commissioner
John C. Baldwin, Executive Director, Utah State Bar
CONCLUSION

Mahjabeen Gandhi, said, “The future depends on what you do today.” If access to legal services in Utah for individuals and small businesses is to be improved, it depends not on this report but rather on what actions flow from it. As such, we certainly hope the Bars’ Affordable Attorneys for All (Triple A) Task Force, the courts, the bar schools, our legislators and governor, and practicing lawyers will find value in our recommendations and work to implement them. We them. While there is momentum toward moving some elements of the practice of law to other licensed professionals, we would note much of the work can, and should, be performed only by lawyers. The practice of law is much more than filling out forms and citing rules. A good lawyer is a problem solver who has been trained to look deeply at the facts presented and then to help the client avoid more problems later. It is critical for clients seeking legal services to have access to lawyers who are

“While the great majority of attorneys in the state practice along the Wasatch Front, the unique needs of those attorneys practicing in Utah’s rural districts and counties should not be discounted in further addressing the issues discussed in this report.”

MAYBELL ROMERO,
Harris, Preston & Chambers, LLP
Logan, Utah

and counties should not be discounted in further addressing the issues discussed in this report.”
Technology is constantly changing things.

A thread running through all of our discussions was technology. Whether it is using social media for referrals, video-conferencing for court hearings, or earlier legal forms and services, the internet and other technologies are integral to the discussion. In this respect, it is important to realize that a consumer’s decision process for purchasing legal services is not altogether different from how he or she might select an accountant or make a major purchase.

Further, people are increasingly comfortable with searching for and getting answers—be it a question about legal questions online. Individuals are willing to sacrifice some certainty to more accessible ways for consumers to get information from and about lawyers.

Researchers, entrepreneurs, and innovators are exploring even more creative ways to use sophisticated software to deliver legal services more cheaply and more quickly whenever those services are needed. Some rely heavily on technology to sell legal forms or help customers find lawyers. There are online mediation and settlement services for simple disputes. And there are even models for using artificial intelligence to conduct legal research and make rulings.

“The biggest expense in our law firm is our people, not glass and marble. ‘Necessary’ expenses are sometimes luxuries, and innovation can mean foregoing those luxuries to serve more clients for less money.”

SHANTELLE ARGYLE, co-founder, co-director, and attorney with Open Legal Services

‘Necessary’ expenses are sometimes luxuries, and innovation can mean foregoing those luxuries to serve more clients for less money.”

Utah State Bar Futures Commission
Keep Improving Judicial Case Management

Utah enjoys one of the finest court systems in the nation. This is partly due to the effective leadership of the judiciary and to the unified court system created by Utah's Constitution. It is also due to positive collaboration among Utah's legislative, executive, and judicial branches in finding ways to make Utah courts part of the solution to problems experienced by people in Utah.

A. Because a major portion of the unmet legal need is in cases being processed by the courts, we recommend

“As we consider challenges to the delivery of legal services, it’s important that the perspectives of both the profession and the courts be considered, but even more important, is the litigant’s perspective.”

B. We recommend that the Bar Commission endorse and promote simplification of court processes and redesign of court rules and procedures to better enable attorneys and clients to use limited scope representation. The bulk of the need is in family, housing, and debt collection matters so that is where such efforts should focus.

C. We recommend legislation to increase the jurisdictional limit for small claims court. This change will facilitate greater access for many individuals and

DAN BECKER, Court Administrator Utah State Courts
**Recommendations**

1. **Make Lawyers More Available and Much More Accessible**

   The Bar should proactively use its resources to make lawyers more available and much more accessible. The directory should provide information about the lawyer’s contact information, geographical location, and availability and practice areas, willingness to provide. This should be done as soon as possible.

   - Contact information, geographical location, and availability.
   - Practice areas, willingness to provide.

   For lawyers to be available, it is recommended to use effective marketing strategies.

   - **Promote changes to Bar rules**
   - **Develop a new directory service**

   **Website**

   www.utahbar.org

3. **Lawyers establish valuable practices and promote changes to licensing**

4. **Increase the use of discrete task delegation and risk-free fee structures**

5. **Investigate and consider the impact of changes to Rule 5.4 of the Rules of Professional Conduct**

6. **Increase the use of discrete task delegation and risk-free fee structures.**

7. **Develop a new directory service**

8. **Website**

   www.utahbar.org

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3. This means to name for a change, not 사건: [http://en.wikipedia.org/wiki/Guerilla_marketing](http://en.wikipedia.org/wiki/Guerilla_marketing)

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**Report on the Future of Legal Services in Utah**
<table>
<thead>
<tr>
<th>Option</th>
<th>Task Focused</th>
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<tbody>
<tr>
<td>I would like to adopt a child</td>
<td>My children are in trouble with authorities</td>
</tr>
<tr>
<td>I need a divorce or to dissolve a domestic partnership</td>
<td>My former spouse or partner is not paying child support or alimony or not doing something else the divorce decree requires</td>
</tr>
<tr>
<td>I am divorced and do not get to see my kids enough</td>
<td>I need to officially change my name / gender</td>
</tr>
<tr>
<td>My ex-spouse or partner is not paying child support or alimony</td>
<td>I need protection from domestic abuse</td>
</tr>
<tr>
<td>Someone is trying to take my kids away from me</td>
<td>I need to become a guardian for an adult (over the age of 18)</td>
</tr>
<tr>
<td>I need to become a guardian for a minor (under the age of 18)</td>
<td>I have an issue relating to sexual or gender identity.</td>
</tr>
<tr>
<td>I need a professional to help determine what parental arrangement is best for a child</td>
<td>I am an active military member</td>
</tr>
<tr>
<td>I am worried about mistreatment of a child or of an elderly or disabled person</td>
<td>We need a mediator to help us resolve our dispute</td>
</tr>
<tr>
<td>I want to prove or disprove a child's father</td>
<td></td>
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<td></td>
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</tbody>
</table>
Adding States Now

- Colorado is currently being onboarded.
- Montana is in.
- Other states looking

- If your Bar uses Euclid Technologies AMS (15 – 20 Bars) you are already ready to join.
2017 VISITORS TO LICENSEDLAWYER.ORG

LICENSED LAWYER USAGE
GOALS FOR 2018

- Increase Lawyers with active profiles to 2,000 by the end of 2018
- Increase public searches by 3-8 percent over the course of the year.
- Work on programs to convert profile views to referrals.
- Increase usage of Utah Lawyer Practice Portal
- Posters/Brochures in Law and Justice Center
- Posters/Brochures at Section Events
- Social Media Promotion
- Promotion in Monthly eBulletin
- Ads in Bi-Monthly Bar Journal
- Promo Materials at Conventions
- Promo Materials at Swearing In Ceremonies
- Promo Materials at New Lawyer Training Orientations
- Postcard Mailer to Solo/Small Firm Section

UNDER CONSIDERATION AND DEVELOPMENT

Testimonials from Successful Users
Giveaway to Incentivize Signup

CURRENT LICENSED LAWYER ATTORNEY MARKETING
DAVIDSON COUNTY VETERANS COURT

JUDGE MELISSA BLACKBURN

“HELPING VETERANS FIND THE ROAD HOME”
What Is A Veterans Court?

Veterans Courts are part of fulfilling society’s contract with the men and women who served in the defense of our nation.
What Is A Veterans Court?

- The challenges addressed by Veterans Courts are significant.

- One in five veterans has symptoms of a mental health disorder or cognitive impairment.

- One in six veterans who served in Operation Enduring Freedom and Operation Iraqi Freedom suffer from a substance use issue.

- Many also suffer from PTSD or Traumatic Brain Injury.
What Is A Veterans Court?

- Left untreated, mental health disorders common among veterans can directly lead to estrangement from family.

- Isolation.

- Homelessness and unemployment.

- Dependence on drugs and alcohol.

- Eventual involvement in the criminal justice system.
What Is A Veterans Court?

- Veterans Treatment Courts are based on the Drug Courts and Mental Health Courts begun in the 1990s.

- As in these models, the goal is to keep those with mental health issues out of the traditional justice system.

- The first Veterans Court was established by the courts in Buffalo, New York in 2008.

- Since then, more than three hundred Veterans Courts have been created across the country, with more coming online at an increasing rate.
Growth Of Veterans Courts

- Veterans Courts began as local initiatives across the United States with Judges taking it upon themselves to set aside time in their dockets for the specialized work of the program.

- Success of the Courts in reducing recidivism and returning veterans to full participation in the community has led to greater state and federal support of the programs.
The Davidson County Veterans Court was one of three in Tennessee to receive implementation grant funding from the U.S. Department of Justice in 2014. The others were Shelby County (Memphis) and Montgomery County (Clarksville – Ft. Campbell).

In 2015, our Court spearheaded a successful initiative in the Tennessee General Assembly to create dedicated funding through collection of a portion of fines resulting from drug convictions.
Growth Of Veterans Courts

- Since becoming law on July 1, 2015, the Veterans Criminal Justice Compensation Act has established recurring funding for existing courts and a pool of money for counties in Tennessee to access as they start new courts.

- In 2016 Governor Bill Haslam included funding in his budget to assist courts across Tennessee.
Growth Of Veterans Courts

- On the Federal level, H.R.4345 – The Veteran Treatment Court Coordination Act of 2017 has 81 bipartisan co-sponsors in the House of Representatives and calls for the Department of Justice to establish a Veteran Treatment Court Program to provide grants and technical assistance to state circuit court systems that have adopted or filed a notice of intent to establish such a program.

- Government is supporting Veterans Courts because Veterans Courts work.
Veterans Court Success

According to the National Institute of Justice, about 68 percent of 405,000 prisoners released in 30 states in 2005 were arrested for a new crime within three years of their release from prison, and 77 percent were arrested within five years.

In comparison, the first Veterans Court in the United States has a recidivism rate of 2 percent.

In Nashville, our recidivism rate for the last year was 4 percent.
Goals Of The Veterans Court

- Promote sobriety, recovery and stability for veterans in need by providing substance abuse and mental health treatment coupled with academic and vocational skill-building services.

- Diverting veterans from the traditional criminal justice system into an alternative to incarceration program that addresses their specific needs.

- Improving access to medical, mental health, substance abuse treatment and peer mentors who understand the difficulties associated with military service.
Goals Of The Veterans Court

- Assisting with other debilitating factors such as unemployment and homelessness.
- Improving long-term mental health recovery and community reintegration through involvement in structured, comprehensive treatment.
- Increase the safety to the public and encourage participants to remain substance free and/or in recovery from mental illness and crime free while reducing the rate of recidivism and eliminating the cost of confinement; therefore, providing a major fiscal relief to the criminal justice system.
Veterans Court Components

- The Judge.
  Oversees all program aspects and leads the team.

- Program Director and Assistant Director.
  Focus on care of persons and coordination with government agencies and providers.

- Client Specialists.
  Work closely with the defendants and provides updates to the team regarding compliance with the terms and conditions of probation and supervision.
Veterans Court Components

- Mentor Coordinator.
  Peer Mentors act as a coach, a guide, a role model and advocate. The Coordinator identifies, recruits and assigns mentors to specific clients.

- Outreach Coordinator.
  Builds strategic relationships, conducts a variety of multi-jurisdictional outreach activities
Veterans Court Partners

The success of a Veterans Court is dependent upon strong partnerships within the justice system, government agencies and private sector providers.
Veterans Court Partners

- Office of the District Attorney.
- Office of the Public Defender.
- Private Defense Counsel.
- Judges.

Any of these may request an assessment and make a referral to VTC.
Veterans Court Partners

- Tennessee Department of Mental Health and Substance Abuse Services.
- Tennessee Department of Labor.
- U.S. Department of Veterans Affairs.
- Metropolitan Nashville Mayor’s Office of Veterans Services.
Veterans Court Partners

- Nashville General Hospital at Meharry Medical College
- Private mental health, vocational training and therapy providers.
- Veterans service organizations.
- Medical and dental care providers.
Veterans Court Eligibility

The Davidson County Veterans Court serves the Veterans population of both active duty and reserves within the Nashville Metropolitan Area. The target population is adult male and female veteran and/or service member non-violent offenders, regardless of having access to veteran benefits and services, that have a substance use and/or co-occurring mental health disorders which contributed to their involvement in the criminal justice system.

The Davidson County Veterans Court accepts veterans with honorable, other than honorable and dishonorable discharges. Not all Veterans Courts accept all three categories.
The Davidson County Veterans Treatment Court Program aims to serve veterans and active service members whom suffer from mental illness, traumatic brain injury (TBI), post-traumatic stress disorder (PTSD) and substance use disorder due to military service, which was a contributing factor in their misdemeanor or felony criminal offense. The Davidson County Veterans Treatment Court aims to achieve positive veteran behavior by providing a holistic integrated set of support services.
“Helping Veterans Find the Road Home.”

www.DCVCourt.com
Public Service Center

- Connect Arizonans who need legal service with those best able and ready to provide it
- Provide a safe harbor for consumers of legal services and service providers
- Create awareness within the legal profession of all pro bono service opportunities
- Create public awareness of this service
- Facilitate cooperation and coordination among all service organizations
When Finding the Right Lawyer Seems Daunting, Crowdsource One

By ELIZABETH OLSON  DEC. 28, 2016

To resolve a legal dispute, the first thing many do is try to hire a lawyer. Too often, that is easier said than done.

Now, an online service offers crowdsourcing to hire a lawyer, an effort that if broadly adopted could make it easier for people trying to cope with turmoil like divorce and personal injury.

Matt Panzino started looking for a lawyer when his former employer accused him of violating a noncompete provision in his employment contract.

Mr. Panzino, 41, had moved to Phoenix earlier this year with a new job selling medical devices. When his former employer threatened legal action in
Get a lawyer in 3 FREE, easy steps.

1. **SUMMARIZE**
   Anonymously post your legal needs quickly and for free.

2. **RECEIVE EMAILS**
   Lawyers interested in helping you contact you via email.

3. **REVIEW AND SELECT**
   Review the emails and select the best lawyer for you.

POST YOUR LEGAL NEEDS
Matthew Horn
Partner
SmithAmundsen, LLC

Contact Information
312-894-3322, matthew.w.horn@gmail.com

Website
www.salaw.us.com

Biography
Matthew is a proven advocate for his clients, and his practical and competitive nature has allowed him to achieve an unparalleled level of success in the courtroom, as well as positive outcomes for his clients at all stages before trial. Additionally, his creative and thoughtful approach to business and legal issues, coupled with his insurance, accounting, and construction background, allow him to serve as a trusted and effective adviser to his general representation clients.

As co-chair of the firm’s Construction Practice Group, Matthew oversees a team providing comprehensive litigation and transactional services to his clients in the construction industry, commonly dealing with contract issues and disputes, construction defect claims, personal injury claims, and OSHA citations. As chair of the firm’s OSHA Practice Group, he oversees a team ensuring that clients in all industries are in compliance with applicable safety and health regulations. When compliance issues arise, he represents clients at all stages, from the initiation of an OSHA inspection through the litigation of any citations issued.

Discipline:

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<th>Date</th>
<th>Activity</th>
<th>Detail</th>
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<tr>
<td>08/28/06</td>
<td>Reinstatement granted</td>
<td>Case: 04-6054</td>
</tr>
<tr>
<td>11/24/01</td>
<td>Suspension - long term</td>
<td>Case: 97-0979, Charges: 7</td>
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This website does not display all lawyer sanctions, such as admonitions/informal reprimands, or any pending formal proceedings. Contact the State Bar of Arizona at 602.340.7384 or use the lawyer history form to confirm the lawyer’s entire record.

Areas of Law and Practice

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<tr>
<th>Areas of Law</th>
<th>Areas of Practice</th>
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