### MICHIGAN LEGAL HELP

Helping Michigan residents solve their legal problems.

## New Tools for Self-Represented Persons in Michigan

Angela Tripp

Michigan Legal Help Program Manager

Michigan Poverty Law Program



# What is the Michigan Legal Help (MLH) Program?

Two Parts of the MLH Program:

Interactive website with information & forms

Affiliated local staffed self-help centers

Two Goals of the MLH Program:

Free and accurate **legal information**Help and **referrals** for Michigan residents





## The Need for Self-Help Assistance

#### **High number of Self-Represented Litigants**

- 2010 Berrien County divorce study: in 80% of cases, one party representing self; in 50%, both parties representing selves
- Lack of centralization means gaps, duplications, and uneven quality of self-help resources

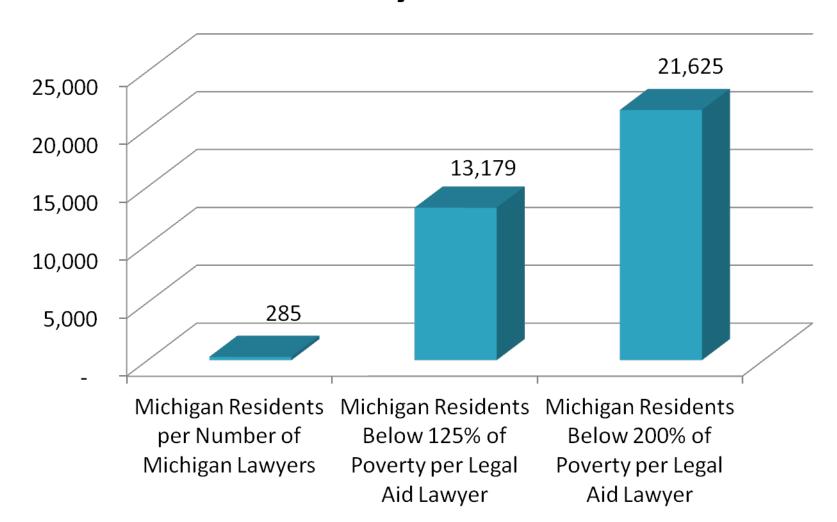
#### **Limited Resources for Legal Aid**

- Nationally, < 20% of civil legal needs of low income persons are met
- From 2000-2012, 56% increase in number of low-income persons who qualify for free legal aid in Michigan





## Number of Michigan Residents Per Lawyer in 2012







## Why Michigan Legal Help Works

- 1. Target resources to create and maintain accurate and accessible information for selfrepresented litigants.
- 2. Centralized resources are time- and costefficient - improvements and innovations benefit all users, funders and courts.
- 3. MLH is built on a **foundation of partnerships** with a broad range of stakeholders, and collaboration remains strong.





### MLH and Civil Right to Counsel

 MLH is part of a continuum - self-help to limited assistance to full representation

 Absent civil right to counsel, need to use a variety of techniques to provide access as a broader responsibility of the justice system



#### **Legal Information Content**

- Toolkits containing Articles, Common Questions,
   Interactive Forms and Procedural Instructions
- Videos
- LiveHelp

#### Referral Content

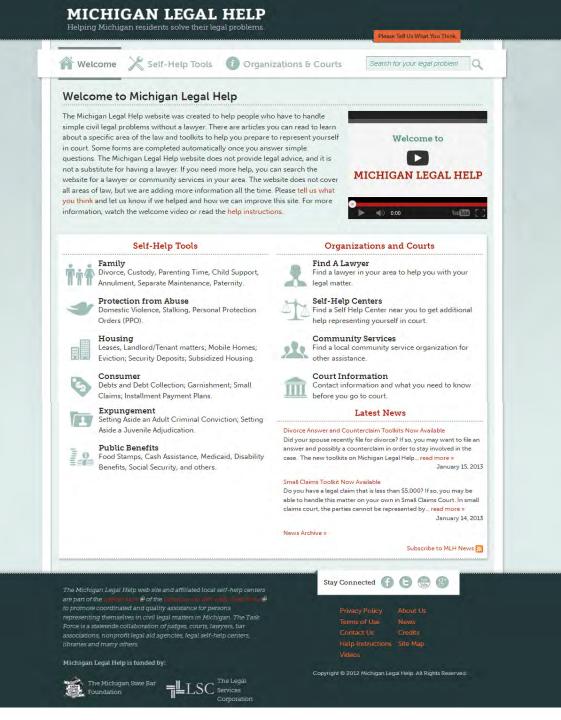
 Referrals to Attorneys, Self-Help Centers, Courts, and Community Organizations





## MLH at a Glance

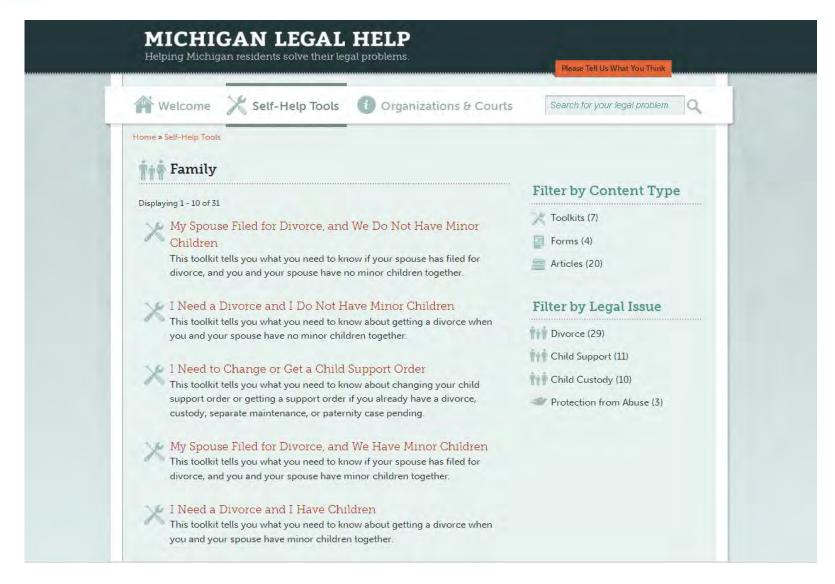
- Since launch on 8/17/12, 1,843,475 page views & 480,638 visits
- Since 1/2014 weekly visit rates over 9,000; now over 13,000
- In 2013, 55,911
   interviews started; 30,994
   sets of forms created –
   85/day
- MLH-Affiliated Self-Help Centers open in Allegan, Oscoda, Oakland (2 sites), Muskegon, Monroe, and Marquette and Wayne counties





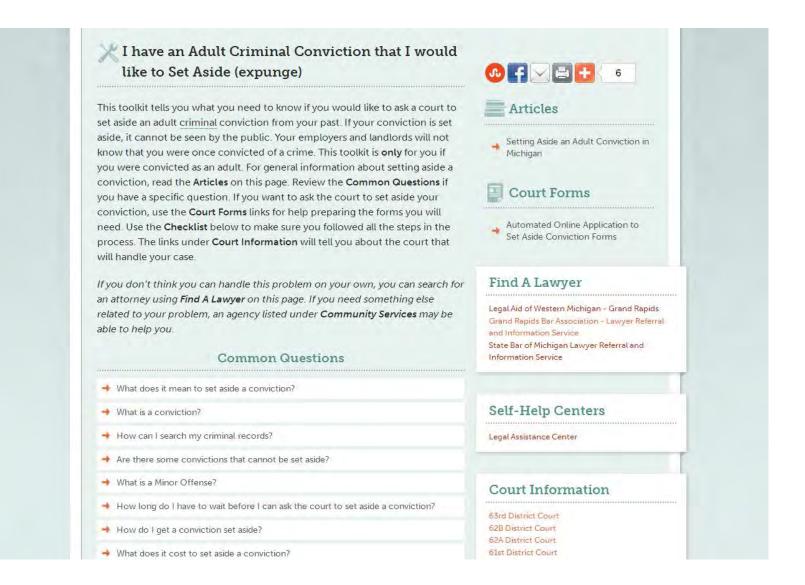


## Subject Area Landing Page





### Top portion of a toolkit





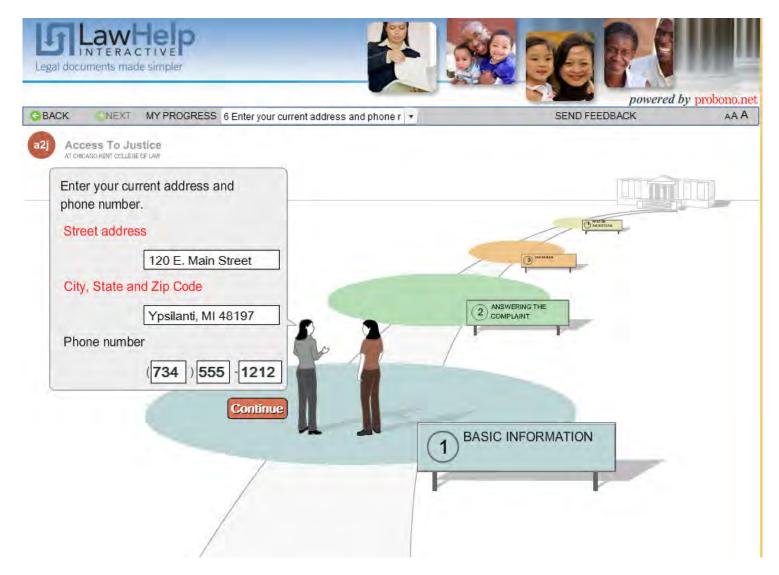
#### Interviews: A2J Interface







## Answer interview, continued





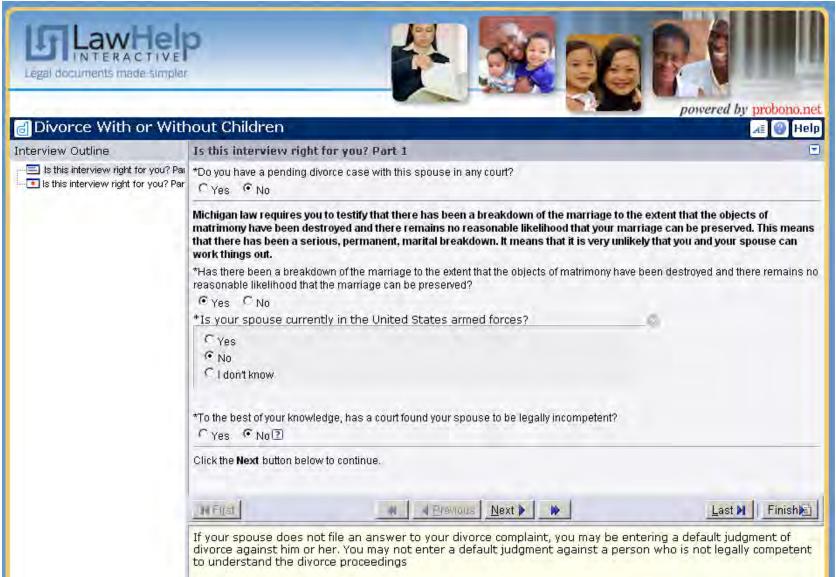


# Answer form

Approved, SCAO	Original – Court 1st copy – Plaintiff			2nd copy - Defendant 3rd copy - Proof of service		
STATE OF MICHIGAN 88th JUDICIAL DISTRICT JUDICIAL CIRCUIT	AN SWER, CIVIL (PAGE 1 OF 3)			CASÉ NO. 12-3245-GC Hon. Justice		
Court address 719 Chisholm St. Alpena, MI 49707				Court telephone no. (989)354-9678		
Plaintiff name(s), address(es), and telephone no(s). E-Z-boy 1412 W. Maple Street Alpena, MI 49707 (123) 123-1234 Plaintiff's attorney, bacno, address, and telephone no. Bob Loblaw (P23412) 12 First Street Alpena, MI 49707 (123) 123-4123		v	Harvey Hall 345 Main Stree Alpena, MI 497 (213) 423-4123	345 Main Street Alpena, MI 49707		
<ul> <li>☑ Defendant,</li> <li>☐ Attorney for defendant in answer to the</li> </ul>	e complaint states:	:	(Paragraph  numbers  in  the  answer  must  correspond to  paragraphs  in  the  complaint   Attach  additional  sheets  if  necessary.)			
agree with the statements in disagree with the statements do not know if the statements	in paragraph 1 b	pecause are true.				
□ agree with the statements in     □ disagree with the statements     owe. I can't believe they are say     □ do not know if the statements	in paragraph 2 b	ich mone		vrong and this is not how much money I already.		
3. I ☐ agree with the statements in paragraph 3. ☐ disagree with the statements in paragraph 3 because   ☐ do not know if the statements in paragraph 3 are true.						
☐ continued on page 2.						
Date	ate			efendant/Attorney signature		
			arvey Hall ame (Type or print)			
IMPORTANT: If you have affirmative defenses, you raising them later. An affirmative defense is a defedense. Affirmative defense allow you to provide	ense claiming that the	e plaintiff is	not entitled to a jud	gment because other facts exist that create a lawful		
	CERTIFICA	TE OF SE	RVICE			
I certify that on this date I served a copy of this answer on the plaintiff(s) or their attorney(s) by  personal service first-class mail addressed to their last-known address(es) as defined in MCR 2.1 07(C)(3).						
Signature						



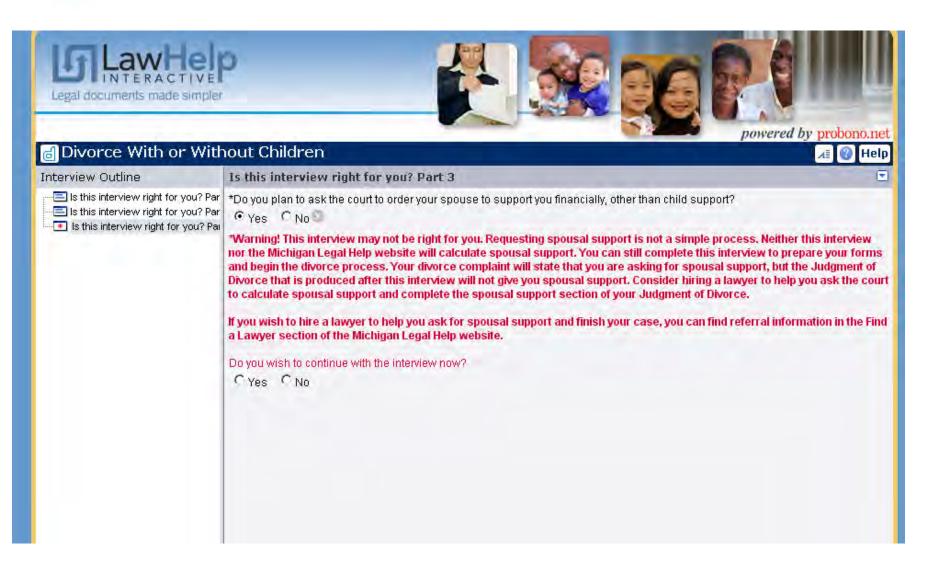
#### Interviews: Hotdocs Interface







#### Interviews: Hotdocs Interface





## Divorce Complaint

Approved for Pilot Use Only, SCAO		Original - C 1st copy -		2nd copy - Plaintiff 3rd copy - Return					
STATE OF MICHIGAN 11th JUDICIAL CIRCUIT ALGER COUNTY		AINT FOR DI		CASENO.					
Court address 101 Court St. Munising, MI 49882				Court telephone no. (906)387-2076					
Plaintiff's name Angela Tripp Plaintiff's name before marriage	☐ husband  X  wife	v	Defendant's name Joe Louis Defendant's name befor	X husband □ wife					
Form MC 01 SUMMONS AND COMPLAINT must be completed and filed with this form.									
I state;									
		i- 8.01-1-1	·	h a fillion of their accordance					
The plaintiff or defendant has resided at least 180 days in Michigan immediately before the filing of this complaint.     The plaintiff or defendant has resided in this county at least 10 days immediately before the filing of this complaint.									
3. The marriage took place on May 1, 2000 in Ann Arbor, Washtenaw County, Michigan .									
4. The plaintiff and defendant □ separated on □ . □ Still live together.									
<ol> <li>There has been a breakdown of the marriage relationship to the extent that the objects of matrimony have been destroyed and there remains no reasonable likelihood that the marriage can be preserved.</li> </ol>									
6. Thewife ☐ is ☒ is not pregnant.									
7. There are no minor children of the	marriage.								
8. ☐ a. The plaintiff and defendant did not acquire property or debts during the marriage. ☐ b. The plaintiff and defendant acquired property and/ordebts during the marriage that are to be equitably divided between them.									
9. The plaintiff ☐ is ☒ is n	ot request	tingspousals	support.						
IREQUEST:									
a. A judgment of divorce.									
☑ b. An equitable division of property and debts.									
□ c. Spousal support be awarded.									
d. An equitable division of the costs of this action.									
□ e. My last name be changed to									
f. Any other relief that the court deems just and equitable.									
I declare that the statements above are true to the best of my information, knowledge, and belief.									
Date	Plaintiff signature								
Date		Plainti	ff's attorney signature						



## Frequently Asked Questions

- Ayuda Legal de Michigan to launch in 4/14
- MichiganLegalHelp.org open and available to everyone, 24/7
- It's a website, not an app no download
- No log-in or saving of info or data on the Michigan Legal Help website
- Law Help Interactive site security; ability to log in and save info
- Can use mobile device to access website





## Self-Help Centers

- Staffed by non-lawyer Navigators who give legal information, not legal advice
- Several models:
  - Courthouse, staffed by new or existing staff
  - Public Library, staffed by librarians
  - Law Library, staffed by librarians
  - Community Agency, staffed by existing or new staff
  - Integrate volunteers into any model
- MLHP provides training and ongoing support





#### Limits of MLH

- People don't always read/understand what we provide.
- 2. We don't have everything (yet).
- 3. We don't have all the answers that people want.
- 4. We will never have some things.
- 5. Not every litigant or every case is appropriate for self-representation.





## Q: Who can MLH help?

## A: *Many* people who will represent themselves in civil legal matters.

#### **Visitor Feedback:**

- "Your site made a difficult process much easier. I was able to enter the needed information, print the forms and have everything ready to go!"
- "The automated forms are fantastic it really demystified all the legal mumbo jumbo. I feel much more confident of a positive outcome in my case."
- "I am very grateful for this site. I found it absolutely helpful! I easily completed the step-by-step application with no problem. Thank you!"



## Thank you!

**Angela Tripp** 

Project Manager, Michigan Legal Help Program

Co-Managing Attorney, Michigan Poverty Law Program

(734) 998-6100 x 152

trippa@lsscm.org