

Oregon State Bar



# Improving the Way Oregonians Connect with Civil Legal Help

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# Problem

Lack of coordination in Oregon's civil legal help infrastructure means low-income Oregonians often navigate life-altering and complex civil legal problems on their own.

- 84% of low-income Oregonians with a civil legal problem do not receive legal help.
- 98% of Landlord-Tenant cases had at least one self-represented litigant.
- 84% of Family Law Cases had at least one self-represented litigant.

# Partners

## Primary Partners:

Oregon Judicial Department  
Oregon State Bar  
Legal Aid Providers  
Oregon Law Foundation

## Secondary Partners:

Oregon Department of Justice  
Confederated Tribes of the Warm Springs  
Catholic Charities  
Federal District Court of Oregon

Futures Task Force

2016 - 2019

Consensus-Building Process

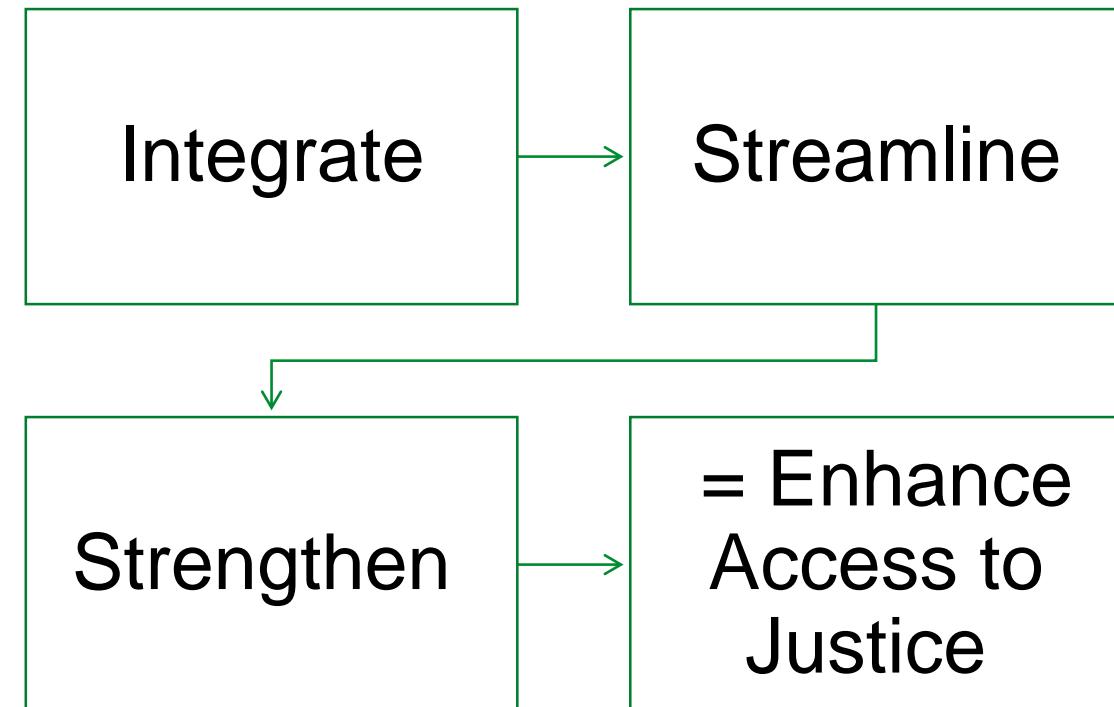
2020

2021-2022

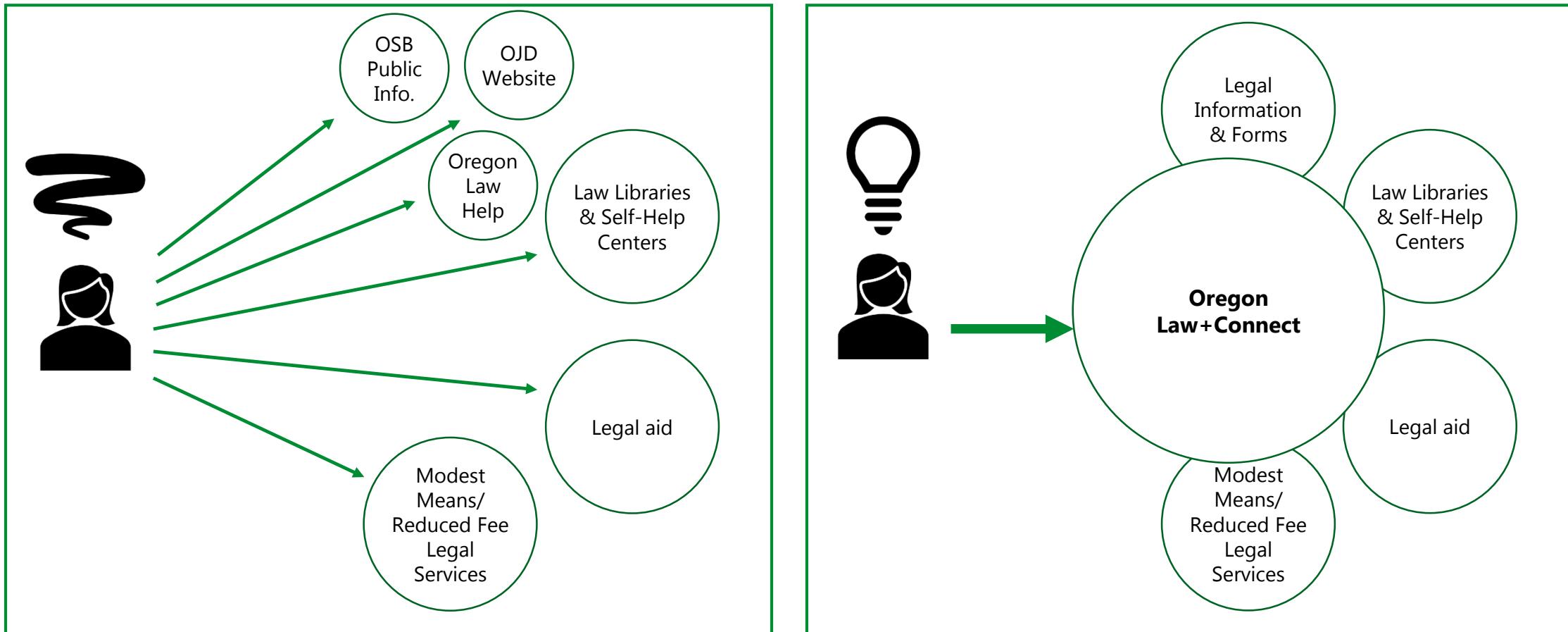
Justice For All Conference

# Solution: Oregon Law + Connect

A coordinated and single legal platform to help Oregonians identify legal problems and connect with tailored resources on Oregon's continuum of civil legal help.



# Simplified Access to the Continuum of Civil Legal Help



# Core Features

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Accessible

Mobile Ready

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Plain Language

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Translated

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Simple

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Navigable and Interactive

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Responsive to Target User

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Coordinated

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Single entry point

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Integrate resources across Oregon's civil justice stakeholders

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Up to date & accurate information

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# Key Benefits

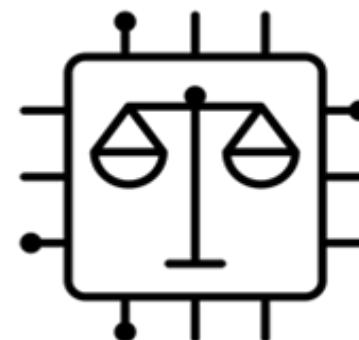
## For Underserved Oregonians:

- Tools to address civil legal problems, even with little to no experience of the legal system.
- Tailored and accessible assistance for a civil legal wherever they are and when they need it.
- Accurate and understandable self-help legal information.



## For the System

- More informed court users, decreasing resource burden on the courts.
- Greater efficiency in legal referral and triage process, minimizing resource burden on civil legal providers.
- Strengthened existing resources on the continuum of civil legal help.



# Family Law Example: Ask

What legal help do you need today?

- A lawyer
- To learn more about my rights or a legal problem
- Both a lawyer and information

# Family Law Example: Refine

**Which of these apply to you?**

- I want to file for custody
- I want to change my custody order
- I received papers about custody and need to respond
- The other parent isn't following what the custody order says
- I want to learn about my custody rights
- I want to get custody of children, but I am not their parent (third party custody)
- I have questions about termination of parental rights
- I want to move out of state with my child or my child's other parent wants to move out of state with our child

**« BACK**

Start again?

# Family Law Example: Learn and/or Connect

**Why is it important to establish paternity?**



**How are custody and parenting time set?**



**What types of custody are there?**



**How is custody decided?**



**Can custody be changed?**



Yes. The court can change custody if the situation of the child or the parent(s) changes, and a new order is needed for the best interests of the child. **The court only looks at facts that have changed since the old order or facts that were unknown at the time of the old order.** The court can only change custody when:

- Both parties agree to the change or

We found the following self-help resources that apply to your issue. If you think you need a lawyer, you can answer additional questions to find out if you qualify for free or reduced fee legal help. Click Continue below.

**Continue**

# Family Law Example: Connect

## MMLA-Willmar Family Law

[Apply Online](#)

MMLA-Willmar provides legal advice, brief services, and in court representation for some Family Law cases, primarily where safety is an issue for the client or the client's children.

**Service areas:** Big Stone, Chippewa, Kandiyohi, Lac Qui Parle, Lincoln, Lyon, Meeker, Renville, Swift, Yellow Medicine

[Application Process \[+\]](#)

[Contact and Hours \[+\]](#)

Income Limits: 125%

Type: No Cost Lawyers

Last Updated: 02/13/21

## VLN Family Law Advice

Volunteer Lawyers Network (VLN) provides free legal assistance to low-income people.

Depending on the specific issues and facts of your case, VLN may provide free legal advice on family law issues such as Child Support, Spousal Maintenance, Parenting Time (Visitation), Post-Divorce decree issues, OFPs,

Income Limits: 300%

Type: No Cost Lawyers

Last Updated: 12/21/21

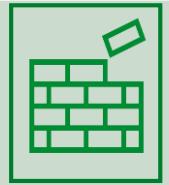
# Timeline



## Phase One

1/2020 – 1/2022

Consensus Building and Design



## Phase Two

1/2022 – 1/2023

Development and Build



## Phase Three

1/2023 – 7/2024

Implementation and Launch



## Phase Four

7/2024 – 6/2025

Enhancement

# Budget: Total Expenses

	<b>Phase 1</b> (24 months)	<b>Phase 2</b> (12 months)	<b>Phase 3</b> (18 months)	<b>Phase 4</b> (12 months)	<b>Total</b>
Content Development		\$443,000	\$525,000	\$330,000	<b>\$1,298,000</b>
Outreach & Communications	\$55,000	\$25,000	\$86,000	\$90,000	<b>\$256,000</b>
Technology	\$90,000	\$262,000	\$64,500	\$98,000	<b>\$514,500</b>
Overhead		\$40,000	\$130,000	\$60,000	<b>\$230,000</b>
<b>Total</b>	<b>N/A</b>	<b>\$924,000</b>	<b>\$966,600</b>	<b>\$693,600</b>	<b>\$2,729,200</b>

# Budget: Funding Sources

	Monetary Contributions	In-kind Contribution (Staff Time+Resources)
<b>Total Project Budget</b>	<b>\$2,729,200</b>	
Oregon Law Foundation	\$50,000	✓
Oregon Consumer Justice	\$90,000	✓
OJD	* <i>pass through</i>	✓
Legal Aid	* <i>Federal Grant</i>	✓
Federal Grant Funding (*through Legal Aid)	\$250,000	
Oregon State Bar	\$5,000	✓
<b>Funding Needed From State General Fund Request (*pass through OJD)</b>	<b>\$2,334,200</b>	

# Thank you.

*Business Case completed,  
submitted to LFO and available  
upon request.*

*Updates and achievements will  
be reported to the Legislature as  
requested.*

*Please direct any questions to:*

- Susan  
Grabe ([sgrabe@osbar.org](mailto:sgrabe@osbar.org))
- Amy  
Zubko ([azubko@osbar.org](mailto:azubko@osbar.org))

A website where Oregonians can...

**LEARN** about legal rights and

**CONNECT** with legal help from a  
remote platform that can

**REACH** communities facing an essential  
civil legal need, and

**INTEGRATE** resources from Oregon's civil  
justice stakeholders, making them

**SIMPLE** to navigate and understand.  
Moving closer to

**JUSTICE** for all.