How to Help Patrons with Legal Issues
Challenge: Current Civil Legal Aid Delivery

Individual Alaskan experiences 2.1 legal issues every 18 months

BUT

Reasons why:

1. Do not know where to find help.
2. Do not know if the problem is "legal".
3. Decide to deal with the problem alone.

80% of low-income Americans do not seek help for their legal problems.

Alaska Specific Challenges

- Distance and Geographic create extreme service delivery challenges:
  - Many villages only accessible by plane, snow machine, or boat
  - Small populations scattered over vast geographic area

- Lack of infrastructure in rural communities:
  - At least 75 communities in Alaska lack any law enforcement presence at all
  - Most villages lack regular access to police, courts, and related services
Common Legal Issues

**Family:** Divorce, child custody, child support, domestic violence, adoptions, divorce

**Housing:** Eviction, foreclosure, landlord-tenant disputes, repairs to substandard housing, fair housing

**Wills and Estates:** Will drafting, dealing with estates after death, Power of Attorney

**Health:** Medicaid or Medicare, home or community based care, children’s health insurance programs

**Consumer:** Bankruptcy, debt collection, repossession, creditor harassment, predatory lending, unfair sales practices

**Income Maintenance:** Veteran benefits, healthcare, food assistance, unemployment, disability benefits

**Alaska Native Law:** Subsistence, Indian Child Welfare Act (ICWA), wills, allotments
Why Lawyers aren’t enough

Legal Providers

Light Blue - density of lawyers by zip code
Green - courts, AK Legal Services, Medical-Legal Partnerships, non-profit legal providers, & PDs

Information Providers

Purple - location of libraries, muni and tribal governments, law enforcement, fire depts. & post offices
Microsoft will build a “Legal Access Portal” to screen and triage individuals and connect with court-based SELF-HELP resources or legal aid provider.
Connecting the components of the Legal Navigator
Legal help search experiences today
Potential search experiences
Community engagement in design process

- Users/SRLs
- Providers
- Community Navigators
- Alaska
- Hawaii
- Iterative, User-Centered Design and Testing

- Stakeholder Meetings & Immersion Studies
- Design Workshops
- Prototyping and User Studies
What do users need?

Hi mom, what are you drawing?

A cartoon illustrating that you first need to understand user needs before building tools for them.

Well duh, isn't that obvious?!

You would think so...
Design Process

- Stakeholder meeting
- Immersion study
- Ideation workshop
- Prototyping
- User testing
Integration with United Way / 2-1-1

- Connection to 2-1-1 database in Alaska
- Real time lookup of service information
- Taking a holistic approach to legal issues
Legal Navigator Model

- Legal Navigator entrance
- Justiciable problem
- Social service problem

Assisted navigation:
- Social Service Provider
- Courts / Admin. Agency
- Self-Represent
- Legal Aid Provider
- Private Attorney / ADR

Unassisted navigation:
- Non-legal solution
Get help with your legal questions in Alaska

We will always protect your privacy. Read our Privacy Promise.

Showing Information for Alaska
Add your state to get specific information for your location.

Need a plan of action for your legal issue? Our Guided Assistant can help.
Get help with your legal questions in Alaska.

We will always protect your privacy. Read our Privacy Promise.

Show your zip code to get specific information for your location.
Guided Assistant

Need a plan of action for your legal issue? Our Guided Assistant can help.

1. Answer a few questions to help us understand your needs.
2. We'll create a personalized plan with steps and resources.
3. Share, print, or create a profile to save your plan.

Free and no account necessary. We never share any information you provide. Privacy Promise.

Start the Guided Assistant

Need a plan of action for your legal issue? Our Guided Assistant can help.

1. Answer a few questions to help us understand your needs.
2. We'll create a personalized plan with steps and resources.

Legal Navigator

Tell us what's going on

husband hurt me

Continue

Or start with a topic

Family

Domestic Violence
Guided Assistant

If you or someone else is in immediate danger, call 911.
What information are you interested in?

Protective Orders

Keeping myself or someone else safe, Domestic violence programs, Shelters, and Hotlines

Both

This process only addresses civil protective orders through the Alaska Court System. You may have other options for protective orders:

- **Military**: If any of the parties involved are in the military, you may qualify for a protective order from the military.

- **Tribal Court**: If any of the parties involved are tribal members, you may qualify for a protective order from the tribal court.

I would like information about military protective orders
I would like information about Tribal Court protective orders
I would like information about Alaska Court System protective orders
Step 1. Getting a Domestic Violence Protective Order

Personalized Action Plan:

- There are 2 options to fill out the petition to ask the court for a protective order:
  - an electronic wizard to request any protective order by answering questions on-line: [https://skcipowizard.truefiling.com/](https://skcipowizard.truefiling.com/) and then printing out the results; OR
  - download and fill out the Petition for Protective Order
    - When there is more than one petitioner (parent and child, for example), DV-100 MULTI: [https://public.courts.alaska.gov/web/forms/docs/dv-100-127-mult.pdf](https://public.courts.alaska.gov/web/forms/docs/dv-100-127-mult.pdf)
    - When there is only one petitioner, DV-100 ONE: [https://public.courts.alaska.gov/web/forms/docs/dv-100-127-one.pdf](https://public.courts.alaska.gov/web/forms/docs/dv-100-127-one.pdf)
  - When you fill out the petition, you may request (1) a short-term protective order that lasts for 20 days, (2) a long-term protective that lasts for one year, or (3) both. If you only want to request a short-term protective order, check only the box for a short-term order. If you only want to request a long-term protective order, check only the box for a long-term order. If you want to request both a short-term protective order and a long-term protective order, check both boxes.
  - If there is a child of the relationship and you want to child support during the protective order, you can fill out: Child Support Information, DV-101 [https://public.courts.alaska.gov/web/forms/docs/dv-101.pdf](https://public.courts.alaska.gov/web/forms/docs/dv-101.pdf)
- Fill out these documents so that law enforcement can give a copy of
Topic-Based Navigation
Helpful Resources and Service Providers

Articles
- Overview of Protective Orders in Alaska
- Asking the Court to Change or End a Protective Order
- How is a Civil Protective Order Case Different from a Criminal Case?

Forms
- Petition for Domestic Violence Protective Order(s) (One Petitioner)
- Petition for Domestic Violence Protective Order(s) (Multiple Petitioner)
- Request for Service and Peace Officer's Return of Service (One Petitioner)

Organizations That May Be Able To Help
- Alaska Legal Services Corporation - Anchorage
- Alaska Legal Services Corporation - Bethel
Court Self-Help Resources

• Self-Help Websites
• Forms
• Videos
• Alaska Court System Law Library
Alaska Court System

Announcements
Message from the Chief Justice | Pledge of Fairness

Beginning July 1, 2016, Courts will be closed every Friday afternoon.

2019 State of the Judiciary Address: Video | Transcript

Pro Bono Services Authorized for Earthquake Victims New

Language Assistance
Interpreter Services | Notice of Need for Interpreter (TF-985)

Español | Hmoob | 한국 | Русский | Tagalog

INFORMATION BY CASE TYPE
- APPEALS
- CRIMINAL LAW
- DOMESTIC VIOLENCE
- FAMILY LAW
- GUARDIANSHIP / CONSERVATORSHIP
- HOUSING ISSUES
- MARRIAGE INFORMATION
- PROBATE ESTATES

Wednesday, March 13, 2013
Representing Yourself

Many people represent themselves in court for a variety of reasons. Some cannot afford to pay lawyers and others believe that they can handle their case on their own. Court System has information to help you represent yourself in some types of cases. The Alaska Rules of Court contain the procedures for filing documents and appeals for different case types. Even if you plan to represent yourself in court, it is a good idea to talk with a lawyer to understand some of the options and risks in your case.
<table>
<thead>
<tr>
<th>Family Law Videos</th>
<th>FAQs</th>
<th>Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Custody for Unmarried Parents</td>
<td>Child Support</td>
<td>Divorce and Dissolution Ending Your Marriage</td>
</tr>
<tr>
<td>Domestic Violence</td>
<td>Grandparents - Visitation and Custody</td>
<td>Guardianship and Conservatorship</td>
</tr>
<tr>
<td>Paternity</td>
<td>Property and Debt When Ending the Marriage</td>
<td>Other Issues</td>
</tr>
</tbody>
</table>

**About the FLSHC**

**How to Contact Us**

**NOTE:** Helpline hours: 7:30 am - 6:00 pm, Monday - Thursday
FAQs about Divorce, Dissolution and Custody Cases

Information based on the **stage of your case** (what action are you taking?):

- Overview and Timeline of the Case
- Filing for Dissolution or Divorce - Ending Your Marriage
- Filing for Child Custody by Unmarried Parents
- Responding to a Complaint Served on You
- Serving the Other Side
- Filing for Default
- Motion: Requesting an Order from the Court: Opposing a Motion
- Domestic Relations Trials - Understanding the Options
- Getting Ready for Hearing or Trial
- Finishing the Case
- After You Get the Final Judgment or Order
- Enforcing Your Order
- Collecting Money Owed to You
- Modifying Child Custody or Child Support Order
- Registering Foreign (Out-of-State) Orders
- Appeals
- List of Family Law Forms

Information based on **specific topics**:

- Child Support
- Domestic Relations Procedural Order (Standing Order)
- Parenting and Custody
- Parenting Coordination
- Paternity
- Property and Debt: Civil Rule 26, 1 and Discovery
- Qualified Domestic Relations Orders (QDROs): Dividing Retirement Benefits
- Spousal Support
- Uncontested Matters, Agreements and Settlements
- List of Family Law Forms

**NOTE:** There is absolutely no guarantee that any of the forms listed on these pages will be accepted by the judge, or help you get what you want. Many courts have local practices that may require something entirely different.

Forms, instructions and checklists can be very helpful when you do not have a lawyer. However, forms are limited because of their one-size-fits-all approach. Every family and every situation is different, so while forms are a good starting point, you are strongly urged to seek legal advice from an attorney if you have questions.
Getting Ready for Hearing or Trial

How will I know when to be in court and what do I have to prepare?

Most courts will send you a scheduling order if your case involves a trial or a notice of hearing if your case involves a hearing. Read this important document carefully. It will tell you when you need to be in court and what you must file before the trial or hearing. If you do not obey the order, the court could impose sanctions that might include not being allowed to call your witnesses.

If you haven't heard when your trial date will be, you can file the following form to schedule a trial date:

- Memorandum to Set Civil Case for Trial, CIV 200

For more information, please call the Family Law Self-Help Center.

View video: How Will I Know When To Be In Court?
Law Library

ABOUT THE LAW LIBRARY
General Information, Library Staff

LIBRARY SERVICES
Need Help?, Reference Assistance, Contact Us, What's new @ the Law Library, Library Services for Court Staff

LIBRARY POLICIES
Borrowing, Interlibrary Loan, Legal Research & Advice, Requesting Copies of Library Material

LIBRARY DATABASES & eBOOKS
WestlawNext, HeinOnline, Legal Periodicals, Legal Information Reference Center, Lexis eBooks

Search the catalog | Search Catalog

LOCATIONS & HOURS
Locations and Hours of Law Libraries around the state

ALASKA LEGAL RESOURCES
Statutes, Court Rules, Case Law, Admin Bulletins, Municipal Ordinances, Administrative Code, Legislative History

FEDERAL & OTHER STATE LEGAL RESOURCES
Federal Court Rules, Federal Laws & Regulations, Federal Info, US Supreme Court, State Links, 9th Circuit Links

INTERNATIONAL LEGAL RESOURCES
Constitutions of the World, Foreign & Int'l Resources, Int'l & Foreign Law, Treaties and International Agreements
Law Libraries

**Staffed:**
- Anchorage
- Fairbanks
- Juneau

**Computer Access Only:**
- Kenai
- Ketchikan
- Palmer
- Wrangell

**Unstaffed:**
- Dillingham
- Homer
- Kodiak
- Kotzebue
- Nome
- Petersburg
- Sitka
- Utqiagvik
- Valdez

*Email or contact the Anchorage Law Library at 888-282-2082 to request copies of specific items not available in your local law library.*
Legal Forms, Books, & Software

Nolo offers hundreds of do-it-yourself products, including legal forms, books and ebooks, and software. You can generate a customized estate planning form like a will, a living trust, or a power of attorney in just minutes. Landlords and tenants can easily download a lease form that comes with state-specific instructions and information. Businesspersons can create an LLC and get common business forms they’ll need to operate their businesses. All of our products are written in plain-English and are consumer-friendly.

Our products help many people understand and apply the law and create useful legal documents. However, general information is never a substitute for personalized advice from a knowledgeable lawyer. If you want professional advice about how the law affects your particular circumstances, or the best way to craft or use legal documents, consult an attorney licensed to practice in your state.

Use of our forms is subject to our Terms of Use, Supplemental Terms, and Privacy Policy.
Building a Civil Justice EcoSystem: Partnering with Libraries
• Sarah – is there any stats about the issues you see that could involve legal issues – debt, housing, divorce, DV, public benefits