



Office of Legal Services Innovation  
An Office of the Utah Supreme Court

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# INNOVATION OFFICE ACTIVITY REPORT

MARCH 20, 2021

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## OVERALL METRICS

Total Applications Received	42
Applicants Recommended to Court for Authorization	20
Applicants Denied Recommendation from Innovation Office	1
Applicants Denied Authorization by Court	0
Applicants Tabled (referral fees)	8
Authorized Entities	18
Entities Reporting Data (this month)	7
Entities Recommended to Exit the Sandbox	0
Key Risks and Trends	There are no reported consumer complaints from reporting entities.

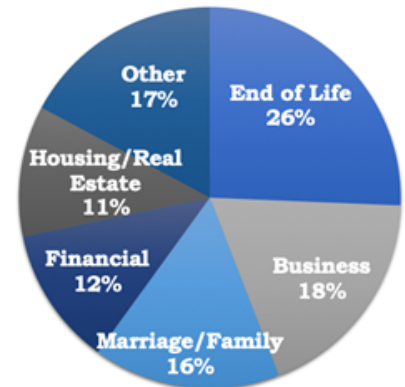
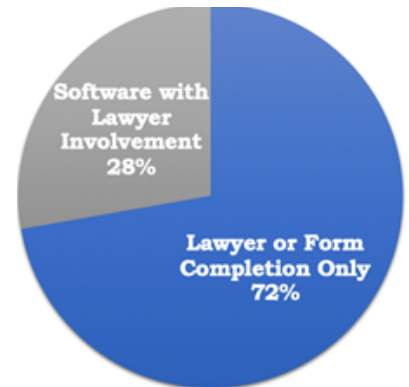
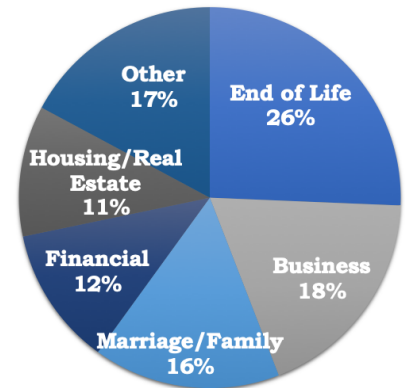


# SUMMARY

This report summarizes activities and actualized risk assessment of entities approved by the Utah Supreme Court to implement legal services within the Utah Sandbox and monitored by the Office of Legal Services Innovation. This report covers the period of October 2020 through the close of February 2021.

## SANDBOX ACTIVITY (OCTOBER 2020 - FEBRUARY 2021)

- 20 entities approved to offer services
  - Low Risk=3 (AGS Law, Blue Bee, Firmly)
  - Low/Moderate=6 (FOCL Law, LawPal, R&R, Rocket Lawyer, Tanner, Xira)
  - Moderate=11 (1Law, Davis & Sanchez, DSD Solutions, Estate Guru, Law HQ, Law on Call, Nuttall, Brown & Coutts, Off the Record, Pearson Butler, Sudbury Consulting, Timpanogos Legal Center)
  - High=0
  
- 9 entities reporting at least one data report to date.
  
- 612 legal services sought from approximately 500 unduplicated clients
  - Low=51 legal services sought
    - Moderate=359 legal services sought
  - 442 legal services have been delivered by a lawyer (or lawyer employee) or software for form or document completion only with lawyer involvement
  - 170 legal services have been delivered by software with lawyer involvement
  
  - The rank of legal category addressed has been 1) End of Planning; 2) Business; 3) Marriage/Family; 4) Financial; 5) Housing Rental; and 6) Real Estate. Six legal categories accounted for 83% of legal services. The remaining 15 possible legal categories accounted for 17%.
  
  - To date no complaints have been communicated by entities nor by consumers directly to the Office that would indicate harm.



Consumer Complaint Assessment: All Reporting Entities to Date

Complaint Risk Category	# Consumer Complaints	% Consumer Complaints
Consumer achieves an inaccurate or inappropriate legal result.	0	0%
Consumer fails to exercise legal rights through ignorance or bad advice.	0	0%
Consumer purchases an unnecessary or inappropriate legal service.	0	0%

- o Based on reviewing mismatches of services sought and received given fees paid, there was no evidence supporting unnecessary or inappropriate purchases of legal services. In communicating with entities regarding the amount paid for services, the amount paid reasonably fit their respective business models.
- o Applicable mismatches between services sought and received were linked to quality control of legal service intake coding (improving service sought identification methods) and error in the process of linking life events to appropriate legal needs. The Office concluded that mismatches were not harms.
- o Legal results were appropriate given legal matters and scope of service.
- o Services will continue to be monitored for complaints and results.
- o A pilot of the vanguard service audit of a moderate risk entity is ongoing.



TABLE 1: AUTHORIZED ENTITIES BY SERVICE CATEGORY

		10 - Blue Bee	15 - AGS Law	19 - Firmly	04 - Lawpal	05 - Rocket Lawyer	07 - R&R	14 - FOCL	32 - Tanner	33 - Xira Connect	39 - Davis & Sanchez
Risk Level		Low	Low	Low	Low / Moderate	Low / Moderate	Low / Moderate	Low / Moderate	Low / Moderate	Low / Moderate	Low / Moderate
Total Categories		2	3	1	4	17	10	1	1	19	2
Accident/Injury	4					X	X			X	X
Adult Care	3					X	X			X	
Business	6		X	X		X	X		X	X	
Criminal Expungement	2					X				X	
Discrimination	2					X				X	
Domestic Violence	3					X	X			X	
Education	4	X				X				X	X
Employment	2					X				X	
End of Life Planning	5		X		X	X	X			X	
Consumer Financial Issues	5	X			X	X	X			X	
Healthcare	3					X	X			X	
Housing (Rental)	3				X	X				X	
Immigration	2					X				X	
Marriage and Family	5				X	X	X	X		X	
Military	2					X				X	
Native American/ Tribal Issues	1									X	
Public Benefits	3					X	X			X	
Real Estate	3		X			X				X	
Traffic Citations	1									X	



TABLE 1 (CON'T): AUTHORIZED ENTITIES BY SERVICE CATEGORY

		02 - 1Law	03 - LawHQ	12 - Nuttall	13 - Estate Guru	27 - Sudbury	23 - Off the Record	30 - Law on Call	31 - DSD Solutions	28 - Pearson Butler	36 - Timp Cert. Advocates
Risk Level		Moderate	Moderate	Moderate	Moderate	Moderate	Moderate	Moderate	Moderate	Moderate	Moderate
Total Categories		18	3	5	5	2	1	5	12	14	2
Accident/Injury	5	X	X	X					X	X	
Adult Care	2	X								X	
Business	7	X	X	X	X			X	X	X	
Criminal Expungement	3	X				X			X		
Criminal - Other	2	X								X	
Discrimination	3	X		X						X	
Domestic Violence	3	X							X		X
Education	2	X								X	
Employment	6	X	X	X		X			X	X	
End of Life Planning	5	X			X			X	X	X	
Consumer Financial Issues	4	X			X			X		X	
Healthcare	1	X			X						
Housing (Rental)	4	X						X	X	X	
Immigration	3	X							X	X	
Marriage and Family	4	X		X					X		X
Military	1									X	
Native American/ Tribal Issues	1									X	
Public Benefits	3	X							X	X	
Real Estate	5	X			X			X	X	X	
Traffic Citations	3	X					X		X		



TABLE 2: AUTHORIZED ENTITIES BY SERVICE MODEL

		10 - Blue Bee	15 - AGS Law	19 - Firmly	04 - Lawpal	05 - Rocket Lawyer	07 - R&R	14 - FOCL	32 - Tanner	33 - Xira Connect	39 - Davis & Sanchez
Risk Level		Low	Low	Low	Low / Moderate	Low / Moderate	Low / Moderate	Low / Moderate	Low / Moderate	Low / Moderate	Low / Moderate
Total Models		2	1	1	2	2	2	3	2	3	2
Lawyers employed / managed by nonlawyers	7	X			X	X	X	X	X		X
<50% nonlawyer ownership	2	X	X								
50% + nonlawyer ownership	7				X	X	X	X	X	X	X
Fee sharing	1									X	
Software provider /w lawyer - doc completion	1				X						
Intermediary Platform	1									X	





TABLE 2 (CON'T): AUTHORIZED ENTITIES BY SERVICE MODEL

		02 - 1Law	03 - LawHQ	12 - Nuttall	13 - Estate Guru	27 - Sudbury	23 - Off the Record	30 - Law on Call	31 - DSD Solutions	28 - Pearson Butler	36 - Timp Cert. Advocates
Risk Level		Moderate	Moderate	Moderate	Moderate	Moderate	Moderate	Moderate	Moderate	Moderate	Moderate
Total Models		4	3	4	6	1	3	3	4	3	1
Lawyers employed / managed by nonlawyers	6	X	X	X	X			X	X		
<50% nonlawyer ownership	2		X	X							
50% + nonlawyer ownership	6	X			X		X	X	X	X	
Fee sharing	4			X	X		X			X	
Software provider /w lawyer - doc completion	2				X				X		
Software provider w/ lawyer involvement	6	X	X	X	X	X	X				
Software provider w/out lawyer involvement	-										
Non-lawyer provider w/ lawyer involvement	5	X			X			X	X	X	
Nonlawyer provider w/out lawyer involvement	1										X
Intermediary Platform	-										



**TABLE 3: AUTHORIZED ENTITIES REPORTING STATUSES**

Entity Name	Risk Category	Launch Date	First Report Due	Frequency
Blue Bee Bankruptcy	Low	Oct. 1, 2020	Jan. 5, 2021	Quarterly
AGS Law	Low	Oct. 1, 2020	Jan. 5, 2021	Quarterly
Firmly LLC	Low	Jan. 1, 2021	Apr. 5, 2021	Quarterly
Rocket Lawyer	Low-Moderate	Oct. 1, 2020	Nov. 5, 2020	Monthly
R&R Legal Services	Low-Moderate	Jan. 1, 2021	Feb. 5, 2021	Monthly
LawPal	Low-Moderate	Jan. 15, 2021	Jan. 5, 2021	Monthly
FOCL Law	Low-Moderate	Jan. 1, 2021	Feb. 5, 2021	Monthly
Tanner	Low-Moderate	Jan. 1, 2021	Feb. 5, 2021	Monthly
Xira Connect	Low- Moderate	Jun. 1, 2021	Jul. 5, 2021	Monthly
Davis & Sanchez	Low-Moderate	TBD	TBD	Monthly
1Law	Moderate	Oct. 1, 2020	Nov. 5, 2020	Monthly
LawHQ	Moderate	TBD	TBD	Monthly
Nuttal Brown	Moderate	Feb. 1, 2021	Mar. 5, 2021	Monthly
Estate Guru	Moderate	Dec. 1, 2020	Jan. 5, 2020	Monthly
Sudbury Consulting / Code for America	Moderate	TBD	TBD	Monthly
Off the Record	Moderate	TBD	TBD	Monthly
Law on Call	Moderate	Feb. 1, 2021	Mar. 5, 2021	Monthly
DSD Solutions	Moderate	TBD	TBD	Monthly
Pearson Butler	Moderate	Mar. 1, 2021	Apr. 5, 2021	Monthly
Timp Cert. Legal Advocates	Moderate	TBD	TBD	Monthly

