



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

INNOVATION OFFICE ACTIVITY REPORT

EXECUTIVE SUMMARY

AUGUST 2022

DRAFTED SEPTEMBER 18, 2022

Table of Contents

Overall Metrics	1
Executive Summary	2
Sandbox Activity (October 2020 - August 2022)	2
Authorized Entities	8
Authorized Entities Reporting Statuses	19
August 2022 Activity Risk Report - Harm Assessment	21



OVERALL METRICS

Total Applications Received	80
Applicants Recommended to Court for Authorization	56
Applicants Denied Recommendation from Innovation Office	2
Applicants Denied Authorization by Court	0
Applicants Tabled (referral fees)	10
Inactive or Withdrawn Applicants Before Recommendation	13
Currently Under Office Review	1
Recommended to Court for Authorization Pending Decision	6
Authorized Entities	47 (plus 2 entities withdrawn and 1 terminated after authorization; 50 total)
Entities Reporting Data (this month)	13
Entities Recommended to Exit the Sandbox	0
Key Risks and Trends	The Office received zero consumer harm related complaints for sandbox qualified legal services this month



EXECUTIVE SUMMARY

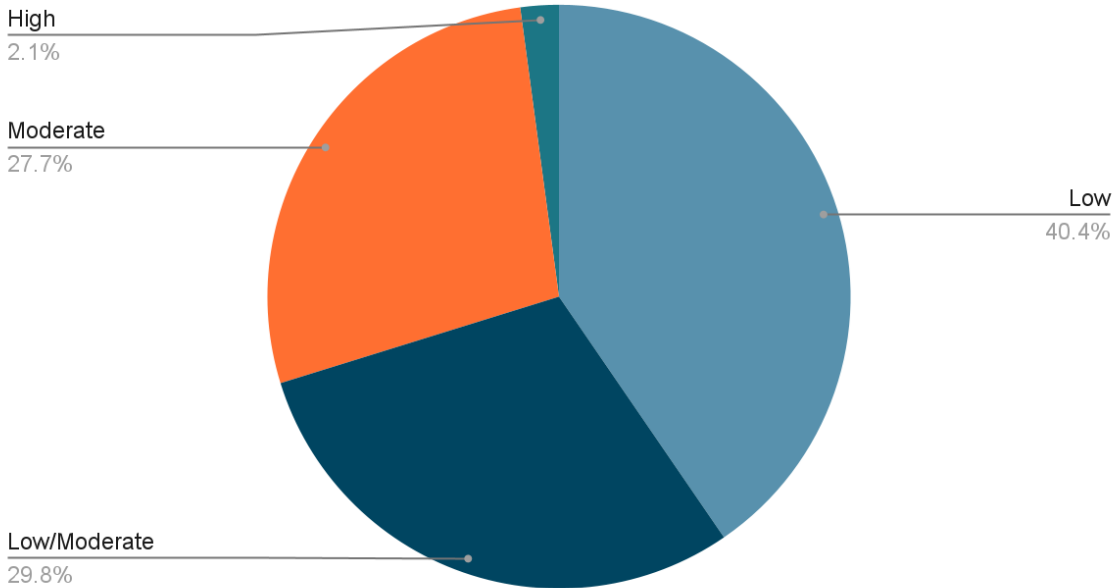
This report summarizes activities and negative risk assessment (i.e., harms) of entities approved by the Utah Supreme Court to implement legal services within the Utah Sandbox and monitored by the Office of Legal Services Innovation. This report covers the period of October 2020 through August 2022.

SANDBOX ACTIVITY (OCTOBER 2020 - AUGUST 2022)

Active Entities Authorized to Offer Sandbox Legal Services

- 47 active entities approved to offer services

Entities Authorized



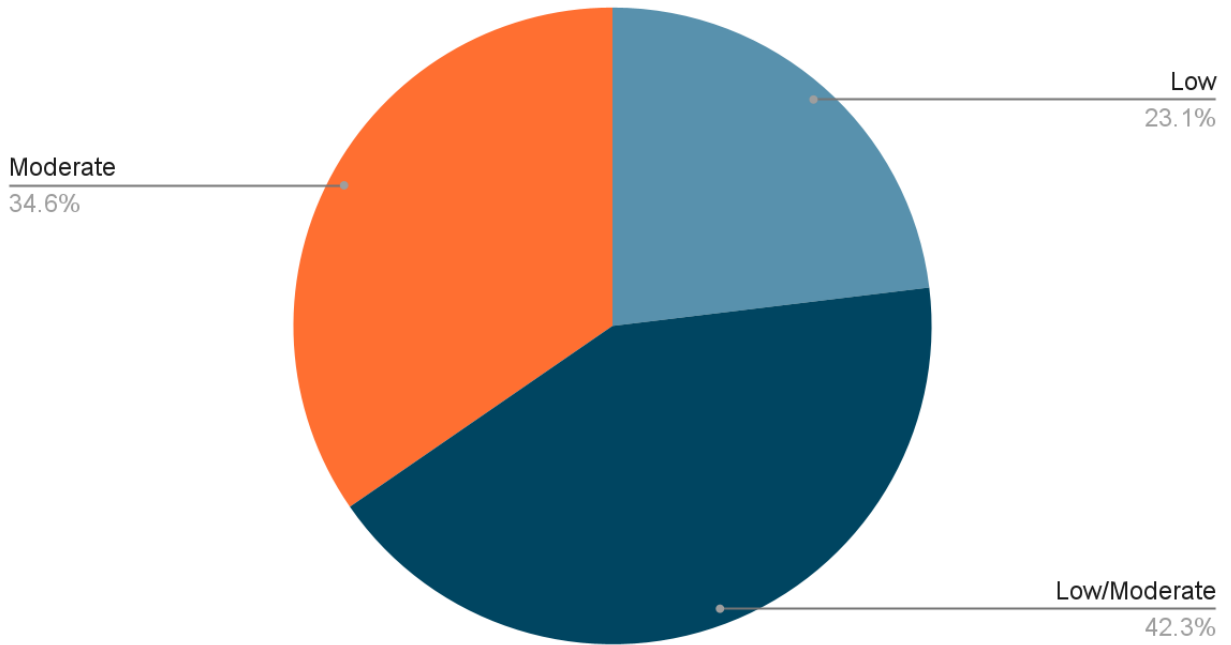
- o **Low Risk=19** (AGS Law, Believe First, Blue Bee, Blue Ridge Law Group, Boundless Immigration, D4U Immigration, Esquire Law, Fair Credit LLC [formerly Credit Cop], Firmly, Hello Divorce, Herbert-Greenwald Law, Immigration Office Solutions, Lindenberg Law Group, Mina Legal Services, Olsen & Partners Law, Rocky Mountain Justice, Savvi Technologies, Standout Legal, Trajan Estate)
- o **Low/Moderate=14** (Bike Legal, Davis and Sanchez, GovAssist Legal, LawPal, Legal Atoms, Mountain West Legal Protective, My Immigration, Off the Record, PD Digital Logistics Design, R&R Legal Services PLLC, Rocket Lawyer, Trajector Legal [formerly Legal Claims, Inc.], WayLit, Xira)
- o **Moderate=13** (1Law, DSD Solutions, Estate Guru, Holy Cross Ministries, Jordanelle Blocks, LawGeex, Law HQ, Law on Call, Nuttall, Brown & Coutts, Pearson & Butler, Rasa Public Benefit Corporation [formerly Sudbury Consulting], Timpanogos Legal Center, Utah Legal Advocates)
- o **High=1** (AAA Fair Credit)



Authorized Entities Reporting Data through August 2022

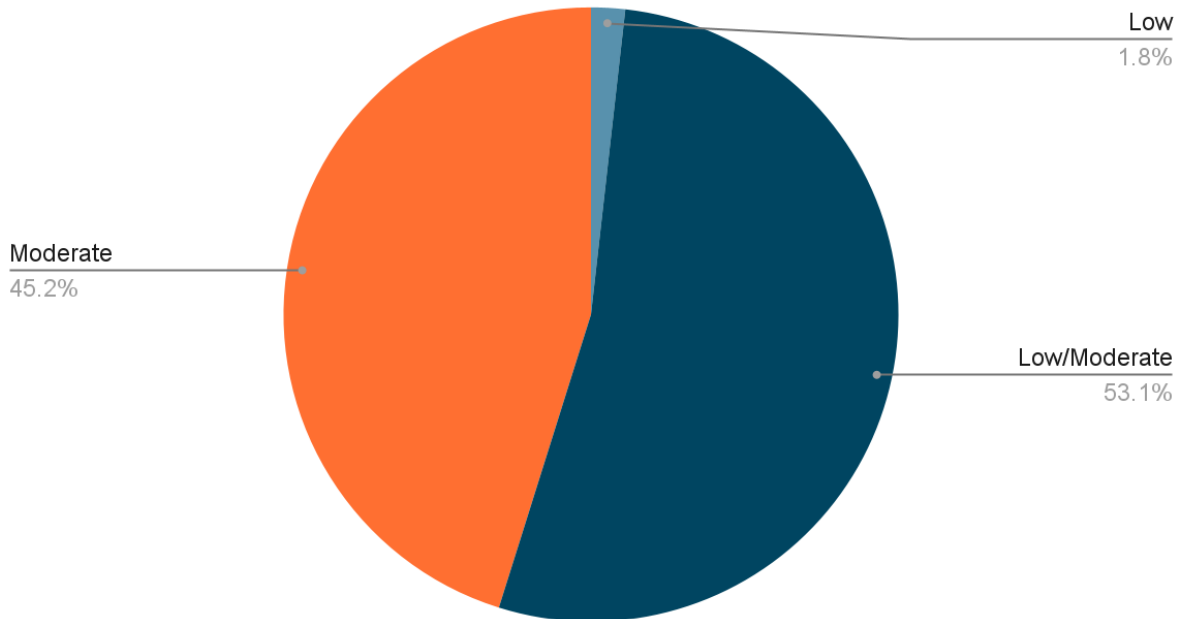
- 26 entities reporting data to date; 13 reporting this period
 - o 6 low risk entities; 11 low/moderate risk entities; 9 moderate entities

Entities Reporting Data to Date



Proportion of Services by Entity Risk and Legal Categories Addressed through August 2022

Legal Services by Entity Risk

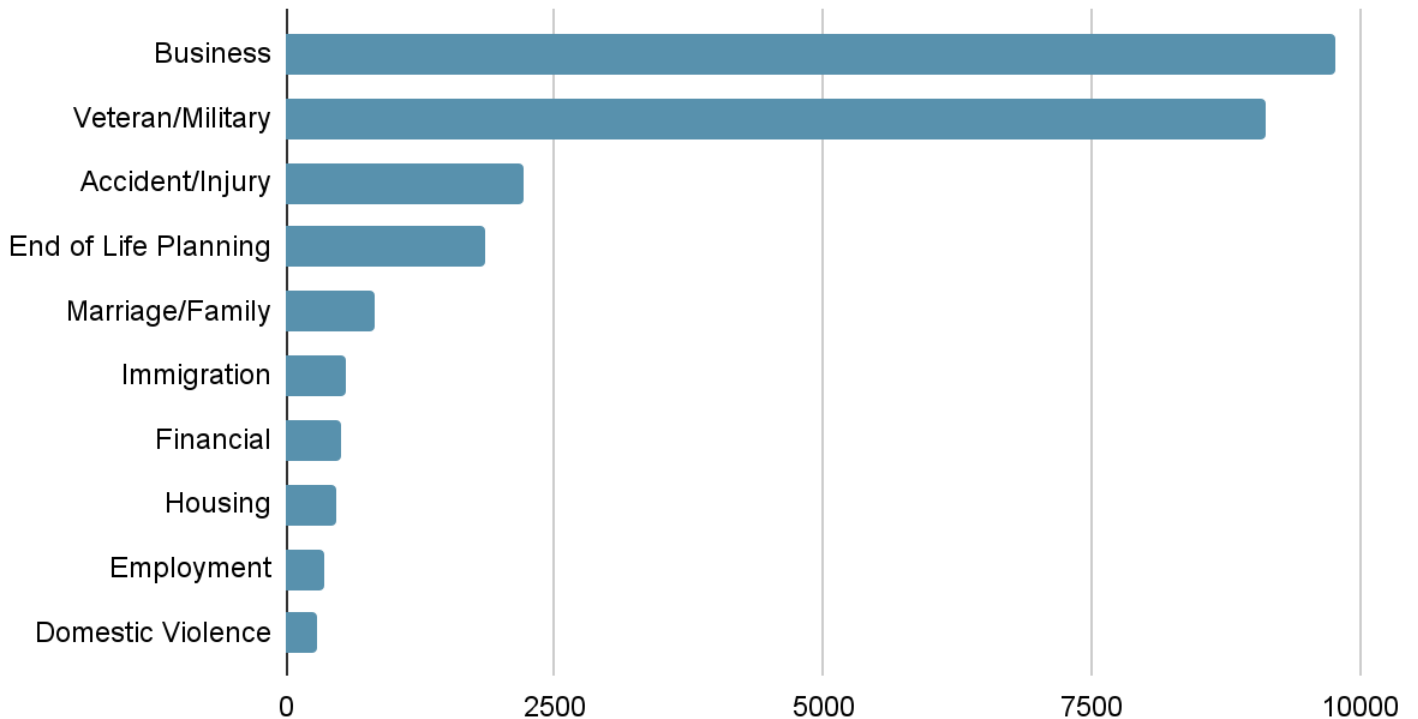


- 27,083 legal services sought from >20,000 unduplicated clients
 - Low=483 legal services sought; Low/Moderate=14,370 legal services sought; Moderate=12,230 legal services sought
 - 98.2% of legal services were produced via low/moderate or moderate risk entities
 - 23,767 (87.8%) legal services have been delivered by a lawyer (or lawyer employee) or software for form or document completion only with lawyer involvement
 - 3,316 legal services have been delivered by non-lawyers (software or person) with lawyer involvement
- *Legal Categories Addressed by Service*
 - The rank of legal category addressed has been:
 - 1) Business [36.1%; e.g., intellectual property, contracts/warranties, and entity incorporation]
 - 2) Military/Veterans Benefits [33.7%]
 - 3) Accident/Injury [8.2%]
 - 4) End of Life Planning [6.8%];



- 5) Marriage/Family [3.0%];
- 6) Immigration [2.0%];
- 7) Financial [e.g., individual bankruptcy and collections practices; 1.9%];
- o Seven legal categories accounted for 92% of legal services. The remaining 13 possible legal categories accounted for 8%.
- o The top three categories accounted for 78% of legal services.

Total Services by Legal Areas (Top 10)

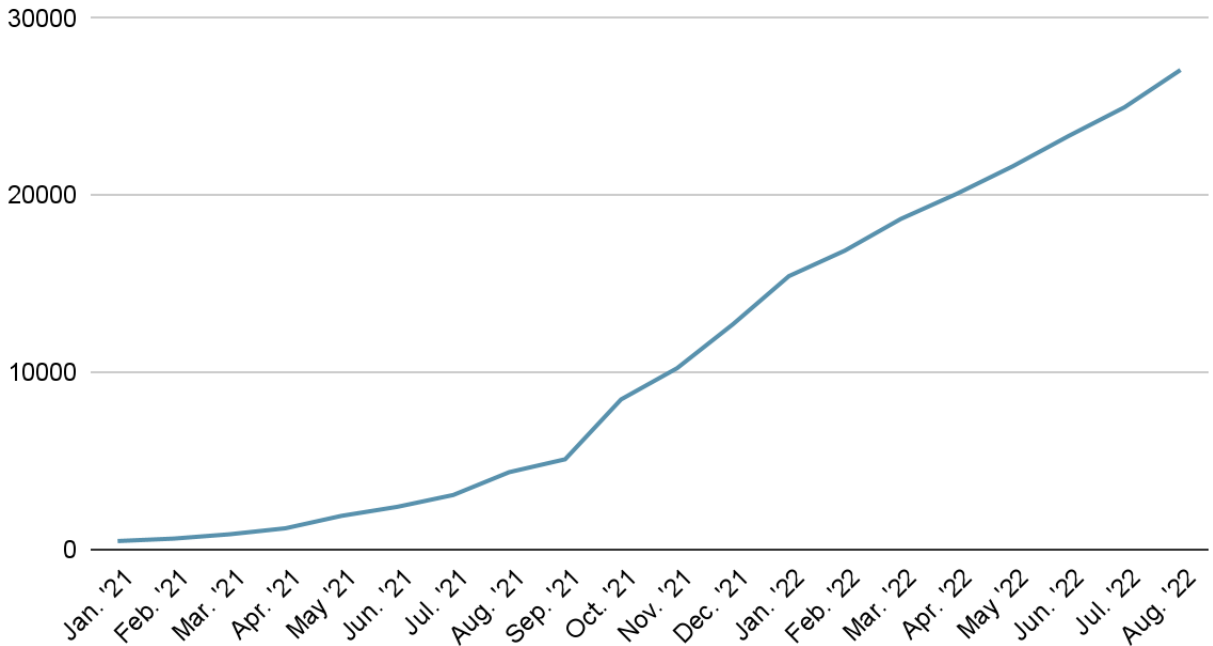


Note that housing rental and housing ownership (real estate) legal matters were collapsed to create the category of Housing.



Growth of Services Across Time

Cumulative Legal Services by Month



Complaints and Audits

- To date, entities have reported twelve complaints to the Office, approximately 1 complaint per 2257 services delivered. The first complaint was reported in the April 2021 report and was linked to the harm of an inappropriate/inaccurate legal result. The second complaint was reported in the May 2021 report but was not linked to any of the three harms. The third, fourth, and fifth complaints were linked to exercising legal rights and were reported during June, September, October 2021 respectively. Two complaints were reported during December 2021 but neither was harm-related. During April 2022, two complaints were received by the Office; one complaint was harm-related and classified as a harm to a legal result, and the other complaint was found to not be associated with a rights-, results-, or payment-harm. Two complaints were made during June 2022, with one not being harm-related and the other related to a payment harm. One complaint, not harm-related, was made during July of 2022. The ratio of harm-related complaints to services was approximately 1 complaint per ~4,513 services. The entity response to



harm-related complaints has been adequate and acceptable as related to harm mitigation and prevention.

Consumer Complaint Assessment: All Reporting Entities to Date

Complaint Harm Category	# Consumer Harm-Related Complaints	% Services with a Harm-Related Consumer Complaint
Consumer achieves an inaccurate or inappropriate legal result.	2	<0.01%
Consumer fails to exercise legal rights through ignorance or bad advice.	3	~0.01%
Consumer purchases an unnecessary or inappropriate legal service.	1	<0.01%

- o Audit materials have been collected from three moderate risk entities, with three reviewed by the Office. Independent lawyer audit panelists reviewed randomly selected representative legal services of two entities. Two entities’ audit reports were completed and distributed to the Executive Committee of the Office of Legal Services Innovation and the Utah Supreme Court for review. Based on audit findings, there was no evidence of material or substantial harm to consumers, and services were found to be at least adequate by the Office, its Executive Committee, and independent lawyer auditors. At this time, a fourth entity’s services have been reviewed by an independent lawyer audit panel, and auditor feedback was synthesized and summarized by the Office of Legal Services Innovation; the Office is currently reviewing the entity’s response to auditor feedback.



TABLE 1: AUTHORIZED ENTITIES

Entity Name	Risk Level	Service Models	Service Categories
10 - Blue Bee Bankruptcy	Low	Lawyers employed / managed by nonlawyers	Education
		<50% non lawyer ownership	Consumer Financial Issues
15 - AGS Law	Low	<50% non lawyer ownership	Business
			End of Life Planning
			Real Estate
19 - Firmly, LLC	Low	<50% non lawyer ownership	Business
44 - Hello Divorce	Low	Lawyers employed / managed by nonlawyers	Marriage and Family
		<50% non lawyer ownership	
51 - Rocky Mountain Justice	Low	<50% non lawyer ownership	Accident / Injury
53 - Savvi Technologies, Inc.	Low	Lawyers employed / managed by nonlawyers	Business
		Non lawyer ownership	
		Lawyers sharing fees with nonlawyers	
56 - Blue Ridge Law Group	Low	Lawyers employed / managed by nonlawyers	Accident / Injury
		Non lawyer ownership	
		Lawyers sharing fees with nonlawyers	
57 - Believe First	Low	Lawyers employed / managed by nonlawyers	Adult Care
		Non lawyer ownership	Business
		Lawyers sharing profits with nonlawyers	Discrimination
			Domestic Violence
			Education
			Employment
End of Life Planning			



			Financial
			Healthcare
			Housing (Rental)
			Marriage and Family
			Public Benefits
			Real Estate
58 - Herbert Greenwald Law Group	Low	Lawyers employed / managed by nonlawyers	Accident / Injury
		Less than 50% nonlawyer ownership	
		Lawyers sharing profits with nonlawyers	
60 - Trajan Estate	Low	Lawyers employed / managed by nonlawyers	End of Life Planning
		Non lawyer ownership	
		Lawyers sharing profits with nonlawyers	
62 - Fair Credit, LLC (formerly Credit Cop)	Low	Lawyers employed / managed by nonlawyers	Financial
		Non lawyer ownership	
		Lawyers sharing profits with nonlawyers	
63 - Immigration Office Solutions	Low	Lawyer employed / managed by nonlawyers	Immigration
		Nonlawyer ownership	
		Lawyers sharing profits with nonlawyers	
		Software with lawyer involvement- legal document completion	
64 - Boundless Immigration	Low	Lawyer employed / managed by nonlawyers	Immigration
		Nonlawyer ownership	
		Lawyers sharing profits with nonlawyers	
		Software with lawyer involvement- legal document completion	
67 - Esquire Law	Low	Lawyer employed / managed by nonlawyers	Accident / Injury
		Nonlawyer ownership	



		Lawyers sharing profits with nonlawyers	
70 - Mina Legal Service	Low	Lawyer employed / managed by nonlawyers	Immigration
		Nonlawyer ownership	
		Lawyers sharing profits with nonlawyers	
71 - D4U Immigration	Low	Lawyer employed / managed by nonlawyers	Immigration
		Nonlawyer ownership	
		Lawyers sharing profits with nonlawyers	
		Software with lawyer involvement - legal document completion	
75 - Lindenberg Law Group	Low	Lawyer employed / managed by nonlawyers	Business
		Nonlawyer ownership	Consumer Financial Issues
		Lawyers sharing profits with nonlawyers	Healthcare
76 - Standout Legal	Low	Lawyer employed / managed by nonlawyers	Business
		Nonlawyer ownership	End of Life Planning Housing (Rental)
		Lawyers sharing profits with nonlawyers	Marriage and Family
77 - Olson & Partners	Low	Lawyer employed / managed by nonlawyers	Business
		Nonlawyer ownership	Consumer Financial Issues
		Lawyers sharing profits with nonlawyers	
04 - Lawpal	Low / Moderate	Lawyers employed / managed by nonlawyers	End of Life Planning
		50+% non lawyer ownership	Consumer Financial Issues



		Software provider /w lawyer - doc completion	Housing (Rental)
			Marriage and Family
05 - Rocket Lawyer	Low / Moderate	Lawyers employed / managed by nonlawyers	Accident / Injury
			Adult Care
			Business
			Criminal Expungement
			Criminal (Other)
			Discrimination
			Domestic Violence
			Education
			Employment
			End of Life Planning
		50+% non lawyer ownership	Consumer Financial Issues
			Healthcare
			Housing (Rental)
			Immigration
			Marriage and Family
			Military
Public Benefits			
Real Estate			
07 - R & R Legal Services, PLLC	Low / Moderate	Lawyers employed / managed by nonlawyers	Accident / Injury
			Adult Care
			Business
			Domestic Violence



			End of Life Planning
		50+% non lawyer ownership	Consumer Financial Issues
			Healthcare
			Marriage and Family
			Public Benefits
14 - FOCL Law	Low / Moderate	Lawyers employed / managed by nonlawyers	Marriage and Family
		50+% non lawyer ownership	
		Software provider /w lawyer - doc completion	
23 - Off the Record	Low / Moderate	50+% non lawyer ownership	Traffic Citations
		Intermediary Platform	
32 - Tanner LLC (Withdrawn from Sandbox March 2021)	Low / Moderate	Lawyers employed / managed by nonlawyers	Business
		50+% non lawyer ownership	
33 - Xira Connect	Low / Moderate	50+% non lawyer ownership	Accident / Injury
			Adult Care
			Business
			Criminal Expungement
			Discrimination
			Domestic Violence
		Fee Sharing	Education
			Employment
			End of Life Planning
			Consumer Financial Issues
			Healthcare
			Housing (Rental)



		Intermediary Platform	Immigration
			Marriage and Family
			Military
			Native American / Tribal
			Public Benefits
			Real Estate
			Traffic Citations
37 - Robert DeBry (Withdrawn from Sandbox May 2021)	Low / Moderate	Lawyers employed / managed by nonlawyers	Accident / Injury
50+% non lawyer ownership			
38 - Davis and Sanchez	Low / Moderate	Lawyers employed / managed by nonlawyers	Accident / Injury
		50+% non lawyer ownership	Education
39 - Legal Claims Benefits (Trajector Legal)	Low / Moderate	Lawyers employed / managed by nonlawyers	Accident / Injury
			Education
		50+% non lawyer ownership	Healthcare
			Military
			Public Benefits
41 - Mountain West Legal Protective	Low / Moderate	Lawyers employed / managed by nonlawyers	Housing - Rental
		50+% non lawyer ownership	Real Estate
48 - Legal Atoms	Low / Moderate	50+% non lawyer ownership	Immigration
		Software provider /w lawyer - doc completion	Marriage and Family
		Fee sharing	Domestic Violence
			Housing - Rental
50 - GovAssist Legal	Low / Moderate	Lawyers employed / managed by nonlawyers	Immigration
		50+% non lawyer ownership	
		Fee sharing	



		Software provider /w lawyer - doc completion	
52 - My Immigration	Low / Moderate	Lawyers employed / managed by nonlawyers	Immigration
		50+% non lawyer ownership	
		Lawyers sharing fees with nonlawyers	
		Software provider /w lawyer - doc completion	
59 - Waylit	Low / Moderate	Lawyers employed / managed by nonlawyers	Business
		Non lawyer ownership	Employment
		Intermediary platform	
61 - PD Digital Logistics Design	Low / Moderate	Lawyers employed / managed by nonlawyers	Accident / Injury
		Non lawyer ownership	Adult Care
		Intermediary platform	Business
			Criminal Expungement
			Discrimination
			Domestic_Violence
			Education
			Employment
			End of Life Planning
			Financial
			Healthcare
			Housing (Rental)
		Immigration	
Marriage and Family			



			Military
			Native American and Tribal Law
			Public Benefits
			Real Estate
			Traffic Citation
66 - Bike Legal	Low / Moderate	Lawyers employed / managed by nonlawyers	Accident / Injury
		Non lawyer ownership	
		Lawyers sharing fees with nonlawyers	
02 - 1Law	Moderate	Lawyers employed / managed by nonlawyers	Accident / Injury
			Adult Care
			Business
			Criminal Expungement
			Criminal (Other)
		50+% non lawyer ownership	Discrimination
			Domestic Violence
			Education
			Employment
		End of Life Planning	End of Life Planning
			Consumer Financial Issues
			Healthcare
			Housing (Rental)
		Software provider w/ lawyer involvement	Immigration
			Marriage and Family
Public Benefits			
Non-lawyer provider w/ lawyer involvement	Real Estate		



			Traffic Citations
03 - Law HQ	Moderate	Lawyers employed / managed by nonlawyers	Accident / Injury
		50+% non lawyer ownership	Business
		Software provider w/ lawyer involvement	Employment
12 - Nuttall Brown	Moderate	Lawyers employed / managed by nonlawyers	Accident Injury
		50+% non lawyer ownership	Business
		Software provider w/ lawyer involvement	Discrimination
		Non-lawyer provider w/ lawyer involvement	Employment
			Marriage and Family
13 - Estate Guru	Moderate	Lawyers employed / managed by nonlawyers	Business
		50+% non lawyer ownership	End of Life Planning
		Fee Sharing	Consumer Financial Planning
		Software provider /w lawyer - doc completion	Healthcare
		Software provider w/ lawyer involvement	Real Estate
		Non-lawyer provider w/ lawyer involvement	
27 - Rasa (Sudbury Consulting)	Moderate	Software provider w/ lawyer involvement	Criminal Expungement
		Lawyers sharing fees with nonlawyers	Employment
		Non-lawyer provider w/ lawyer involvement	
28 - Pearson & Butler	Moderate	50+% non lawyer ownership	Accident / Injury
			Adult Care
			Business
			Discrimination
			Education



		Fee Sharing	Employment
			End of Life Planning
			Consumer Financial Issues
			Housing (Rental)
			Immigration
		Non-lawyer provider w/ lawyer involvement	Marriage and Family
			Military
			Native American / Tribal
			Public Benefits
			Real Estate
30 - Law on Call	Moderate	Lawyers employed / managed by nonlawyers	Business
			End of Life Planning
		50+% non lawyer ownership	Consumer Financial Issues
			Housing (Rental)
		Non-lawyer provider w/ lawyer involvement	Real Estate
31 - DSD Solutions	Moderate	Lawyers employed / managed by nonlawyers	Accident / Injury
			Business
			Criminal Expungement
		50+% non lawyer ownership	Domestic Violence
			Employment
			End of Life Planning
		Software provider w/ lawyer involvement	Housing (Rental)
			Immigration
			Marriage and Family
		Non-lawyer provider w/ lawyer involvement	Public Benefits
Real Estate			



			Traffic Citations
36 - Timp. Cert. Advocates	Moderate	Nonlawyer provider w/out lawyer involvement	Domestic Violence
			Marriage and Family
40 - Utah Legal Advocates	Moderate	Nonlawyer provider w/ Lawyer Involvement	Domestic Violence
		Fee Sharing	Marriage and Family
42 - Jordanelle Blocks	Moderate	Lawyers employed / managed by nonlawyers	Business
		50+% non lawyer ownership	
		Fee Sharing	Housing - Rental
		Software provider /w lawyer - doc completion	
		Software provider w/ lawyer involvement	Real Estate
		Non-lawyer provider w/ lawyer involvement	
43 - LawGeex	Moderate	Lawyers employed / managed by nonlawyers	Business
		50+% non lawyer ownership	Healthcare
		Software provider w/ lawyer involvement	
45 - Holy Cross Ministries	Moderate	Non-lawyer provider w/ lawyer involvement	Financial Issues
			Immigration
			Health Care
			Public Benefits
47 - AAA Fair Credit	High	Non-lawyer provider w/out lawyer involvement	Financial Issues
			Healthcare
			Public Benefits



TABLE 2: 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	Jul. 1, 2021	Oct. 5, 2021	Quarterly
Trajan Estate	Low	Apr. 1, 2022	Jul. 5, 2022	Quarterly
Believe First	Low	May 1, 2022	Aug. 5, 2022	Quarterly
Sarvi Technologies, Inc.	Low	Jun. 15, 2022	Sept. 5, 2022	Quarterly
Fair Credit, LLC (Credit Cop)	Low	Jul. 1, 2022	Oct. 5, 2022	Quarterly
Herbert-Greenwald	Low	Oct. 1, 2022	Jan. 5, 2023	Quarterly
Hello Divorce	Low	Dec. 1, 2022	Mar. 5, 2023	Quarterly
Rocky Mountain Justice	Low	TBD	TBD	Quarterly
Boundless Immigration	Low	TBD	TBD	Quarterly
Immigration Office Solutions	Low	TBD	TBD	Quarterly
Blue Ridge Law Group	Low	TBD	TBD	Quarterly
Esquire Law	Low	TBD	TBD	Quarterly
D4U Immigration	Low	TBD	TBD	Quarterly
Lindenberg Law Group	Low	TBD	TBD	Quarterly
Mina Legal Services	Low	TBD	TBD	Quarterly
Olson & Partners	Low	TBD	TBD	Quarterly
Standout Legal	Low	TBD	TBD	Quarterly
Rocket Lawyer	Low-Moderate	Oct. 1, 2020	Nov. 5, 2020	Monthly
The Fiduciary Law Firm (R&R Legal)	Low-Moderate	Jan. 1, 2021	Feb. 5, 2021	Monthly
FOCL Law	Low-Moderate	Jan. 1, 2021 (relaunch TBD)	Feb. 5, 2021 (relaunch TBD)	Monthly
LawPal	Low-Moderate	Feb. 1, 2021 (relaunch TBD)	Mar. 5, 2021 (relaunch TBD)	Monthly
Davis and Sanchez	Low-Moderate	Jul. 1, 2021	Aug. 5, 2021	Monthly
Legal Claims Benefits (Trajector)	Low-Moderate	Aug. 15, 2021	Sept. 5, 2021	Monthly
GovAssist Legal	Low-Moderate	Feb. 1, 2022	Mar. 5, 2022	Monthly
My Immigration	Low-Moderate	Mar. 1, 2022	Apr. 5, 2022	Monthly



Off the Record	Low-Moderate	Apr. 1, 2022	May 5, 2022	Monthly
Bike Legal	Low-Moderate	Sep. 1, 2022	Oct.5, 2022	Monthly
Mountain West Legal Protective	Low-Moderate	Sep. 1, 2022	Oct. 5, 2022	Monthly
Legal Atoms	Low-Moderate	TBD	TBD	Monthly
Xira Connect	Low- Moderate	TBD	TBD	Monthly
Waylit	Low-Moderate	TBD	TBD	Monthly
PD Digital Logistics Design	Low-Moderate	TBD	TBD	Monthly
1Law	Moderate	Oct. 1, 2020	Nov. 5, 2020	Monthly
Estate Guru	Moderate	Dec. 1, 2020	Jan. 5, 2021	Monthly
Law on Call	Moderate	Apr. 1, 2021	May 5, 2021	Monthly
Pearson & Butler (Elysium Holdings) (Elysium Legal)	Moderate	Apr. 1, 2021 (moderate launch TBD Pearson & Butler; moderate launch Elysium Legal Sep. 1, 2022)	May 5, 2021 (moderate launch TBD Pearson & Butler; Elysium Legal Oct. 5, 2022)	Quarterly (Elysium Holdings) Monthly (Pearson & Butler moderate and Elysium Legal moderate)
Timp Cert. Legal Advocates	Moderate	Jun. 1, 2021	Jul. 5, 2021	Monthly
Law Geex	Moderate	Nov. 1, 2021	Dec. 5, 2021	Monthly
Nuttal Brown	Moderate	Dec. 1, 2021	Jan. 5, 2022	Monthly
Utah Legal Advocates	Moderate	Mar. 1. 2022	Apr. 5, 2022	Monthly
Rasa (Sudbury Consulting)	Moderate	May 1, 2022	Jun. 5, 2022	Monthly
DSD Solutions	Moderate	TBD	TBD	Monthly
LawHQ	Moderate	TBD	TBD	Monthly
Jordanelle Blocks	Moderate	TBD	TBD	Monthly
Holy Cross Ministries	Moderate	TBD	TBD	Monthly
AAA Fair Credit	High	TBD	TBD	Monthly



AUGUST 2022 ACTIVITY RISK REPORT - HARM ASSESSMENT

Depending on an entity’s assessed risk level (the risk level assigned at authorization), OLSI collects a range of measures from the entity designed to assess the occurrence of three harms to consumers (this can also be understood as “actualized risk”):

- Consumer achieves inaccurate or inappropriate legal results.
- Consumer fails to exercise legal rights through ignorance or bad advice.
- Consumer purchases an unnecessary or inappropriate legal service.

As service activity increases among sandbox participants, the Office will receive more kinds of information. For entities assigned higher risk levels, this will include information about legal outcomes, financial outcomes, and expert audits of a sample of work product. As these data accumulate, harm assessments will be based on a review of all applicable measures.

In these early stages of service provision and reporting, the assessment of consumer harm is based on the prevalence of consumer complaints indicating the occurrence of one or more of the three harms. Social scientific studies grounded in expert peer review of lawyers’ work product typically find that lawyers commit errors in one fifth to one quarter of the cases reviewed. Taking this finding as a baseline, the harm assessment classifies receipt of harm-related complaints from more than 25% of customers as a significant warning of harm (red), which would indicate an immediate need for the entity to work with OLSI to develop and implement quality improvement plans to prevent harms and might also lead the Office to recommend that the Court suspend the entity’s operations in the sandbox. Receipt of harm-related complaints from 11-25% of consumers would trigger a watch (yellow) to better understand and prevent potential harms and would likely include the requirement of additional information from entities so classified. Receipt of harm-related complaints from 10% or fewer of an entity’s consumers is considered reasonable risk (green) and does not trigger the need for any additional risk assessment.

