



# Online Application for Deferral or Waiver of Court Fees

Maricopa County Clerk of the Superior Court

Innovation Day 2023





## Ryan MacDonald

### EDM Program Director

Maricopa County Clerk of the Superior Court

With more than 19 years of OnBase experience, Ryan is responsible for the overall management of the Enterprise Document Management Program for the Clerk of the Court's office.

Priorities include:

- Delivery of innovative solutions for complex content management and workflow initiatives
- Improving customer access via OnBase modules: Workflow, Unity Forms and Document Composition
- Reducing need for in-person visits

Recent program accomplishments:

- Online Fee Deferral & Waiver solution
- Online Exhibit and Marriage License portals





# Online Application for Deferral or Waiver of Court Fees

Application processing and acceptance transformed from physical to electronic due to COVID-19 pandemic.

## Solution

- 1** Automated workflows, electronic forms, and integrated cloud-based file sharing service available in the Clerk's Electronic Document Management System
- 2** Completed in under 1 year
- 3** Increased security, consistency, and reduced time





# Problem

Before we created the online process, litigants were limited to filing fee waiver and deferral applications in-person only, and 80% of these applications are for Family Court cases.

1

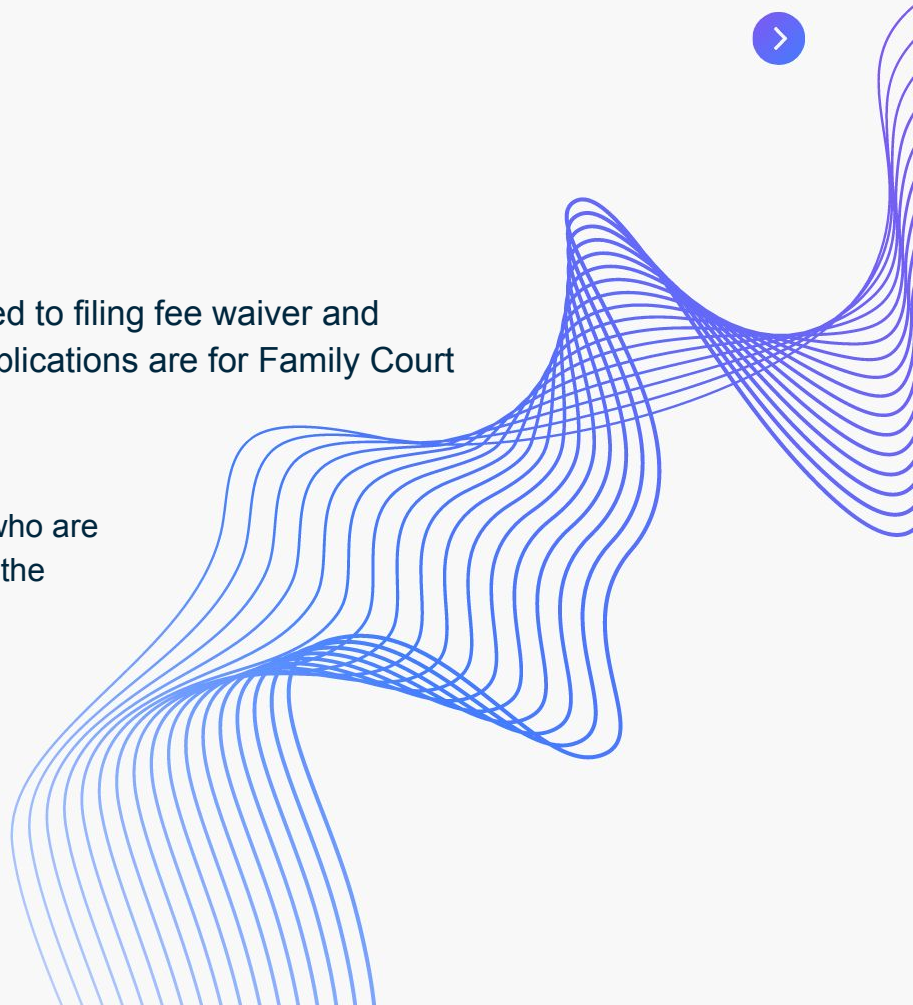
70% of Family Law cases are started by individuals who are navigating the justice system by themselves, without the assistance of an attorney.

2

The Clerk's Office continues to look for opportunities to mitigate the spread of COVID-19

3

Manual Approval Routing via email





## Objective #1

Implement a secure online portal for customers to apply for waiver or deferral.

**Must include:** an electronic form for data entry that would allow for file uploads





## Objective #2

Enable application form validations to minimize data entry errors, require specific data to be entered, and not allow for submissions with missing or invalid fields.





## Objective #3

Ability to evaluate applications for automatic approval based on poverty guidelines.

Routing applications that cannot be automatically approved to the Clerk's Operations team or to Court Administration for assignment to a Judicial Officer for evaluation.





## Objective #4

Once fully evaluated, the system must generate approved or denied orders which are then sent back to the applicant for filing with their case.





# Solution

## Improvement #1

An interview style Unity Form was developed to be intuitive and include field level validations ensuring forms are filled out completely.

## Improvement #2

Once submitted, income data from the form is evaluated against published poverty guidelines and those that fit the criteria are automatically approved for deferrals.

## Improvement #3

Once approved or denied, OnBase composes the order granting or denying the deferral or waiver of court fees and is automatically signed by the appropriate approving authority.



## Application for Deferral or Waiver

### Questionnaire

Do you have a superior court case number for the document(s) you will be filing?\*

Yes  No

Do you receive government assistance from any of the following state or federal programs?

Temporary Assistance to Needy Families (TANF)

Food Stamps

Legal Aid Services

Supplemental Security Income (SSI)?\*

Yes  No

What type of case will you be filing with the court?\*

Please answer Yes to one of the following questions that relates to the type of case you will be filing with the court.

Next





1.  **DEFERRAL:** I receive government assistance from the state or federal program marked below or am represented by a not for profit legal aid program:

Temporary Assistance to Needy Families (TANF)

Food Stamps

Legal Aid Services

2.  **WAIVER:**

I receive government assistance from the federal **Supplemental Security Income (SSI)** program.

#### Proof of Participation

THIS DOCUMENT WILL NOT BE PART OF THE COURT RECORD, AND WILL ONLY BE USED BY STAFF TO DETERMINE THAT THE REQUESTOR IS A PARTICIPANT IN A GOVERNMENT ASSISTANCE PROGRAM. \*

Appointment\_Receipt\_3407167.pdf [Remove](#)

#### IMPORTANT

This "Application for Deferral or Waiver of Court Fees or Costs" includes a "Consent to Entry of Judgment." By signing this Consent, you agree a judgment may be entered against you for all fees and costs that are deferred but remain unpaid thirty (30) calendar days after entry of final judgment. At the conclusion of the case you will receive a Notice of Court Fees and Costs Due indicating how much is owed and what steps you must take to avoid a judgment against you if you are still participating in a qualifying program. You may be ordered to repay any amounts that were waived if the court finds you were not eligible for the fee deferral or waiver. If your case is dismissed for any reason, the fees and costs are still due.

**CONSENT TO ENTRY OF JUDGMENT.** By signing this Application, I agree that a judgment may be entered against me for all fees or costs that are deferred but remain unpaid thirty (30) calendar days after entry of final judgment.

## OATH OR AFFIRMATION

I declare under penalty of perjury that the foregoing is true and correct.

By typing your name below, you are signing this document

**Applicant's Signature (Type Name) \***

First Last

**Date**

05/04/2023





# Results

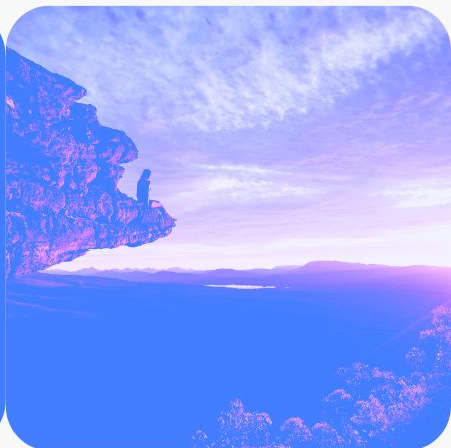
The application for deferral or waiver of Court fees went live in March of 2022.

The Clerk's Office receives more than 500 applications for deferral or waiver each month from our most vulnerable constituents.

The new automated solution improves access to the court for those constituents who may need financial assistance.



Enabled more strict controls over the entire deferral and waiver application process.



Greatly improved accuracy of applicant data required to evaluate applications.



Automatic routing ensures applications are routed correctly based on poverty guidelines and case type to an available Judicial Officer for timely review.



# Future

Continue to enable intuitive access to justice through simplified electronic forms and anytime access.



WorkView solution to  
modernize Minute Entry  
creation



Robotic Process  
Automation for automated  
docketing



Criminal Restitution Order  
Automation

