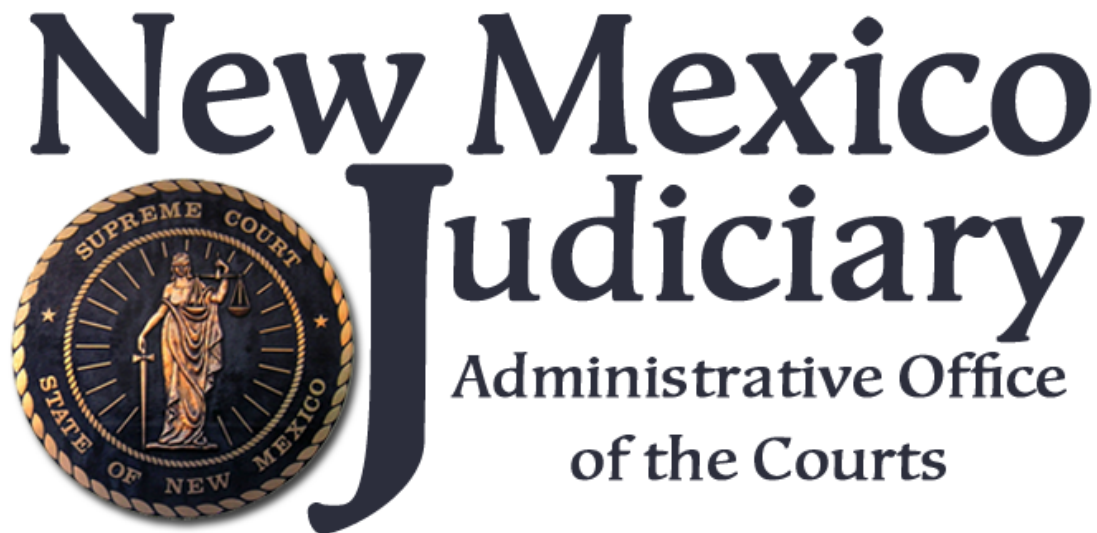
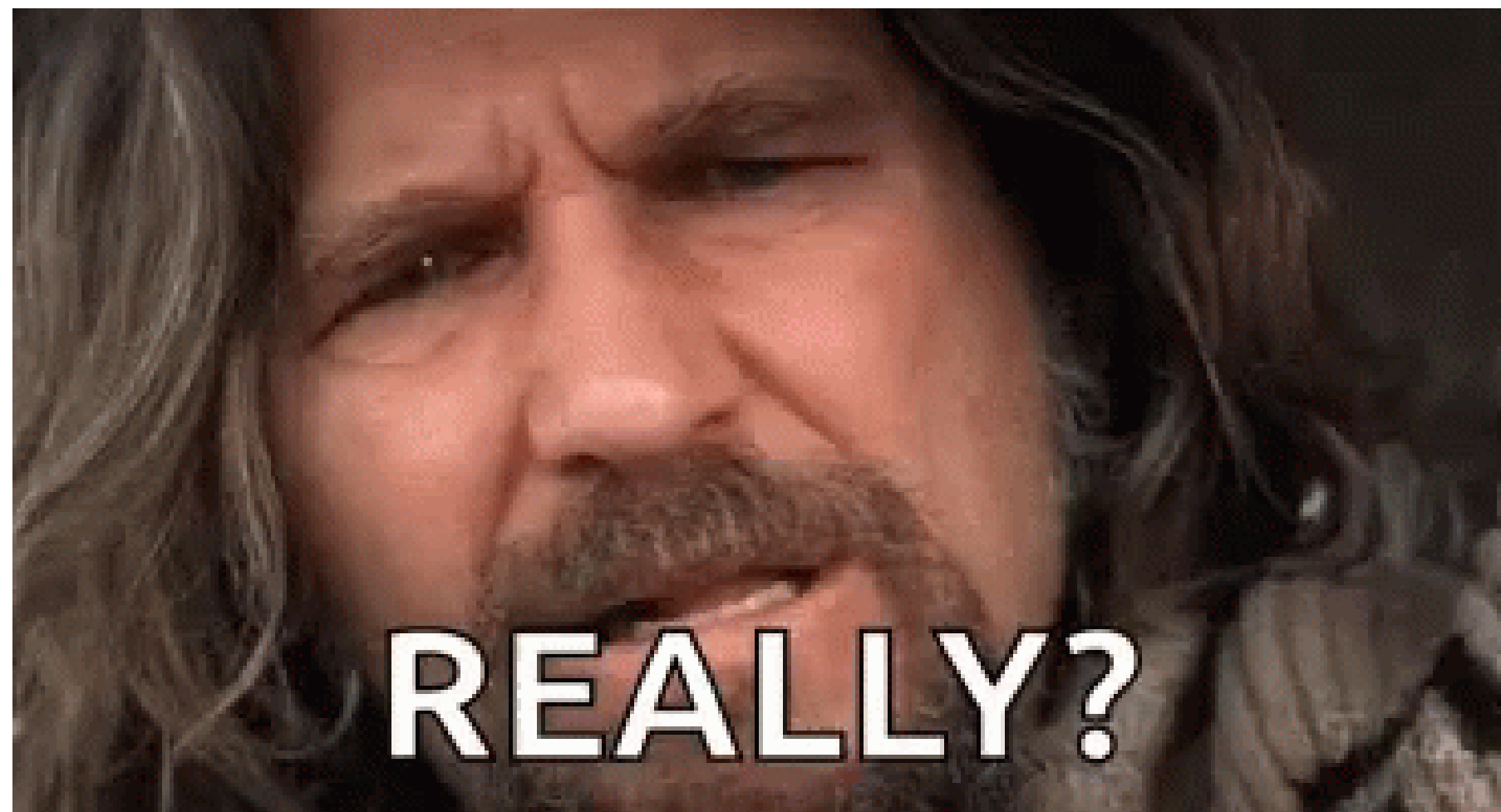


Avatar-Kiosk Project

Paula Couselo, Senior Statewide Program Manager





Justice for All?

- In the past year, 86% of the civil legal problems reported by low-income Americans received inadequate or no legal help.
- 71% of low-income households experienced at least one civil legal problem in the last year

2017 LSC Report, The Justice Gap

About New Mexico


- 8.1% of NM population are LEP speakers of Spanish vs. 5.7% nationally
- 10% of population reports speaking English “less than very well”

- 47% of population is Hispanic or Latino origin
- 22 federally recognized tribes
 - 19 Pueblos
 - Diné, Mescalero and Jicarilla Apache Nations
- 36% of the population speak a language other than English at home
 - 79% Spanish
 - 10% Navajo
 - 5% Pueblo languages
- 92 languages other than English spoken in the home

Challenges

- 19.5% of individuals live below poverty line
- Low literacy - 46% of the population reads at or below a 5th grade level (*64% of jobs require a 6th grade reading level*)
- Sparsely populated (*17 persons per square mile*)

Language of the Courts Accessible?

A man with short brown hair, wearing a dark suit jacket over a light blue shirt, is seated at a light-colored wooden table. He has a confused or questioning expression on his face, with his mouth slightly open. In front of him on the table is a white disposable cup. The background consists of light-colored, vertically pleated curtains. The image has a halftone or dithered texture.

**WHAT DOES THAT MEAN? I LITERALLY HAVE
NO IDEA WHAT THAT IS SUPPOSED TO MEAN!**

Language of the Courts Accessible?

- Legal language is complex
- Latin American legal systems derive from Civil Law
- Navajo legal system is restorative (*vis-à-vis the U.S. legal system, which can be more punitive*)
- Native American languages are descriptive and primarily of oral tradition



Goals

- Improve access to our web content –*Meet Clara our language access avatar!*
- Improve access to our services at the courthouse –*Clara + Kiosks!*

Avatar Project Highlights

- Helps users find information on website
- Speaks English, Spanish and Navajo -*all platforms*
- Voice command available -*Chrome and Android*
- Navajo version uses studio-recorded audio
- Integrates with website video content

Clara, female for *claro*

“Clear is kind.”

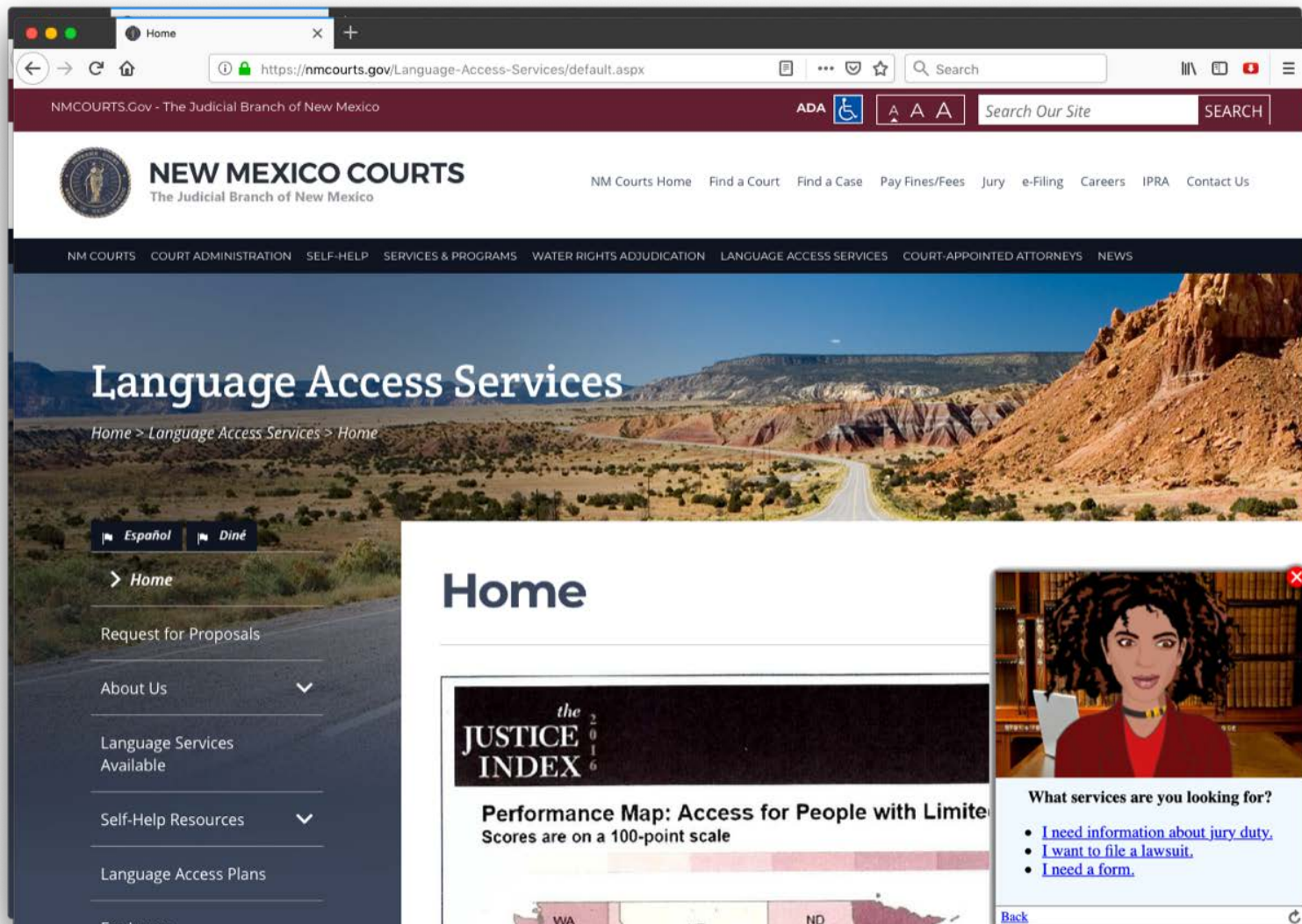
Do you want help from our
virtual assistant?

Yes

No



Clara on Website



Clara Speaks Navajo



traducido profesionalmente al español. Sin embargo, tenga en cuenta que ciertas porciones del contenido están disponibles únicamente en inglés **y no aparecen en el menú de las páginas en español**. Para ver todos los títulos



Clara on Smartphone

Qu

Clara puede ayudar a las personas sin abogado a encontrar recursos. Ella le hará preguntas y luego le llevará a la página que necesita. ¡Incluso puede responder a Clara con sus propios comandos de voz!



Clara

+

Kiosks



¿Con qué necesita ayuda?

- Necesito intérprete.
- Me represento a mí mismo.
- Formularios bilingües.
- Servicio de jurado.



Avatar-Kiosk Project Highlights

- Clara answers FAQs
- Multilingual -*Based on local community needs*
- Wayfinding
- Check-in
- Services vary from court to court



NEW MEXICO COURTS

The Judicial Branch of New Mexico

PULSE UN BOTÓN DE ABAJO PARA COMENZAR



REGISTRARSE



MAPAS



FORMAS



ACCESO AL
LENGUAJE



CALENDARIO



PREGUNTAS
FRECUENTES

ENGLISH / ESPAÑOL

**Kiosk
Main
Menu
(Spanish)**





NEW MEXICO COURTS

The Judicial Branch of New Mexico

PRESS A FORM TO EMAIL IT

DISTRICT COURT FORMS

Civil

Criminal

Children's Court

Domestic Violence

Domestic Relations

Mobile Home Park Act Forms

**Access
to
Court
Forms**

ENGLISH / ESPAÑOL



NEW MEXICO COURTS

The Judicial Branch of New Mexico

PRESS A FORM TO EMAIL IT

DISTRICT COURT FORMS

Civil

Type your email

SEND

Domestic Violence

Domestic Relations

Mobile Home Park Act Forms

ENGLISH / ESPAÑOL

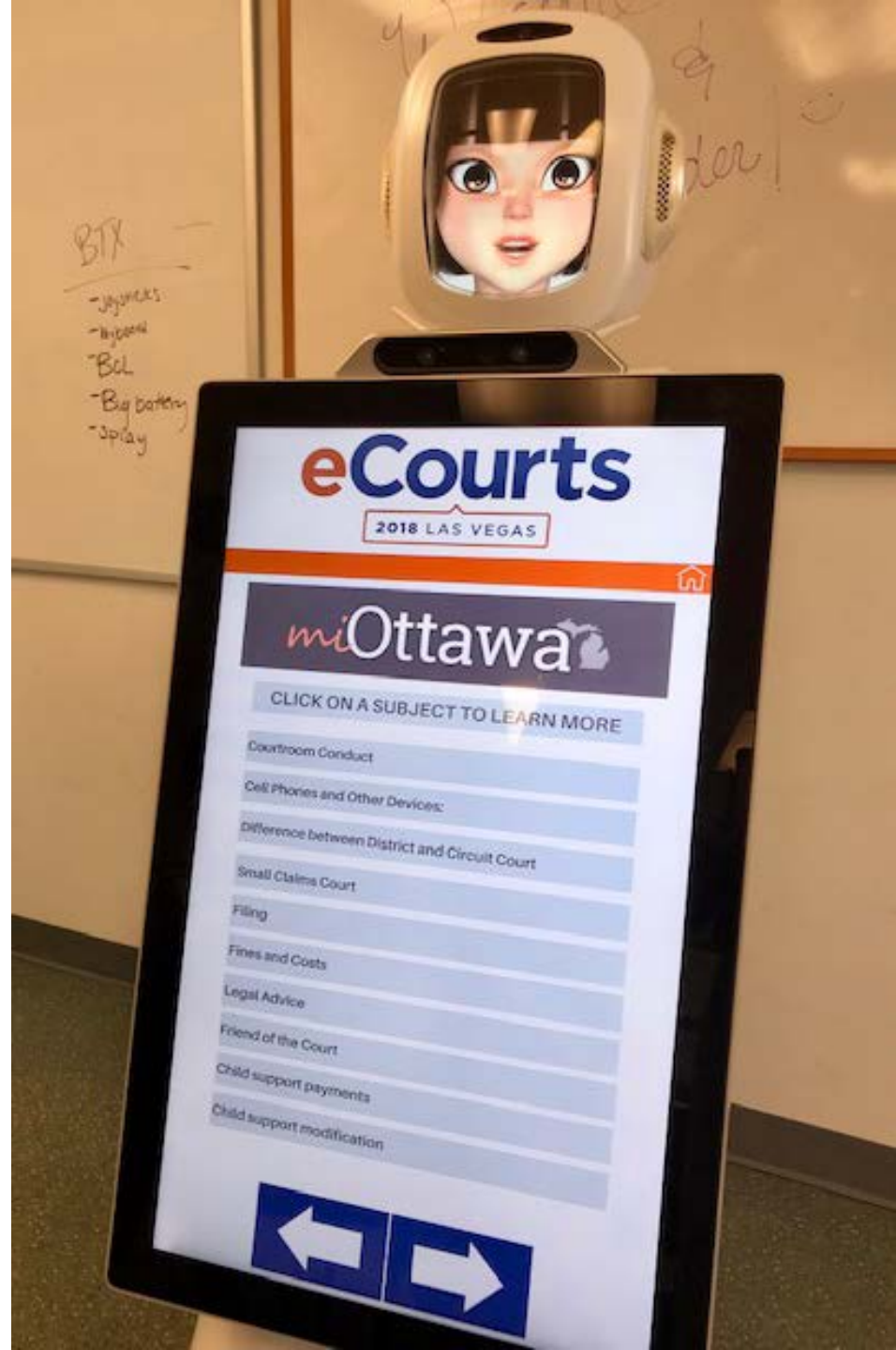
Email Forms

Avatar-Kiosk Demo



Next Steps?





Considerations

- Gina (LA) and Cora (MI)
- Local stakeholders
- No "one size fits all" solution
- Innovation
- People first

Thank you!