

CANYON CREEK SERVICES

Providing protective order, housing, and medical debt legal support to better serve their community.



INVOLVEMENT

Canyon Creek serves a multi-county area in southern Utah with a total population of around 80,000 Utahns. Their team provides comprehensive support for survivors of domestic violence and sexual assault, including crisis intervention, case management, medical advocacy, housing support, safety planning, and more.

Before joining the Certified Advocate Partners Program, their victim advocates commonly helped clients fill out protective order forms and attended their hearings. Despite having extensive knowledge gained from lived and professional experience, they were unable to take the next step toward advising their clients on the best course of action given their circumstances.

Haley Mackelprang, Survivor Services Director, repeatedly saw a significant gap in the justice system for survivors, who lack meaningful access to legal support because they can't afford to retain an attorney or because of limited options in the rural area. When Timpanogos Legal Center recruited the first cohort for the Certified Advocate Partners Program, Haley recognized an opportunity to bridge that gap for survivors. By enhancing the level of help she could provide, she was able to further empower survivors to seek protection and safety, and to more deeply hear, validate, and support them.

Canyon Creek has supported their Assistance Director of Housing and Housing Coordinator in becoming certified as Housing Stability CJAs, their Programs Coordinator to seek dual certification as a Medical Debt CJA and Domestic Violence CJA, and their Survivor Services Assistant Director to seek certification as a Domestic Violence CJA.

AT A GLANCE

Mission

To end domestic violence, sexual assault and human trafficking by providing comprehensive services, prevention programs, and education in partnership with our community.



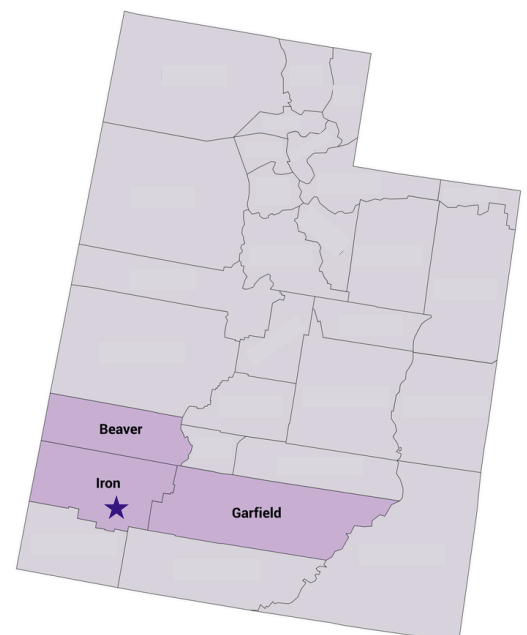
Iron, Beaver, and Garfield Counties



2 Housing Stability CJAs
1 Domestic Violence CJA
1 Medical Debt CJA (*forthcoming*)



Involved Since 2021



CANYON CREEK SERVICES

IMPLEMENTATION

Referrals

Canyon Creek prioritizes community collaboration and outreach. As a result of their team's ongoing efforts, they receive legal services referrals from community members, local organizations, court clerks, and offices serving survivors at the local university.

Intake

During the intake process, Canyon Creek staff provide basic legal information to clients. If they need additional help to resolve the problem, intake staff set an appointment with the appropriate CJA and invite clients to review the Limited Representation Agreement.

Each program has program-specific intake paperwork, including internal referral forms. Intake staff will fill out the correct paperwork, which is routed to the program for case staffing. If the client does not want legal support at intake, staff will still notify the appropriate CJA that a client came in with questions on a protective order, housing, or medical question so they can be aware.

Warm Handoffs

If an advocate or client determines after intake that the client needs legal support, the advocate will do an internal warm handoff to the CJA. By using this process, Canyon Creek staff keep services trauma-informed and survivor-centered, ensuring the client has the ability to determine and access what help they need at different points in their healing journey.

Collaboration

All CJAs at Canyon Creek are part of CJAU's network, learning alongside and building solutions with CJAs throughout Utah.

Locally, Haley cross-refers with the systems-based DV CJA, Jaden Thomas, as necessary. They also work together to discuss cases, identify recurring local legal issues, and promote the program throughout Iron County.

Continued on next page

TIMELINE

2021



Haley Mackelprang participates in the inaugural cohort of the Certified Advocate Partners Program, becoming one of Utah's first DV CJAs.

2025



Shannon Smith and Chase Woods participate in the inaugural cohort of the Housing Stability Legal Advocate program, becoming Housing Stability CJAs.



Ren Carter begins the Medical Debt Legal Advocate program; certification projected for December 2025.

2025



Ren Carter and Megan Maxfield to participate in the Certified Advocate Partners Program; certification projected for Spring 2026.

Following projected certification, Ren will become the first dually certified CJA in Utah.

CANYON CREEK SERVICES

Service Provision

Because Canyon Creek serves a legal desert, their CJAs provide the full scope of services they are certified in, limiting their scope on a client-by-client basis based on the individual's unique needs.

CJAs may maintain a modified caseload to accommodate leadership or other specialized roles. For example, Haley provides only legal services to clients, collaborating with other victim advocates who deliver additional supportive services. This approach enables her to balance agency leadership responsibilities with service provision while ensuring that clients have an opportunity to access legal services, regardless of which advocate they primarily work with.



I wanted to participate in the program because there was a huge need in rural communities, and because there's a lack of support in the legal system—not only with financial barriers, but also the availability of legal resources. **State resources can only do so much, so having more local systems that could help was what drew me to doing this kind of work.** I saw how detrimental it was when they weren't able to get that support. Some people do say that a protective order is just a piece of paper, but for others, that piece of paper is everything to them.

Working with CJAU is an added benefit to our agency entirely. **It's a partnership and support system.** Without their guidance, I think our program would have just continued doing what we were doing pre-certification.

If you're considering engaging in community justice advocacy work, **consider all of the wins, the support, and the opportunities that you're creating for survivors and for advocates** to help make a difference even more than they already are.

Haley Mackelprang

Domestic Violence
Community Justice
Advocate

IMPACT

Unlocking Local Help

Clients frequently share that if they hadn't been able to get legal help from CJAs, they didn't know where else they could turn for assistance. Their experiences highlight the critical importance of having accessible, local legal support.

Upon receiving her certification, Haley became the first legal professional based within Canyon Creek's service area to provide dedicated *pro bono* legal services. Prior to her certification, clients' only options were to seek assistance from statewide *pro bono* programs located outside the area or to retain private counsel.

Canyon Creek's sustained commitment to supporting their team in becoming CJAs demonstrates organizational leadership in the region and has been instrumental in broadening the availability of legal services throughout their service area. By investing in this model, Canyon Creek has not only expanded access to justice but also strengthened the community's capacity to support survivors locally, fostering greater stability and resilience across the region.