

Cayley Balser, Esq., M.Ed., Ed.S., N.C.C.

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EXECUTIVE SUMMARY

I have over a decade of experience in qualitative and mixed-methods research, with six years' experience specific to legal systems research and design. I have specialized expertise in trauma-informed research and systems design with a proven track record of leading multidisciplinary research and design teams to create data-driven, evidenced-based service models, systems, and tools for the justice system at local, state, and national levels, interacting with over 1,100 interview participants and managing over 70 research team members across projects. My work has been cited and used in policy change at the state and national level including by the State Justice Institute in a report to Congress, the Supreme Court of the State of Arizona Administrative Office of the Courts as well as the Conference of Chief Justices and Conference of State Court Administrators.

CORE COMPETENCIES

Systems design, program evaluation, cross-system collaboration, trauma-informed research, trauma-informed education, grant management, court efficiency, interdisciplinary research team leadership.

SUBJECT MATTER EXPERTISE

Housing and eviction, medical debt, domestic violence, court operational efficiency, regulatory reform, behavioral health, and trauma-informed systems.

WORK HISTORY

Director of Research, Innovation for Justice, *September 2025 – Present*.

Professor of Practice, James E. Rogers College of Law, University of Arizona, *November 2023 – Present*.

Adjunct Faculty, S.J. Quinney School of Law, University of Utah, *August 2024 – December 2024*.

Adjunct Faculty, David Eccles School of Business, University of Utah, *August 2024 – Present*.

i4J Post-Graduate Fellow, James E. Rogers College of Law, University of Arizona, *August 2022 – November 2023*.

RESEARCH EXPERIENCE

Human Subjects Research Principal Investigator

Lived-Experience of Legal Deserts, *January 2026 – present*.

- Training and overseeing a research team of 9 graduate students and a fellow law professor to better understand the lived-experience of legal problems in legal deserts. Research methodology includes justice needs survey distribution and analysis, semi-structured qualitative interviews, and focus groups with an emphasis on data ethics when working with

populations who have experienced legal problems as potentially traumatic experiences. Anticipated number of interviews is between 30 and 50 across three jurisdictions. Proposed and managed incentive budget. Deliverables will include a white paper, interactive slide deck, and research brief to enhance readability and accessibility to a wide range of audiences. This project is funded by the State Justice Institute in partnership with the National Center for State Courts.

Jailhouse Lawyers: Legal Empowerment and Civil Justice Problem-Solving, *May 2024 – September 2025*.

- Recruited and consented research participants and oversaw an interdisciplinary research team of 18. Managed relationships for over 350 co-researchers across the country in this critical participatory action research project seeking to better understand the experiences of formerly incarcerated jailhouse lawyers and justice-impacted community members and the legal empowerment potential therein. Led proposal and oversaw incentive budget and navigating communication challenges across prison walls. Deliverables included a comprehensive white paper, research briefs for initial findings and prototype testing, a project-specific webpage, and conference presentations.

Advancing Unauthorized Practice of Law Reform to Legally Empower Survivors of Domestic Violence, *March 2023 – present*.

- Recruited and managed relationships for over 460 project participants as well as incentive budget. Planned and managed three iterations of national survey creation, distribution, analysis, and synthesis; coordinated and oversaw 85 semi-structured qualitative interviews; oversaw research team qualitative data analysis and synthesis to ensure alignment with methods and ethics. Deliverables included an interactive website toolkit, a project-specific webpage, project briefs, presentations, two white papers, and multiple academic articles. Academic article editing and publishing is ongoing.

Innovative Approaches to Embedding Civil Legal Services and Civil Justice Problem-Solving in University of Utah Health Patient Care, *August 2022 – Summer 2025*.

- Designed and distributed justice needs survey to local target population in Utah and analyzed responses. Managed relationships for over 80 participants who completed surveys, participated in interviews, and provided feedback during deliverable drafting. Recruited and consented participants, supervised interviews for all research team members, and directed the qualitative data analysis and synthesis processes. Deliverables include a project webpage, white paper reports, a replicable framework for designing service models to integrate into existing systems, two project briefs, and a peer-reviewed journal article.

Human Subjects Research Team Staff

Advancing Technology to Help Alaska's Low-Income Community Members Apply for Social Security Disability Benefits

- Recruited and consented approximately 30 research participants for participation in semi-structured interviews and usability testing throughout Alaska; contributed to qualitative research methodology design.

Legal Empowerment for Underrepresented Communities Experiencing Housing Instability

- Recruited and consented over 150 participants in Arizona and Utah to participate in surveys and interviews about housing instability and related services. Led qualitative data collection, analysis, and synthesis and directed a research team of 15. Deliverables included a proposal to the Supreme Court of the State of Arizona and the Utah Supreme Court to expand access to legal advice help from people who are not attorneys. Through an iterative process with the administrative offices of the courts, this service model design was authorized and is currently implemented in both states. Other deliverables included project briefs, project-specific webpage, a white paper, and an academic publication.

Medical Debt Policy Scorecard

- Contributed to research methodology design, facilitated interviews, contributed to research team qualitative data analysis. Deliverables included a white paper, interactive mapping and ranking website toolkit, project-specific webpage, and a project brief. This project was funded by PEW Charitable Trusts.

Medical Debt Legal Advocate Service Model Design

- Conducted interviews and data analysis, drafted sections of the final report, and contributed to project brief and project-specific webpage content.

JD-Next

- Research team member evaluating an online law school preparation course offered over 9 weeks prior to matriculation aimed at preparing diverse students to succeed in law school. I managed and distributed incentive budget, oversaw interventionists, drafted portions of the manuscript for publications, and regularly attended interdisciplinary research team meetings. Through this research supported with over \$1.2 million in funding from AccessLex and ETS, JD-Next was shown to be a valid and reliable predictor of law student success; JD-Next has since been acquired by Aspen Publishing and has been endorsed by the ABA as an alternative to the LSAT or the GRE for law school admission.

Lawtina

- Program evaluation project of an undergraduate course aimed at increasing the representation of Latine students in JD programs. Funding through AccessLex Center for Legal Education and Excellence. Responsibilities included creating and editing survey materials, statistical analysis, and grant application drafting for pipeline creation. As a result of this project, the Lawtina program received national recognition for its efforts to increase the number of Latina individuals matriculating in law school.

Consulting Experience

Alaska Court System: Anchorage Paper to E-Filing Efficiency Study, *June 2025 – Present*.

- Contract consulting work with the Alaska Court System to evaluate the court efficiency before and after the change from paper filing to e-filing. Drafted data collection instruments, created process maps, conducted and analyzed interviews, and contributed to the final report. Goals of this project include identification of bottlenecks in case processing to provide actionable recommendations for e-filing implementation in remaining counties. The methods employed in this project are replicable and scalable at local and state court levels.

Iowa Online Dispute Resolution Landlord Engagement, *May 2021 – July 2021*.

- Contract work with Story County, Iowa for a user experience (UX) evaluation of an Online Dispute Resolution (ODR) platform and associated engagement materials. Responsibilities included participant recruitment with over 20 landlords and 30 tenants in Story County, Iowa, facilitating interviews, and oversaw research team member data analysis. Also drafted and edited portions of the final report.

GRANT EXPERIENCE

Drafted methodology sections for successful grant applications to PEW charitable trusts, Alaska Court System, and State Justice Institute (in collaboration with the National Center for State Courts). Other successful grant applications include funding from Bigglesworth Family Foundation, Utah Bar Foundation, Vitalyst, Marshall Foundation, and the Garcia Family Foundation.

SELECTED PRESENTATIONS, GUEST LECTURES, AND THOUGHT LEADERSHIP

Trauma-Informed Educators of Today for Trauma-Informed Legal Practitioners of Tomorrow, *Cayley Balser*, Antonio Coronado, Amy Saji, Christina Scott, Rebecca Robichaud. May, 2026. AALS Clinical Conference. Portland, OR.

Family Law Evolved: A Non-Adversarial Model for Modern Families Convening, invited attendee. Hosted by the Institute for the Advancement of the American Legal Services (IAALS) in Colorado Springs, CO. March, 2026.

How Legal Empowerment Transforms the Legal Ecosystem: Community-Based Justice Workers, *Cayley Balser*, Antonio Coronado, Stacy Rupprecht Jane. February, 2026. U.S. Legal Empowerment Convening. Chicago, IL.

Transferable Approaches to Trauma-Informed Legal Practice, *Cayley Balser*. Invited lecture, NYU Global Justice Clinic. Nov. 2026.

Jailhouse Lawyers and Access to Justice, *Cayley Balser*, Jhody Polk, Tyler Walton, & Darren Breeden. September 2025. International Access to Justice Forum. New York, NY.

Integrating Technology into Family Law Convening, invited attendee. Hosted by the Institute for the Advancement of the American Legal Services (IAALS), virtual.

Designing Trauma-Informed Ethical Justice Tech, *Cayley Balser*, Sarah Mauet. April 2025. LSTNAP webinar.

People-Centered Legal Regulation Convening, invited attendee and panelist. Hosted by the Institute for the Advancement of the American Legal Services (IAALS) in Colorado Springs, CO.

Using a Trauma-Informed Ethical Tech Design Framework to Create Effective Public-Facing Legal Tech Tools, Sarah Mauet & *Cayley Balser*. January 2025. Legal Services Corporation Innovation in Technology Conference. Phoenix, AZ.

The Legal Academy's Role in Reimagining Legal Education. *Cayley Balser*, Antonio Coronado, and Swethaa Ballakrishen. January 2025. AALS annual meeting, Open Source Program. San Francisco, CA.

The Lawyers' Justice Corp: A Link Between Access to Justice and Lawyer Licensing. Marcha Griggs, *Cayley Balser*, Hannah Haksgaard, Deborah Jones Meritt, Zoe Polk, Mai Linh Spencer. January 2026. AALS Annual Meeting, Open Source Program. San Francisco, CA.

Building at the Speed of Trust: Designing Intentional Community-Based Justice Work, *Cayley Balser*. October 2024. Keynote Speaker for Part I of webinar series: A Place Called Justice. More information, including recordings, available here: <https://www.innovation4justice.org/events/cbjw-5-years>.

Coming Home: Bringing Knowledge and Power Back to Community, Darren Breeden, *Cayley Balser*, Canaan Nkamuhabwa, & Devon Simmons. October 2024. Flashlights: Jailhouse Lawyers, Legal Empowerment, and Building a Just World Together. New York, NY.

(Re)traumatization and Access to Justice, *Cayley Balser* & Erin Weaver. September 2024. Self-Represented Litigation Network. Salt Lake City, UT.

The Potential of Unauthorized Practice of Law Reform to Advance Access to Justice. *Cayley Balser*. March 2024. Access to Justice Roundtable. Phoenix, AZ.

Come Play with Us in the Sandbox: Utilizing Tech, Other Legal Professionals, and Community-Based Advocates to Serve More People, Jessica Bednarz, *Cayley Balser*, & Noella Sudbury. February 2023. Legal Services Corporation Innovation in Technology Conference. Charlotte, NC.

Beyond Leveraging, Leading Together: Developing a Coalitional Framework for Legal Tech Innovation, *Cayley Balser*. February 2023. Legal Services Corporation Innovation in Technology Conference. Charlotte, NC.

A Community-Driven Approach to Regulatory Reform, *Cayley Balser*. October 2023. International Access to Justice Forum. Irvine, CA.

Increasing Access to Justice through Regulatory Reform. *Cayley Balser*, Paul Lee. February 2023. Pro Bono Institute Annual Conference. Washington, D.C.

Leveraging Regulatory Reform to Advance Access to Justice, Stacy Rupprecht Jane, *Cayley Balser*, Tate Richardson, Hon. Ann Timmer, & Anna Harper-Guerrero. January 2023. Legal Services Corporation Innovation in Technology Conference. Phoenix, AZ.

Expanding Arizona's LP and Utah's LPP Program to Advance Housing Stability, Mackenzie Pish and *Cayley Balser*. January 2022. Virtual presentation to the Arizona Supreme Court Access to Justice Commission.

Bridging the Justice Gap Through Innovation, *Cayley Balser* and Jacqui Marzocca. June 2021. CLE Presentation for the State Bar of Arizona Virtual Convention.

PUBLICATIONS

First-Author Publications

Implementing Trauma-Informed Legal Pedagogy in Legal Education: Operationalizing ABA Resolution 503. *Cayley Balser*. 75 Cleveland State L. Rev. Et Cetera ____ (forthcoming 2026).

Unauthorized Practice of Law Reform and Domestic Violence Advocacy: Advocate Perspectives on Legal Training, *Cayley Balser*, Stacy Rupprecht Jane. 3 Neb. J. Adv. Just. ____ (forthcoming 2026) (Peer Reviewed).

Aligning UPL Reform and Legal Education for DV Advocates: What DV Advocates Want and Need in an Expanding Scope of Service, *Cayley Balser*, Stacy Rupprecht Jane. 59 UIC L. Rev. 395 (2026). Available at: <https://repository.law.uic.edu/lawreview/vol59/iss2/6/>

An Innovative Approach to Medical-Legal Partnership: Unauthorized Practice of Law Reform as a Civil Justice Pathway in Patient Care, Cayley Balser, Stacy Rupprecht Jane, & Antonio M. Coronado. 51(2) Am. J. L. Med. 286 (2025) (Peer Reviewed). Available at: <https://doi.org/10.1017/amj.2025.10068>.

Jailhouse Lawyers: Legal Empowerment and Civil-Legal Problem Solving. Innovation for Justice & the Jailhouse Lawyer Initiative (White Paper Fall 2025).

Power-Conscious Legal Work: Building a Roadmap for Rural Access to Justice Through Trust, Accountability, & Trauma-Informed Practices, Cayley Balser & Antonio M. Coronado. 41 Ak. L. Rev. 145 (January 2025).

Innovation for Justice Launches New Nationwide Toolkit for UPL Reform and Domestic Violence Advocacy, Cayley Balser. LSC Justice Rising Blog Post (October 8, 2024).

The Diverse Landscape of Community-Based Justice Workers, Cayley Balser & Stacy Rupprecht Jane, Expert Opinion for IAALS (Feb. 22, 2024). Available at: [https://iaals.du.edu/blog/diverse-landscape-community-based-justice-workers#:~:text=\(1\)%20According%20to%20IAALS%2C,exemption%20from%2C%20or%20waivers%20to](https://iaals.du.edu/blog/diverse-landscape-community-based-justice-workers#:~:text=(1)%20According%20to%20IAALS%2C,exemption%20from%2C%20or%20waivers%20to).

Leveraging Unauthorized Practice of Law Reform to Advance Access to Justice, Cayley Balser, Erin Weaver, Stacy Rupprecht Jane, Gabriela Elizondo-Craig, Tate Richardson, and

Antonio Coronado, XVIII L.J. Soc. Justice 66 (2023). Available at:
<https://lawjournalforsocialjustice.com/journal/volume-xviii/>.

Trauma-Informed Practices at Innovation for Justice (i4J). Cayley Balser. Blog Post. October 2023. Available at: <https://www.innovation4justice.org/updates/trauma-informed-practices-at-i4j>.

Mapping the Community Justice Worker Service Model, Cayley Balser & Stacy Rupprecht Jane. Innovation for Justice. July 2023. Available at: bit.ly/i4J23PopHealth.

Community Justice Workers in Patient Care: A Collaboration Between Innovation for Justice and University of Utah Health, Cayley Balser & Stacy Rupprecht Jane. Innovation for Justice. July 2023. Available at: bit.ly/i4JWestValley

Embedding Regulatory Reform-Based Civil Justice Problem-Solving in Patient Care, Cayley Balser, Stacy Rupprecht Jane, & Alesia Ash. Innovation for Justice. January 2023. Available at: bit.ly/u4J22UHealth.

Other Publications

Protecting Who? The Disconnect Between Domestic Violence Survivor's Legal Needs and the Legal Help Available in the Information / Advice Framing of Unauthorized Practice of Law Regulation. Stacy Rupprecht Jane, Cayley Balser. ____ Mo. L. Rev. ____ (forthcoming 2027).

Re-Regulating Justice: Realizing Housing Stability Through Community Legal Advocacy. Antonio M. Coronado, Rachel Crisler, Cayley Balser, & Stacy Rupprecht Jane. 32(3) J. Affordable Housing & Comm. Dev. L. 393 (2024). Available at:
https://www.americanbar.org/content/dam/aba/publications/journal_of_affordable_housing/ah-v32-n3.pdf.

Expanding Arizona's LP and Utah's LPP Program to Advance Housing Stability, Mackenzie Pish, Cayley Balser, Stacy Rupprecht Jane, Jacob Wassenaar, & Nathaniel Goodman. Innovation for Justice. January 2022. Available at: rebrand.ly/hsla-proposal.

Diverse Patients' Attitudes Towards Artificial Intelligence (AI) in Diagnosis, Christopher T. Robertson, Andrew Keane Woods, Kelly Bergstrand, Jessica Findley, **Cayley Balser** & Marvin J. Slepian. PLOS Digit Health 2(5): e0000237.
<https://doi.org/10.1371/journal.pdig.0000237>.

JD-Next: A Valid and Reliable Tool to Predict Diverse Students' Success in Law School, Jessica Findley, Adriana Cimetta, Heidi Burross, Katherine Cheng, Matt Charles, Cayley Balser, Ran Li & Christopher T. Robertson. 20 J. Empirical Legal Studies 134 (2022). Available at SSRN: <https://ssrn.com/abstract=3845533>.

JD-Next: A Randomized Experiment of an Online Scalable Program to Prepare Diverse Students for Law School. Katherine Cheng, Jessica Findley, Adriana Cimetta, Heidi

Burross, Matt Charles, Cayley Balser, Ran Li & Christopher T. Robertson. 71(4) J. Legal Ed. 673 (2022). Available at: <https://jle.aals.org/home/vol71/iss4/4/>.

EDUCATION, CERTIFICATIONS, MEMBERSHIPS, AND COMMITTEES

Association of American Law Schools, Law & Social Sciences Section, Executive Committee
Member, *January 2026 – Present*.

University of James E. Rogers College of Law Career Track Peer Review Committee, Chair, *August 2025 – April 2026*.

Legal Services Corporation, Emerging Leaders Council, *May 2024 – Present*.

U.S. Legal Empowerment Network, member, *October 2023 – Present*.

U.S. Legal Empowerment Leadership Course, inaugural cohort member, *October 2023*.

State Bar Admissions in Arizona (*admitted 2023*) and North Carolina (*admitted 2025*).

State Bar of Arizona Access to Justice Committee, inaugural member, 2023 – 2025.

National Counseling Certification, *January 2020 – Present*.

Education Doctorate, Organizational Learning and Leadership, University of North Carolina – Chapel Hill, anticipated graduate December 2027. This program is designed for working professionals, not interfering with workload.

Juris Doctor, University of Arizona, graduated May 2022. Graduated Cum Laude, receiving the Hon. Earl H. Carroll Public Service Award.

Master of Education and Education Specialist Degrees, Mental Health Counseling, University of Florida, graduated May 2019. Chi Sigma Iota counseling honors society member, advocacy chair.

Bachelor of Art, Psychology, Clemson University, graduated May 2016. Scholarship member of the varsity volleyball team. Inducted into Phi Beta Kappa in 2016.