

The Journey to Remote Services

25th Annual AB 1058 Child Support Training Conference
October 14, 2021



Agenda



San Diego Remote
Services Model



Judicial Council Remote
Help

Judicial Council Remote Help



Kelley Stieler
&
Suma Mathai

Self-Help Guide to the California Courts

- Mobile first design
- New content management system that allows for rapid iterations
- Responsive to user trends
- Adding new features to integrate with trial courts and virtual assistants

Self Help Guide to the California Courts

Resources and information to help you navigate your court case, including step-by-step guides for following procedures and help with understanding your options.

What would you like to do?

Get help with papers I was served

Look up by form number to understand your options.

Choose form Go

Start a court case

Find your case type to get started

Choose case type Go

Take action on my court case

Move your case forward, make a change to a decision, dismiss a case

Choose case type

Choose action Go

Get information about a legal matter

Find out what kind of help you can get from the court for a variety of situations

Choose case type Go

Look up a court case or citation

Find a traffic ticket or court case using the county court's website

Choose County Go

Get help from the court


Find in-person self-help centers, court interpreters, disability access and more

Choose resource Go

Content management

Creating a child support page

Instruction



Edit media

[Request for Order \(form FL-300\)](#)

Use this form to tell the court:

- What you want it to order
- Why it should order what you're asking for

For child support, use item 3 on page 3, and "Facts to Support" (item 10 on page 4).

What are examples of Facts to Support my Request (item 10)?

Item 10, "Facts to Support," on Page 4 asks you to explain why the court should order what you requested. Write down the facts, not just opinions, that support what you're telling the court.

For example, tell the court if things have changed since the last order for support, like you lost your

body

< Previous

Ask for or to change child support

If you have a LCSA child support case (a government child support case), you can ask for child support or to change child support by filing a request.



Before you start

PRINT EMAIL TEXT

Gather information about your finances

When you ask for child support, you will need to share information about your financial situation. You will need proof of your income for the last two months.

Find out how support is calculated

- Learn [about child support](#)
- Use a free online child support [calculator](#)
- Go to the [Family Law Facilitator in your county](#)

A Family Law Facilitator can explain child support and help you calculate the amount the court would likely order.

1

Fill out Request for Order form

Request for Order ([form FL-300](#))

Use this form to tell the court:

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What are examples of Facts to Support my Request (item 10)? ▾

The form says Petitioner and Respondent. Which am I? ▾

2

Fill out the Income and Expense Declaration

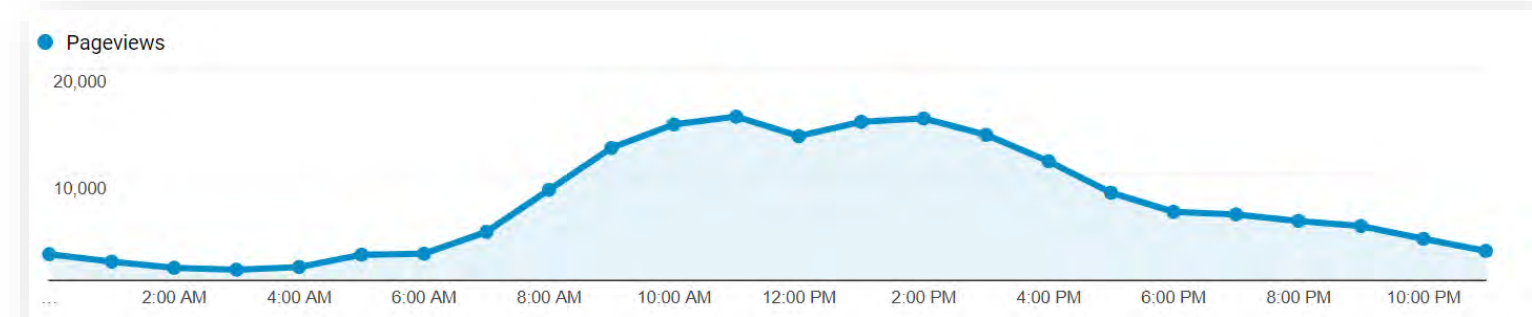
- *Income and Expense Declaration ([form FL-150](#))*

This form asks how much money you earn and how you spend your money.

- Attach proof of your income (like paystubs) from the past two months to the form.
- Do not attach a copy of your last year's taxes. Bring a copy (if you have one) to the hearing.

Google analytics

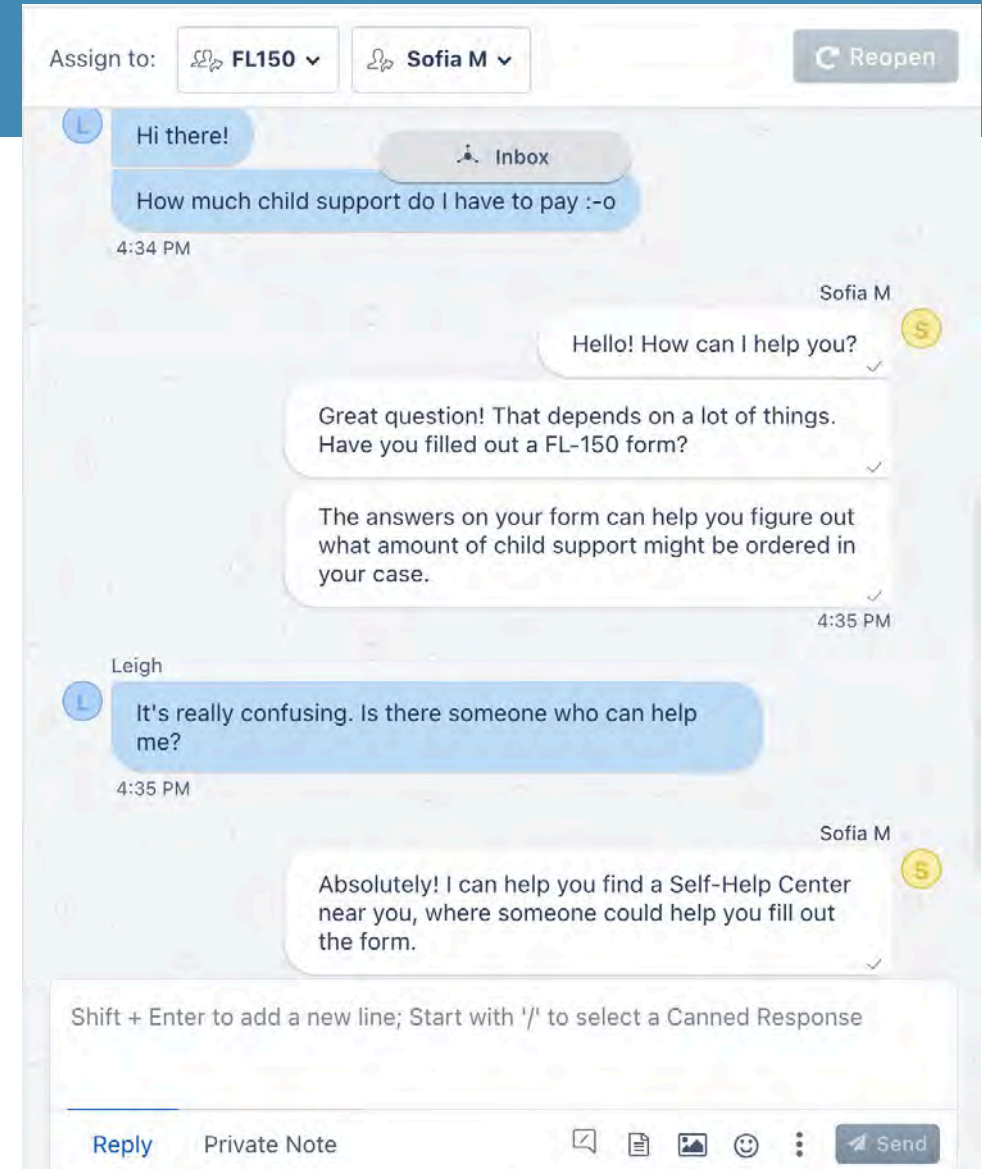
- ~50% of users access our site on mobile devices
- Users visit the site when Self-Help Centers are not open



Chat about FL-150

FL-150 Live Chat

- Available on FL-150 related JC pages
- Complements existing resources
- Limited hours and capacity
- Will be integrated with automated Chatbot
- <https://www.courts.ca.gov/partners/documents/Live-Chat-Toolkit.pdf>



Integrated Chatbot...coming soon

- Natural language process
- Transition from bot to live agent within the widget
- Mobile friendly design
- Content and platform availability for local courts

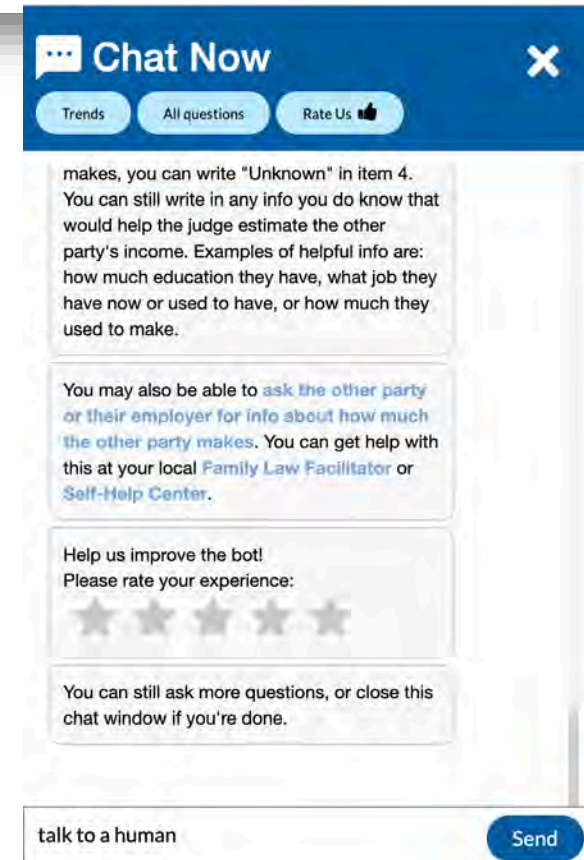
2

Fill out the Income and Expense Declaration

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Contact Information

Kelley Stieler

Kelley.stieler@jud.ca.gov

Suma Mathai

Suma.mathai-t@jud.ca.gov

San Diego Remote Services Model



Leah Boucek
Family Law Facilitator

You and remote services

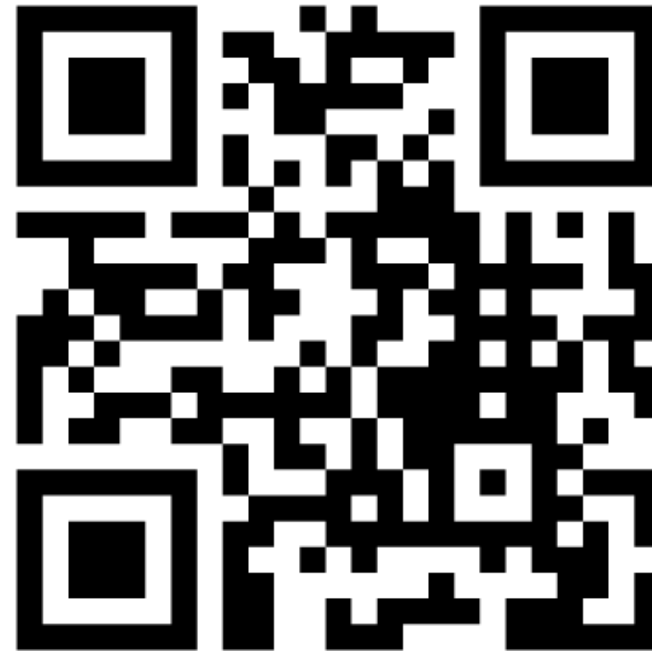
What one word describes how you feel today about providing remote services?

3 Ways to Answer

Click the link in the chat

*Scan the QR code
with your phone's camera*

*Go to www.menti.com and use the
code 2357 2171*



How you felt during the transition last year

What one word describes how you've been feeling with the progression to remote services? Example: Ahhhh!; Scary; Exceptional; Excited.



Pre-pandemic services

- Almost all services provided in person, first come first serve
- Telephone line was info only
- No services via email
- Staff worked onsite at 3 DCSS offices two days per week

Pre-pandemic remote services

- Online reservations for workshops (FLOW) but workshops in person
- Message Board (one-way messages from staff to customer)
- Video Chats
- Correspondence (low priority)

Pre-pandemic remote appearances

- Cal. Rules of Court, rule 3.670 and rule 5.324 – allowed telephonic appearances for court hearings.
- Local Rule Form D-259 or FL-679
 - Required to be submitted and approved by JO to appear by telephone
 - Not routinely granted.

During court closure

- In person restraining order services
- DVRO pdf
- Message Board used to provide updates (fraction of customers)
- All other services suspended

DVRO pdf

DVRO REQUEST/RESPONSE

CLEAR

1. BASICS

DATE 10/11/2021
BRANCH Central Division
CASE NUMBER
AMENDMENT No
QUALIFYING ZIP Petitioner

2. RELATIONSHIP

MARRIED No
WAS MARRIED No
LIVE TOGETHER No
LIVED TOGETHER No
DATE/DATED No
RELATED No
RELATIONSHIP TO PP

3. PROTECTED PARTY

FIRST NAME
MIDDLE NAME
LAST NAME
STREET ADDRESS
CITY
STATE
ZIP
PHONE
GENDER
HEIGHT
WEIGHT
RACE
HAIR
EYES
AGE
DATE OF BIRTH
PARTY DESIGNATION Petitioner

4. RESTRAINED PARTY

FIRST NAME
MIDDLE NAME
LAST NAME
STREET ADDRESS
CITY
STATE
ZIP
PHONE
GENDER
HEIGHT
WEIGHT
RACE
HAIR
EYES
AGE
DATE OF BIRTH
GUNS/FIREARMS Don't Know

5. MINOR CHILDREN

CHILD	DATE OF BIRTH

6. OTHER PROTECTED PARTIES

NAME	DOB	AGE	GENDER	RACE	RELATIONSHIP	LIVES WITH?

Emergency Rules

- **Emergency Rule 3**

- Allows hearings and court operations to be conducted remotely.
- All hearings were conducted via MS Teams
- Parties pre-approved to appear by video or telephone.

Emergency Rules

- **Emergency Rule 12**

- Electronic service allowed more flexibility for represented parties
- Created challenges for SRL
- Recommend for service on DCSS, attorneys, or for *ex parte* paperwork

Pending reopening

- Green light to launch remote services (with little notice)
- Planning and messaging
- Phones, email, online
- In person restraining order services

How we went remote

- Phones - info line only to voicemail messages with return calls
- Email – FAM.SelfHelp created for emergency matters
- Online requests – created Google system
- Out of court and DCSS referrals

Getting the word out

- Flyers, flyers, flyers
- Phone number provided to courtrooms and business offices
- Referral emails provided to courtrooms and DCSS
- Flyers, flyers, flyers

Remote Services flyer

SELF-HELP SERVICES DURING COVID-19

- Legal Aid Society of San Diego: www.lasds.org; 877-534-2524
- San Diego Volunteer Lawyer Program: www.sdvlp.org; 619-235-5656
- Center for Community Solutions: www.ccssd.org; 858-272-5777

FAMILY LAW FACILITATOR IN PERSON ASSISTANCE IS LIMITED TO RESTRAINING ORDERS AT EACH COURTHOUSE LOCATION. OFFICE HOURS ARE MONDAY THROUGH FRIDAY 8 AM TO 4:30 PM. ALL OTHER ASSISTANCE IS AVAILABLE REMOTELY BY TELEPHONE OR VIDEO CHAT.

EMERGENCY MATTERS

If you need assistance requesting a restraining order, you may call the numbers above or visit the Family Law Facilitator's office. If you need assistance requesting an emergency order, please email FAM_SelfHelp@SDCourt.ca.gov and a staff member will contact you.

STARTING A DIVORCE, LEGAL SEPARATION OR NULLITY CASE*

If you need assistance starting a case for divorce, legal separation or nullity, please sign up for one of our online Divorce Workshops by visiting <https://iflow.sdcourt.ca.gov> or by scanning the QR code below:



GUARDIANSHIP

If you need assistance starting a guardianship case, please sign up for one of our online Guardianship Workshops by visiting <https://iflow.sdcourt.ca.gov> or call 619-844-2869 and leave your name, telephone number and email address.

ALL OTHER FAMILY LAW ASSISTANCE*

If you need assistance with any other family law matter, please request service using our online questionnaire by visiting <https://forms.gle/zktqUHTCJNAH9Jv19> or by scanning the QR code below:



(Most mobile phone cameras can scan QR Codes. Some mobile phones may require an app to do so.)

*If you do not have computer access to reach us online, please leave a message at 619-844-2249 including your name, case number, telephone number, email address and a brief description of the assistance needed.

Delivery of services upon “reopening”

- Requests for remote assistance via Google system
- Reinstated workshops and Video Chats via Zoom
- In person services remained TROs only

Online requests

FLF Assignment Notification Inbox x



flf.remote@gmail.com

to me ▾

You've been assigned a new case from FLF.

CUSTOMER/CASE INFORMATION:

CASE ID: 41170

Leah Boucek

1100 Union Street

San Diego , CA 92101

leah.boucek@sdcourt.ca.gov

619-844-2882

Special Contact Instructions:

Intake Received: Tue Oct 12 2021 10:20:00 GMT-0700 (Pacific Daylight Time)

Language: English

Previous Assistance: No

Searched for Online Info: Yes

RO Request?: No

EO Request?: No

Assistance Requested:

Help starting or responding to a new divorce, legal separation or annulment case

Assistance Notes:

I don't understand the financial disclosures.

Case Number:

Other Party(ies): John Boucek

Minor Children:

Jane Boucek

Clerk Notes:

“Post” pandemic remote appearances

- Now hybrid
- In most departments, the litigant to choose to appear in person or virtually
- Written request not required

Benefits of remote - You tell us . . .

What do you think is the most beneficial aspect of providing remote services?

3 Ways to Answer

Click the link in the chat

**Scan the QR code
with your phone's camera**

**Go to www.menti.com and use the
code 8317 4447**



Benefits of remote

- Access after closure
- Out of town litigants
- Simple questions
- Volume

Drawbacks of remote - You tell us . . .

What has been the biggest drawback to providing remote services?

3 Ways to Answer

Click the link in the chat

*Scan the QR code
with your phone's camera*

*Go to www.menti.com and use the
code 8736 8383*



Drawbacks to remote

- Instructions – custom written instructions are time consuming
- Mail – Issues with mail service
- Tracking – extra time needed to keep track of customers assisted
- Access – limits needed

Transition to hybrid

- Opened to “triage” in September 2020 (business office overflow)
- Recorded/posted disso workshop
- Message board automatic hearing reminders
- Drop off paperwork

Current services

- “Fully” reopened June 2021
- Focus shift from preparation of forms to review of forms
- Workshops and computer labs remain closed
- Hybrid of in person and remote services

Family Law Facilitator Services Currently Available

Please note that because of the high demand for remote assistance, our ability to prepare paperwork for customers is extremely limited. Please read below for information on your options.

If you have an existing family law case and need to request new or modified custody, visitation or child support orders, complete the court forms you'll need by using the online Guide and File program <https://qrgo.page.link/H9zeM>.

If you need to start a new divorce, legal separation or nullity case, complete the court forms you'll need by using the online Guide and File program at <https://qrgo.page.link/H9zeM> or the online Hot Docs program at <https://qrgo.page.link/wHmpD>. Please also view the Divorce Workshop video at <https://qrgo.page.link/dkc96>.

If you need to start a new parentage (paternity) or custody and support case, complete the court forms you'll need by using the online Guide and File program at <https://qrgo.page.link/H9zeM> or the online Hot Docs program at <https://qrgo.page.link/zrSoZ>.

For helpful information about the legal issues involved in your case and to obtain fillable PDF court forms, visit www.courts.ca.gov/forms.htm.

The Family Law Facilitator is available for the following assistance to self-represented litigants:

- Brief informational telephone conferences to discuss your case and to provide guidance about the steps you'll need to take. To request assistance, please visit <https://qrgo.page.link/WFmrf>.

- Online workshops and video chats. To register, please visit <https://qrgo.page.link/tm5TW>.

A rapid review of your court forms prior to filing at any of the court's branch locations. This is offered during normal court hours without need for an appointment. Rapid reviews are limited to reviews of completed paperwork.

Highs and low of reopening - You tell us . . .

What has been the main challenge in reopening?

3 Ways to Answer

Click the link in the chat

Scan the QR code
with your phone's camera

Go to www.menti.com and use the
code 8045 4057



Highs and low of reopening

- Volume
- Physical workspace
- Staffing shortages (quarantine)
- Innovative planning (app/website)

Contact information

- Leah Boucek/Family Law Facilitator, 619-844-2882,
leah.boucek@sdcourt.ca.gov
- Daniel Sweeney/Lead Attorney, 619-456-4169,
daniel.sweeney@sdcourt.ca.gov