Q1. Date of Service:	

> If **IV-D Only** (Complete **Q1–Q11.1**)
> If **IV-D** and **Non IV-D** services or Non IV-D only
> (Complete applicable sections **Q1–Q15**)

Q3. Has the customer visited this self-help center before?

□ Yes	□ No	□ Customer Doesn't Know

Q4. Language customer feels most comfortable speaking:

□ English
□ Spanish
□ Cantonese
□ Mandarin
□ Filipino/Tagalog
□ Vietnamese
□ Korean
□ Armenian
□ Persian/Farsi
□ Cambodian
□ Hmong
□ Russian
□ Arabic
□ ASL
□ Other:

Q5. Customer's Zip Code:

Zip Code: _____

Customer **does not have** a Zip Code □

Customer **did not provide** a Zip Code □

Q6. Did the customer look online for legal information before coming to this office?

□ Yes	□ No	□ Customer Doesn't Know

Q7. How service is provided: *(Select all that apply)*

□ In-person *(One-on-One Services or workshop)*
□ Telephone
□ Text [SMS]
□ E-mail
□ Live Chat
□ CoBrowsing *(remote asst. browsing)*
□ Mail *(Correspondence)*
□ Video Conf. (Skype, Zoom, etc.)
□ Other:

Q8. IV-D triage conducted

□ Yes	□ No	□ Don't know

Q9. Services provided: *(Select all that apply)*

□ Forms and/or Documents *(Select all that apply)*
  □ Review Forms
  □ Provide Forms and/or Info Packets
  □ Help with Completing Forms
  □ Make Copies/Organize Documents/Mailings
  □ Help with Document Assembly
  □ Help with E-filing
□ Information provided
□ Courtroom Services
□ Settlement Assistance/Mediation
□ Order After Hearing or Judgment
□ Services provided in a Language Other than English
□ Workshop
□ Other:

Q10. Service(s) customer received:

☐ IV-D Services only

☐ Non IV-D Services only

☐ IV-D and Non IV-D Services

Q11. IV-D Services Provided: *(Select all that apply)*

☐ Modify Child Support

☐ Support Arrears

☐ Establish Child Support

☐ Preparation of Order

☐ Medical Support

☐ Answer

☐ License Revocation

☐ Spousal Support

☐ Paternity

☐ Set Aside

☐ Other: *[Enter Type of IV-D Service Below]*

[_____]

Q12. Family Law Service(s) provided:
(Select all that apply)

☐ Adoption

☐ Child Support (non IV-D Services)

☐ Child Custody and/or Visitation

☐ Divorce

☐ Domestic Violence – Petitioner

☐ Domestic Violence – Respondent

☐ Parentage *(Non IV-D Paternity)*

☐ Spousal or Partner Support

☐ Other Family Law

Q13. Civil Service(s) provided: *(Select all that apply)*

☐ Civil Harassment – Petitioner

☐ Civil Harassment – Respondent

☐ Landlord/Tenant – Tenant

☐ Landlord/Tenant – Landlord

☐ Small Claims – Plaintiff

☐ Small Claims - Defendant

☐ Consumer Debt

☐ Elder Abuse

☐ Name Change

☐ Other Limited Civil

☐ General Civil

☐ Other:

Q14. Probate Services provided:
(Select all that apply)

☐ Guardianship – Petitioner

☐ Guardianship – Objector

☐ Conservatorship

☐ Limited Conservatorship

☐ Probate

☐ Other:

Q15. Expungements, Traffic: Other Miscellaneous non IV-D Services provided:
(Select all that apply)

☐ Expungements

☐ Traffic

☐ Other: