

## Telephone Triage Checklist – Family Law

### Incoming Call: “I need help with my divorce.”

Example #1 – Dissolution with children

**Staff: Are there children of the marriage?**

Caller: Yes.

**Staff: Do you want to file for a divorce or a legal separation?**

Caller: Divorce. (If the caller would like to file a legal separation, the filing process is exactly the same as a divorce, but inform the caller that if and when they would like to amend their legal separation into a divorce, the process is repeated. If the caller inquires about an annulment, inform the caller that there must be specific cause to justify the filing of an annulment.)

**Staff: Do you live in \_\_\_\_\_ County?**

Caller: Yes. (if no, where \_\_\_ ? Children reside with \_\_\_?)

**Staff: How long have you lived in \_\_\_\_\_ County? Be alert: is there is a jurisdiction problem?**

**Staff: Do you believe the other party will consent to what you will be requesting regarding child custody and support issues?**

Caller: Yes. (If “No”, inform the caller that they may want to file an Order to Show Cause to address any issues that require a more timely resolution.)

**Staff: Do you own any real property?**

Caller: No. (usually)

**Staff: Are you going to be requesting a division of any assets and/or debts?**

Caller: Yes.

**Staff: Inform the caller that they will need to bring a list of property, assets and debts.**

**Staff: Inform the caller that the divorce process is not a one time filing process. This workshop is to prepare the initial filing to acquire a jurisdiction date. Additional forms will need to be submitted to the Court and then a final judgment. The divorce will not be final until 6 months and 1 day from date of service of summons (jurisdiction date) at the soonest and the process could take longer depending on the issues that may need to be addressed in the case.**

**Workshop: Dissolution I with children – to file for divorce or legal separation.**