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 Title IV-D service

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: