Washington FormsOnline

TECHNOLOGY ASSISTED FORMS PROJECT

Objective

Provide free, accessible, online tools for people without lawyers to find and complete the forms they need to succeed in family court

Core Team

NJP

Laurie Garber

TAF Project Manager

Janine Cavalier

Local HotDocs Developer

Pro Bono Net

Claudia Johnson

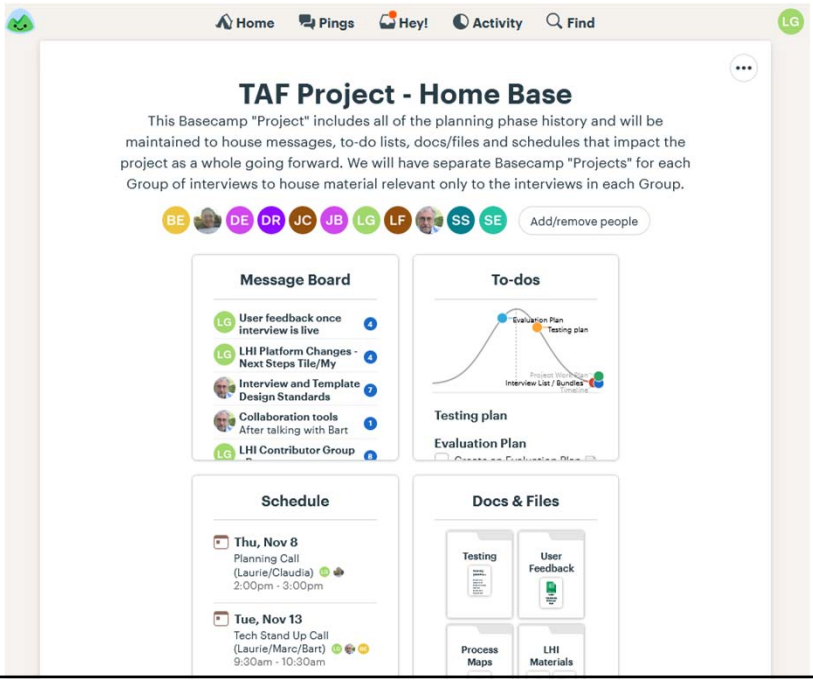
LawHelp Interactive

Capstone Practice Systems

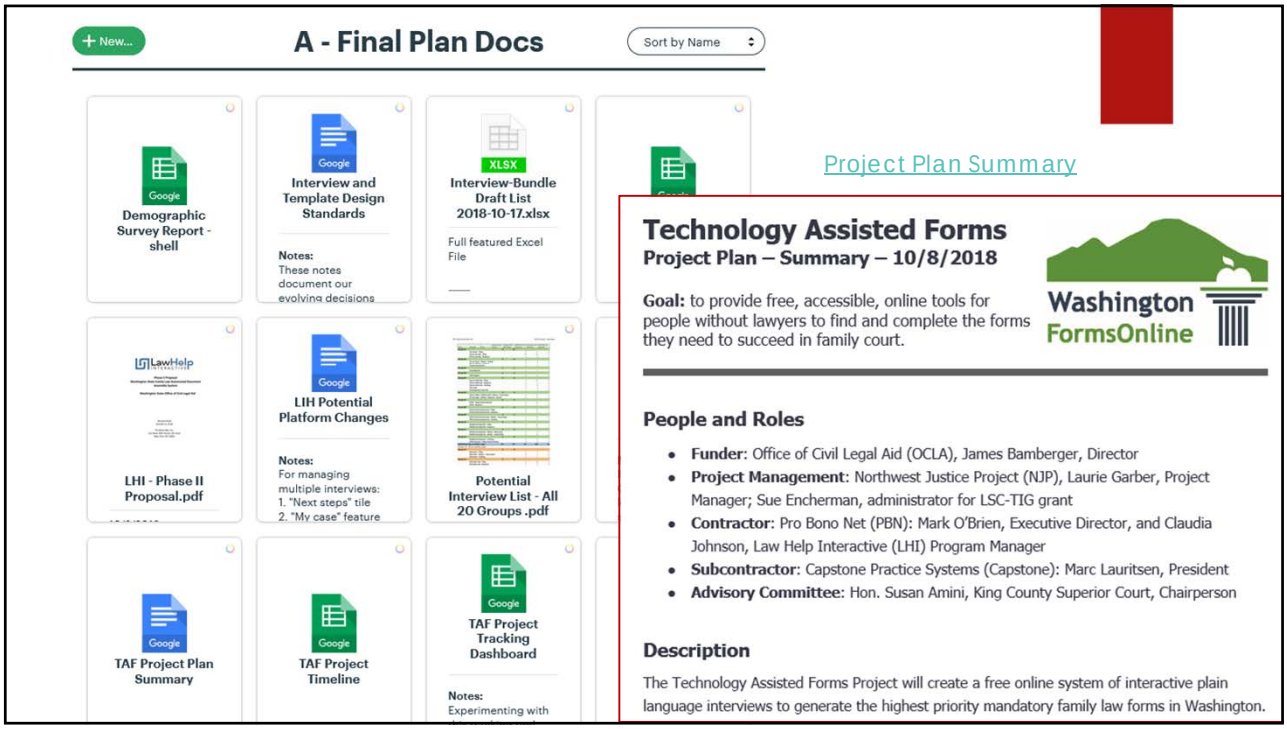
Marc Lauritsen

HotDocs Developer

TAF Advisory Committee



Collaboration tool: Basecamp



Project Plan Summary

Technology Assisted Forms

Project Plan – Summary – 10/8/2018

Goal: to provide free, accessible, online tools for people without lawyers to find and complete the forms they need to succeed in family court.

Washington FormsOnline

People and Roles

- **Funder**: Office of Civil Legal Aid (OCLA), James Bamberger, Director
- **Project Management**: Northwest Justice Project (NJP), Laurie Garber, Project Manager; Sue Encherman, administrator for LSC-TIG grant
- **Contractor**: Pro Bono Net (PBN): Mark O'Brien, Executive Director, and Claudia Johnson, Law Help Interactive (LHI) Program Manager
- **Subcontractor**: Capstone Practice Systems (Capstone): Marc Lauritsen, President
- **Advisory Committee**: Hon. Susan Amini, King County Superior Court, Chairperson

Description

The Technology Assisted Forms Project will create a free online system of interactive plain language interviews to generate the highest priority mandatory family law forms in Washington.

Scope: 66 forms – 27 interviews – 12 groups

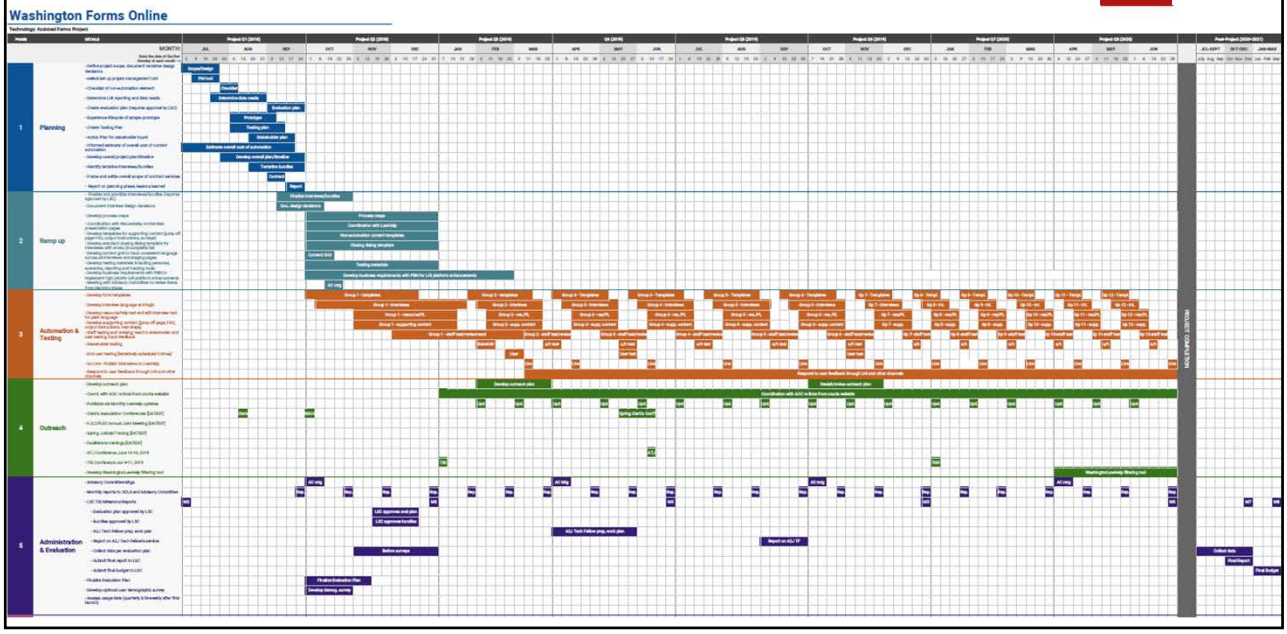
Group 01	
	Divorce No Kids - Filing
	Divorce No Kids - Response
	Fee waiver - Filing
Group 02	
	All case types - Motion - Default
	Divorce No Kids - Finishing
	Financial Declaration
Group 03	
	Parenting Plan
Group 04	
	Child Support
Group 05	
	Divorce With Kids - Filing
	Divorce With Kids - Response
	Divorce With Kids - Finishing
	GAL Order
	Parenting Plan Temp Info
Group 06	
	All case types - Motion - Response - Generic
	Divorce With or Without Kids - Motion - Temp Orders
Group 07	
	DVPO - Filing+Temp+Finishing
	DVPO - Response
Group 08	
	PP/CS (Unmarried parents) - Filing
	PP/CS (Unmarried parents) - Response
Group 09	
	PP/CS (Unmarried parents) - Motion - Temp Orders
	PP/CS (Unmarried parents) - Finishing
Group 10	
	Modify Parenting Plan - Filing
	Modify Parenting Plan - Response
Group 11	
	Modify Parenting Plan - Motion - Adeq Cause
	Modify Parenting Plan - Motion - Temp Orders
Group 12	
	Modify Parenting Plan - Finishing
	DVPO Renewal - Filing+Temp+Finishing

Interview-Bundle List

Grou	Interview	Form	Interviews per Group	Unique forms per Group	NEW forms per interview	Total forms per interview	Total links per interview
Group 01			**3**	**16**			
	Fee waiver - Filing				3	4	0
		GR 34.0100 Motion and Declaration for Waiver of Civil Fees and Surcharges					
		GR 34.0300 Financial Statement					
		GR 34.0500 Order re Waiver of Civil Fees and Surcharges					
	Divorce No Kids - Filing				10	10	1
		(King) CICS Case Assignment Area Designation and Case Information Cover Sheet					
		(Odyssey) Cover Sheet - Family Cases					
		(Pierce) CCS Case Cover Sheet / Domestic & Probate Cases					
		DOH 422-027 Certificate of Dissolution...					
		FL 001 Confidential Information					
		FL 101 Proof of Personal Service					
		FL 102 Declaration: Personal Service Could Not be Made in Washington					
		FL 103 Notice Re Military Dependent					
		FL 200 Summons: Notice About a Marriage or Domestic Partnership					
		FL 201 Petition for Divorce (Dissolution)					
		Link to separate DVPO interview					
	Divorce No Kids - Response				3	4	1
		FL 001 Confidential Information					
		FL 112 Proof of Mailing or Hand Delivery (for documents after Summons and Petition)					
		FL 118 Notice of Appearance (for a party without a lawyer)					
		FL 211 Response to Petition about a Marriage					
		Link to separate DVPO interview					

Group 1 detail

Timeline July 2018 – June 2020



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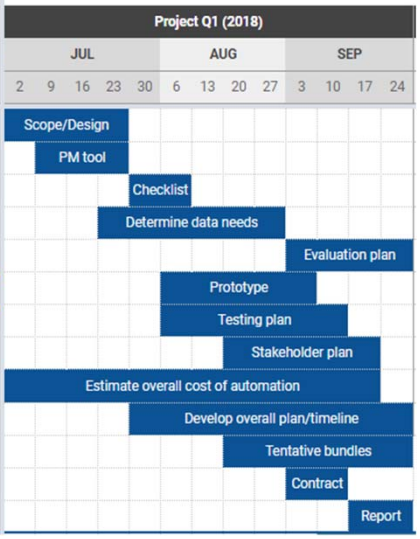
Technology Assisted Forms Project

Planning Phase

PHASE		DETAILS
		MONTH: Enter the date of the first Monday of each month -->
1	Planning	- Define project scope, document tentative design decisions
		- select/set up project management tool
		- Checklist of non-automation element
		- Determine LHI reporting and data needs
		- Create evaluation plan (requires approval by LSC)
		- Experience lifecycle of simple prototype
		- Create Testing Plan
		- Action Plan for stakeholder buy-in
		- Informed estimate of overall cost of content automation
		- Develop overall project plan/timeline
		- Identify tentative interviews/bundles
		- Frame and settle overall scope of contract services
		- Report on planning phase, lessons learned



Ramp Up Phase

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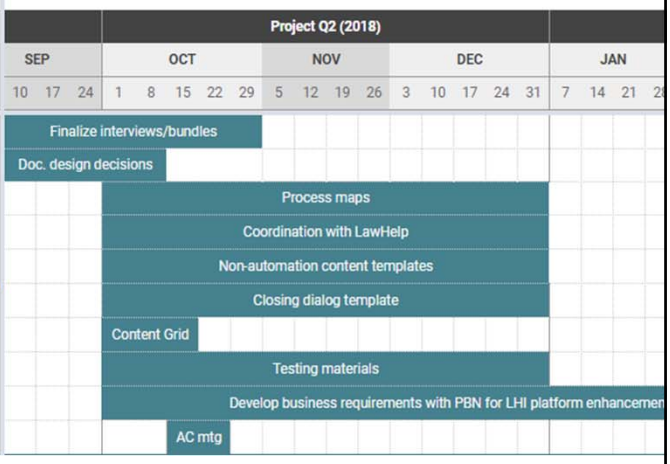
Technology Assisted Forms Project

PHASE		DETAILS
		MONTH: Enter the date of the first Monday of each month -->
2	Ramp up	- Finalize and prioritize interviews/bundles (requires approval by LSC)
		- Document interview design decisions
		- Develop process maps
		- Coordination with WaLawHelp re interview presentation pages
		- Develop templates for supporting content (jump off page FAQ, output instructions, surveys)
		- Develop standard closing dialog template for interviews with errata (incomplete) list
		- Develop content grid to track consistent language across all interviews and staging pages
		- Develop testing materials including personas, scenarios, reporting and tracking tools
		- Develop business requirements with PBN to implement high priority LHI platform enhancements
		- Meeting with Advisory Committee to review items from planning phase



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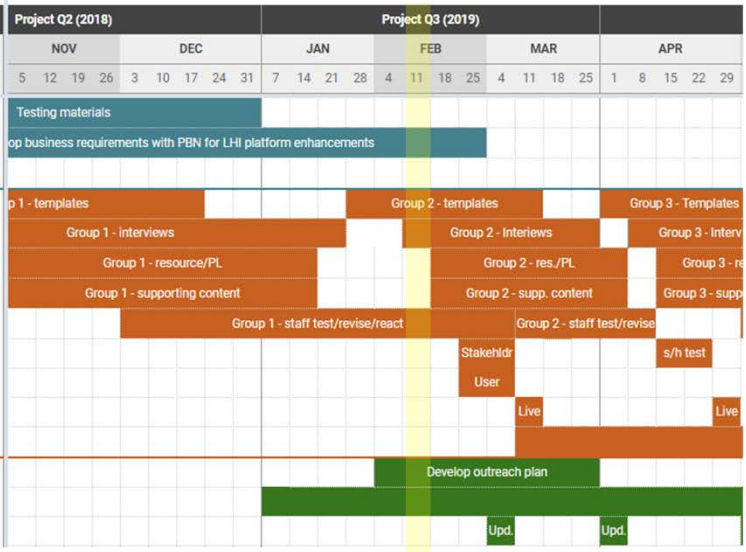
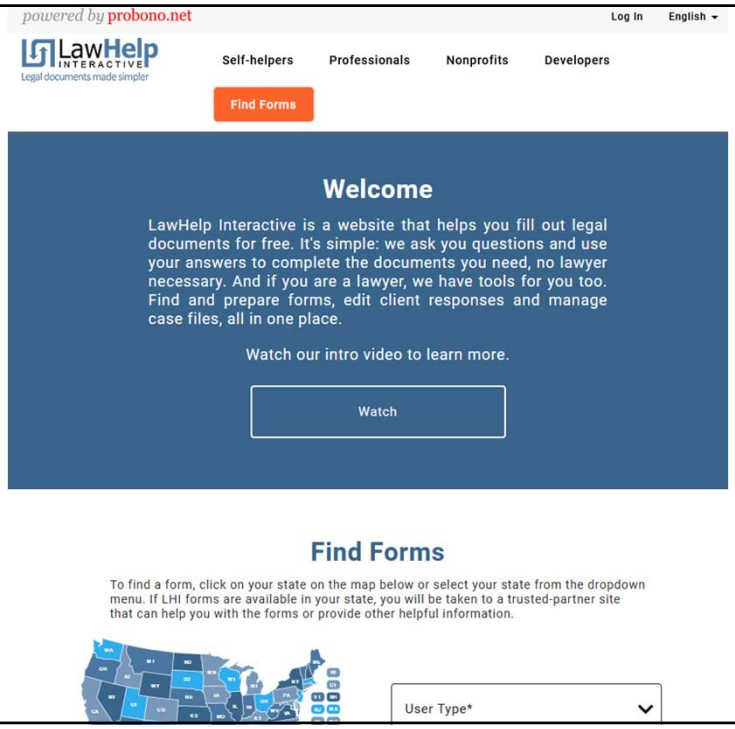
Technology Assisted Forms Project

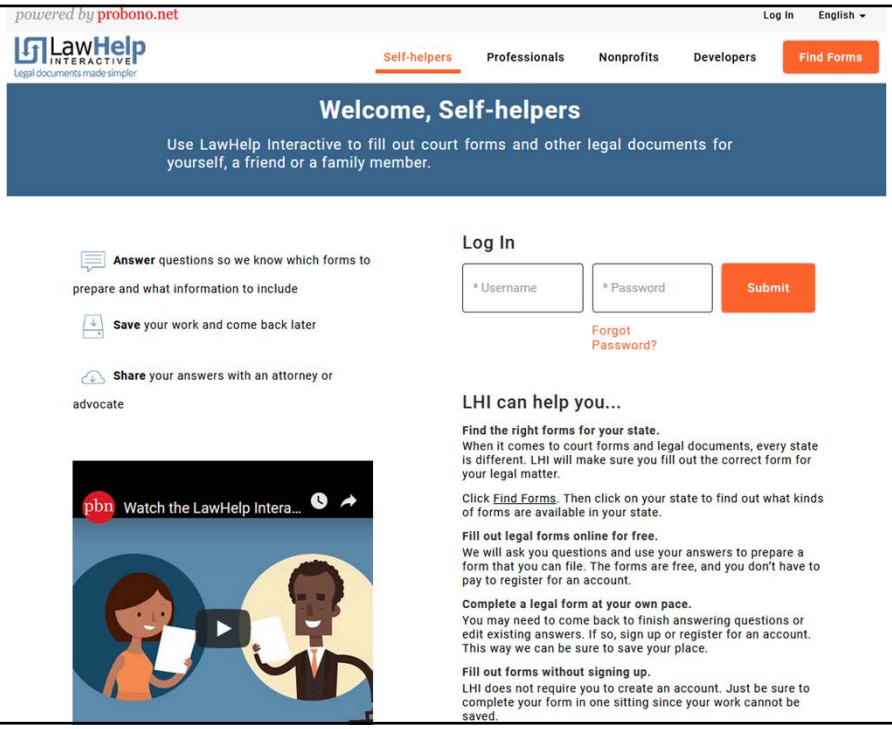
We are here

PHASE		DETAILS
		- Develop testing materials including personas, scenarios, reporting and tracking tools - Develop business requirements with PBN to implement high priority LHI platform enhancements - Meeting with Advisory Committee to review items from planning phase
3	Automation & Testing	- Develop form templates - Develop interview language and logic - Develop resource/help text and edit interview text for plain language - Develop supporting content (jump off page, FAQ, output instructions, next steps) - Staff testing and revising; react to stakeholder and user testing; track feedback - Stakeholder testing - End user testing *[tentatively scheduled 3 times]* - Go Live - Publish interviews on LawHelp - Respond to user feedback through LHI and other channels
		- Develop outreach plan - Coord. with AOC re links from courts website - Publicize via Monthly LawHelp updates

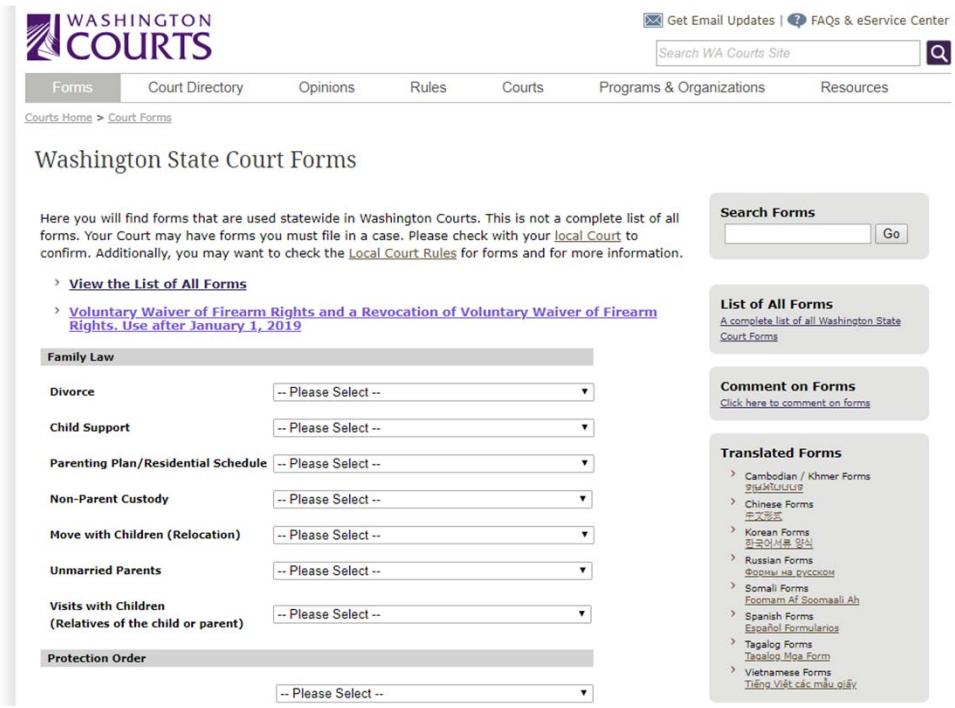




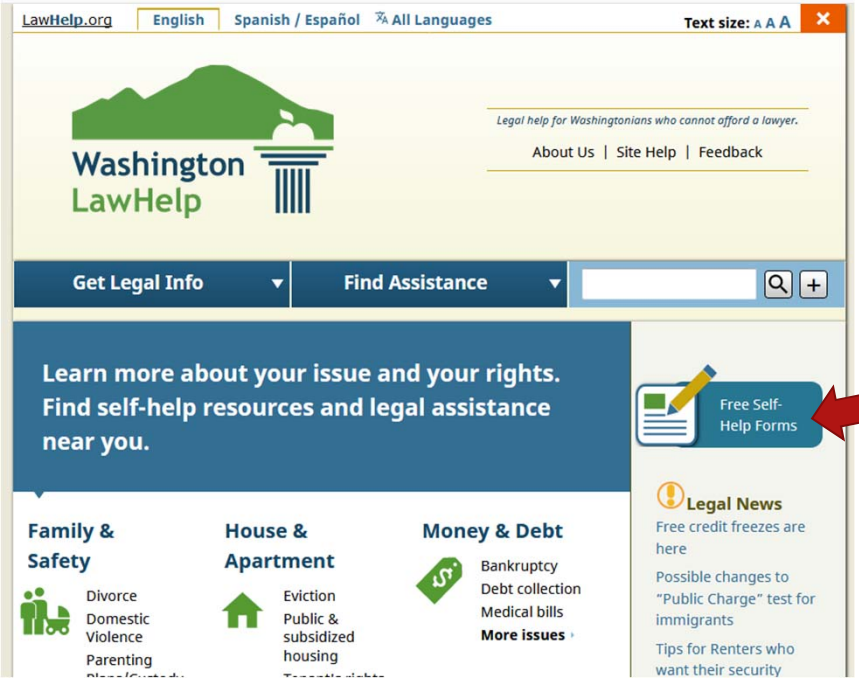
Interviews will be hosted on LHI's national server



Users can create accounts to save and share their answers, or work anonymously

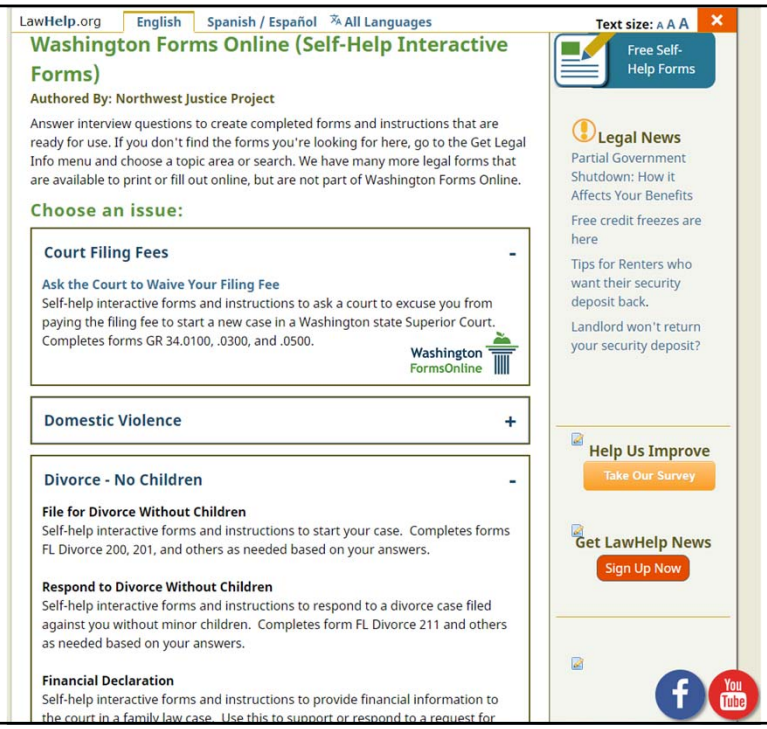


State court forms website will link to Washington Forms Online page on Washington LawHelp



Current WLH home page already links to some interactive interviews

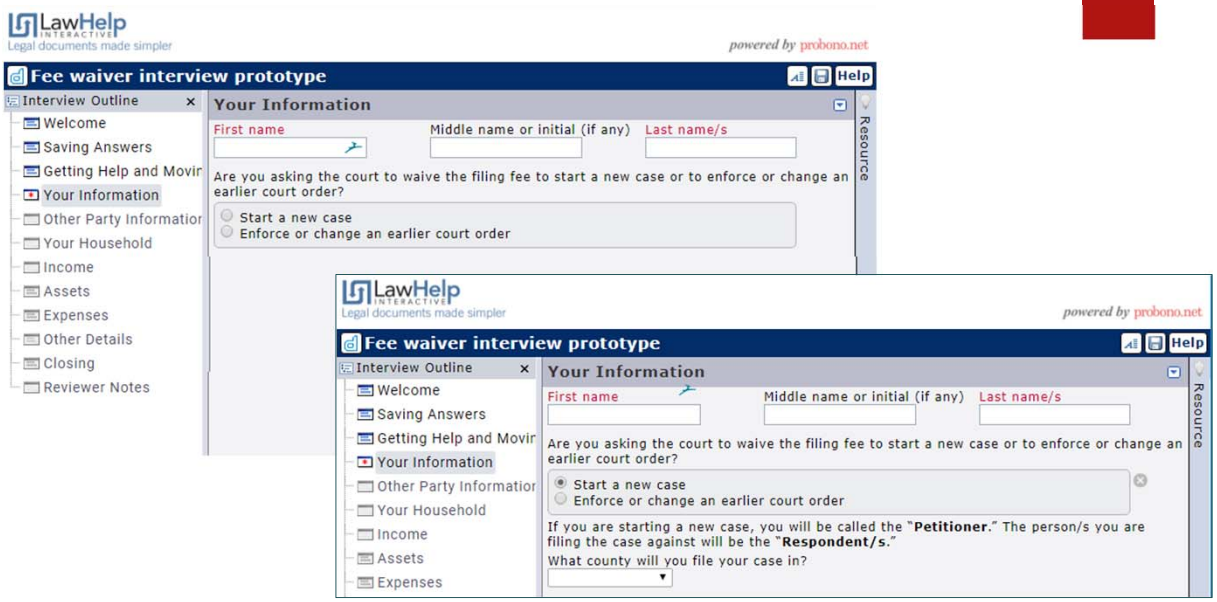
Future WLH page will have expandable block list of issues with WFO interviews



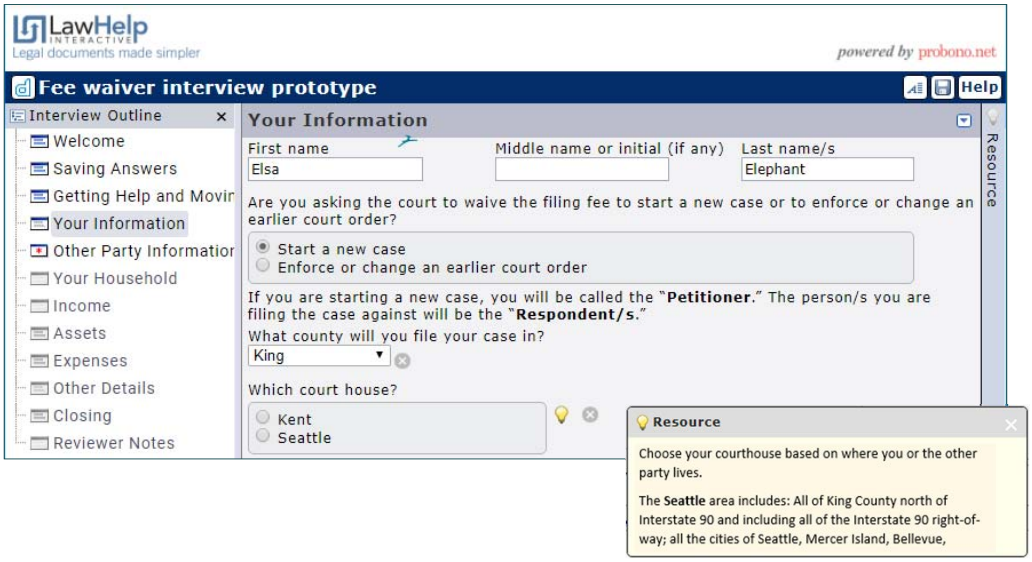
Future page with expanded lists

Each interview will have tabbed step launch pages (sample from MN)

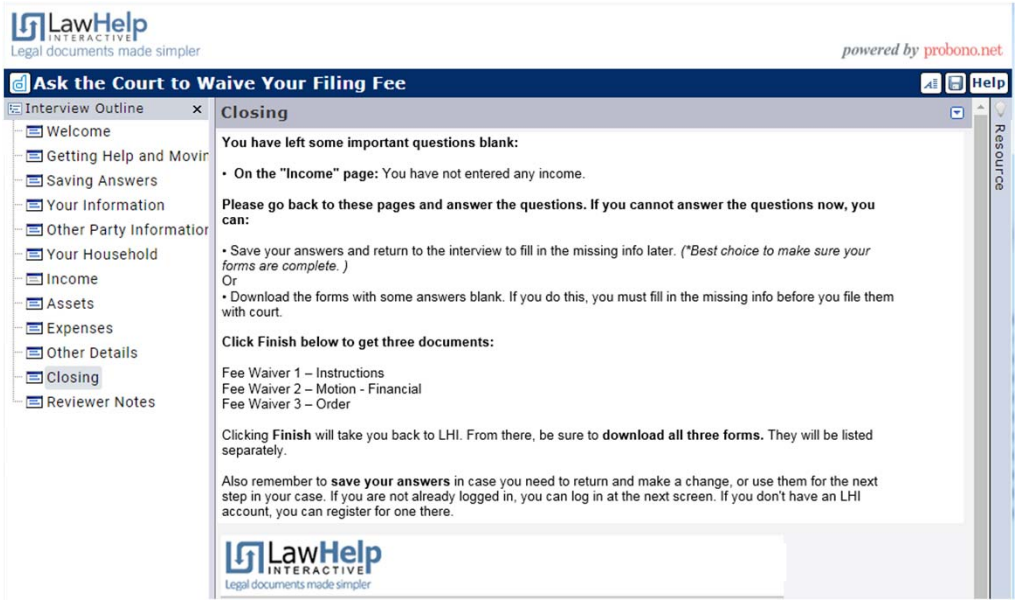
HotDocs interview: questions appear dynamically



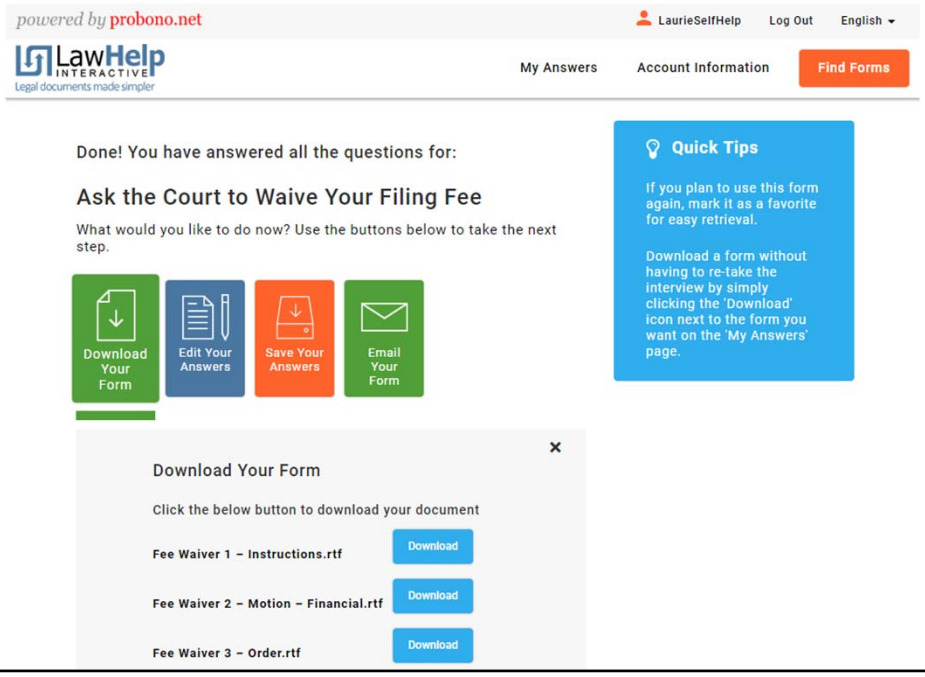
HotDocs interview: help text



HotDocs interview: closing page warns about missing important info



Choices after finishing an interview



Plain language instructions

Fee Waiver 1 – Instructions

Ask the Court to Waive Your Filing Fee

You completed a Washington Forms Online interview on February 1, 2019. Check that you have downloaded and printed all these forms:

Checklist	Download File Name	Court Form Number	Court Form Name
❑	Fee Waiver 2 – Motion - Financial	GR 34.0100 and GR 34.0300	Motion and Declaration for Waiver of Civil Fees and Surcharges Financial Statement (Attachment)
❑	Fee Waiver 3 - Order	GR 34.0500	Order re Waiver of Civil Fees and Surcharges

Each form has a cover sheet with quick instructions. Remove the cover sheets before copying, serving or filing your forms.

Review your forms

Make sure the forms say what you want to say. If something is wrong or missing, you can:

- Change your answers in the online interview and re-create your forms. That way your online answers will be the same as the forms. (*Best choice if you may do other interviews later in your case.)

or

- Change the forms by hand or on a word processor (like Word or Google Docs). If you add or change numbers in the financial statement, be sure to adjust the totals.

If you are still logged in to LHI, click "Edit Your Answers" to go back into the interview. If not, you can log back in to LHI and go to My Saved Answers.

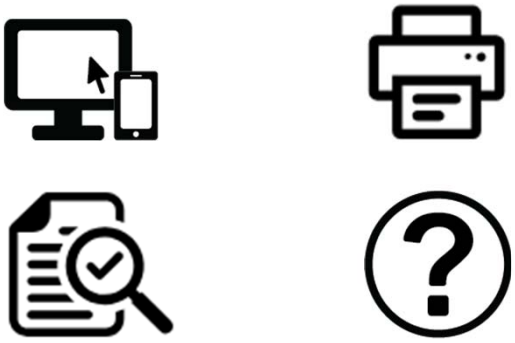
Next Steps

These fee waiver forms are meant to go with a **Summons** and **Petition** for starting a new court case or changing an earlier court order. Have those other forms with you and ready to file when you ask the court to waive your filing fee.

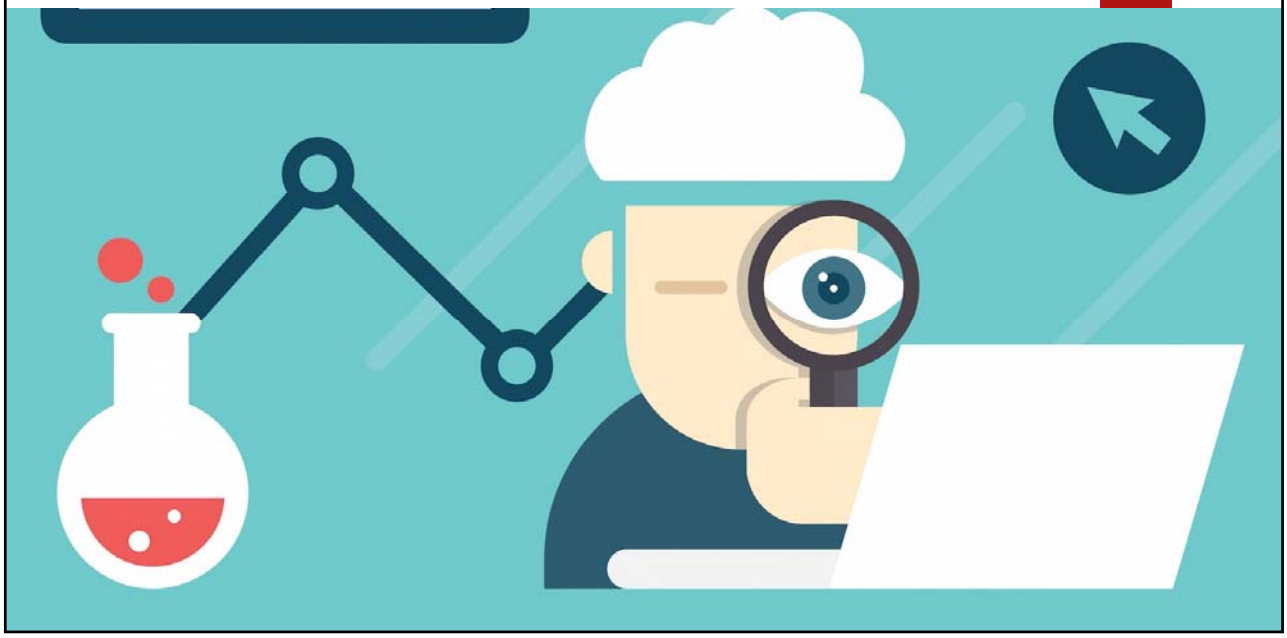
What support might people need?

Who can provide that support?

- Volunteer Lawyers
- Courthouse Facilitators
- Court Clerks
- DV Advocates
- Libraries
- Dispute Resolution Centers
- Staffed Legal Aid Programs



Testing plan



Three levels of testing

Staff/Internal

- Online
- Every draft of every interview
- Ongoing

Stakeholder

- Online
- Every interview
- Periodically (before each Group of interviews is released)

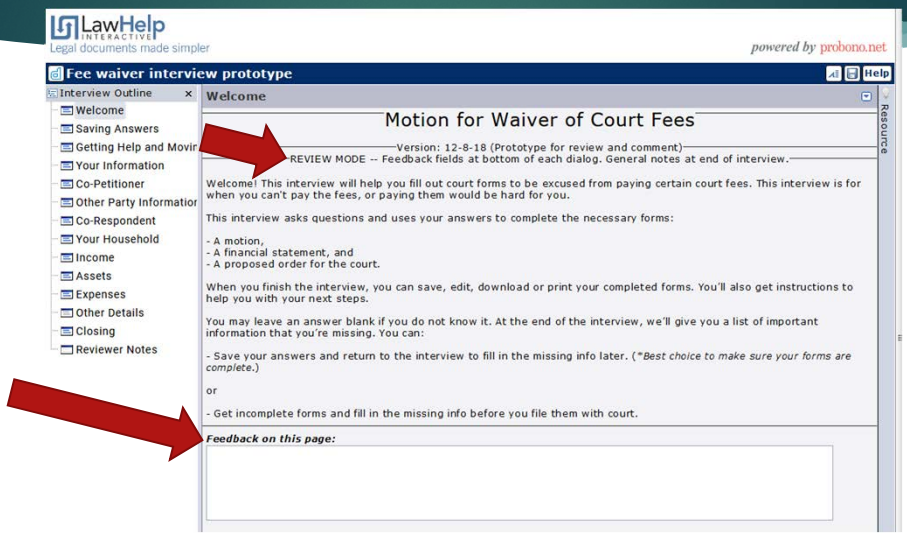
End-User

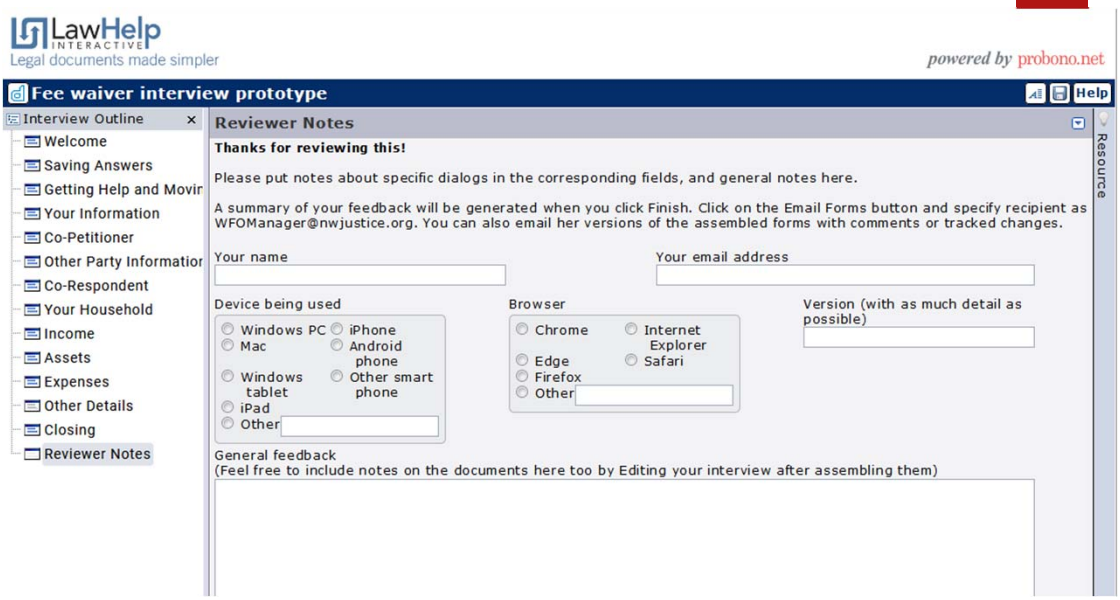
- In-person (focus group)
- Selected interviews
- Two or three times

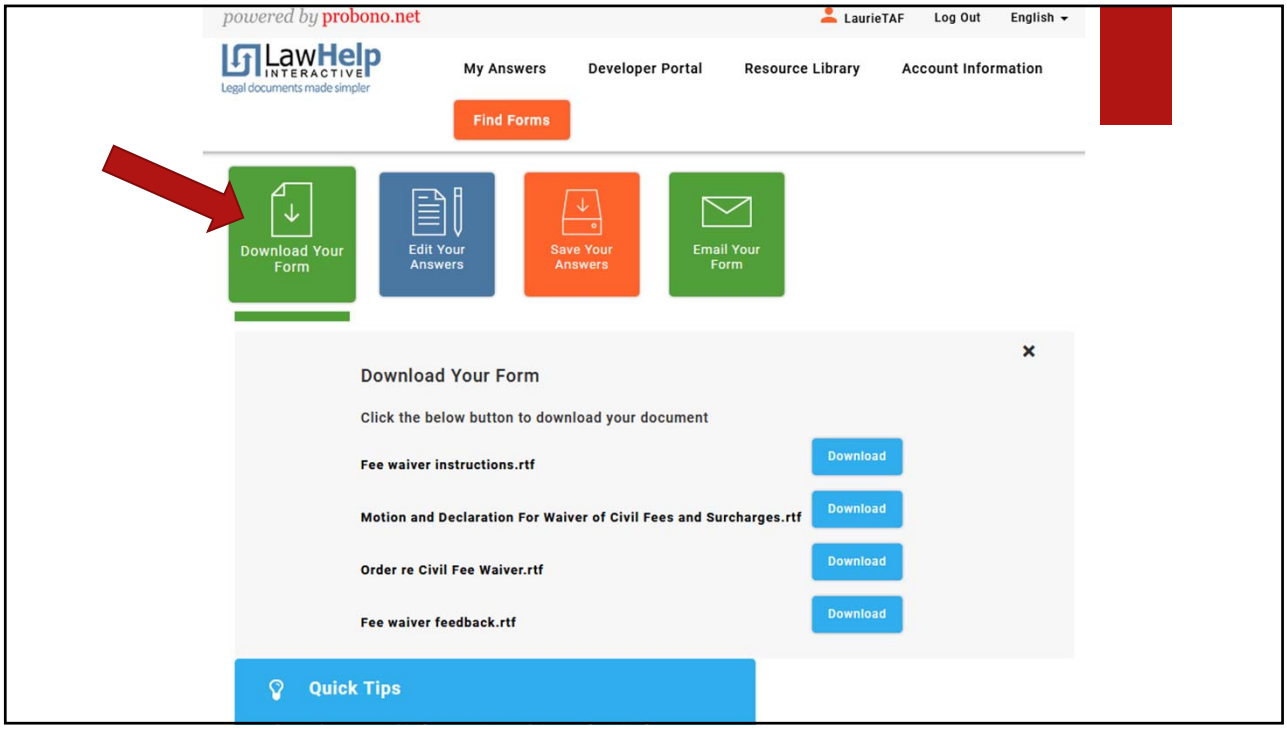
Potential Stakeholder Testers

- TAF Advisory Committee members
- Domestic Relations Pattern Forms Subcommittee
- Courthouse Facilitators
- Volunteer Lawyer Programs
- Dispute Resolution Centers
- WSBA Family Law Section
- Domestic Relations Attorneys of Washington
- WAPA Child Support Division
- Superior Court Clerks Association
- Family and Juvenile Law Committee of the Superior Court Judge's Association
- LLLTs

Online testing feedback tool



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Save Your Answers
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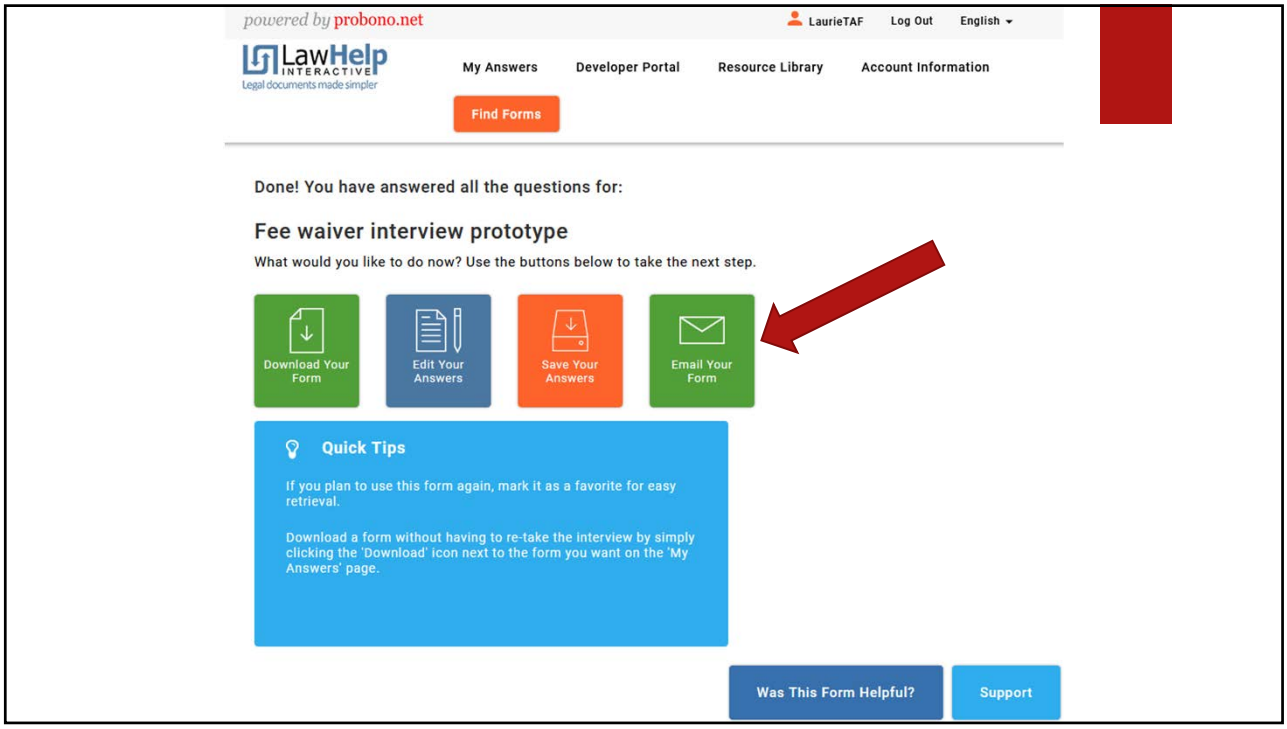
Quick Tips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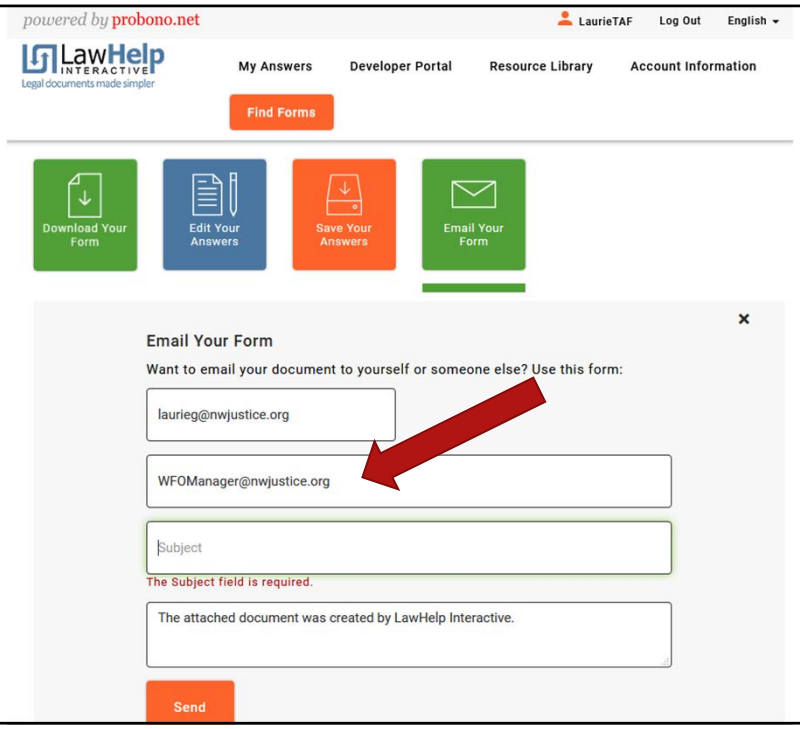
My Answers
Developer Portal
Resource Library
Account Information
Find Forms
Done! You have answered all the questions for:
Fee waiver interview prototype
What would you like to do now? Use the buttons below to take the next step.
Download Your Form
Edit Your Answers
Save Your Answers
Email Your Form
Quick Tips
If you plan to use this form again, mark it as a favorite for easy retrieval.
Download a form without having to re-take the interview by simply clicking the 'Download' icon next to the form you want on the 'My Answers' page.
Was This Form Helpful?
Support



Questions / Feedback

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