

Handling People Online So They Don't Have to Wait In Line

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Overview

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SRL Remote Services Resource Guide

- Funded by the State Justice Institute
- Eight sites
  - Alaska
  - Utah
  - Minnesota
  - Maryland
  - Butte and Orange Counties in California
  - Idaho
  - Montana

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### Methods for delivering court services remotely

- Mail
- Website
- Telephone
- Co-browsing
- Email
- Text messaging
- Chat
- Outbound dialer
- Customer Relations Management Software
- Efiling

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### In Addition to or Instead of Face to Face

- Alaska and Utah – remote services are exclusive delivery means
- Maryland and Minnesota – a few walk in centers with statewide remote services
- Butte and Orange – walk in services everywhere; remote services are an alternative for the customer's convenience; video used in Butte to provide additional walk in service
- Idaho and Montana – circuit rider in person services; remote phone alternative; virtual law office in Idaho Legal Aid; tablets in Montana Legal Aid

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### The Value Proposition

- It is cheaper for courts to provide services remotely than face-to-face
  - Interaction time is shorter
  - Lower facilities costs/telecommuting
  - No security issues
- It is cheaper for court users to obtain services remotely than face-to-face
  - Travel time
  - Parking and child care costs
- The public is now expecting services to be delivered using technology

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## The Value Proposition

- Courts can provide better service
  - Aggregating and enhancing expertise of service staff
- Developing specialized materials
  - "Canned" email and text responses
  - Short, focused YouTube videos
- Using call center software to aggregate available time of personnel in "one judge/one staff" facilities

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## November 3, 2015 Nielsen Survey of Health Care Remote Services

- Only 21% can schedule appointments online
  - Only 15% use email to communicate with their provider
  - Only 9% receive reminders by text message
- And patients don't like having their doctors behind the times
- Over 50% want online scheduling
  - One third want test results through an online portal
  - One quarter want to send photos of medical conditions electronically for phone or email consultation
  - Among those 18-34, 40% want text reminders of appointments

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## Most Court Users are able to interact with the courts electronically

- Low-income people DO have access to and use technology.
- Two thirds of low income individuals (making less than \$20,000/year) go online, but half of those don't have broadband at home. They are using smart phones or libraries.
- Only one-third don't go online at all and this group is heavily dominated by seniors
- <http://www.pewinternet.org/2013/10/08/technology-adoption-by-lower-income-populations>

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### Data from our feedback surveys in 7 sites

- Access videos on own device?
  - 5 of 7 sites 68% to 80%
  - smartphone is favored device for viewing
- Do word processing?
  - Maryland, Minnesota, and Utah – 79% - 88%
  - Butte – 67% Alaska – 60% Idaho – 56% Montana – 12%
- Have access to a printer?
  - Maryland, Minnesota, and Utah – 82% - 88%
  - Butte – 76% Alaska – 59% Idaho – 57% Montana – 20%

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### Court Users Prefer These Services over Alternative of Face to Face

- Idaho 90%
- Alaska 87%
- Maryland 84%
- Minnesota 83%
- Utah 73%
- Montana 69%
- Butte 53%

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### Characteristics of Mature Remote Services – Business Processes

- Mix of remote delivery services – generally phone, chat, and email
- Introductory message about limitations of service provided before phone call is answered
- Integration of services with website and forms resources
- Development of “canned” email and chat responses

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Characteristics of Mature Remote Services – Outreach

- Court staff
- Legal Aid
- The Bar
- Libraries
- Tribes and ethnic community organizations
- Undergraduates

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Characteristics of Mature Remote Services – Inreach

- Simplifying hearings in Alaska
- Early mediation program in Alaska
- Proactively managing cases in Orange
- Encouraging unbundled legal services in Alaska and Utah

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