



Superior Court of California County of Orange

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Self-Help Services Unit Manager



Why Urban Courts Need Remote Services

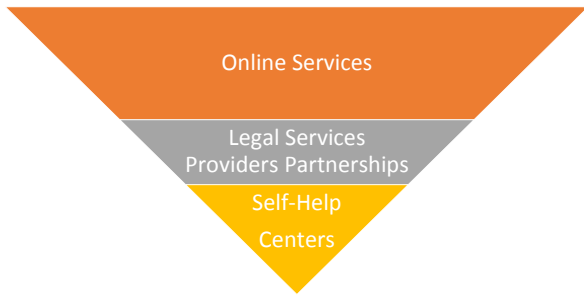


Orange County, California

3.1 Million
948
136,000
1000
25



Goal of Remote Services Approach



On-line not in-line

- Current Online Resources
 - [Self-Help Website](#)
 - [E-Filing](#)
 - [Pubble- Q&A](#)
 - [Online Triage \(A2J Small Claims\)](#)
 - [Videos](#)

Instructional Videos



Guided Interviews



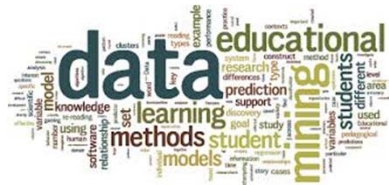


What happens when courts start seeing litigants as customers?





- Customer Relations Management “CRM” component for court Self-Help Staff
- Web Portal for court customer



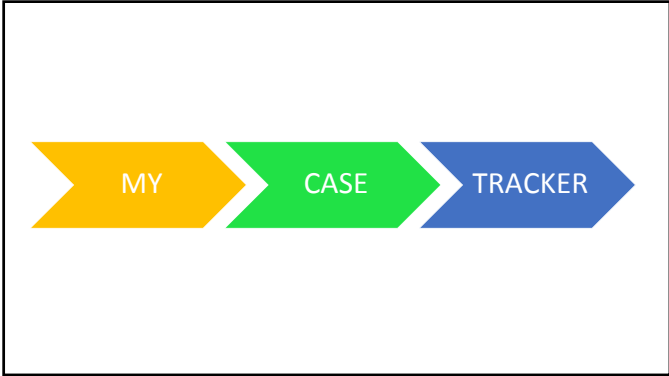
MY COURT CARD



PROCEDURAL ASSISTANCE/ VIRTUAL TRIAGE











A Sneak Peak

- Demo of The Self-Help Portal and My Court

<http://crmdev-prtl1:1050/>

Timeline...

- November - Baseline survey implemented by Court Judicial Fellow
- December 15 – Soft launch at one SHC to test
- December 18 - Training for SHC staff
- January 5 – Presentation to the Family Law Panel
- January 15 – Final Executive CheckPoint
- January 15-February 4 – Publicize and final adjustments
- FEBRUARY 5 – LAUNCH!
- May 30 – 1st quarter implemetation report
