

TECHNOLOGY AND PARENTING TIME SERVICES

A2J Author Online Parenting Time Plan
Virtual Pro Se Clinic for Access and Visitation
Virtual Parenting Time Mediation

2019





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Executive Summary

This document reports on three interconnected interventions utilizing technology to help unmarried parents in Colorado establish parenting time orders. The three services are:

1. An online parenting time plan (**A2J Online Parenting Plan**) that parents can complete alone, in mediation, or during the Virtual Access and Visitation Clinic described below.
2. The **Virtual Access and Visitation Clinic** (VAVC) allows parents to have a video-conference with an attorney to help with the establishment of, or modification of, a parenting plan.
3. **Virtual Mediation** in which parents participate by videoconference and work with a neutral party to develop a parenting time plan.

Parents may come to the Virtual Access and Visitation Clinic through a referral by the child support agency, the court, or some other entity (such as a fatherhood program). At the time of the VAVC the parent may have looked at the A2J online parenting time plan, or the attorney and parent may look at it during the session. During the session the attorney may refer interested parents to mediation services conducted through videoconferencing.

The evaluation of the Technology and Parenting Time Services Project included several types of data collection.

Interviews were conducted with key individuals who were responsible for the project, including:

- The project administrator
- The attorney who staffed the VAVC
- The administrators in the child support offices of the pilot counties

Data intake forms were completed by the attorney who staffed the VAVC. The form collected background information on the party at the session such as relationship to the children, whether the parent was seeking to create or to modify a parenting plan, how the parent learned about the Clinic, the parent's experience with the online parenting plan, plans to use mediation, and next steps the parent intended to take to create or modify a parenting plan. A total of 95 forms were completed.

Interviews with parents. Parents were offered a gift card incentive for participating in an interview shortly after the VAVC session. Interviews were completed with 3 noncustodial mothers, 8 noncustodial fathers, 7 custodial mothers and 1 custodial father.



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Results

Online Parenting Plan

- Most parents (81%) who attended a VAVC session did not look at the online parenting plan prior to their Clinic appointment.
- The vast majority (88%) of these parents said they were not familiar with the Online Parenting Plan.
- For those parents who did look at the Online Parenting Plan before attending the Clinic, most (88%) said it was “very helpful.”

Among the 20 parents who took part in telephone interviews after their Clinic session:

- About two-thirds of the noncustodial parents and just over 80% of the custodial parents rated the site as “easy to use”
- About a third of the noncustodial parents (but none of the custodial parents) said that parts of the site were confusing
- None of the parents felt the site was too detailed
- Virtually all of the parents said they could answer the questions or provide the required information

When asked to rate the Online Parenting Plan on a scale of 1 (lowest) to 10 (highest):

- Noncustodial parents gave a rating of 9.2
- Custodial parents rated it at 9.1.

The VAVC

- The plan for the first year of introducing virtual services for access and visitation was to select three sites to participate in the project: one large, one mid-sized, and one small. The selected sites were Jefferson, Fremont, and Prowers Counties.
- In all three sites, the local child support office was a major referral source. In addition, Jefferson County has an active fatherhood program which proved to be a good source of referrals.
- Child support workers who heard about parenting time issues in their caseload referred the case to the child support administrator for scheduling.
- Typically, the administrators said scheduling was not a problem. However, in some instances they felt the parent might be deterred by the fact that the first available slot might be weeks away.
- There was a dramatic increase in the number of scheduled and served clients over the 12 months of project operation. The percent who scheduled and attended stood at around 50-60% throughout the project.



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The plan drafted by the VAVC attorney is given to the parent who participated in the Clinic session. This parent might choose to:

- Share it with the other party to (1) create an informal agreement or (2) serve as the starting point for a mediation session to develop a plan.
- If mediation was not pursued or if mediation was unsuccessful, and if the parents did not choose to use the plan as an informal interparty agreement, the case could be pursued in court and the plan generated through the VAVC could help the VAVC client present his or her request to the court.

The plans generated through the VAVC range from:

- Typical parenting plans
- Plans crafted for high conflict parents.
- Plans for noncustodial parents who have had lacked contact with the child for a significant amount of time.
- Plans with provisions for supervised visits due to the noncustodial parent's substance abuse, recent incarceration or mental health issues.
- Plans contain special provisions for medically fragile and/or disabled children.

From start to finish, a case typically takes about 3.5 hours to complete.

During the time the evaluation took place:

- Over a third of those seen at the Clinic were mothers: 20% were custodial mothers, and 17% were noncustodial mothers.
- Just over a third (34%) were noncustodial fathers and 3% were custodial fathers.
- Approximately a quarter of the individuals seen at the Clinic were neither custodial nor noncustodial parents.

Approximately two-thirds (62%) of the parents said they had a parenting time plan when they came to the Clinic. They were looking to modify the plan, perhaps because it was not working or because the situation had changed

Parents were given a series of statements about the Clinic and asked to agree or disagree with each. All of the parents, both noncustodial and custodial, agreed with the statements:

- It was easy to get an appointment
- I felt comfortable during the session
- The attorney was knowledgeable.

When asked to rate VAVC on a scale of 1 (worst) to 10 (best), both custodial and noncustodial parents give it very high ratings – either 8's or 9's.



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Discussion

Colorado has been engaged in work to promote access to justice for several years. In 2016 the state was awarded one of seven grants made by the National Center for State Courts to fund strategic planning to advance access to justice. Strategic planning began in 2017 with an inventory and assessment of resources and gaps in providing access to justice. The resulting summit resulted in a strategic plan and a number of recommendations. Among the recommendations were the following (Gast, 2018):

Encourage implementation of virtual proceedings in rural courts.

Expand the use of videoconferencing for remote or virtual law clinics and mediators.

Expand services that provide self-help and legal representation, such as limited scope and other low-cost representation and legal advice clinics.

To promote greater usage of the Online Parenting Plan the Judicial Department project director suggests hosting it on the Judicial Department website, with links on the websites of child support offices. Continuing the VAVC sessions in Fremont, Jefferson, and Prowers Counties, and expanding to other counties throughout the state might involve engaging programs such as Metro Volunteer Lawyers. Expanding to additional counties on an incremental basis would allow for attorney training as well as the development of agreements regarding the provision of unbundled legal services.

All of these efforts to educate never-married parents about the Online Parenting plan, expand the availability of Virtual Access and Visitation Clinics, and offer virtual, as well as in-person mediation, would serve to further the recommendations of Colorado's Justice for All Project.



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A: Sample pages from the A2J Parenting Plan Program

B. Form completed by VAVC Attorney

C: Telephone interview with parents who used the VAVC



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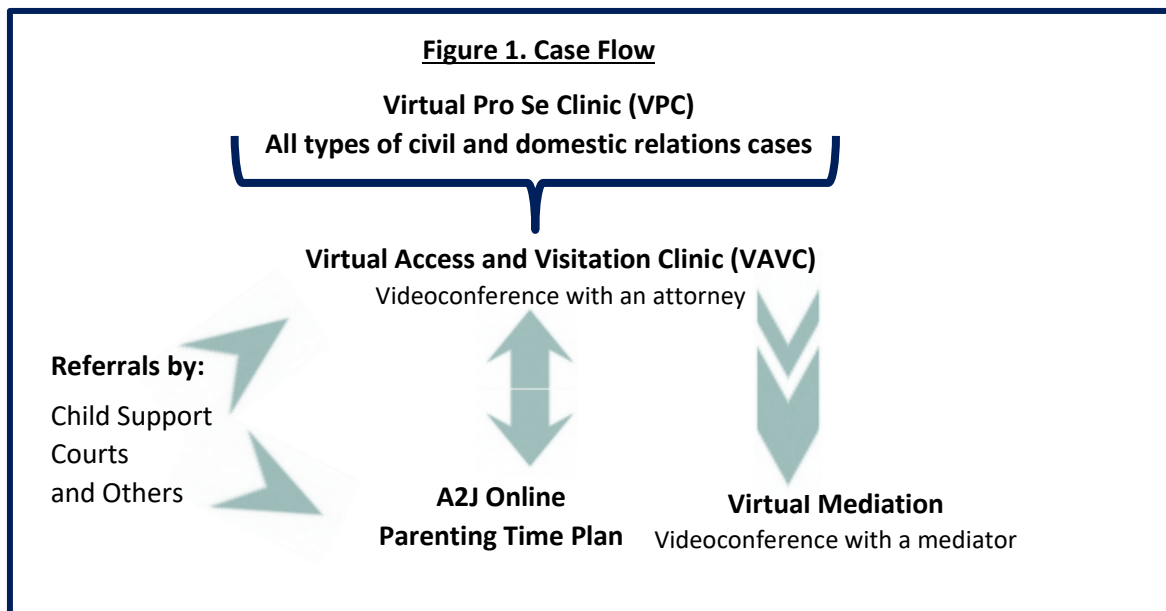
1. Overview of Technology and Parenting Time Services in Colorado

This document reports on three inter-connected interventions utilizing technology to help unmarried parents in Colorado establish parenting time orders. The three services are:

1. An online parenting time plan (**A2J Online Parenting Plan**) that parents can complete alone, in mediation, or during the Virtual Access and Visitation Clinic described below.
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Parents may come to the Virtual Access and Visitation Clinic through a referral by the child support agency, the court, or some other entity (such as a fatherhood program). At the time of the VAVC the parent may have looked at the A2J online parenting time plan, or the attorney and parent may look at it during the session. During the session the attorney may refer interested parents to mediation services conducted through videoconferencing (See Figure 1).

This report begins with a brief review of how technology has been part of the legal process in the past and present. Following a description of the data collection conducted as a part of this evaluation, information is provided on each of the three interventions.





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2. Technology and the Courts

In 1998 Legal Services Corporation (LSC), the entity that administers federal funds to provide legal services to low-income individuals, convened a summit on using technology to improve access to justice. Participants included legal service organizations and courts. By 2012, LSC, through its Technology Initiative Grant, had awarded over \$40 million to courts, legal service agencies, and nonprofit organizations to help in the development and implementation of technologies to enhance access to justice (Cabral, et al, 2012).

One technological approach adopted by many courts, and used by legal service providers as well, is known as **Document Assembly**. This allows parties to complete forms by interactively responding to questions and requests for information from a computer program. One of the most widely used programs is known as A2J Author. As the authors of A2J note:

From 1999-2001...Access to Justice, Meeting the Needs of Self-Represented Litigants¹...identified the major barriers to access to justice for self-represented litigants. A key insight...was that the simple act of filling out forms raises unique challenges that many low income self-represented litigants have trouble overcoming...In 2004, Chicago-Kent College of Law's Center for Access to Justice and Technology partnered with the Center for Computer-Assisted Legal Instruction ("CALI") to create A2J Author®... Access to Justice Author...is a cloud-based software tool that delivers greater access to justice for self-represented litigants by enabling non-technical authors from the courts, clerk's offices, legal services organizations, and law schools to rapidly build and implement user friendly web-based document assembly projects...These document assembly projects are made up of two components: a user-friendly interface, called an A2J Guided Interview, and a back end template. These A2J Guided Interviews take complex legal information from legal forms and present it in a straightforward way to self-represented litigants." (<https://www.a2jauthor.org/content/history-a2j-author>)

Technology has also been used to allow parties to participate in mediation without actually meeting together. Various known as online dispute resolution, long-distance mediation, or e-mediation, **Mediation via Technology** has not been widely studied. Perhaps the most ambitious study to date was conducted in British Columbia (Tait, 2013). The Technology-Assisted Family Mediation Project was

A2J Author

A2J Author is currently used in more than 42 states, the U.S. Virgin Islands, Puerto Rico, Guam, Australia, and Canada. More than 1,100 A2J Guided Interviews are actively used on the national server, Law Help Interactive. These A2J Guided Interviews have been used by self-represented litigants more than 4,000,000 times...

<https://www.cali.org/faq/15690>

¹ Access to Justice: Meeting the Needs of Self-Represented Litigants was a collaborative project of the National Center for State Courts, the Chicago-Kent College of Law and the Illinois Institute of Technology's Institute of Design. It was funded by the State Justice Institute, the Open Society Institute, the Center for Access to Courts Through Technology and the Illinois Institute of Technology Pritzker/Galven Match.



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Technology-Assisted Family Mediation Project

Both parents and mediators noted that mediation via technology is more efficient, and encourages a less emotional, more business-like atmosphere. Indeed, mediators noted that the approach is well-suited to both low-conflict cases which are generally easier to conduct and high conflict cases where the atmosphere in face-to-face mediation tends to be highly charged (Tait, 2013).

conducted over a six-year span of time (2007-2012). Although only 46 cases completed mediation, data on its effectiveness are available from surveys with mediators and parents.

The study concluded that mediation via telephone, videoconferencing or other forms of technology can produce results and has some advantages over face-to-face mediation. Both parents and mediators noted that mediation via technology is more efficient, and encourages a less emotional, more business-like atmosphere. Indeed, mediators noted that the approach is well-suited to both low-conflict

cases which are generally easier to conduct and high conflict cases where the atmosphere in face-to-face mediation tends to be highly charged. Although the study noted some disadvantages to mediation via technology (including malfunctioning technology), most said these were “obstacles but not walls.”

Finally, [Legal Assistance by Videoconferencing](#) has often been viewed as a means of serving clients who live in rural or remote areas. For example, videoconferencing has been used to provide services to clients in remote areas of Australia, Montana, California, and Colorado (Ho, 2014).

The authors of a review of the literature on videoconferencing (Forell, Laufer, Digusto, 2011) reported that they were able to locate “virtually no research reports which have specifically evaluated the effectiveness of videoconferencing for the provision of legal assistance.” However, this review did identify a number of factors that promote user satisfaction with videoconferencing. These included:

- Videoconferencing in a location that allowed the client to speak confidentially to the attorney
- Employing a reliable technology system that does not experience poor picture and sound quality of poor connection
- Having individuals available to help the client if there are problems with the technology

Videoconferencing

The obvious advantage of videoconferencing is that it allows for the instantaneous “face-to-face” interaction between lawyer and client that is often necessary to effectively address the needs of individuals [self-represented litigants]. This may include the provision of information about legal procedures, assistance in completing and reviewing forms and other procedural aspects and direct legal advice...

— Ho (2014)



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3. Study Methodology

The evaluation of the Technology and Parenting Time Services Project included several types of data collection.

Interviews were conducted with key individuals who were responsible for the project, including:

- The project administrator
- The attorney who staffed the VAVC
- The administrators in the child support offices of the pilot counties

The interviews covered the history of the project and each intervention, the experiences in providing services, obstacles to the utilization of services, and recommendations for the program.

Data intake forms were completed by the attorney who staffed the VAVC. The form collected background information on the party at the session such as relationship to the children, whether the parent was seeking to create or to modify a parenting plan, how the parent learned about the Clinic, the parent's experience with the online parenting plan, plans to use mediation, and next steps the parent intended to take to create or modify a parenting plan. Appendix A contains the form that was completed by the VAVC attorney at the time of the videoconference. A total of 95 forms were completed.

Interviews with parents. Parents were offered a gift card incentive for participating in an interview shortly after the VAVC session. The names, case numbers, and phone numbers of interested participants were stored in an encrypted Microsoft Excel file in order to document call tracking while protecting parent confidentiality. A research assistant was assigned to conduct phone calls for parents who had attended a VAVC session. Interviews began in December 2018 and were conducted into March of 2019. Interviews were conducted between the hours of 10am-4pm Monday through Friday, with some exceptions for parents who responded that they were unavailable within those hours. In cases where the parents could not be reached, the interviewer left voicemails summarizing the purpose of the call and a callback number.

Of the 95 parents who participated in the virtual clinic, 36 (39%) agreed to be interviewed. During the interview period:

- 20 parents were interviewed;
- An additional six (6) agreed to be interviewed but were unable to connect for interviews before the conclusion of data collection; and
- 10 parents were unreachable after multiple phone attempts – five (5) of which were disconnected or wrong numbers.

The interview questions were read aloud to parents from an interview schedule (Appendix C) and responses were documented in a Microsoft Word document, making efforts to capture full quotes whenever possible. In cases of open-ended questions, the interviewer occasionally used probes or clarifying questions if a response was brief or ambiguous. Interview data was uploaded into SPSS V.25 (IBM) for quantitative analysis. Responses to qualitative interview questions were printed and hand-coded for thematic analysis and done in coordination with a senior researcher and research assistant to achieve inter-rater reliability of themes.



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Interviews were completed with 3 noncustodial mothers, 8 noncustodial fathers, 7 custodial mothers and 1 custodial father. One interview was conducted with a party other than a parent. The interview collected information on a variety of topics, including:

- User reactions to scheduling process
- User reactions to the format and content of the Clinic
- Parent reactions to the A2J Online Parenting Plan
- Whether the parent was able to create or modify a parenting plan
- What the parent expects to do next (file with the court, keep this an interparty agreement, etc.)

4. Study Findings: A2J Online Parenting Time Plan

Creation of the A2J Online Parenting Time Plan

In Colorado the A2J site was created via funding from Colorado's Access and Visitation grant. Parents could download the form in either Word or as a PDF file and complete the plan by filling in boxes and completing open-ended sections as shown in Figure 2.

Figure 2.

1. Weekday and Weekend Schedule during the School Year

The child(ren) will be in the care of the Mother. List the days of the week and times.

The child(ren) will be in the care of the Father. List the days of the week and times.

Content of the A2J Online Parenting Time Plan

The parenting plan covers the following topics:

Section A: Allocation of Parental Responsibilities (Decision-making)



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Section B: Allocation of Parental Responsibilities (Parenting Time)

1. Weekday and Weekend Schedule during the School Year
2. Summer Schedule
3. Holidays and Special Occasions
4. Number of Overnights
5. Telephone Access
6. Travel and Vacation Plans

Section C: Relocation

Section D: Financial Obligations for the Benefit of the Child(ren)

1. Child Support
2. Medical, Dental, Vision, and Mental Health Insurance and Extraordinary/Out-of-Pocket Medical Expenses
3. Extraordinary Expenses (Private schools, school/sport/extracurricular activities, etc.)
4. OPTIONAL - Post-Secondary Expenses (college, trade school, etc.)

Section E: Child Tax Exemption

Section F: Other Terms

Completing the A2J Online Parenting Time Plan

The Access and Visitation grant coordinator at the Judicial Department envisioned the A2J site meeting a number of needs:

1. For pro se clients the A2J website could help set expectations regarding what the court would require
2. The site could provide the framework for clients who went on to seek the advice of an attorney
3. The plan developed on the site could serve as an informal agreement between the parents
4. The plan could serve as a starting point for negotiations between the parents
5. The plan could be used in mediation to form the basis of negotiations
6. The mediator could use the plan to guide the development of a parenting plan
7. If the parent chose to file with the court, the plan developed on the A2J site could serve as a position statement for the court

Online Parenting Plan

In practice most parents (81%) who attended a Clinic did not look at the online parenting plan prior to their Clinic appointment. The vast majority (88%) of these parents said they were not familiar with the Online Parenting Plan... For those parents who did look at the Online Parenting Plan before attending the Clinic, most (88%) said it was "very helpful."

In practice most parents (81%) who attended a Clinic did not look at the online parenting plan prior to their Clinic appointment. The vast majority (88%) of these parents said they were not familiar with the Online Parenting Plan. For these parents, the introduction to the A2J Parenting Time Plan generally occurred at the VAVC session. The attorney might work through the plan with the parent as well as answering questions and offering advice. See Figure 3.

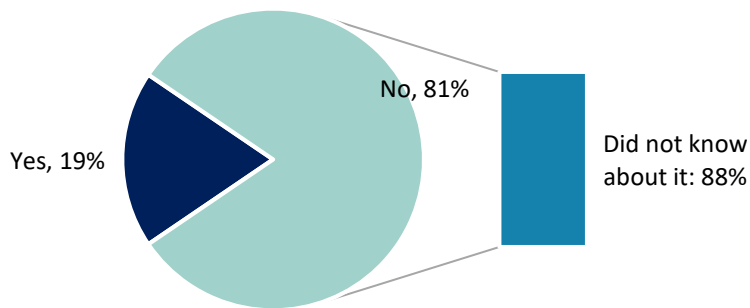


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For those parents who did look at the Online Parenting Plan before attending the Clinic, most (88%) said it was “very helpful.” Another 9% said it was “somewhat helpful.” Only 2% said it was “not very” or “not at all helpful.” For those parents who did not look at the Online Parenting Plan before attending the Clinic, most (88%) said they did not know about the site.

Figure 3.
Prior to the Clinic Appointment, Did you Look at the Online Parenting Plan?

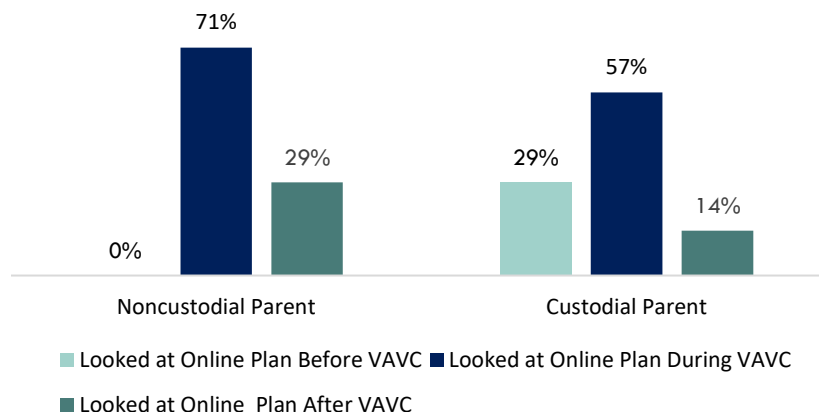


Among the 20 parents who took part in telephone interviews after their Clinic session:

- 64% of the noncustodial parents and 88% of the custodial parents said they had looked at the Online Parenting Plan.
- Nearly 90% of these parents said they heard about the Online Plan from the attorney conducting the VAVC session.

- About 71% of the noncustodial parents, and 57% of the custodial parents, reported looking at the Online Parenting Plan while at the VAVC.
- Among noncustodial parents, 29% said they looked at the Plan after the Clinic.
- Among custodial parents, 14% said they looked at the plan after the session, while 29% said they looked at the plan prior to the VAVC session.

Figure 4.
Parents at the VAVC Who Looked at the Online Parenting Plan



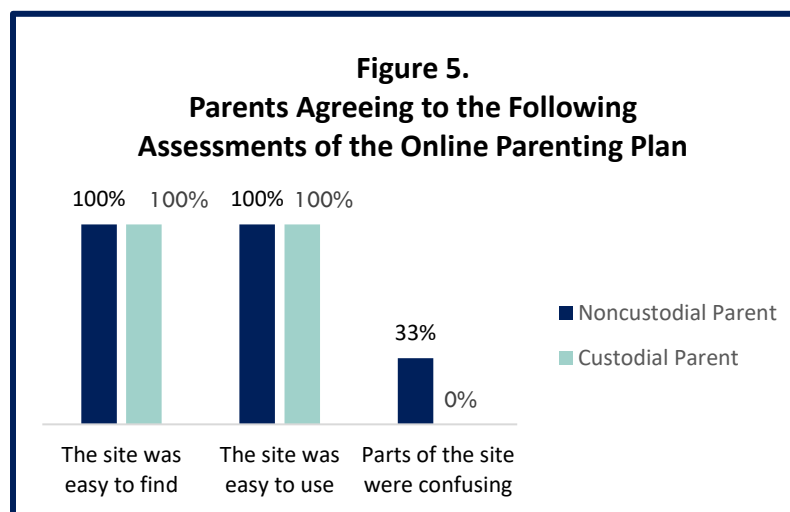


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Figure 5 shows parents' responses to a series of statements related to the Online Parenting Plan.

- Virtually all parents, custodial and noncustodial, said the site was easy to find
- About two-thirds of the noncustodial parents and just over 80% of the custodial parents rated the site as "easy to use"
- About a third of the noncustodial parents (but none of the custodial parents) said that parts of the site were confusing
- None of the parents felt the site was too detailed
- Virtually all of the parents said they could answer the questions or provide the required information



When asked to rate the Online Parenting Plan on a scale of 1 (lowest) to 10 (highest)

- Noncustodial parents gave a rating of 9.2
- Custodial parents rated it at 9.1.

8. Study Findings: Virtual AV Pro Se Clinics

Origins

The **Virtual Access and Visitation Clinic** grew out of the Virtual *Pro Se* Clinic (VPC). VPC began in three Colorado Counties in May 2013. It now operates in 35 counties (25 in rural areas and 10 in urban settings) and serves approximately 1,200 clients each year. As the project originator notes:

The point of these free clinics is to provide one-on-one interaction with a knowledgeable volunteer attorney to help folks understand the legal process and procedure in a wide variety of civil legal action. This is not *pro bono* representation and the volunteer attorney's discussion with VPC patrons about process and procedure does not constitute legal representation or advice (Mogan, 2014).



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Parents who were seeking a divorce or separation accessed VAVC, but never-married parents who wanted to establish a parenting time plan were underserved.

Table 1. Population and Percent of Population in Poverty for the Three Counties

	Prowers	Fremont	Jefferson
Total population	12,070	47,559	574,613
Percent of population in poverty	18.2%	16.6%	7.6%

The Virtual *Pro Se* Clinic sought to fill this need. The Clinic offered unbundled legal services, also known as limited scope representation. One author describes unbundled legal services this way:

Put simply, it is a method of legal representation where the attorney and client agree to limit the scope of that attorney's involvement in a legal proceeding, leaving responsibility for the other aspects of the case to the client (Darigan, 2015).

Unbundled legal services have become increasingly common and help courts deal with the increasing number of *pro se* litigants.

The plan for the first year of introducing virtual services for access and visitation was to select three sites to participate in the project: one large, one mid-sized, and one small. The selected sites were Jefferson, Fremont, and Prowers Counties. Jefferson County has a population over half a million and a poverty rate of less than 8%. Fremont County has a population just under 50,000 and the poverty rate approaches 17%. Prowers, the smallest site, has just over 10,000 residents and the percent in poverty is just over 18%.

In all three sites, the local child support office was seen as a major referral source. The project staff met with the child support directors in these sites to explain the service and encourage participation. In addition, Jefferson County has an active fatherhood program which proved to be a good source of referrals.

Recruiting and Engaging Clients

A key task during the first year of planning and implementation explored how appropriate cases could be directed to the VAVC. To raise parents' awareness of the VAVC (as well as the Online Parenting Plan), fliers and refrigerator magnets were created with information about the Clinic and accessing the website. The fliers and magnets were available at the pilot child support office. However, administrators at the three pilot child support offices felt the outreach via fliers and magnets did not significantly increase parents' willingness to explore the online site. One administrator reported that people often took a flier and told her "they would get back to me." She believes that many parents are overwhelmed at the child support office with all the paperwork and information they receive. As a result, she sees some percentage of parents who report parenting time problems as unlikely to follow-up with a parenting plan until things are less stressful. At another office, the administrator reports that the fliers are somewhat useful, and people sometimes take down posted fliers so that they have the phone number and other information. Both administrators felt that having a simple slip of paper with the information parents need would be helpful.



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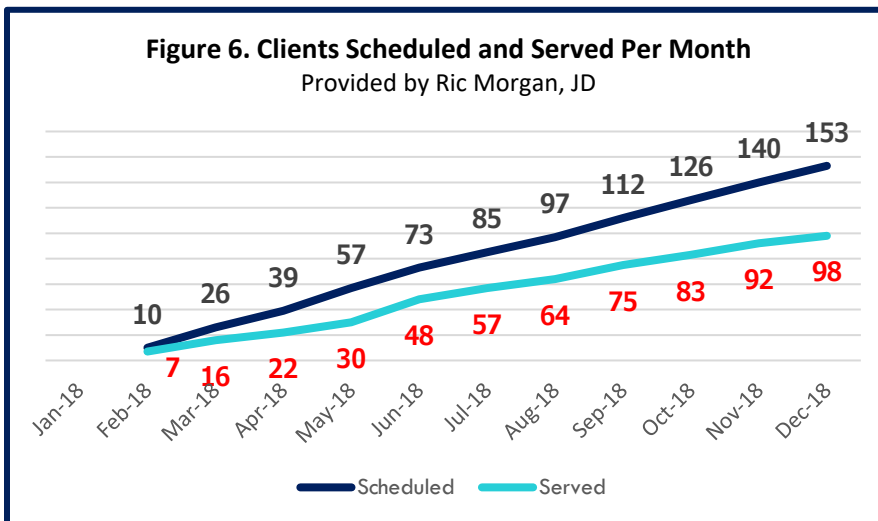
Providing Services

Depending upon the county, VAVC sessions were offered at the public library and/or the child support office. Each county had a monthly allotment of slots to fill with interested parties. As the VAVC founder describes it:

The...Concept works with local public libraries, relying on their public infrastructure, and establishes partnerships with local bar associations, courts, legal aid providers, access to justice (ATJ) committees, and other community stakeholders (Morgan, 2014).

Child support workers who heard about parenting time issues in their caseload referred the case to the child support administrator for scheduling. Generally speaking, the administrators said scheduling was not

a problem. However, in some instances they felt the parent might be deterred by the fact that the first available slot might be weeks away. There were parents who failed to appear for the VAVC session. For example, one administrator reports that in one month she scheduled two sessions and only one took place. However, the administrators were uncertain if having more times, and perhaps



evenings and weekends sessions available, would increase participation. One administrator suggested having the court schedule the session might help, although some parents do not follow through with what the court requires.

Figure 6 shows the number of individuals scheduled for a clinic appointment and the number who attended an appointment. As this Figure shows, there was a dramatic increase in the number of scheduled and served clients over the 12 months of project operation. The percent who scheduled and attended stood at around 50-60% throughout the project.

Table 2 shows the what the VAVC attorney sees as the steps in producing a parenting plan through the Clinic. It begins with the interview conducted during the first Clinic session. The attorney gathers the information and background about the case that will help shape the parenting plan. The next step is research by the attorney conducted after the first VAVC session. This identifies information that will be relevant in determining the elements of the plan. For example, information about domestic violence or substance abuse or other issues may be identified.

The next step is drafting the plan and reviewing it to determine if it is consistent with existing court orders as well as client expectations. This plan will be shared with the client during the review. This allows the



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client to have questions answered and also provides an opportunity for the VAVC attorney to explain the various ways in which the plan can be used.

If the client decides to pursue mediation, the VAVC attorney will provide the mediator with contact information and a copy of the plan. If the client opts to pursue litigation, the VAVC attorney can provide support.

Table 2. Practical Process (Courtesy of Ric Morgan)

Interview	Contact information	Identify near term goals
	Case factors and circumstances	Identify long term goals Extended family support
	Expectations	Other cases
	Duration of absence (if any)	Other families or children
	Circumstances of separation	Client agreement a way forward: can parties agree
	Capabilities/competency	Identify documents needed from client
Research	Case Posture	<ul style="list-style-type: none"> • Existing orders • Case histories • Contact information
		<ul style="list-style-type: none"> • Child support orders • Supervised or unsupervised
	Special Needs	<ul style="list-style-type: none"> • Domestic Violence/protection orders • Supervised or unsupervised • Transition plan/Extended absence
Drafting		<ul style="list-style-type: none"> • Indigency • Health issues • Drug or substance abuse issues
	Drafting PIP	
	Drafting other (Allocation of Parental Responsibilities, Dismissal, Motion to modify)	
Client Review	Confirm drafts with existing orders and client expectation	
	Scrutinize drafts for compliance with orders, stipulations, or agreements	
	Editable format	
Mediation	Invite questions	
	Explanation of process: Draft, Informal negotiations, Mediation, Litigation	
	Referral process:	<ul style="list-style-type: none"> • Email with case summary • Copies of PIP and referral sheet • Log entries and case file notes
Litigation		
	Process and Procedure	
	Evidentiary Issues – Exhibit Books	
	Trial	

Figure 8 shows what may happen as a result of the VAVC session. The plan drafted by the VAVC attorney is given to the parent who participated in the Clinic session. This parent might choose to share it with the other party to (1) create an informal agreement or (2) serve as the starting point for a mediation session to develop a plan. If the parent seen at the VAVC session chooses not to share the plan with the other party, he or she might request a mediation session and the mediator would attempt to set up a session with the other parent at which point the agreement could be discussed.

If mediation was not pursued or if mediation was unsuccessful, and if the parents did not choose to use the plan as an informal interparty agreement, the case could be pursued in court and the plan generated through the VAVC could help the VAVC client present his or her request to the court. See Figure 8.



Technology and Parenting Time Services

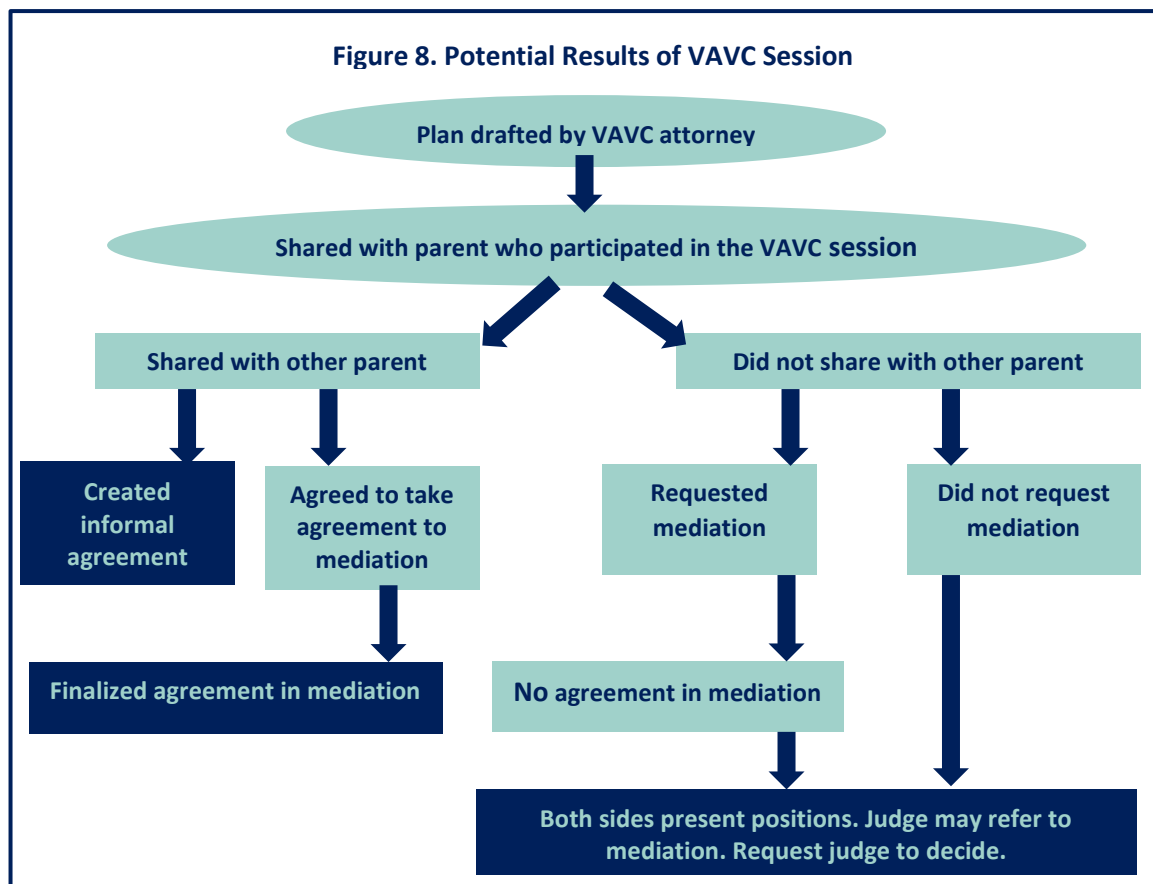
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- Virtual Parenting Time Mediation

The VAVC attorney reports that:

Although the great majority of cases involving self-represented litigants are factually and legally uncomplicated, many litigants in these simple cases require additional services to help them navigate an unfamiliar and procedurally complex system (Morgan, 2014).

The plans generated through the VAVC range from fairly typical parenting plans to those that are crafted for high conflict parents. For example, one case involved parents who had been in litigation for seven years. There are also cases where the noncustodial parent has lacked contact with the child for a significant amount of time. The latter typically provide a transition plan to allow the noncustodial parent to be introduced into the children's lives. Some plans also include provisions for supervised visits due to the noncustodial parent's substance abuse, recent incarceration or mental health issues. Other plans contain special provisions for medically fragile and/or disabled children. In some instances, the plan recognizes the high level of conflict between the parents and the need for very specific parenting time orders.

From start to finish, a case typically takes about 3.5 hours to complete. If the case might benefit from mediation, the client is told about the Virtual Mediation service and interested parties may agree to have their contact information shared with the mediator.



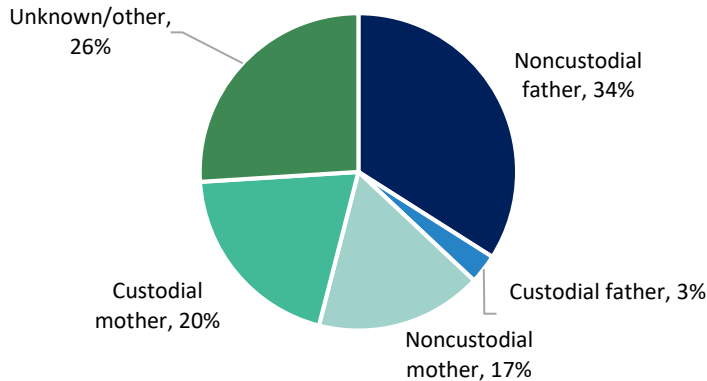


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VAVC Clients

Figure 9. Custodial Status

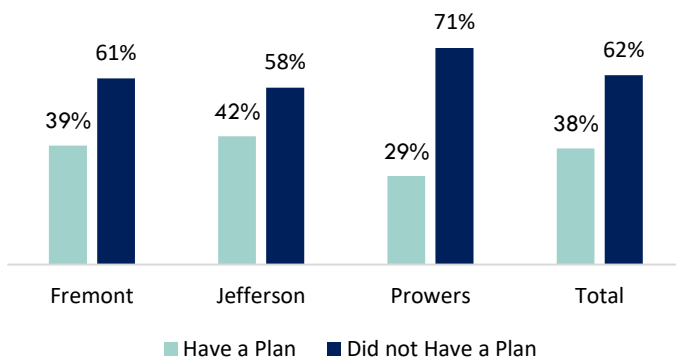


During the time the evaluation took place, over a third of those seen at the Clinic were mothers: 20% were custodial mothers, and 17% were noncustodial mothers. Just over a third (34%) were noncustodial fathers and 3% were custodial fathers. Approximately a quarter of the individuals seen at the Clinic were neither custodial nor noncustodial parents. This categorization would include grandparents or new partners (Figure 9).

Approximately two-thirds (62%) of the parents said they had a parenting time plan when they came to the Clinic. They were looking to modify the plan, perhaps because it was not working or because the situation had changed (See Figure 10).

Across all three sites, the primary way that parents learned about the Clinic was through the child support office. In Prowers County, 71% learned about the Clinic via child support. In Fremont and Jefferson, the percentages were somewhat lower (50% and 45%) but still the most common means of learning about the Clinic.

**Figure 10.
Have a Parenting Time Plan Before the Clinic**



In Jefferson County a local fatherhood program was a key source of referrals (28%). Across the sites, the court was rarely the source of referral. Nor was other legal clinic or fliers about the program. See Table 3.

When asked what they hoped to accomplish during the session, nearly three-quarters of the parents said they hoped to write up a parenting time plan. Just under 20% said they hoped to file with the court to get parenting time. Less than 10% said they hoped to talk with the other parent about a schedule. (Figure 11).



Technology and Parenting Time Services

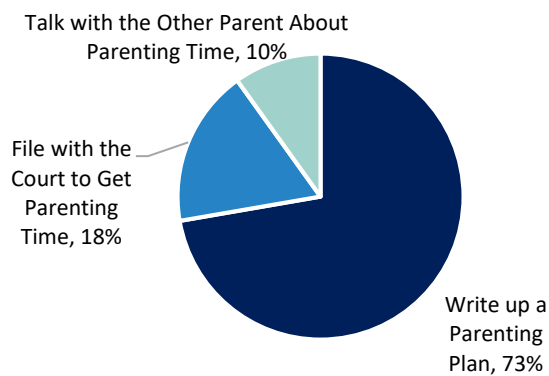
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Table 3. How the Parent Found Out About the Clinic*

	Fremont	Jefferson	Prowers	Total
Child Support Office	50%	45%	71%	51%
At another legal clinic	0%	0%	12%	2%
Court	6%	2%	0%	2%
Saw a flier	11%	12%	12%	12%
Fatherhood Program	0%	28%	6%	18%
Other	33%	14%	0%	15%
	(18)	(58)	(17)	(93)

* Chi-Square significant at .05

Figure 11. What Parent Hoped to Accomplish During the Session

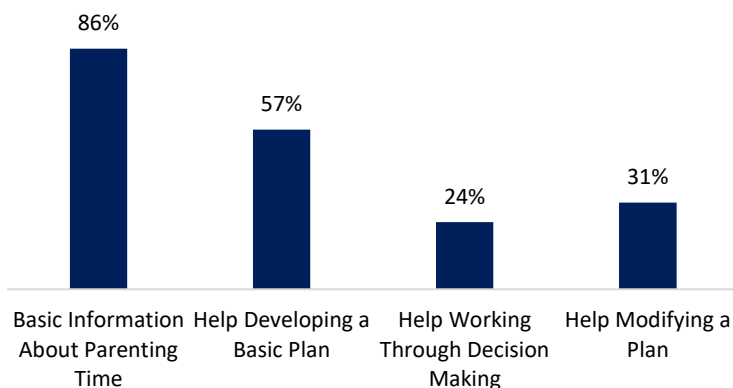


The attorney conducting the Clinic provided information about what type of assistance was provided during the first session the parent attended. As shown in Figure 12, most parents received “basic information about parenting time.”

About half of the parents received help to develop a basic parenting time schedule. A quarter of the parents received help to work through decision making, and nearly a third received assistance to help them modify a parenting time plan².

Figure 12.

Type of Assistance Provided at the Clinic



When asked if they would recommend others to the VAVC, 90% said they would.

The first Clinic session lasted an average of 35 minutes, although the range was 15 minutes to just over 90 minutes. The VAVC attorney reports that every VAVC client received tailored legal support for their particular issues. In all but two cases this was a tailored parenting plan (parenting plans were not relevant

² Percentages exceed 100% because parents may have received several types of assistance.



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for these two cases because one was an adoption and the other was a registration of foreign orders regarding an out-of-state guardianship.)

VAVC Client Reactions

Of the 20 parents who were interviewed, 65% were from Jefferson County. Only 1 parent was from Prowers and 4 were from Fremont. Two other individuals were from counties nearby the participating sites. Figure 13 shows that the parents seen were evenly divided between noncustodial fathers (40%) and custodial mothers (35%).

In Fremont County, most of the parents used a computer at the library to participate in the VAVC. In Jefferson County, 92% of the parents participated at the child support agency. This was also true for the single case in Prowers.

Figure 13. Parental Status of Those Seen at the VAVC

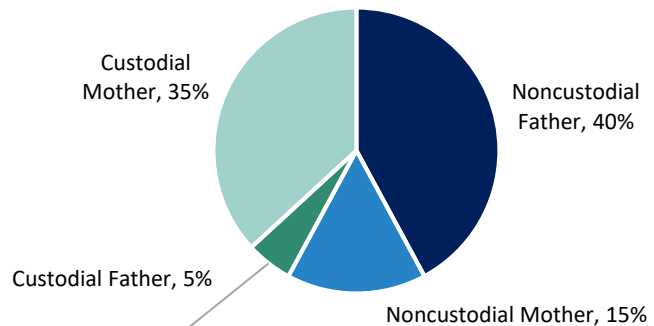
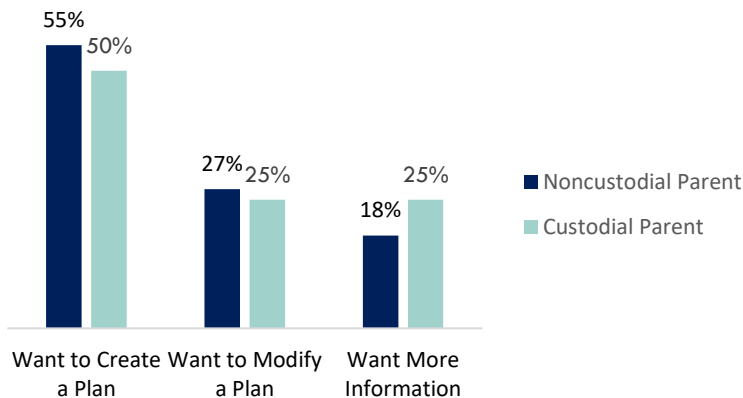


Figure 14 shows that about half of interviewed custodial and non-custodial parents reported they did not have a parenting plan when they attended the Clinic. About a quarter of custodial and noncustodial parents had plans but wanted to modify them and the remainder said they simply wanted more information about plans.

Figure 14. Parenting Time Status when Seen at the Clinic



When asked to explain the problem that brought them to the Clinic, several parents mentioned wanting more information about how parenting time can be set up or getting information about how to file a parenting plan with the court.

Other parents described being out of touch with the children for years, often not voluntarily:



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My ex wouldn't let me see my children. There never was a parenting plan, she just took the kids and left, and I didn't know how to pursue legal action...I can't afford a lawyer there has to be something where I can just talk to a judge, but I didn't know how to pursue that.

Haven't seen my son in 6 years and there's no reason why besides she doesn't like me, which, just doesn't seem right. We haven't had any problems....One day she just stopped letting me see him.



Mom left the kid when he was 3 months old but then she decided she wanted to start being a part of his life so then I went to court. She has no custody, but she wants visits. I'm in the process of setting up parenting time plan and make sure she doesn't try to get custody.

I was homeless for 2 years and became addicted to drugs and I was on the streets. The ex- filed for custody of the kids and got granted that while I was in jail. Just trying to get information on if the attorney would be able to help me. Information on how to go about it and modify or get custody back. Wanted information on what kinds of rights I had and how to file [for custody] and everything.



Parents were asked about their goal for the VAVC session(s). Respondents could provide more than a single goal and as a result, the percentages in Table 4 exceed 100%. For noncustodial parents, the most common goal was to get more parenting time (82%), followed by getting more information about how to file a plan with the court (54%) and how parenting time can be set up (45%).

For custodial parents, approximately 38% mentioned having an attorney draft a plan, getting more information about how plans can be structured, and getting information about filing with the court.

Table 4. Parents' Goal in Attending Clinic

	Noncustodial Parent	Custodial Parent	Total
* Getting more parenting time for the noncustodial parent	82%	0%	47%
Getting more clarity about when each parent would have the child	18%	25%	21%
Getting more information to produce a parenting time agreement	18%	12%	16%
Finding out how to get some restriction in place to make sure the child is safe with the other parent	0%	0%	0%
Having an attorney draft a parenting time agreement	18%	38%	26%
Getting more information about how parenting time can be set up	45%	38%	42%
Getting information about how to file a parenting plan with the court	54%	37%	47%
	(11)	(8)	(19)

* Chi-Square significant at .05

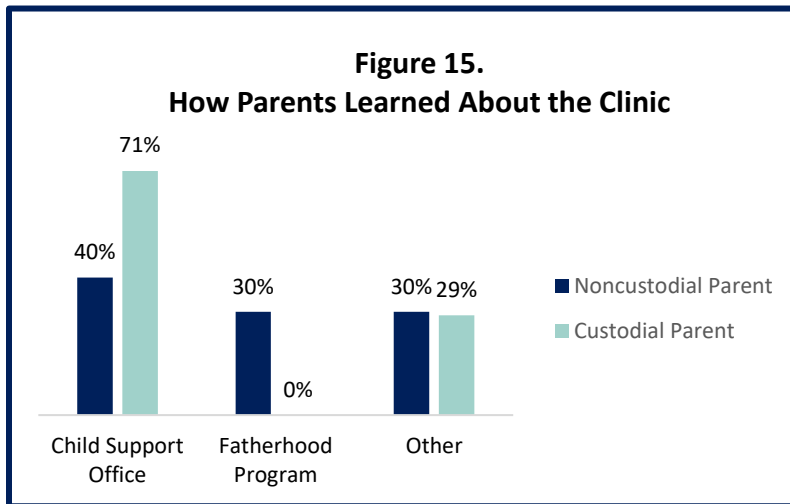


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When asked how they learned about the Clinic, most custodial parents selected “the child support agency.” Noncustodial parents were also likely to mention the child support agency, but also reported hearing about it at a Fatherhood Program (See Figure 15).

During telephone interviews, parents were asked what they thought the VAVC would be like and whether



this is in fact what they had experienced. Figure 16 highlights some of the expectations that parents had, and some of their actual experiences.

During the telephone interviews, parents were asked what they thought the VAVC would be like and whether this is in fact what they experienced. Figure 16 highlights some of the expectations that parents had, and some of their actual experiences.



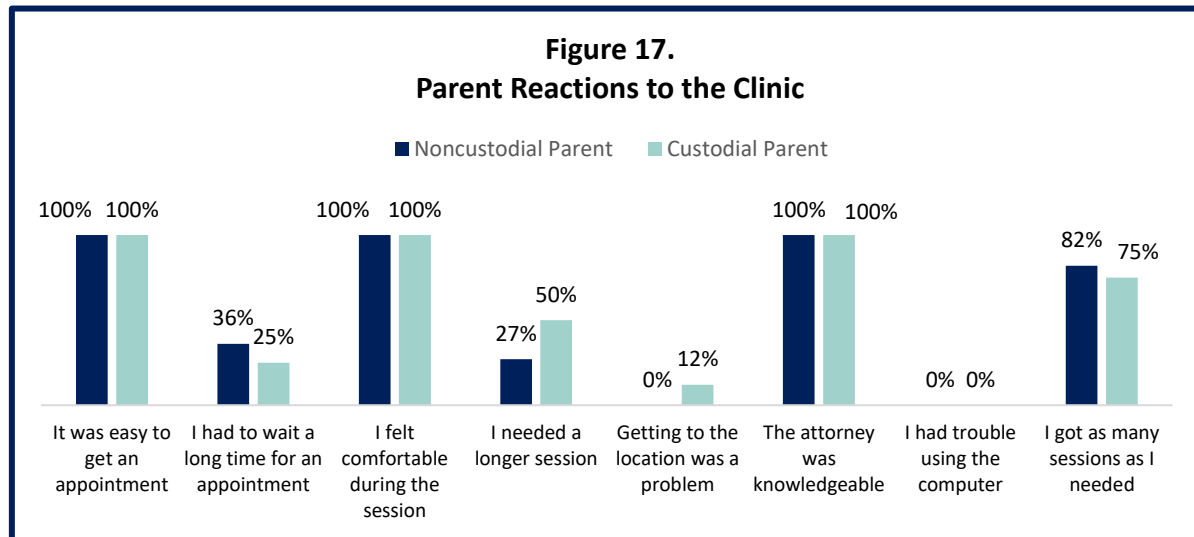
Parents were given a series of statements about the Clinic and asked to agree or disagree with each. The results are shown in Figure 17. All of the parents, both noncustodial and custodial, agreed with the statements:

- It was easy to get an appointment
- I felt comfortable during the session
- The attorney was knowledgeable.



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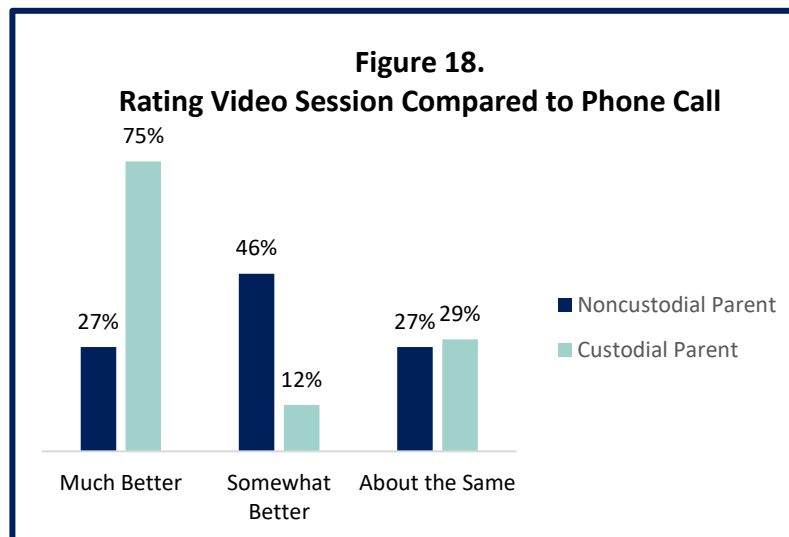
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Most of the parents also said they received as many sessions as they needed and virtually none of the parents said getting to the location or using the computer were problems. There were some parents who felt they had to wait a long time for the appointment or felt they needed a longer session

When asked whether having a video session was better, worse, or about the same as having a phone call with the attorney, most parents said a video session was “much” or “somewhat” better. None of the parents said video was worse than a phone call.

When asked why a video session was better, the most commonly cited reason was that it felt like a more personal connection. However, another reason cited by both custodial and noncustodial parents was that the attorney could show them other useful websites. Custodial parents also liked the ability to look at the Online Parenting Plan while in the session.





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Table 5. Parents' Report of Why a Video Session Was Better than a Phone Call

	Noncustodial Parent	Custodial Parent	Total
The attorney could see your court filings	18%	38%	26%
You could look at the Online Parenting Plan with the attorney	27%	50%	37%
The attorney could show you other useful web sites	36%	50%	42%
It felt like a more personal connection	64%	75%	68%
	(11)	(8)	(19)

At the time of the telephone interview, most parents (90%) had attended only one VAVC session. None of those who were interviewed said the other parent also attended the session.

When asked if having the other party present would have been helpful, 70% of the noncustodial parents and 100% of the custodial parents said it would not have been helpful.

The reasons given for not wanting the other parent present covered a range of issues, but most had to do with a bad relationship between the two parents.

Why Didn't You Want the Other Parent at the Clinic?



She's a deadbeat mom and doesn't want to see the kids.

He's all over the place. He just wants to be told what he wants.

I don't want him knowing what I'm doing.

We probably would've fought.

We don't talk.

I felt more comfortable without the other parent.

In the future maybe, but not right now.

I just wanted to know my rights. We don't have a relationship and I wouldn't have wanted him there.

There have been domestic violence issues.

He's a sex offender, he's not allowed to be around me or the kids.





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At the time of the interview, the parent was asked where she or he was in the process of getting or modifying a parenting plan.

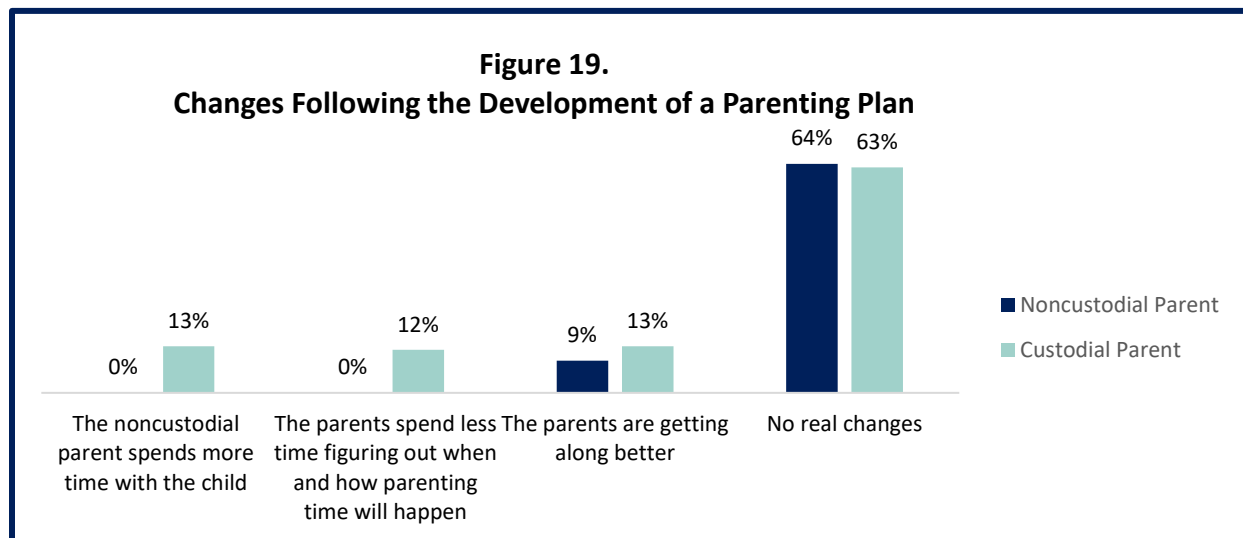
- Among noncustodial parents, just over a third (36%) said they had worked with the VAVC attorney to create or modify a plan or were continuing to work with the attorney.
- Just over a quarter (27%) said they created a plan using the Online Parenting Plan.

Among custodial parents the answer chosen most often was:

- The VAVC Attorney created a parenting plan (37%).

Parents were asked if they had filed their plan with the court, and if not, whether they planned to do so. Custodial parents who developed plan generally reported filing the plan with the court (63%). Noncustodial parents who developed plans typically reported that they had not filed with the court, but intended to do so (78%)

Parents who reported creating or modifying their parenting plan at the time of the interview were asked a series of questions about what had changed as a result. The results are shown in Figure 19, however, only 11 noncustodial parents and 8 custodial parents responded to these questions.



When asked to rate VAVC on a scale of 1 (worst) to 10 (best), both custodial and noncustodial parents give it very high ratings (Figure 20).

Finally, parents who took part in the Clinic were asked for suggestions to improve it. Many parents simply reported that they were happy with the Clinic as it was offered. Suggestions for improvement sometimes referenced the length of time they had to wait from signing up to the actual videoconference, however, most of these parents acknowledged that it would be difficult to serve everyone without a wait:

Would like it to be quicker. Sooner than two weeks. [It was] a little upsetting to have to wait that long.



Technology and Parenting Time Services

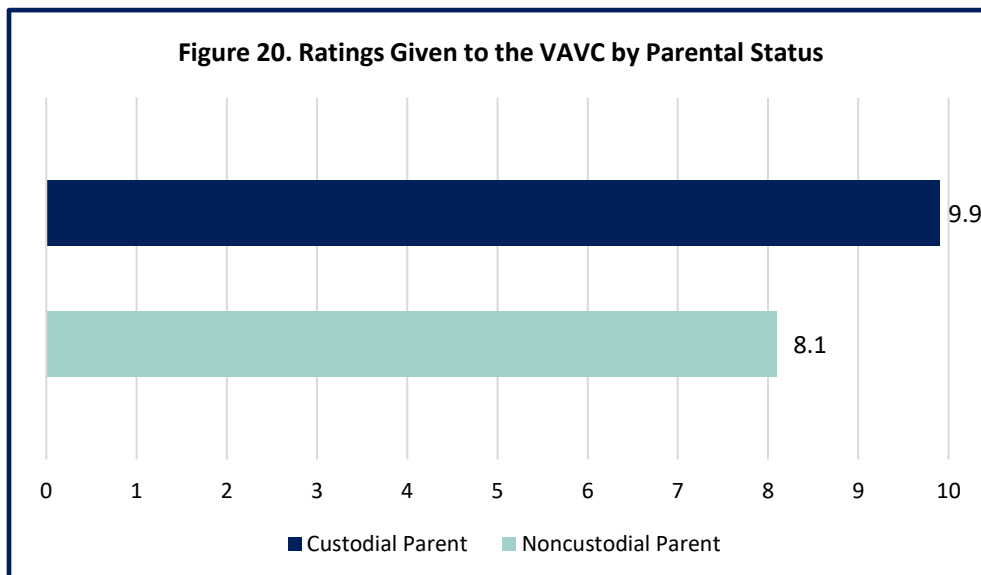
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The only feedback is if it was, I know not realistic, but if it was more frequent like once a week. More available. Can't expect them to be at your beck and call when you're not paying for them. Just extremely happy with it and the actual human interaction. [The attorney] seemed to understand my situation.

Very, very helpful. Went into this not knowing anything and came out knowing a lot more than I did before. No suggestions necessarily only thing I had a hard time with was not knowing where to go after I got a copy of the parenting plan, but I emailed him, and he helped in any way that he could. I suggested this to other people. I really appreciate and like what had happened. I referred a couple of my other friends to you guys. I have only good things to say about my experience with it.

He emailed us back and forth, but he took care of all the paperwork it was really good. No suggestions. Just right. I just liked it I enjoyed it finally resolved the case after 2-3 years.

Grateful it exists and good to know it's there. For a while there I didn't think I had anyone and the lawyer I talked to thoroughly explained to me that if I had any questions or needs or concerns that I could contact him at my convenience through email or phone.



9. Study Findings: Virtual Mediation

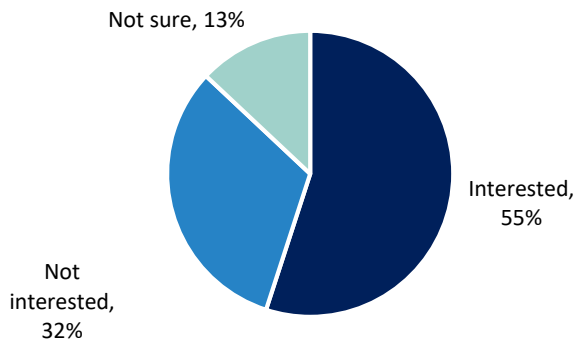
Parents were asked if they were interested in a phone session “where you and the other parent could work with someone to develop a parenting plan.” This would be a mediation session conducted via videoconferencing. As shown in Figure 21, about half of the parents were interested, a third were not, and the remaining 13% were not sure.



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Figure 21. Interest in Mediation via Teleconferencing



Based on records kept by the Clinic attorney, a total of 37 parents were referred for mediation services.

Mediator data indicated that of the 37 individuals referred, 3 completed mediation (8%). Three cases were scheduled (8%) but did not take place either because one or both parties cancelled or failed to appear for mediation. Two cases were not eligible either because they had already scheduled mediation through their child support office or

because they needed a Spanish speaking mediator. The other 29 cases could not be mediated because either one or both parties chose not pursue mediation.

10. Summary and Discussion

This document describes three inter-connected interventions utilizing technology to help unmarried parents in Colorado establish parenting time orders. The three services are:

1. An online parenting time plan (**A2J Online Parenting Plan**) that parents can complete alone, in mediation, or during the Virtual Access and Visitation Clinic described below.
2. The **Virtual Access and Visitation Clinic** (VAVC) allows parents to have a video-conference with an attorney to help with the establishment of, or modification of, a parenting plan.
3. **Virtual Mediation** in which parents participate by videoconference and work with a neutral party to develop a parenting time plan.

Summary

A2J Online Parenting Plan. An online parenting plan that could be completed by parents using interactive A2J software was created via a three-year implementation grant. In the Virtual Parenting Time Services Project, the online parenting time plan could be used in a variety of ways. Parents could look work online to create a plan either alone or with the other parent. Parents could familiarize themselves with the plan prior to appearing at a VAVC session with an attorney or prior to Virtual Mediation. In these cases, the parent might bring a partially completed plan to the session.

However, in practice most parents (81%) who attended a Clinic did not look at the online parenting plan prior to their Clinic appointment. The vast majority (88%) of these parents said they were not familiar with the Online Parenting Plan. For these parents, the introduction to the A2J Parenting Time Plan generally occurred at the VAVC session. The attorney would work through the plan with the parent as well as answering questions and offering advice.



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For those parents who did look at the Online Parenting Plan before attending the Clinic, most (88%) said it was “very helpful.” Another 9% said it was “somewhat helpful.” Only 2% said it was “not very” or “not at all helpful.”

Virtual Access and Visitation Clinic. During the first year of the VAVC project three child support offices were selected to participate in the project: one large, one mid-sized, and one small office. The selected sites were Jefferson, Fremont, and Prowers Counties.

Depending upon the county, sessions were offered at the public library and/or the child support office. Child support workers who heard about parenting time issues referred the case to the child support administrator for scheduling. Each county had specific days and times available. Generally speaking, the administrators said scheduling was not a problem. However, in some instances they felt the parent might be somewhat deterred by the fact that the first available slot might be weeks away.

During the time the evaluation took place, over a third of those seen at the Clinic were mothers: 20% were custodial mothers, and 17% were noncustodial mothers. Just over a third (34%) were noncustodial fathers and 3% were custodial fathers. Approximately two-thirds (62%) of the parents said they had a parenting time plan when they came to the Clinic. They were looking to modify the plan, perhaps because it was not working or because the situation had changed.

About half of the parents received help to develop a basic parenting time schedule. A quarter of the parents received help to work through decision making, and nearly a third received assistance to help them modify a parenting time plan.

When asked what they hoped to accomplish during the session, nearly three-quarters of the parents said they hoped to write up a parenting time plan. Just under 20% said they hoped to file with the court to get parenting time. Less than 10% said they hoped to talk with the other parent about a schedule.

Of the 20 parents who were interviewed following their VAVC session, most parents said a videoconference it was “much” or “somewhat” better than a phone conference. When asked why a video session was better, the most commonly cited reason was that it felt like a more personal connection. However, another reason cited by both custodial and noncustodial parents was that the attorney could show them other useful websites. Custodial parents also liked the ability to look at the Online Parenting Plan while in the session.

Parents were given a series of statements about the Clinic and asked to agree or disagree with each. All of the parents, both noncustodial and custodial, agreed with the statements:

- It was easy to get an appointment
- I felt comfortable during the session
- The attorney was knowledgeable.

At the time of the interview, the parent was asked where she or he was in the process of getting or modifying a parenting plan.

- Among noncustodial parents, just over a third (36%) said they had worked with the VAVC attorney to create or modify a plan or were continuing to work with the attorney.



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- Just over a quarter (27%) said they created a plan using the Online Parenting Plan.

Among custodial parents the answer chosen most often was:

- The VAVC Attorney created a parenting plan (37%).

Parents were asked if they had filed their plan with the court, and if not, whether they planned to do so. Custodial parents who developed plan generally reported filing the plan with the court (63%). Noncustodial parents who developed plans typically reported that they had not filed with the court, but intended to do so (78%)

When asked to rate VAVC on a scale of 1 (worst) to 10 (best), both custodial and noncustodial parents give it very high ratings (between 8.1 and 9.9).

Virtual Mediation. Parents were asked if they were interested in a phone session “where you and the other parent could work with someone to develop a parenting plan.” This would be a mediation session conducted via videoconferencing. About half of the parents were interested, a third were not, and the remaining 13% were not sure.

Based on records kept by the mediator, a total of 37 parents (just over half of the parents seen at the Clinic) were referred for mediation services.

Mediator data was provided for only 3 cases and only 2 of the 20 parents interviewed took part in a mediation session. These numbers are too small to report on their reactions to mediation.

Discussion

Colorado has been engaged in work to promote access to justice for several years. In 2016 the state was awarded one of seven grants made by the National Center for State Courts to fund strategic planning to advance access to justice. Strategic planning began in 2017 with an inventory and assessment of resources and gaps in providing access to justice. The resulting summit resulted in a strategic plan and a number of recommendations. Among the recommendations were the following (Gast, 2018):

Encourage implementation of virtual proceedings in rural courts.

Expand the use of videoconferencing for remote or virtual law clinics and mediators.

Expand services that provide self-help and legal representation, such as limited scope and other low-cost representation and legal advice clinics.


To promote greater usage of the Online Parenting Plan the Judicial Department project director suggests hosting it on the Judicial Department website, with links on the websites of child support offices. Continuing the VAVC sessions in Fremont, Jefferson, and Prowers Counties, and expanding to other counties throughout the state might involve engaging programs such as Metro Volunteer Lawyers. Expanding to additional counties on an incremental basis would allow for attorney training as well as the development of agreements regarding the provision of unbundled legal services.

All of these efforts to educate never-married parents about the Online Parenting plan, expand the availability of Virtual Access and Visitation Clinics, and offer virtual, as well as in-person mediation, would serve to further the recommendations of Colorado’s Justice for All Project.

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Appendix A: Sample pages from the A2J Parenting Plan Program




Before using this tool, you will need to know:

- Information about any existing Divorce or Custody case that this Parenting Plan will be a part of
- How you want to divide parental responsibilities, such as making medical or educational decisions for your children
- The desired school-year and summer parenting schedules (where the children will stay during the week and on the weekends)
- Information on any existing Court Order for child support
- What the guideline child support amount is for your situation (you can find a worksheet by [clicking here](#))
- Who has medical insurance policies that cover any of your children
- Who will be claiming yearly tax deductions for the children

Is there already a case open that this Parenting Plan will be a part of?

Is this Parenting Plan being created to be included in a divorce case or a child custody case?

Is there already a case open that this Parenting Plan will be a part of?



On the next few questions, select an option to decide who should be able to make major decisions for a.

Continue

Educational decisions:

- ☐ Joint
- ☐ j
- ☐ a
- ☐ Not Applicable

Continue

Medical/Dental/Mental Health decisions:

- ☐ Joint
- ☐ j
- ☐ a
- ☐ Not Applicable

Continue

Religious decisions:

- ☐ Joint
- ☐ j
- ☐ a
- ☐ Not Applicable

Continue

During the school year and for purposes of school attendance only, who will the child live with? (You will be able to go in to detail in the following questions.)

- ☐ j
- ☐ a

Continue

During the school year:

Should j ever have custody of the child on weekends?

Yes

No

During the school year:

Which weekend(s) should j have the child?

(Required)

1st, 3rd, and 5th

Continue

Courtesy of Ric Morgan

VIRTUAL ACCESS AND VISITATION (AV) SUPPORT CLINIC AUTOMATED FORM-FILLING SOFTWARE: A2J INTERVIEW

SERIES OF QUESTIONS



A2J ONLINE INTERVIEW

COMPLETED jdf-1113 PARENTING PLAN FORM,
READY FOR NOTARIZED SIGNATURES & FILING

A stack of completed jdf-1113 Parenting Plan forms. The top form is clearly visible, showing the header information for the District Court of Colorado, County of Canon City. It includes the names of the parties, Adam B. Clark and Jane Wilson, and their addresses. The form is titled "PARENTING PLAN" and contains detailed instructions for completion. A red arrow points from the A2J Online Interview screen towards this stack of forms, indicating the flow of the process.

jdf-1113 PARENTING PLAN

Appendix B: Form completed by VAVC Attorney

Form completed by: ☐ Virtual Clinic Attorney ☐ Mediator

County of parent: ☐ Fremont ☐ Jefferson ☐ Prowers ☐ Other: _____

Parent is: ☐ Noncustodial Father ☐ Custodial Father ☐ Noncustodial Mother ☐ Custodial Mother
☐ Other _____

Date of Virtual Clinic or Mediation: ____/____/____

Information from Parents:

How did you find out about the Virtual AV Clinic?

☐ Child Support Office ☐ Court ☐ Other _____
☐ Heard at another legal clinic ☐ Saw a flyer

With how many different mothers/fathers would you like to establish parenting plans? _____

Before you came to this Virtual AV Clinic, did you and the other parent have a parenting plan? ☐ Yes ☐ No

Before you came to this Virtual AV Clinic, did you look at the Online Parenting Plan?

☐ Yes → If "Yes," How helpful was it? ☐ Very Helpful ☐ Not Very Helpful
☐ Somewhat Helpful ☐ Not at All Helpful
☐ No → If "No," Why didn't you look at it? ☐ Didn't know about it ☐ Other _____

Do you plan to do the following? Check all that apply

☐ Write up a parenting time plan ☐ Try to go to mediation with the other parent
☐ File with the court to get parenting time ☐ Not sure what I will do
☐ Talk with the other parent about parenting time ☐ Other _____

Would you recommend the Virtual AV Clinic to a friend?

☐ Yes ☐ Maybe ☐ No

Would you be interested in a phone mediation session where you and the other parent could work with someone to develop a parenting plan?

☐ Yes → Name of Mother: _____ Phone: _____ email: _____
☐ No Name of Father: _____ Phone: _____ email: _____
☐ Maybe

Information from Attorney:

What type of assistance did you provide?

☐ Basic information about parenting time ☐ Help working through decision making
☐ Help developing a basic schedule ☐ Help modifying an existing Parenting Plan
☐ Other _____

Was a Parenting Plan drafted during this session?

☐ Yes
☐ No
☐ Other _____

Approximately how many minutes did you spend with the parent? _____

Are you planning to meet with the parent again? ☐ Yes ☐ No

Appendix C: Telephone interview with parents who used the VAVC

The Virtual AV Clinic that lets a parent work with an attorney by videoconferencing is something new in Colorado. We'd like to know what you thought of it, so we can make it as helpful as possible.

ID: _____

County of parent: 1 - Fremont 2 - Jefferson 3 - Prowers 4 - Other: _____

Parent is: 1 - Noncustodial Father 2 - Custodial Father 3 - Noncustodial Mother 4 - Custodial Mother
5 - Other

Date of Virtual Clinic ____/____/____

1. According to the Virtual AV Clinic records, you participated in at least one video session with an attorney. Is that correct?

1 – Yes

2 – No ➔ Were you scheduled to attend but couldn't go?

1 – Yes

2 – No, never scheduled

(end of interview)

2. What was the issue or problem that brought you to the Virtual AV Clinic?

3. Were any of the following also goals for you when you signed up for the Virtual AV Clinic?

1 – Getting more parenting time for the noncustodial parent

2 – Getting more clarity about when each parent would have the child

3 – Getting more information so you and the other parent could produce a parenting time agreement

4 – Finding out how to get some restrictions in place to make sure the child is safe with the other parent

5 – Having the attorney draft a parenting time agreement for me

6 – Getting more information about how parenting time can be set up

7 – Getting more information about how to file a parenting plan with the court

4. Just to clarify, were you using the Virtual Clinic to create a parenting plan, modify a plan you already had, or just to get some information?

1 – Create a plan

2 – Modify a plan

3 – Get information

4 – Other _____

5. Who first told you about the Virtual AV Clinic?

1 – Child Support Office

2 – Fatherhood Program

3 – A friend

4 – Other _____

6. Based on what they told you, what did you expect the Virtual AV Clinic to be like? What did you think would happen?

7. Was it like that or different? (If different, please describe)

8. I'm going to read a few statements about the Virtual Clinic. Please tell me if you Strongly Agree, Agree somewhat, Disagree somewhat, or Strongly disagree with each statement.

	Strongly Agree	Agree Somewhat	Disagree Somewhat	Strongly Disagree	Doesn't Apply
It was easy to get an appointment	4	3	2	1	
I had to wait a long time to get an appointment	4	3	2	1	
I felt comfortable during the session	4	3	2	1	
I needed a longer session	4	3	2	1	
Getting to the location was a problem	4	3	2	1	9 (done from home)
The attorney was knowledgeable	4	3	2	1	
I had trouble using the computer	4	3	2	1	
I was able to get as many sessions as I needed	4	3	2	1	

9. Where did you do the Virtual AV Clinic?(Circle all that apply)

- 1 – At a computer at the library
- 2 – At a computer at the child support office
- 3 – At your home computer
- 4 – Using your smart phone
- 5 – Other (Describe:_____)

10. Was having a video session with the attorney, better, worse or about the same as having a phone call with the attorney?

- 1 – Much better
- 2 – Somewhat better
- 3 – About the same → **Go to Q.13**
- 4 – Worse → **Go to Q.12**
- 5 – Don't know → **Go to Q.13**

11. Were any of the following reasons that it was better to have a video session? (Circle all that apply)

- 1 – The attorney could see your court fillings
- 2 – You could look at the Online Parenting Plan with the attorney
- 3 – The attorney could show you other useful web sites
- 4 – It felt like a more personal connection
- 5 – Other (Describe:_____)

Go to Q.13

12. Were any of the following reasons that it was worse?

- 1 – It was less convenient than calling from home
- 2 – You didn't feel comfortable using the computer
- 3 – The computer was distracting
- 4 – Other (Describe:_____)

13. How many sessions did you have with the Clinic attorney? _____ ☐ Don't remember, more than one

14. Did the other parent attend any of the Virtual AV Clinic sessions?

1 – No ➔ 15. Would it have been helpful to have the other parent there?

1 – Yes 2 – Not sure 3 – No (Why not?) _____)

2 – Yes ➔ 16. Who contacted the other parent? 1 – You did 2 – The attorney did 3 – Other (_____)

17. Was having the other parent attend helpful?

1 – Yes

2 – Not sure

3 – No (Why not? _____)

18. Have you looked at the Online Parenting Plan?

1 – No ➔ 19. Why haven't you looked at it?

1 – Didn't know about it 2 – Couldn't find it online 3 – Didn't need it **Go to Q. 24**

2 – Yes



20. Who told you about the Online Parenting Plan?

1 – Someone at the child support office

2 – Someone at the Fatherhood Program

3 – The Virtual AV Clinic attorney

4 – A friend

5 – Someone else (Describe: _____)

21. If you looked at the Online Parenting Plan, when did you look at it? (Circle all that apply)

1 – Before going to the Virtual AV Clinic

2 – While you were at the Virtual AV Clinic

3 – After the Virtual AV Clinic

22. If you looked at the Online Parenting Plan, please tell me if you Strongly agree, Agree somewhat, Disagree somewhat, or Strongly Disagree with the following statements.

	Strongly Agree	Agree Somewhat	Disagree Somewhat	Strongly Disagree
The site was easy to find	4	3	2	1
The site was easy to use	4	3	2	1
Parts of the site were confusing	4	3	2	1
It was too detailed	4	3	2	1
I could answer the questions or provide the information needed	4	3	2	1

23. On a scale of 1 to 10 where 10 is the best, 1 is the worst, how would you rate the Online Parenting Plan?

24. Did you and the other parent participate in a mediation session?

1 – No ➔ **Go to Q. 30**

2 – Yes

25. Was this mediation session conducted by videoconference, telephone, or in person?

1 – Videoconference

2 – Telephone

3 – In person

4 – Other Describe: _____)

26. Did you bring the parenting plan the Virtual Clinic attorney developed to the mediation session?

- 1 – Yes
- 2 – No, we did not have a plan developed by the attorney
- 3 – No, we had a plan but did not bring it to mediation

27. Were you able to reach an agreement on your parenting plan during mediation?

- 1 – Not yet, but additional session(s) are scheduled
- 2 – No we could not reach an agreement
- 3 – Yes, we reached an agreement

28. How many mediation sessions did you attend? _____

29. On a scale of 1 to 10, where 10 is best and 1 is worst, how would you rate your mediation experience?

30. Where you are in the process of getting a parenting plan or modifying your plan?

- 1 – The attorney at the Virtual Clinic created a parenting plan for you
- 2 – You worked with the attorney at the Virtual Clinic to create or modify your parenting plan
- 3 – You created or modified a parenting plan using the Online Parenting Plan
- 4 – You created a parenting plan in mediation
- 5 – You worked with the other parent to create or modify your parenting plan
- 6 – You are still working with the attorney at the Virtual Clinic to create a parenting plan → **Go to Q.35**
- 7 – You were not able to get or modify a parenting plan → **Go to Q.35**
- 8 – Other (Describe: _____)

If Answered 1 – 3, Ask: 31. Did you contact the other parent to see about using the plan?

- 1 - Yes
- 2 – Yes, with revisions
- 3 – No (Why not? _____)

32. Did you file your plan with the court?

- 1 – Yes
- 2 – No, but plan to
- 3 – No, do not plan to → **33.** Are any of the following reasons that you aren't planning to file it?

- 1 – The other parent won't agree to the plan
- 2 – You are happy with it as an agreement with the other parent
- 3 – The court filing fee is too high
- 4 – The process of filing is too complicated
- 5 – You aren't sure how to file with the court
- 6 – Other (Describe: _____)

34. If you created or modified your parenting plan, are any of the following true (Circle all that apply)

- 1 – The noncustodial parent is spending more time with the child
- 2 – You and the other parent spend less time figuring out when and how parenting time will happen
- 3 – You and the other parent are getting along better
- 4 – Other (Describe: _____)
- 5 – No real changes

35. On a scale of 1 to 10 where 10 is the best and 1 is the worst, how would you rate the Virtual AV Clinic?

36. Do you have suggestions of ways to make the Virtual AV Clinic better or easier to use?