

The Caution (rev 03/04)

Before we talk anymore, I need to tell you something about where you have called. We are the Family Law Self-Help Center.

The most important thing to know about us is that we are part of the court. What that means is that we have to be neutral and impartial, we can't take sides.

Also, we can only provide legal information, not legal advice. What that means is that we can give you information about court procedures or forms, but not advice on interpretation of laws or strategies for your case.

Conversations with us are not confidential the way they would be with an attorney.

We help both sides. What that means is that if the other side calls, we will give him/her exactly the same kind of help we give you. Is this ok with you?

Today's Date _____

Length of phone call:

Start _____

End _____

INTAKE QUESTIONS (rev. 11/06)

- 1) ☐ New Caller - GIVE THEM THE CAUTION Referred by _____
☐ Have Used Us Before ☐ Call Back ☐ Returning my Call
- 2) Do you have a lawyer? ☐ No ☐ Yes ☐ Entered Appearance ☐ Pro Se Advice
- 3) Person who we are speaking to? _____
- 4) Do you have any children? Who has kids? ☐ Mom ☐ Dad ☐ Other _____
How many: _____ Mom/Wife Lives _____ ☐ PI ☐ Def
Ages: _____ Dad/Husband Lives _____ ☐ PI ☐ Def
How many are part of this case? _____ How long in Alaska? _____
Are you currently married to the other parent? ☐ No ☐ Yes
Is husband the father of the children? ☐ No ☐ Yes
- 5) Is there an emergency of any kind that they need the court to do something about?
☐ No ☐ Yes _____
- 6) Have you had any court cases before? _____
- 7) What kind of case are they focused on today?
☐ Divorce ☐ Dissolution ☐ Custody ☐ Guardianship ☐ Paternity
☐ Child support Amount on going _____ Arrears _____
☐ CSSD Admin Order # _____ ☐ Default Case ☐ Using their Services
☐ State Ordered _____ Date of Order _____
☐ Court Ordered _____ Date of Order _____
☐ Other _____
- 8) Has your case been filed?
☐ No ☐ Thinking about filing, if so at what courthouse? _____
Options: ☐ Website ☐ send complaint and forms
☐ Yes, if so where _____ Case No. _____
☐ Just filed – Options: ☐ Web ☐ Send Forms
☐ Just served What day were you served? _____
Options: ☐ Web ☐ Send Forms
☐ Midstream – Options: ☐ Web ☐ Send Forms
☐ Just about to go to trial – Options: ☐ Web ☐ Send Forms
☐ Just after trial – Options: ☐ Web ☐ Send Forms
☐ Post-Decree Modification – Options: ☐ Web ☐ Send Forms
☐ Foreign Judgment Issue state: _____
- 9) ☐ Military ☐ Tribal involvement _____ ☐ DV ☐ Internet Access
- 10) Items sent _____
Referrals made _____
by ☐ E-mail _____ ☐ Fax _____ ☐ Mail _____

Name/Address: _____

Phone: _____ Contact times: _____

Safe to leave a detailed message? ☐ Yes ☐ No

Customer Intake

06/17/16 09:49 AM

Family Law Facilitator Survey Sheet Customer Intake

1) Language Spoken to FLSHC

☐ English
☐ Spanish
☐ Other
☒ Don't Know
☐ Refused

2) Primary Language

3) Gender

☐ Male ☐ Female
☒ Don't Know ☐ Refused

4) # of Children under 19

☐ None
☐ 1 ☐ 3
☐ 2 ☐ 4 or more
☒ Don't Know ☐ Refused

5) Age group

☐ Under 18
☐ 18 - 29
☐ 30 - 39
☐ 40 - 49
☐ 50 - 59
☐ 60 and over
☒ Don't Know
☐ Refused

6) Race / Ethnic Group

☐ White (non-Hispanic)
☐ Black / African American
☐ Hispanic (all Races)
☐ Asian/Pacific Islander
☐ Native
☐ Other
☒ Don't Know
☐ Refused

7) Monthly income

☐ \$0 - \$500
☐ \$501 - \$1000
☐ \$1001 - \$1500
☐ \$1501 - \$2000
☐ \$2001 - \$2500
☐ \$2501 - \$3000
☐ \$3001 and over
☒ Don't Know
☐ Refused

8) Sources of income

☐ Employed
☐ Self-Employed
☐ Public Benefits
☐ Unemployment Benefits
☐ Disability/Worker's Comp
☐ Help from Family & Friends
☐ Child/Spousal Support
☐ No Income - Incarcerated
☐ No Income - Disabled
☐ No Income - Unemployed
☐ No Income - Stay-at-home parent
☐ Retired
☐ Student
☐ Other
☒ Don't Know ☐ Refused

9) Schooling Level

☐ None
☐ Grade (1 - 4)
☐ Middle (5 - 8)
☐ Some High (9 - 12)
☐ Grad. HS / GED
☐ Vocational / Trade
☐ Some College
☐ College Graduate
☐ Post-Graduate
☒ Don't Know
☐ Refused

10) Who referred you

☐ Judge/Master
☐ Crt Personnel
☐ Court Website
☐ ALSC
☐ AG
☐ CSSD
☐ OCS
☐ CI
☐ Attorney
☐ DV Shelter
☐ Military
☐ Bar Assoc.
☐ Friend/Family
☐ Internet
☐ Yellow Pages
☐ Other
☒ Don't Know ☐ Refused

11) SHC Visits

☐ 1
☐ 2
☐ 3
☐ 4 or more
☒ Don't Know
☐ Refused

12) CSSD Involvement

☐ Collecting ☐ None
☐ Application Pending
☒ Don't Know
☐ Refused

13) ZipCode

☒ Don't Know
☐ Refused

14) Current Residence

☒ In MOA ☐ In other State
☐ Outside MOA ☐ In other Country

15) History of Attorney

☐ Never had
☐ Consulted but didn't hire
☐ Had attorney for original case but not for mod
☐ Had attorney for DVPO but not DR case
☐ Had attorney for DR case but not DVPO

>> Facilitator

06/17/16 09:51 AM
3-06172016-52598

Facilitator Use Only

1) Who did you speak to?

<input type="checkbox"/> Plaintiff	<input type="checkbox"/> Grandparent
<input type="checkbox"/> Defendant	<input type="checkbox"/> Social worker
<input type="checkbox"/> Plaintiff's fiancé/new spouse	<input type="checkbox"/> DV Advocate
<input type="checkbox"/> Plaintiff's significant other	<input type="checkbox"/> Military legal assistance
<input type="checkbox"/> Plaintiff's parent	<input type="checkbox"/> Court Employee
<input type="checkbox"/> Defendant's fiancé/new spouse	<input type="checkbox"/> Minor
<input type="checkbox"/> Defendant's significant other	<input type="checkbox"/> Petitioner
<input type="checkbox"/> Defendant's parent	<input type="checkbox"/> Respondent
<input type="checkbox"/> Other	<input type="checkbox"/> Don't Know
<input type="checkbox"/> Refused	

2) Who is taking action in case?

☐ Plaintiff
☐ Defendant
☐ Third Party
☐ Petitioner
☐ Respondent
☐ Other
☒ Don't Know
☐ Refused

3) Case Types

<input type="checkbox"/> Divorce	<input type="checkbox"/> Stalking PO
<input type="checkbox"/> Dissolution	<input type="checkbox"/> Guardianship
<input type="checkbox"/> Custody	<input type="checkbox"/> Adoption
<input type="checkbox"/> Child support	<input type="checkbox"/> CINA
<input type="checkbox"/> Pat-establish	<input type="checkbox"/> Name Change
<input type="checkbox"/> Pat-disestab	<input type="checkbox"/> No case
<input type="checkbox"/> DVPO	
<input type="checkbox"/> Other	<input type="checkbox"/> Don't Know
<input checked="" type="checkbox"/> Don't Know	<input type="checkbox"/> Refused

4) Procedural Posture

<input type="checkbox"/> Pre-Filing	<input type="checkbox"/> Final Papers
<input type="checkbox"/> Filing Complaint	<input type="checkbox"/> Motion for Recon. / 60(b)
<input type="checkbox"/> Answering	<input type="checkbox"/> Post-Judgement Motion to Modify
<input type="checkbox"/> Default	<input type="checkbox"/> Post-Judgement Motion to Enforce
<input type="checkbox"/> Pre-Trial Motion - Substantive	<input type="checkbox"/> FLEC
<input type="checkbox"/> Pre-Trial Motion - Procedural	<input type="checkbox"/> Trial Prep Class
<input type="checkbox"/> Pre-Trial Opposition - Substantive	<input type="checkbox"/> Other
<input type="checkbox"/> Pre-Trial Opposition - Procedural	<input checked="" type="checkbox"/> Don't Know
<input type="checkbox"/> Hearing/Trial Preparation	<input type="checkbox"/> Refused

5) Issue

<input type="checkbox"/> Divorce	<input type="checkbox"/> Mod Child Support
<input type="checkbox"/> Dissolution	<input type="checkbox"/> DV
<input type="checkbox"/> Custody & Visitation	<input type="checkbox"/> Guardianship
<input type="checkbox"/> Child Support	<input type="checkbox"/> Adoption
<input type="checkbox"/> Arrearages	<input type="checkbox"/> Tribal Court Issues
<input type="checkbox"/> Property Division	<input type="checkbox"/> Military
<input type="checkbox"/> Paternity - Establish	<input type="checkbox"/> Other
<input type="checkbox"/> Paternity - Disestablis	<input checked="" type="checkbox"/> Don't Know
<input type="checkbox"/> Mod Custody and Visitati	<input type="checkbox"/> Refused

6) Children Involved

☐ None
☐ 1
☐ 2
☒ Don't Know
☐ Refused

7) Staff Category

<input type="checkbox"/> Core Facilitator	<input type="checkbox"/> Other Court Staff
<input type="checkbox"/> Specialty Facilitator	<input type="checkbox"/> Intern / Volunteer
<input type="checkbox"/> Director	<input type="checkbox"/> Volunteer Attorney
<input type="checkbox"/> Staff Attorney	<input type="checkbox"/> Other

8) Time

☒ 0 - 15 min.
☐ 16 - 30 min.
☐ 31 - 45 min.
☐ 46 - 60 min.
☐ 1 - 2 hr.
☐ 2 - 3 hr.
☐ 3+ hr.

9) Type of Service

<input type="checkbox"/> Telephone During Helpline
<input type="checkbox"/> Telephone Outside Helpline
<input type="checkbox"/> In-Person Appointment
<input type="checkbox"/> FLEC
<input type="checkbox"/> Hearing & Trial Prep Class
<input type="checkbox"/> Community Presentation
<input type="checkbox"/> Email/Fax/Mail

10) Forms

<input type="checkbox"/> Complaint	<input type="checkbox"/> Agreement & Order
<input type="checkbox"/> Fee Waiver	<input type="checkbox"/> Discovery Related
<input type="checkbox"/> Answer	<input type="checkbox"/> Expedited Packet
<input type="checkbox"/> Default Application	<input type="checkbox"/> Witness List / Exhibit List
<input type="checkbox"/> Motion Packet	<input type="checkbox"/> Trial Brief
<input type="checkbox"/> Temporary Orders Packet	<input type="checkbox"/> FFCL/Decree
<input type="checkbox"/> Custody & Visitation Plan	<input type="checkbox"/> Post-Judgement Mod Packet
<input type="checkbox"/> Best Interest Affidavit	<input type="checkbox"/> Motion to Reduce Judgement

11) Referrals Made

<input type="checkbox"/> Lawyer Referral Service
<input type="checkbox"/> Private Attorney
<input type="checkbox"/> ALSC
<input type="checkbox"/> Immigration Justice Project
<input type="checkbox"/> Unbundled list
<input type="checkbox"/> AG
<input type="checkbox"/> CSSD
<input type="checkbox"/> DV Advocate