

## Remote Services for IV-D Customers

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Orange County Child Support Services  
Department;

**Maria Livingston**

Facilitator, Orange County Superior Court;

**Melanie Snider**

Facilitator, Butte & Tehama Counties



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## Applying for Child Support Services



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## California Department of Child Support Services



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## VIOLA



- Virtual Interactive OnLine Application
- Interfaces with the Child Support Enforcement (CSE) system
- [www.childsup.ca.gov](http://www.childsup.ca.gov)

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## VIOLA Benefits

- Implemented December 2015
- Increased benefits
- Secure, quick and self-paced

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## VIOLA Benefits

- Available anywhere
- Increase customer service
- Increase use of technology
- Elimination of paper documents

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## Opportunities

- VIOLA
- Mobile Application
- Payment Options
  - Online
  - MoneyGram
  - PayNearMe



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California Department of Child Support Services

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## Remote Case Assistance

# SELF-HELP PORTAL

ORANGE COUNTY SUPERIOR COURT



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### Why Urban Courts Need Remote Services



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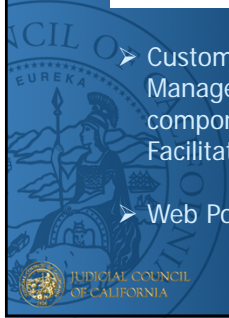
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- Customer Relations Management "CRM" component for court Facilitator/Self-Help Staff
- Web Portal for court customer



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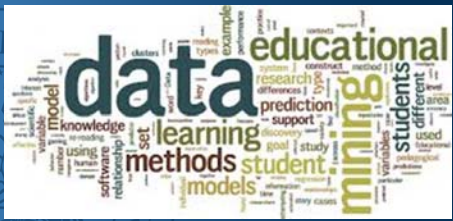
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# MY COURT CARD



Image showing a My Court Card with a barcode and a colorful display. The card is white with a black barcode and a colorful display on the right side. The background of the slide is blue with the Judicial Council of California logo and the text 'JUDICIAL COUNCIL OF CALIFORNIA' and 'EUREKA'.

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# FL-610 Module

## Demo

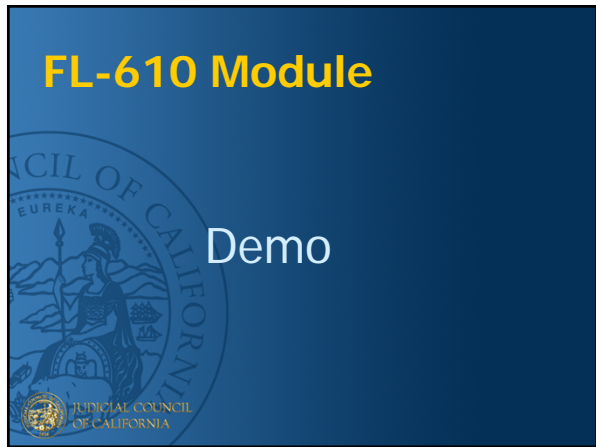


Image showing the FL-610 Module Demo slide. The background is blue with the Judicial Council of California logo and the text 'JUDICIAL COUNCIL OF CALIFORNIA' and 'EUREKA'.

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# Next IV-D Modules

- Responding to a Request for Order
- Initiating a Request for Order

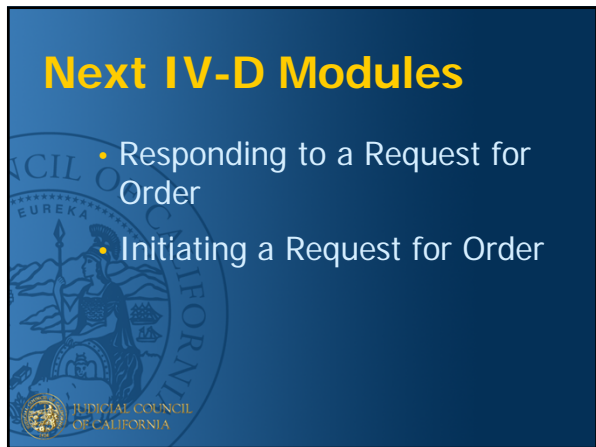


Image showing the Next IV-D Modules slide. The background is blue with the Judicial Council of California logo and the text 'JUDICIAL COUNCIL OF CALIFORNIA' and 'EUREKA'.

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**On the HORIZON**

- Guide and File
- E-Filing



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**Contact Info.**

- Maria Livingston  
Family Law Facilitator/Self-Help  
Services Manager  
Orange County Superior Court  
657-622-5085  
[mlivingston@occourts.org](mailto:mlivingston@occourts.org)



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**Using Remote Services in Rural Areas**

- Can help providers to access litigants without traveling
- Allows coverage in large areas with small staff



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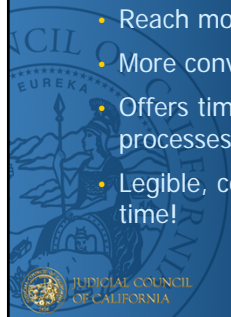
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### Why Use Remote Services?

- Reach more litigants
- More convenient
- Offers time for greater explanation of processes
- Legible, complete documents every time!



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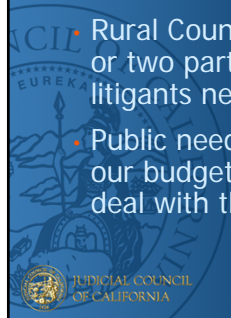
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### SHARING RESOURCES

- Rural Counties often have only one or two part time staff and lots of litigants needing help
- Public needs are expanding while our budgets are not-how can we deal with that issue?



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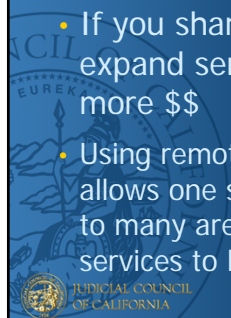
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### CONNECT WITH NEIGHBORING COUNTIES

- If you share resources, you can expand services without needing more \$\$
- Using remote video conferencing allows one site to provide the service to many areas-allowing expanded services to litigants



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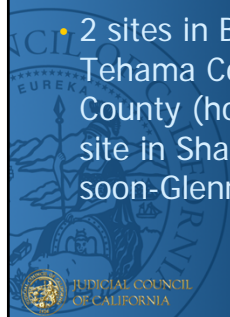
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## Our Project

- 2 sites in Butte County, 1 site in Tehama County, 1 site in Lake County (hoping to expand to 2), 1 site in Shasta County, adding soon-Glenn County



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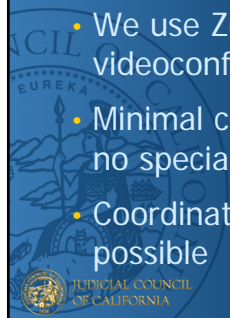
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## Videoconferencing

- We use Zoom.US for our videoconferencing
- Minimal cost and easy to use; no special equipment
- Coordinated workshops possible



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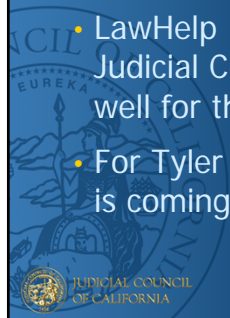
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## Automate Your Document Assembly

- LawHelp Interactive through Judicial Council is free and works well for the issues it covers
- For Tyler courts, Guide and File is coming-in the meantime-LHI



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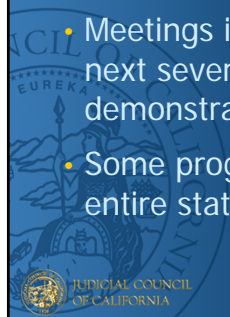
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## How Can I Get LHI?

- Meetings in Northern CA over the next several months to demonstrate and sign up
- Some programs coming out for entire state soon (DVROs!)



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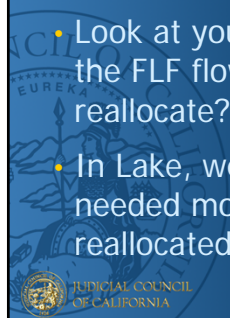
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## Reallocating Resources

- Look at your budget, then look at the FLF flowchart-can you reallocate?
- In Lake, we had more FLF \$ and needed more help than FLF-we reallocated!



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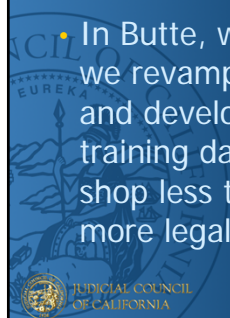
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## Reallocating Resources

- In Butte, we had retirements-so we revamped our staffing model and developed an electronic training database. We made our shop less top heavy and hired more legal assistants



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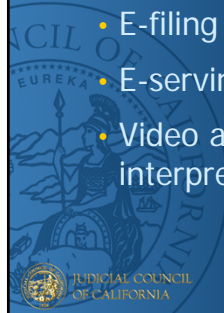
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## What is coming next?



- E-filing
- E-serving
- Video appearances and video interpreting

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## To Find Out About LHI, upcoming meetings in Ncal, or Questions



- Please feel free to contact me-
- Melanie Snider
- 530-532-7186 or
- (Better) [msnider@buttecourt.ca.gov](mailto:msnider@buttecourt.ca.gov)

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## Questions ?????



- Comments ??
- Share your ideas with the group.
- Thank you!

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