

One-Time Project (Ending 2019)**13.3 Privacy Resource Guide****Priority 2**

~~**Project Summary:** Develop and adopt a *Privacy Resource Guide* on electronic court records and access in trial and appellate courts. Following initial adoption, Judicial Council staff (led by Legal Services) will be responsible for maintaining and updating this document in consultation with appropriate subject matter advisory bodies, including ITAC.~~

Monitor and maintain the Privacy Resource Guide on Electronic Court Records and Access in Trial and Appellate Courts as needed

Key Objectives:

- ~~(a) Circulate the draft guide for branch comment; revise as appropriate.~~
- (a) Finalize and seek ITAC and JCTC approval of the guide to be published on the Judicial Resource Network (JRN).
- ~~(b) Finalize and seek approval of the guide by ITAC, the JCTC, and the Judicial Council.~~
- (b) Revise and update the Privacy Resource Guide with new privacy related laws, rules, forms, standards and best practices on an annual basis with a projected publication date after January 1, 2020 to allow for inclusion of published rules and law effective as of January 1, 2020.
- (c) Monitor and analyze how the Privacy Resource Guide is being used for the calendar year 2019, and make recommendations for which Judicial Council entity will be responsible for maintaining and updating the Privacy Resource Guide beyond 2019.

Objectives met or resolved:

- Continue development of a comprehensive statewide privacy resource guide addressing, among other things, electronic access to court records and data, to align with both state and federal requirements (completed 2018).
- Continue development of court privacy resource guide, outlining the key requirements, contents, and provisions for courts to address within its specific privacy policy (completed 2018).

Origin of Project: Tactical Plan for Technology 2017-2018; carryover from 2014-2018 Annual Agendas. Code Civ. Proc., § 1010.6 (enacted in 1999) required the Judicial Council to adopt uniform rules on access to public records; subsequently the rules have been amended in response to changes in the law and technology, requests from the courts, and suggestions from members of ITAC (formerly, CTAC), the bar, and the public.

Status/Timeline: December 2019

Resources:

- *ITAC:* Joint effort between the Rules & Policy and Joint Appellate Technology Subcommittees, Lead: Hon. Julie Culver
- *Judicial Council Staffing:* Legal Services, Information Technology
- *Collaborations:* Identity and Access Management Workstream; Appellate Advisory Committee, CEAC, TCPJAC, and their Joint Technology Subcommittee; Criminal Law Advisory Committee, and the Department of Justice



ITAC Futures Commission Directive: **Intelligent Chat**

ITAC Spotlight

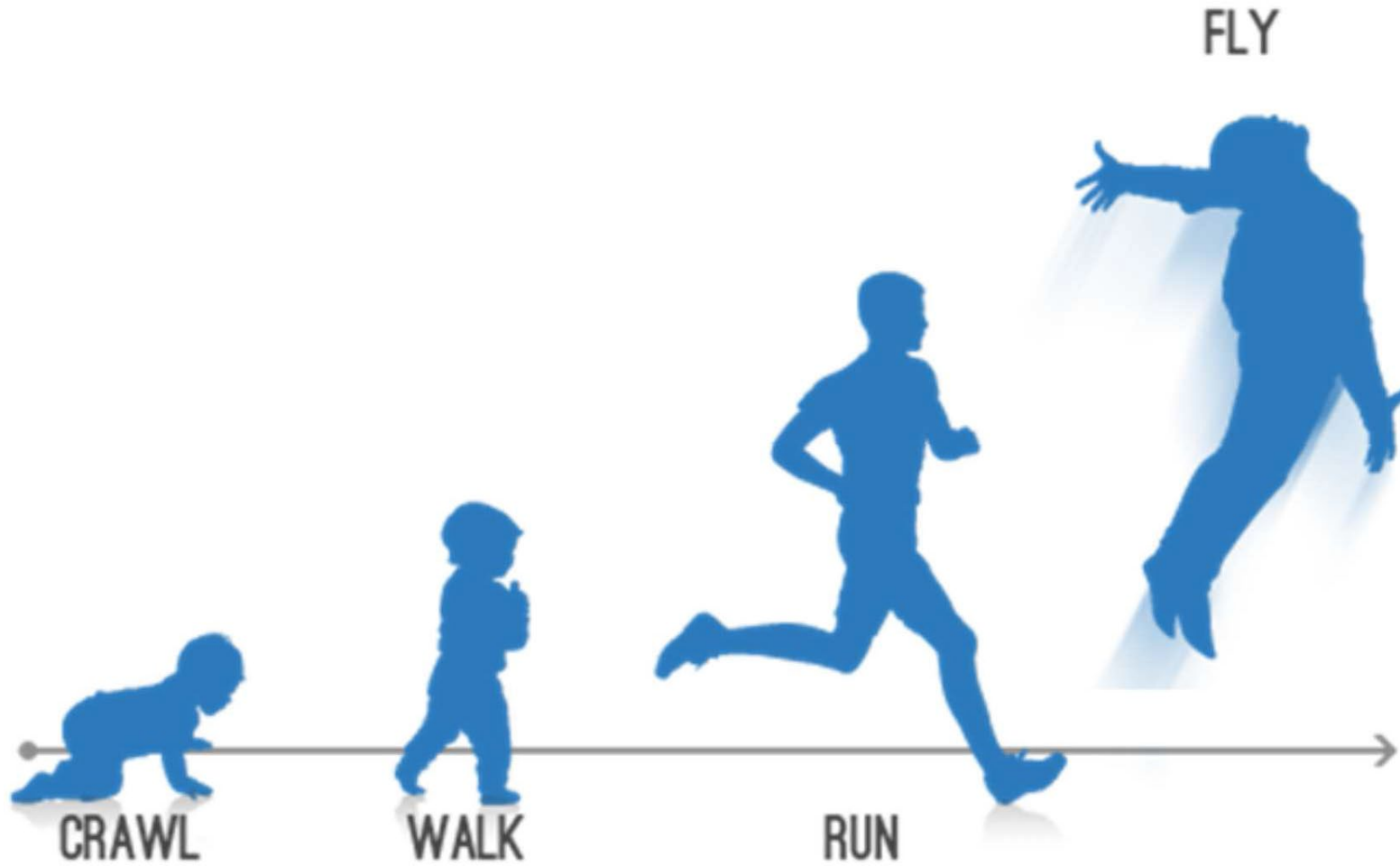
April 15, 2019

Spotlight Items

- How We Got Here
- Initial Findings
- Examples
 - CFCC LiveChat
 - Traffic Avatar
- Workstream Updates



How We Got Here



Directive from the Chief Justice*

The committee is directed to explore and make recommendations to the council on the potential for a pilot project using **intelligent chat technology** to provide information and self-help services.

- *Refer to :*
 - *The Chief's memorandum dated May 17, 2017 (Item 1 in materials), and*
 - *The 2017 Futures Commission Report, starting on page 211: Chapter Five: Technology Recommendations (Item 2 in materials)*

Workstream Team Members

Hon. Michael Groch - Sponsor

Mr. John Yee – Workstream Lead

Ms. Fati Farmanfarmaian – Project Manager

Hon. Tara M. Desautels

(Alameda)

Ms. Andrea K. Wallin-Rohmann

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Workstream Goals and Scope

- Phase 1
 - Identify and prioritize use case scenarios/user stories most critical to the branch
 - Identify legislative policies that may be an obstacle for using intelligent chatbots
 - Identify any legislative or internal policies that may be needed to enable the adoption of intelligent chatbots
 - Identify, assess and recommend technology platform(s) to explore in pilot (e.g. Google, Amazon, Microsoft, IBM, etc.)
 - Submit Findings and Recommendation Report
- Phase 2
 - Select pilot court(s)
 - Select vendor(s): draft and publish Request for Proposal (RFP)
 - Secure additional funding: draft and submit Budget Concept Proposal (BCP)

Workstream Phase 1

Planning/Prep for Workstream Phase 2

Workstream Ph 2

August 30, 2019

January 1, 2020

Workstream Research



Innovation Grants Research

Findings and Recommendations Report

July 2019 – June 2020
BCP

Criteria for selecting Pilot Courts

Criteria for selecting Vendors

Post job reqs for 0.5 Sr BSA, 1 Sr Tech Ana., 1 Sr App Dev

Draft and Publish RFP -> Select Vendors

Select Pilot Courts

Acquire JCIT Resources for Pilot Project

Draft and submit BCP for additional funding

Initial Findings

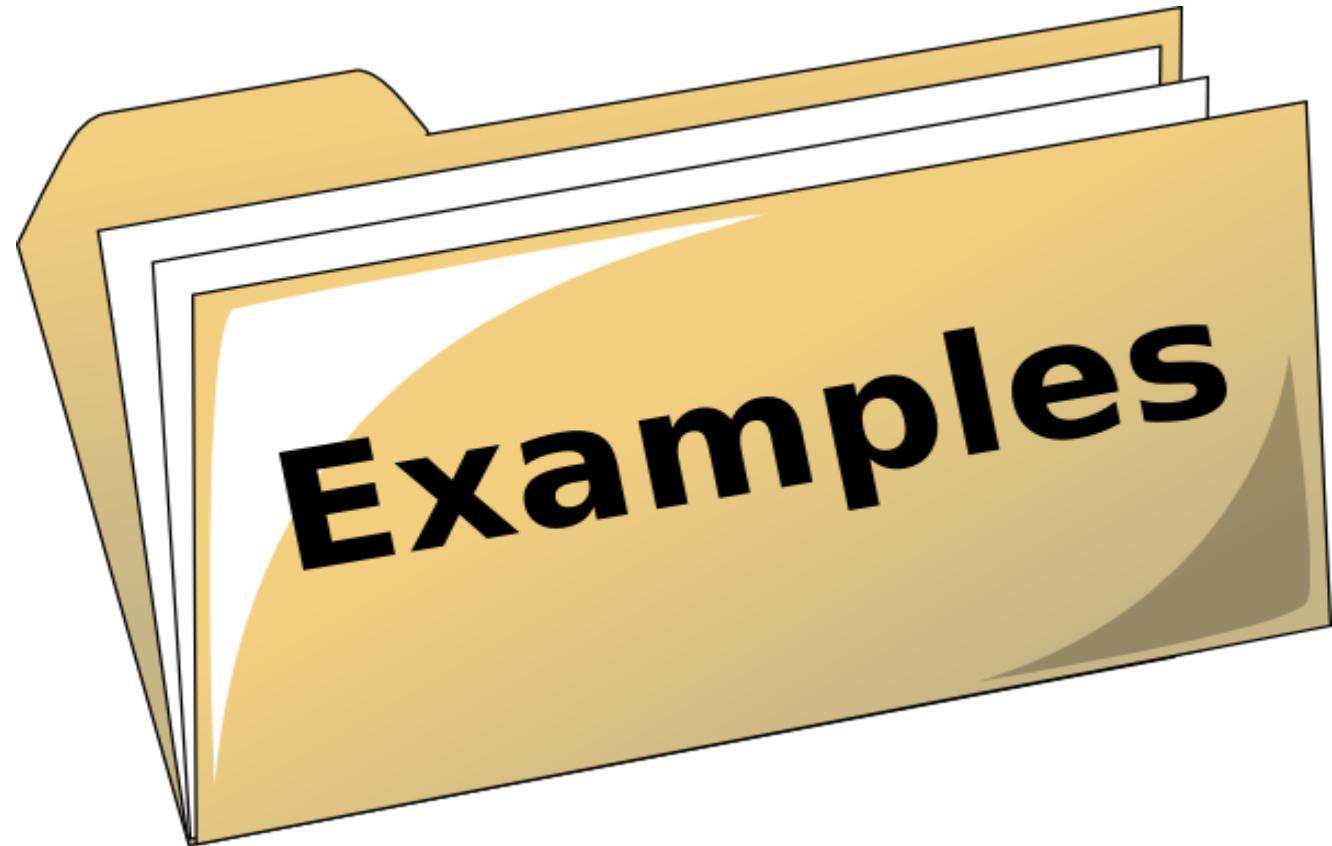


Chatbot Maturity Model



| | Level 0 | Level 1 | Level 2 | Level 3 |
|-----------------------------------|---|--|--|--|
| General Description | LiveChat | Basic Bot | Contextual Understanding | Self Learning |
| Key Characteristic | <ul style="list-style-type: none"> • Human operated conversation | <ul style="list-style-type: none"> • Human to Bot Structured Conversation • Simple Q&A • Menu based • Word based • Usually One Language | <ul style="list-style-type: none"> • Human to Bot Unstructured Conversation • Natural Language Understanding • Line based intelligence • Mood detection • Multi-channel & language Support | <ul style="list-style-type: none"> • Human to Bot Unstructured Adaptive Conversation • Bot to Bot • Conversation based intelligence • Machine Learning • Artificial Intelligence |
| Applications at the Courts | <ul style="list-style-type: none"> • CFCC Self-Help LiveChat • San Mateo LiveChat | <ul style="list-style-type: none"> • Traffic Avatar @ <ul style="list-style-type: none"> • LA (Gina) • Riverside (Iris) • Yolo • Appellate Self Help | <ul style="list-style-type: none"> • ATP Chatbot* • LA Jury Chatbot* <p><i>* Planned</i></p> | NONE AT THIS TIME |

Examples



Level 0 Chatbot Example

CFCC 's LiveChat



CFCC Live Chat Pilot



Need help with name change?

Live Chat

This chat button will connect you with a live person from the California Courts Online Self-Help Center who can help you find forms and information about name changes.

The agent is not your attorney and cannot give you advice. Any information you share with the agent during your chat is not confidential.

If you agree to the above and want to start chatting, please enter (1) only your FIRST name, (2) email address, and (3) a short description of your issue.

Introduce yourself *

Name, Email

Message

Start chatting

zendesk

Live Chat

Karen

Customer support

Karen joined the chat

Karen
Thank you for chatting!

You can have a copy of this chat session emailed to you, by clicking on "Options" in the lower left corner of your chat box (desktop users) or by clicking on the Menu icon in the upper right corner of your chat box (mobile users).

Please help us to continue to provide this service by choosing a 'thumbs up' or 'thumbs down' rating or...

take our 1 minute survey:
https://cfcc.co1.qualtrics.com/jfe/form/SV_0Jap3QXyOHKq0iF
 Thank you for chatting with us today. Have we resolved your question(s)?

Yes
 No

Type your message here

Options • Hi, karen
zendesk

Live Chat

Karen

Customer support

Karen joined the chat

Karen
Thank you for chatting!

You can have a copy of this chat session emailed to you, by clicking on "Options" in the lower left corner of your chat box (desktop users) or by clicking on the Menu icon in the upper right corner of your chat box (mobile users).

Please help us to continue to provide this service by choosing a 'thumbs up' or 'thumbs down' rating or...

take our 1 minute survey:
https://cfcc.co1.qualtrics.com/jfe/form/SV_0Jap3QXyOHKq0iF

Type your message here

Options • Hi, Sarah
zendesk

1st Statewide Forms Tool on JCC site

CALIFORNIA COURTS
THE JUDICIAL BRANCH OF CALIFORNIA

Judicial Branch Home

Courts Self-Help Forms & Rules Opinions Programs Policy & Administration News & Reference

Self-Help > Name Change > Change an Adult's Name > File a Petition to Change Your Name > Name Change Form Builder

Name Change
Change an Adult's Name
Change a Child's Name
Forms
FAQs

Name Change Form Builder

Print Español

LawHelp Interactive Programs for Self-Helpers

LawHelp Interactive is a program that will ask you a series of questions and use your answers to help you fill out court forms. This program does not provide legal advice and is not a substitute for the advice of an attorney.

- To locate an attorney to help you with your case: [Finding a Lawyer](#)
- To find your local court's self-help center: [Self-Help Center Locator](#)

LawHelp Interactive for Name Change Petition Program

This program will help you fill out the forms needed to ask the court to change your name or the name of a child and includes a fee waiver application if you need one. The Name Change Petition interview will work for:

- An adult who wants to change his or her name;
- One or two parents asking for a name change on behalf of a child or children;
- Family groups (one parent plus up to nine children).

This program is *not* for you if:

- You are getting divorced and want to change your name back to your former name — you can usually do this as part of your divorce case. See [Name Change in Divorce](#).
- You are trying to add or remove the name of a parent on a child's birth certificate — this must be done through a parentage (paternity) action in the family court.

Before Getting Started

You will need the following information before starting the Name Change Petition program:

- Name and address of the court where you will file your petition: [Find My Court](#)
 - Go to your county court website and look for court locations or filing locations
 - In most courts, Name Change Petitions are filed in the Civil Division
 - Name Change is an "Unlimited Civil" case type
 - If the court provides a mailing address for filing, you will want to enter this information as well
- The full names as they appear on the current birth certificate of every person who is seeking a name change

Steps to Follow:

- Click on **Get Started**.
- (Optional but recommended) **Sign Up to Save Your Work**
- Answer questions in the interview
- (Optional but recommended) Save your answers so you can return at another time
- When you have completed the interview, print your forms

Get Started

Notice to Users
When you click on Get Started, you will be leaving the California Courts Self-Help site and going to LawHelp Interactive, a partner website. You will be subject to the terms and conditions and the privacy policy of the LHI website, available [here](#).

Name Change Form Builder LHI Statistics (FY 18-19 Q1)

5,029 documents assembled Q1 CY 2019

Name Change Form Builder Google Analytics January '19

- 6,621 page views
- 4,729 "clicks" on Get Started

Judicial Branch Home

- Courts
- Self-Help
- Forms & Rules
- Opinions
- Programs
- Policy & Administration
- News & Reference

Self-Help > Name Change

- Name Change
- Change an Adult's Name
- Change a Child's Name
- Forms
- FAQs

Name Change

New!

The California Courts Name Change at the

Monday, Wedne
9:00 a.m. to 12:00 p.m.

Look for a green tab on pages. If you don't see above.

Live chat assistance November 15, 2018.

This section gives you name by getting a court on government-issued identification documents such as your driver's license, passport, and social security card. You will generally need a certified copy of the decree changing your name.

If you want to change your name or that of a minor, click on the relevant section below to get the steps you must follow.

Live Chat

Sofia
Customer support

Chat started

Sofia joined the chat

Sofia
Good morning! Let me see if I can help to answer your question. Before I do, I need to tell you about how I can and cannot help. I am not your attorney and cannot give you legal advice or tell you what you should do about your legal problem. The court cannot provide you with an attorney, and nothing you tell me is confidential. To protect your information, please do not share any personal or case specific information, like names, phone numbers, or case numbers. Is all of that okay with you?

Yes No

Type your message here

Options - Hi, Diana zendesk

Print Español

Search Self Help... []

GENTRO DE AYUDA
INFORMACIÓN EN ESPAÑOL

- QUICK LINKS**
- > Lawyers and Legal Help
 - > Find Court Resources
 - > Self Help A-Z Index

ASK A LAW LIBRARIAN
LIVE ONLINE REFERENCE

CALIFORNIA SELF-HELP AND
FAMILY LAW FACILITATOR
LOCATIONS

Results After 21 Week Pilot

| Who we have served | Feedback | Zendesk Analytics |
|--|--|---|
| <ul style="list-style-type: none"> ✓ Online 9 hours/week for 3 hour shifts. ✓ 1,352 customers served ✓ 80% from 10 Southern California and Bay Area courts. ✓ Most common need: understanding the entire process and local court procedures. | <ul style="list-style-type: none"> ✓ 99% positive rating on ZenDesk rating system (28% response rate) ✓ Approaching 100% satisfaction on customer satisfaction survey (22% response rate) ✓ Comments: <ul style="list-style-type: none"> • “I learned a lot and had all my questions about the name change process answered.” • “This live chat is a very helpful site. I love it.” • “The agent was very helpful and I think I can finish the forms and get it right.” • “You’ve been a tremendous help. I hope they continue to fund this program.” • “Very helpful service, professional and kind assistance received.” | <ul style="list-style-type: none"> • Av. # of users per week -64 • Av. # of users per hour – 7 • Av. # of messages/user – 16 • Av. Time per user – 16 min |

Level 1 Chatbot Examples

LA's Traffic Avatar - Gina



- Home
- Online Services
Pay Fines, Search Records...
- Forms, Filings & Files
Forms, Filing Fees...
- Self-Help
Self-Rep. Info, FAQs...
- Divisions**
Civil, Criminal, Family...
- Jury
Jury Duty Portal, Q&A...
- General Info
Courthouses, ADA...

Traffic

Traffic Court handles cases that usually begin when a citation or ticket is written by a law enforcement officer. Tickets can be issued for violations of traffic laws and other non-traffic offenses.



May I Help You?
¿En qué puedo ayudarle?

ONLINE SERVICES

Please select a language for online transactions

Seleccione su idioma para las transacciones en línea.

[Select Language] ▼

Traffic Online Services provides the following options depending on the status of your ticket.

- Pay and Close Your Ticket
- Request a Payment Plan
- Request an Extension
- Request Traffic School
- Reserve a Court Date
- Check Ticket Status

TO START:

Enter your ticket number

If you do not have your ticket number

Enter your driver's license number

See My Court Services

Interpreter Request

Schedule Traffic Clerk Appointment

REQUEST AN INTERPRETER FOR YOUR TRAFFIC CASE

도로교통법 위반 소송에 대한 통역사 신청

- English
- 한국어
- العربية
- español
- 中文
- Tiếng Việt

SCHEDULE TRAFFIC CLERK APPOINTMENT

For faster service regarding your traffic matter, schedule an appointment before visiting the court.

Click here to enter

COURT RESOURCES

Traffic Forms

Traffic Fees

Traffic Courthouses

Traffic Glossary

NOTICE

Many court forms contain important information. Please click here to read important forms for Civil, Family Law, Juvenile and Traffic in (Español, العربية, 中文, Tiếng Việt, and 한국어).

Official documents and forms must be submitted to the court in English.

NEWS & NOTICES

NEWS RELEASES

No current news releases at this time.
View all News Releases.

NOTICES TO ATTORNEYS

No current notices at this time.
View all Notices To Attorneys.

NOTICE RE: FINANCIAL HARDSHIP

Defendants may petition the court to reduce or vacate their civil assessment or request an ability to pay determination for traffic/infracton matters. Please click here for more

Riverside Traffic Avatar - IRIS

Español 
Contact Us

THE SUPERIOR COURT OF CALIFORNIA
COUNTY OF RIVERSIDE

GO

Home

Online Services
Pay Fines, Search Records...

Forms & Filing
Forms, Fees, Fax Filing...

Self-Help
Family, Civil, Evictions...

Divisions
Civil, Criminal, Family...

General Info
Local Rules, ADA, Maps...

Home » Divisions » **Traffic**

DIVISIONS

- ADR
- Appeals
- Civil
- Criminal
- Enhanced Collections
- Family Law
- Grand Jury
- Juvenile
- Probate
- Procurement
- Small Claims
- Traffic

TRAFFIC

 [Print](#)

You may handle most traffic-related matters on-line.

Payments: You may make a payment at the court, but rather than go to court, you may want to review the payment options available below. ([How to Pay Your Ticket](#))

Please be advised the court is in the process of upgrading our traffic clerk appointment calendaring program. During this upgrade the traffic clerk calendaring program will be unavailable. We apologize for any inconvenience this may cause during this upgrade.

[How to Pay Your Ticket](#)

[Search Court Records](#)

QUICK LINKS

- [Traffic Self Help !\[\]\(1f875e8ff0db454eb302861a56ff194f_img.jpg\)](#)
- [Traffic and Ticket Basics](#)
- [Local Forms](#)
- [How to Request Copies](#)
- [FAQs](#)

TRAFFIC COURT LOCATIONS

- [Banning](#)
- [Blythe](#)
- [Corona](#)
- [Hemet](#)
- [Indio](#)
- [Moreno Valley](#)
- [Murrieta](#)

**May I help you?
Click here.**

**¿En qué puedo ayudarle?
Haga clic aquí.**

需要帮助吗?点击此处.

需要幫助嗎?請按此處.

هل لي أن أساعدك؟ انقر هنا

**Tôi có thể giúp gì cho quý vị?
bấm vào đây.**

Appellate Self Help Chatbot

CALIFORNIA APPELLATE COURTS
SELF-HELP
RESOURCE CENTER

APPEALS TIMELINE
Overview of a case

PREPARE DOCUMENTS
Guided help completing forms

KNOWLEDGE CENTER 🔍
In-depth articles and resources

California Appeals Process Plain and Simple



WATCH A VIDEO

How does a civil appeal work in California?

Chat

Hi! What would you like to know about the California civil appeals process?

Type your question...



Potential Application Areas

- Divorce and Separation
- Families and Children
- Getting Started
- Traffic
- Name Change
- Eviction and Housing
- Wills, Estates and Probates
- Abuse and Harassment
- Small Claims
- Fee Waivers
- Civil Appeals
- Gender Change
- Criminal Law (Expungement)
- Seniors and Conservatories
- Problems with Money
- Guardianship
- Juror Services

Key Initial Findings

- Majority of effort is in developing and creating the knowledge bases
- SMEs are crucial to help developing appropriate chatbot interactions
- LiveChat Transcripts are excellent sources for
 - building content and
 - training chatbots
- Adding Machine Learning (ML) and Artificial Intelligence (AI) needs more time to research and develop best practices

Challenges

- Availability of Subject Matter Experts (SMEs)
 - Provide LiveChat services throughout the day
 - Ensure appropriate Content and Responses
- Using Knowledge Bases
 - Enabling chatbots to access statewide and local courts' knowledge bases

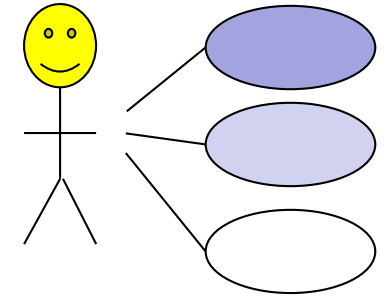
Workstream Updates

Major Tasks and Deliverables



Business/Court Operations Track

- ✓ Collect and assess current chat/Chatbot projects
 - ✓ Identify and monitor a series of court proof of concepts (POCs) to assess technology readiness for various use cases (e.g., Court of Appeal, E-Filing, Self-Help).
- ✓ Define and prioritized use cases and scenarios
 - ✓ Leverage technology summit use cases to define/refine user stories
 - ✓ Define priorities of use stories to be addressed by intelligent Chatbot technology
- ✓ Develop list of business requirements
- Identify key performance indicators and benchmark before/after success



Technology Track



✓ Assess available technology

- ✓ Perform investigation and research on needed and desired capabilities

- ⌚ Develop evaluation and assessment



Legislative, Rules & Policies Track

- ✓ Identify the need for new rules, legislation or policies to authorize the use of intelligent chat services



Workstream Deliverables

⌚ Prepare Findings and Recommendation Report

⌚ Capture learnings and research

⌚ Make recommendations

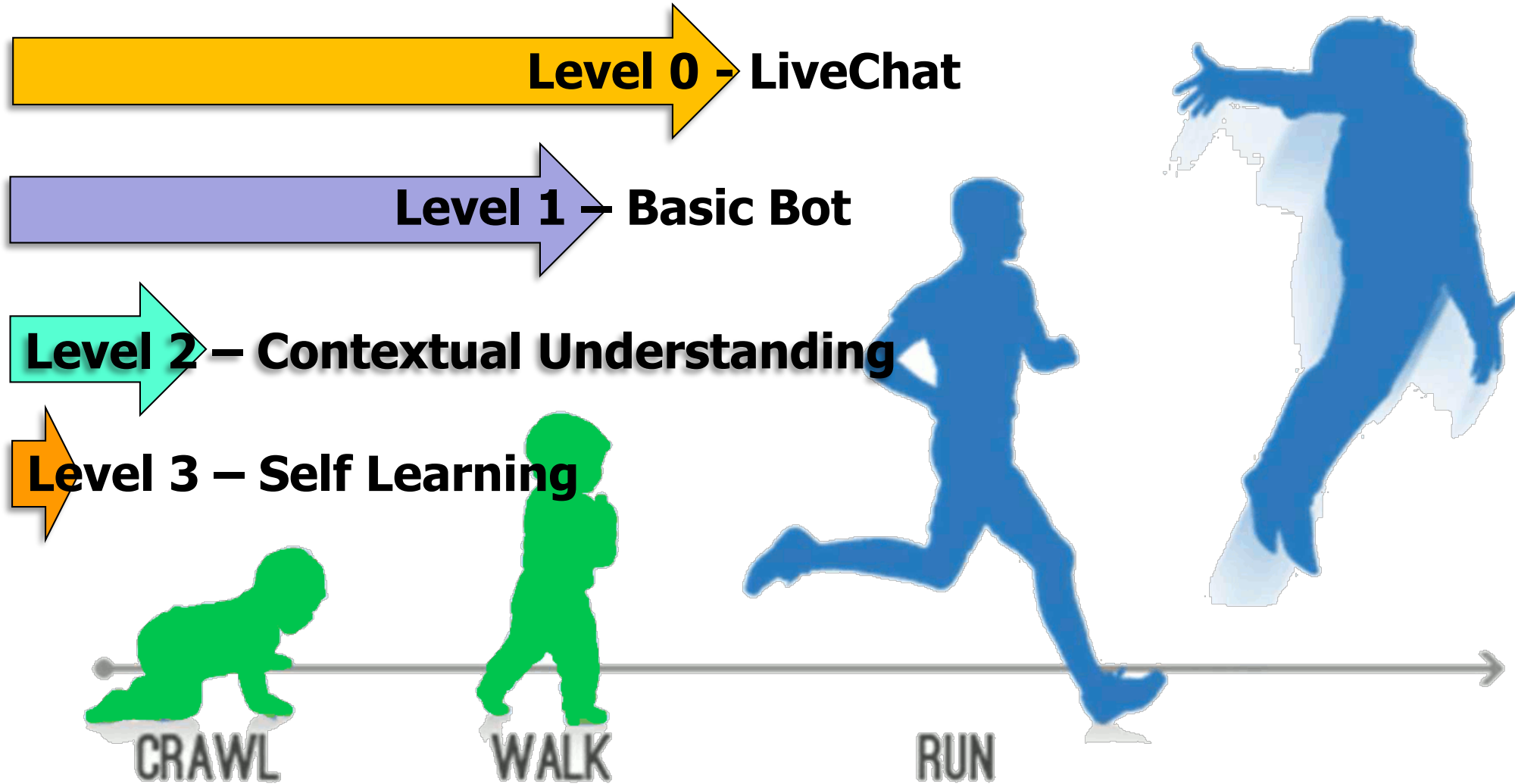
- Update Phase 2 of work plan based on results
- Seek approval from ITAC and the JCTC to conclude Phase 1 and initiate Phase 2; amend the annual agenda accordingly



Closing Remarks

- Chatbots are part of current norms
- More Content, More Information = More Access
- Technology is still improving and evolving

Where We Are Today





APPENDIX

ITAC Workplan

Information Technology Advisory Committee (ITAC) Annual Agenda—2019

Approved by Judicial Council Technology Committee: January 14, 2019

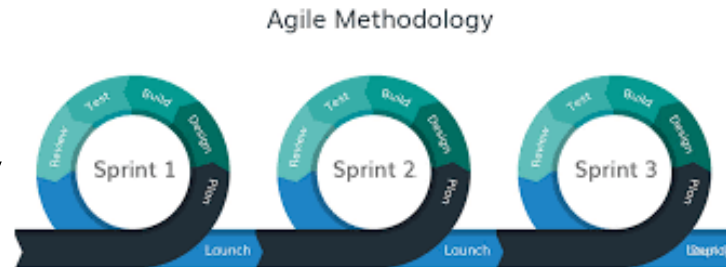
| Existing Project (Ending 2019) | |
|--|-------------------|
| 1.1 Futures Commission Directive: Intelligent Chat for Self-Help Services (Phase 1) | <i>Priority 1</i> |
| <p>Project Summary: The committee was directed by the Chief Justice to explore and make recommendations to the Judicial Council on the potential for a pilot project using intelligent chat technology to provide information and self-help services.</p> <p>Key Objectives: Included in Phase 1 of this project:</p> <ul style="list-style-type: none"> (a) Identify and monitor a series of court proofs of concepts (POCs) to assess technology readiness for various use cases (e.g., Court of Appeal, e-filing, self-help). (b) Identify key performance indicators and benchmark before/after success. (c) Capture learnings and report findings. (d) Update Phase 2 of workplan based on results. (e) Seek approval from ITAC and the JCTC to conclude Phase 1 and initiate Phase 2; amend the annual agenda accordingly. <p>Origin of Project: Chief Justice directive from the Futures Commission recommendations report; assigned to ITAC in May 2017.</p> <p>Status/Timeline: August 2019</p> <p>Resources:</p> <ul style="list-style-type: none"> • <i>ITAC:</i> Sponsor: Hon. Michael Groch • <i>Judicial Council Staffing:</i> Information Technology • <i>Collaborations:</i> Court CIOs | |

Workstream Approach

1. Workstream is organized into three tracks
 - a) Business/Court Operations Track
 - b) Technical Track
 - c) Legislative Rules & Policy Track
2. Tracks have working groups
 - a) Use of Brainstorm/Working Sessions to collaborate on ideas and complete deliverables

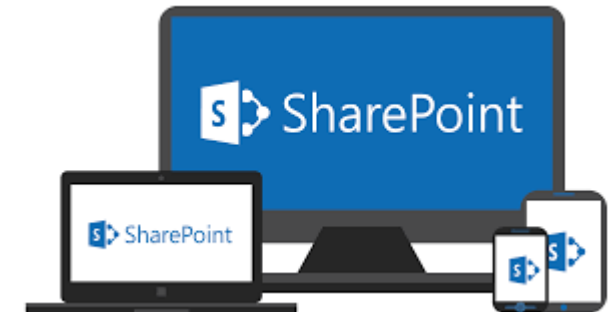
3. Project Management Methodology

- a) Use of an Agile approach



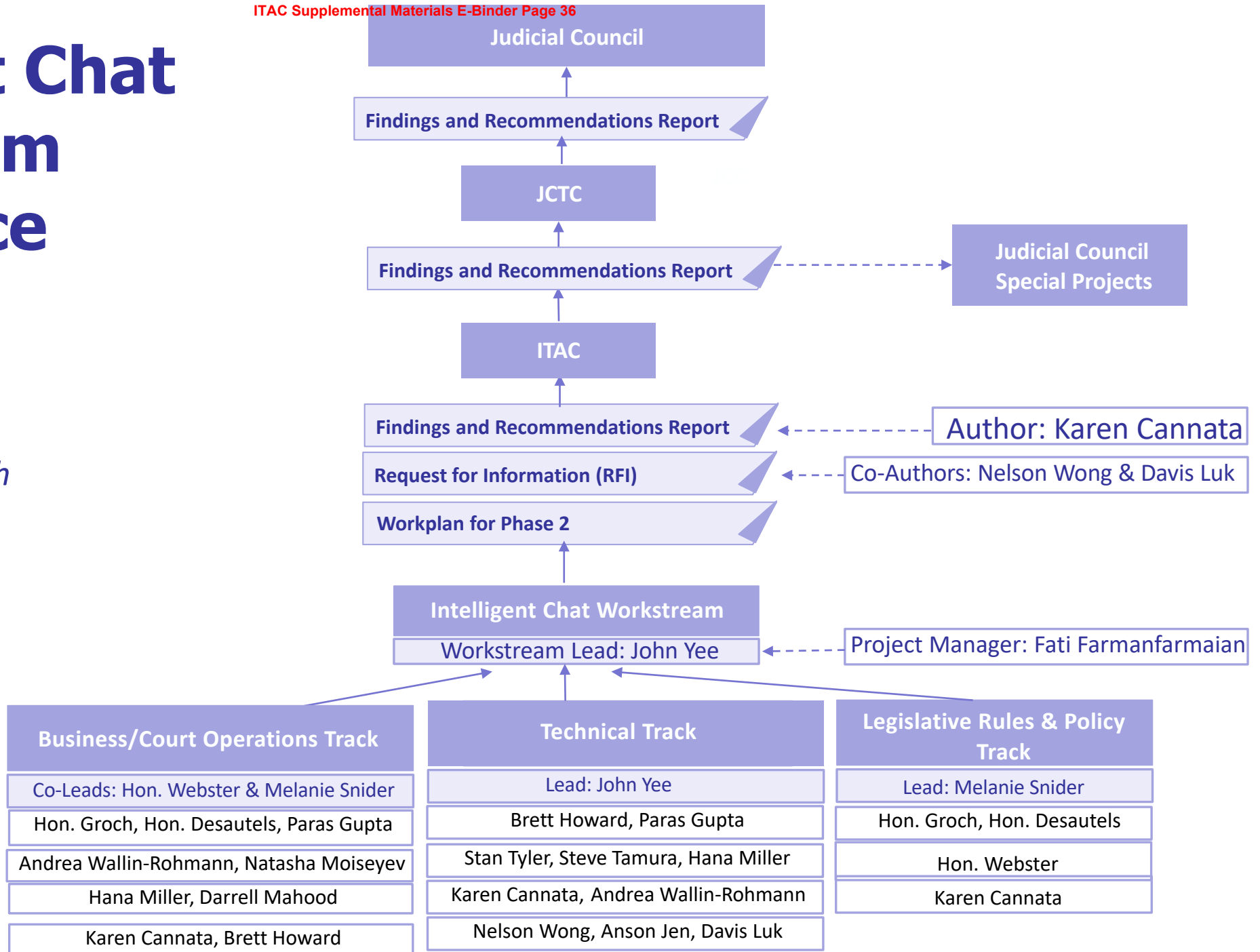
4. Leveraging Collaboration Platform

- Intelligent Chat SharePoint Site: provides a common location for team to access workstream information and artifacts



Intelligent Chat Workstream Governance Structure

*Executive Sponsor:
Hon. Michael Groch*



Workstream Key Accomplishments/Milestones

| Description | Date of Completion |
|---|--------------------|
| Complete Business Requirements | 10/12/2018 |
| Complete Legislative, Rules and Policies Assessment | 10/26/2018 |
| Complete Technology Assessment Findings | 02/01/2019 |
| Complete Findings and Recommendation Report | 08/30/2019 |
| Update Work plan Phase 2 | 08/30/2019 |
| Complete Phase 1 | 08/30/2019 |

CFCC LiveChat Appendix

The screenshot shows a web browser window with the URL www.courts.ca.gov/22489.htm. The page is titled "Name Change Form Builder" and is part of the "Self-Help" section. The navigation menu includes "Courts", "Self-Help", "Forms & Rules", "Opinions", "Programs", "Policy & Administration", and "News & Reference". The breadcrumb trail is "Self-Help > Name Change > Change an Adult's Name > File a Petition to Change Your Name > Name Change Form Builder".

The main content area is titled "Name Change Form Builder" and includes a "Print" icon and a "Español" language option. Below the title, there is a section for "LawHelp Interactive Programs for Self-Helpers" which states: "LawHelp Interactive is a program that will ask you a series of questions and use your answers to help you fill out court forms. **This program does not provide legal advice and is not a substitute for the advice of an attorney.**"

Two bullet points are listed:

- To locate an attorney to help you with your case: [Finding a Lawyer](#)
- To find your local court's self-help center: [Self-Help Center Locator](#)

The next section is titled "LawHelp Interactive for Name Change Petition Program". It states: "This program will help you fill out the forms needed to ask the court to change your name or the name of a child and includes a fee waiver application if you need one. The Name Change Petition interview will work for:"

Three bullet points are listed:

- An adult who wants to change his or her name;
- One or two parents asking for a name change on behalf of a child or children;
- Family groups (one parent plus up to nine children).

It then states: "This program is *not* for you if:"

Two bullet points are listed:

- You are getting divorced and want to change your name back to your former name — you can usually do this as part of your divorce case. See [Name Change in Divorce](#).
- You are trying to add or remove the name of a parent on a child's birth certificate — this must be done through a parentage (paternity) action in the family court.

The next section is titled "Before Getting Started" and states: "You will need the following information before starting the Name Change Petition program:"

One bullet point is listed:

- name and address of the court where you will file your petition: [Find My Court](#)

The footer of the page shows the URL www.courts.ca.gov/35393.htm and the system clock displays "8:30 AM 10/11/2018".

Name change forms builder – user satisfaction survey

- 80% say the program helps them learn about the process to change their name.
- 85% are able to print their documents.
- 86% say that the program is “very” helpful in completing their forms; 14% say “somewhat” helpful. Less than 1% don’t feel that it helped.

Well-Used Pilot...

CALIFORNIA COURTS
THE JUDICIAL BRANCH OF CALIFORNIA

Judicial Branch Home

Courts Self-Help Forms & Rules Opinions Programs Policy & Administration News & Reference

Self-Help > Name Change

Name Change

Change an Adult's Name

Change a Child's Name

Forms

FAQs

Name Change

Print Español

New!

The California Courts Self-Help Center is now offering live chat assistance for Name Change at the following times:

Monday, Wednesday and Thursday
9:00 a.m. to 12:00 p.m. Pacific Standard Time

Look for a green tab in the right bottom corner of your screen on name change pages. If you don't see it, we're offline. Please come back during the hours listed above.

Live chat assistance is provided by a pilot program and will be available until November 15, 2018.

This section gives you information on legally changing your name or a minor's name by getting a court order. With a court order you can change your legal name on government-issued identification documents such as your driver's license, passport, and social security card. You will generally need a certified copy of the decree changing your name.

If you want to change your name or that of a minor, click on the relevant section below to get the steps you must follow.

For an Adult For a Minor (<18)

Search Self Help...

CENTRO DE AYUDA
INFORMACIÓN EN ESPAÑOL

QUICK LINKS

- Lawyers and Legal Help
- Find Court Resources
- Self Help A-Z Index

ASK A LAW LIBRARIAN
LIVE ONLINE REFERENCE

**CALIFORNIA SELF-HELP AND
FAMILY LAW FACILITATOR
LOCATIONS**

Online - Need help with name change?

Live Chat Zendesk Analytics 9 Week Pilot

- 497 chats
- Av. # of users per week -55
- Av. # of users per hour – 6
- Av. # of messages/user – 23
- Av. Time per user – 16 min
- M, W, T
- 9 am – noon

The CCFC LiveChat Team

The Team: CFCC, Web Communications, Procurement

Policy Direction: Future's Commission

| Procurement | Technology | Content Development/QA | Project Management |
|-------------------|-----------------------|---|---|
| Zendesk license | Website configuration | Court outreach to all self-help centers | Project schedule, meetings, and milestones |
| Contract attorney | Widget customization | Local court website research | Policies such as data retention and customer follow-up protocol |
| | Google Analytics | 126 (and counting!) scripted responses | |
| | | User interface configuration | Partner communication |
| | | Transcript legal review and analysis | |