

# Steps to Triage

Parties would access a Family Law Triage portal, which will provide an eligibility test capable of directing filings to different pathways. The portal should be accessible as a website and via a mobile phone (with no downloading of a mobile app required). The expectation should be that users can answer questions and the portal will generate associated forms and send them to a secure cloud location where they will be tagged and ready for download.



## Step 1 General Interview Screens



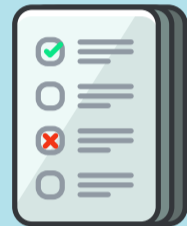
- Petitioner will access the Family Law Triage portal webpage/online system application that will display information, resources, and the local confidentiality rules to understand the filing process. To begin, the user will complete general interview questions.

*See Appendix A*

## Step 2 Initial Divorce/Dissolution Eligibility Questions

- The petitioner will be prompted to answer Initial Eligibility Questions and identify whether there are any cases related to the dissolution.

*See Appendix B*



## Step 3 Secondary Screening

- At this point, the tool should filter out which cases are Streamlined or need to respond to Secondary Screening Questions.
- If not streamlined, the petitioner will be prompted to answer secondary screening questions. They will only see questions related to their situation based on responses from Part 2 - *See Appendix C*

## Step 4 Dynamic Interview Questions

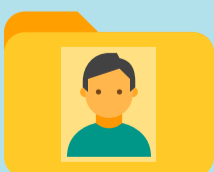
- At this point, the tool should have sufficient information to determine if the case is Judicial/Specialized or Tailored/Mediation.
- The petitioner will be prompted to answer questions to complete the petition/forms. They will only see questions related to their situation based on responses from Part 2 - *See Appendix D*



## Step 5 End of Interview Process

- Once the petitioner has completed the remaining interview questions, a screen containing information about next steps will be displayed.

*See Appendix E*





## Appendix A - STEP 1: GENERAL INTERVIEW SCREENS

Display the following screens:

- Current Screen 1 (Welcome Screen)
- Current Screen 2 (Case Information)
- Current Screen 3.1 (Plaintiff Personal Information - Minus Monthly Income)
- Current Screen 23 (Name Change)
- Current Screen 3.2 (Defendant Personal Information - Minus Monthly Income)
- Current Screen 5 (Marriage Information)

Notes/Discussion Points:

### 1<sup>st</sup> Screen:

Screen 1

### Complaint for Divorce

This interview will guide you through the information needed to file for a divorce. The interview will ask what you want to propose as the final terms for the divorce in regard to:

- How any community property and debts should be divided
- Whether alimony should be ordered
- Whether you want a former name restored (if applicable)
- If you have children, your proposal for custody of the minor children, visitation schedules, and holiday visitation
- If you have children, your proposal for child support and who should provide health insurance for the children

At the end of the interview, the court forms you need will be created based on your answers. You will have to file the forms at the court where the case was filed.

[Learn More](#) [Check Your Eligibility](#) [Start](#)

- Include rules of confidentiality
- Add information regarding how much time this will take.



- Add brief information explaining service of process maybe after the “you will have to file the forms at the court...” and then repeat the service of process steps at the end of the guided interview.
- Add tab with available resources. Is this the “learn more” button
- Remove “Check your eligibility” button and leave the “Start” button to begin the process.
- Proposed language:
  - This interview will guide you through the information needed to file for a divorce. The interview will ask you .....
  - At the end of the interview, the court forms you need will be created based on your answers.
  - You will have to file the forms at the court where the cases was filed. (Propose using different language here)

## Screen 2

Screen 2

### Case Information

Most family law issues, such as divorce, are filed in your county's District Court.

Please choose the court where your case will be filed.

County

▼

What is your name?

First Middle Last

What is your spouse's name?

First Middle Last

### Nevada Residency

One spouse (or both) must live in Nevada for at least 6 weeks before filing for divorce.

Which one of you is a Nevada resident?

[auto\_fill\_spouse\_1\_name]  [auto\_fill\_spouse\_2\_name]  Both

On the PDF, we need to show the District Court. You can use this table to identify the name of the court based on the county:

Carson City	>>	First Judicial District
Churchill County	>>	Tenth Judicial District
Clark County	>>	Eighth Judicial District
Douglas County	>>	Ninth Judicial District
Elko County	>>	Fourth Judicial District
Esmeralda County	>>	Fifth Judicial District
Eureka County	>>	Seventh Judicial District
Humboldt County	>>	Sixth Judicial District
Lander County	>>	Eleventh Judicial District
Lincoln County	>>	Seventh Judicial District
Lyon County	>>	Third Judicial District
Mineral County	>>	Eleventh Judicial District
Nye County	>>	Fifth Judicial District
Pershing County	>>	Eleventh Judicial District
Storey County	>>	First Judicial District
Washoe County	>>	Second Judicial District
White Pine County	>>	Seventh Judicial District

Arayuda Ajmi



- Replace “Most family law issues, such as divorce, are filed in your county’s District Court” language maybe “Please enter your contact information below”

### Your Jurisdiction Residency

1. Have you or the other party lived in your jurisdiction for the last 6 months/weeks? [Display a pop-up explaining residency requirement]
  - a. Proposed residency requirement language: One spouse (or both) must live in your jurisdiction for at least 6 weeks before filing for a divorce. Most divorces are filed in your county’s District Court.
  - b. Is the residency requirement in your jurisdiction 6 weeks or 6 months?
2. Which one you is a resident of your jurisdiction? (Current options displayed is fine)
3. Please choose the court where your case will be filed. – Add County Dropdown

### Screen 3.1 Plaintiff Personal Information (Minus Monthly Income)

- Plaintiff Personal Information
- Court Interpretation Information
- Remove Monthly Income

### Screen 3.2 Defendant Personal Information (Minus Monthly Income)

- Currently, this is Screen 4.
- Remove Monthly Income



## APPENDIX B - STEP 2: INITIAL DIVORCE/DISSOLUTION ELIGIBILITY QUESTIONS

Display the following screens:

- Initial Eligibility Questions - **New Screen** containing the question in the table below.
- Current Screen 7.3 (B) Do either of you know of any other case that could affect this case, such as custody cases, domestic violence cases, protection order cases, or adoptions/terminations?

INITIAL ELIGIBILITY QUESTIONS		
Question	Response Options	Decision Matrix
1. Do you have any children under the age of 18 with the other party?	Yes, No	If yes, Simple Streamlined is out. Go to Secondary Screening questions, children module. Also, ask Child Abuse/Violence module questions.
2. Do you have any property or assets to divide with the other party?	Yes, No	If yes, go to Secondary Screening questions Assets/property module. Not eligible for Simple Streamlined. (In later iterations, this can be eligible for streamlined if parties agree on division).
3. Are you seeking financial support from the other party?	Yes, No	If yes, Simple Streamlined is out. Go to Secondary Screening questions. Assets/property module.
4. Are you seeking change to an existing order?	Yes, No	If yes, go to Secondary Screening questions. Simple Streamlined is out.
5. [Display a pop-up describing modification] – Need language regarding modification from your jurisdiction.		



<p>6. During the last three months, has communication with your former partner been good?</p>	<p>A. All of the time          B. Most of the time          C. A little more than half of the time          D. A little less than half of the time          E. A little of the time          F. At no time</p>	<p>If C-F, go to Secondary Screening questions. Simple Streamlined is out.</p> <p>Or</p> <p>do these not trigger secondary screening questions?</p>
<p>7. How do you see the degree of conflict in your divorce?</p>	<p>A. Very low degree of conflict          B. Low degree of conflict          C. Moderate degree of conflict          D. High degree of conflict          E. Very high degree of conflict</p>	<p>If C-E, go to Secondary Screening questions. Simple Streamlined is out.</p> <p>Or</p> <p>do these not trigger secondary screening questions?</p>
<p>8. What do you think of this statement?          “My former partner and I are generally good at dealing with</p> <p>9. conflicts between us.”</p>	<p>A. Strongly agree          B. Agree          C. Disagree          D. Strongly disagree</p>	<p>If C-D, go to Secondary Screening questions. Simple Streamlined is out.</p> <p>Or</p> <p>do these not trigger secondary screening questions?</p>
<p>10. What do you think of this statement?          “I respect my former partner as a person”</p>	<p>A. Strongly agree          B. Agree          C. Disagree          D. Strongly disagree</p>	<p>If C-D, go to Secondary Screening questions. Simple Streamlined is out.</p> <p>Or</p> <p>do these not trigger secondary screening questions?</p>



11. Have you ever been afraid that your former partner would physically harm you?	Yes, No	If yes, go to Secondary Screening questions, IPV self-module
12. Has the other party hurt you?  13. [Display a pop-up defining "hurt"] – Need language defining hurt from your jurisdiction.	Yes, No	If yes, go to Secondary Screening questions, IPV self-module
<b>THEN CLASSIFY CASE AS:</b> STREAMLINED	<b>AND SHOW THE FOLLOWING SCREEN:</b> PART 5: END OF INTERVIEW PROCESS/INSTRUCTIONS	

**Reusing Current Screen 7.3 (B)**

Discussion Notes:

Do either of you know of any other case that could affect this case, such as custody cases, domestic violence cases, protection order cases, or adoptions/terminations?

- From user story: As court staff, the court needs an API to conduct a court record search for related cases with the court case management system to display to the user.
  - Are we conducting the court record search or will it be a manual search by court staff after the filing of petition? (Options based on Lab discussion)
  - Do we need to modify these current questions such as "Is the case still active?"
    - If yes, do any of these questions remove the case from streamlined?

[Screenshot of Current Screen 7.3 (B) on the next page]



## Screen 7.3

### Other Cases

The judge needs to know about any cases involving the adverse party, you, and/or the minor child(ren). This will help the judge make their decision.

Have either of you participated in any case concerning these children as a party, witness, or in some other capacity?

Yes

No

Show this box if answer is "yes":

#### Parties Involved

[auto\_fill\_name\_spouse\_1]

[auto\_fill\_name\_spouse\_2]

#### Children Involved

[auto\_fill\_child\_1]

[auto\_fill\_child\_2]

[auto\_fill\_child\_3]

#### Information about the case.

City or County filed in

City/County

Case number

Case number

Date filed

YYY/MM/DD

Last order date

YYY/MM/DD

Add more rows

City/County	Case Number	Parties Involved	Children Involved	Date of Filing	Last Order Date
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## Appendix C – PART 3: SECONDARY SCREENING

There is a total of 4 secondary screening question groups. Therefore, 4 new screens will need to be developed. Petitioner will only see the screens related to their situation based on responses from **Part 2.**

The following new screens will need to be developed.

- Secondary Screening – Children Module
- Secondary Screening – Child Abuse & Violence Module
- Secondary Screening – IPV self-module
- Secondary Screening – Assets/Property



### Secondary Screening – Children Module Questions

1. How many children under the age of 18 do you have with the other party? \_\_\_\_\_

What are their names and ages? \_\_\_\_\_

Depending on the number of children, the system will generate the correct number of blanks for their names and ages.

2. What do you think of this statement? “My former partner and I have no trouble talking about issues concerning our child/children.”

- A. Strongly Agree
- B. Agree
- C. Disagree
- D. Strongly Disagree

3. What do you think of this statement? “My former partner and I can both participate in important family events without creating a bad atmosphere.”

- A. Strongly Agree
- B. Agree
- C. Disagree
- D. Strongly Disagree

4. Do you and the other party agree on a plan for the children?

**[Display a pop up that explains a plan typically includes....**

Plain language related to these ideas. The plan should include (a) how much time each of you will spend with the children; (b) how major decisions about the children (healthcare, education, religion) will be made; and (c) financial issues related to the children (e.g., child support, health care insurance and cost, and/or claiming the children for tax purposes).]

YES     NO

**If no**, ask: Do you and other party agree on:

a) How much time you will each spend with the children?

YES     NO

b) How to handle health care for the child(ren)?

YES     NO

c) Who will pay for health care for child(ren).

YES     NO

d) How to handle the child(ren)'s education?

YES     NO

e) Whose insurance will cover the child(ren)'s health care?

YES     NO

f) Who will pay for other health care costs for the child(ren)?

YES     NO

g) How to handle the child(ren)'s exposure to religion?



YES       NO

h. The amount of child support?

YES       NO

i. Who will claim the child(ren) for tax purposes?

YES       NO

j. How to handle holidays, birthdays and special events?

YES       NO

k. Financial support for child(ren)?

YES       NO

5. Would you like help in creating a plan to address these issues?

YES       NO



### Secondary Screening – Child Abuse & Violence Module Questions

1. Do you and the other party both have access to the children? **[Display a pop-up defining access]**  
 YES       NO

2. Is the other party preventing you from accessing the child(ren) on a regular basis? **[Display a pop-up describing “regular basis” and “accessing”]**  
 YES       NO

3. Do your child(ren) refuse to see the other party? **[Display a pop-up explaining that this must be “regular” and “significant” refusal and what that means]**  
 YES       NO

4. Has your child(ren) seen or heard violence in the home?  
 YES       NO

5. Do you think the other parent lacks the ability to safely care for your child(ren)?  
 YES       NO

If yes, dig deeper:

If you said yes to the previous question, is it because of their:

- a. Severe mental health problems?
- b. Illegal drug use, misuse of prescription drugs and/or
- c. Abuse of alcohol?
- d. Other (please describe): \_\_\_\_\_

6. Do you have other concerns about the safety of our child(ren) when in the care of the other parent?  
 YES       NO

7. Has the other party ever harmed the child(ren)? **[Display a pop-up defining “harm”]**  
 YES       NO

8. Has the other party ever threatened to hurt the child(ren)? **[Display a pop-up defining “hurt”]**  
 YES       NO

9. Do you worry that the other party will permanently take the children out of the area without telling you or getting your permission?  
 YES       NO

10. Do you fear the other party will try to control how you ask for what you and the children need?  
 YES       NO



## Secondary Screening – IPV self-module Questions

### [Display a pop-up stating:

You are now going to be asked some questions about your relationship with the other party. Some of these questions may be upsetting. For example, some ask about any past conflicts or fights. You may wonder why you are being asked these questions. These questions are helpful for figuring out what kind of process would work well for your situation.]

1. Has the other party has forbidden you to go out without them, or acted extremely jealous, or successfully controlled your activities? **[Display a pop-up to explaining- work, contact with family/friends, access to money.]**  
 YES       NO
2. Has the other party followed you in a way that made you feel frightened? **[Display a pop-up explaining this with examples: following or contacting me against my will, spying on the Internet or leaving threatening messages on social media, taping conversations.]**  
 YES       NO
3. **[HIGH LETHALITY QUESTION]** Has the other party used a weapon against you or your children or threatened to do so? Display a pop up explaining “weapon”.  
 YES       NO
4. **[HIGH LETHALITY QUESTION]** Has the other party threatened to kill you or your children?  
 YES       NO
5. **[HIGH LETHALITY QUESTION]** Do you think the other party might try to kill you?  
 YES       NO
6. Has the other party punched you, kicked or stomped on you, choked/strangled you or cut off your breathing, burned you with something, or done something like these behaviors.  
 YES       NO
7. Has the other party physically forced you to engage in sexual activities against your will.  
 YES       NO
8. Have you received a severe or permanent injury as a result of the other party’s actions? **[Display a pop-up defining a severe injury (, a major wound, severe bleeding, burn, being knocked out) and a pop-up defining a permanent injury (such as blindness, loss of hearing, disfigurement, or chronic pain).]**  
 YES       NO
9. Do you currently feel fearful, scared, or afraid of physical harm to myself or to others, as a result of the other party’s actions?  
 YES       NO
10. If you answered yes to any of these questions, please feel to provide additional information about safety concerns you might have.  
 [Space for text response]



### Secondary Screening – Assets/Property Questions

1. Are you trying to divide property or debts?

YES       NO

If yes, we can ask them to identify property at issue. Car, house, level of debt, etc.

2. Do you and the other party agree on how to divide up property and handle money issues?

Display a pop up explaining contested v. uncontested divorces, as well as what property refers to, and money issues includes division of debts, bank accounts, etc.)

YES       NO

3. Do you and the other party have agreement on some areas, such as:

a. The division of assets?

YES       NO

b. The division of debts?

YES       NO

c. Financial support for you?

YES       NO



## Decision Matrix to Determine Secondary Screens

<p align="center"><b>IF YES TO THE FOLLOWING PART 2 INITIAL SCREENING QUESTIONS</b></p>	<p align="center"><b>THEN - SHOW THE FOLLOWING SECONDARY SCREENING (PART 3)</b></p>
<p># 2 - Do you have any children under the age of 18 with the other party?  (User Story - Scenario 2)</p>	<p>Secondary Screening – Children Module  <b><u>And</u></b> Secondary Screening – Child Abuse &amp; Violence Module</p>
<p># 3 - Do you have any property or assets to divide with the other party?  (User Story - Scenario 4)</p>	<p>Secondary Screening – Assets/Property</p>
<p># 4 Are you seeking financial support from the other party?  (User Story - Scenario 4)</p>	<p>Secondary Screening – Assets/Property</p>
<p># 5 Are you seeking change to an existing order?  (User Story - Scenario 5)</p>	<p>Secondary Screening Modules - Children; Child Abuse &amp; Violence; IPV self-module, Assets/Property</p>
<p># 10 Have you ever been afraid that your former partner would physically harm you?  (User Story - Scenario 3)</p>	<p>Secondary Screening – IPV self-module</p>
<p># 11 Has the other party hurt you?  (User Story - Scenario 3)</p>	<p>Secondary Screening – IPV self-module</p>



### **Decision Matrix to Determine Pathway**

<b>Secondary Screening</b>	<b>Responses</b>	<b>Decision</b>
Secondary Screening – Children Module	If yes to question # 4 - Do you and the other party agree on a plan for the children?	Tailored/Mediation – Unless Lethality IPV indicated or high levels of conflict indicated.
Secondary Screening – Child Abuse & Violence Module	If Yes to questions any of these questions (except #1)	Judicial/Specialized – otherwise classify as Tailored/Mediation unless Lethality IPV indicated or high levels of conflict indicated.
Secondary Screening – IPV self-module	If Yes to questions 3,4, or 5	Judicial/Specialized - otherwise classify as Tailored/Mediation
Secondary Screening – Assets/Property	If Yes to question # 3	Tailored/Mediation - Unless Lethality IPV indicated or high levels of conflict indicated.





## Appendix D - STEP 4: DYNAMIC INTERVIEW QUESTIONS

The following screens will be displayed to the petitioner if applicable. Most of the screens are currently developed. 1 screen to capture monthly income will need to be developed.

- Screen # (Monthly Income) **(New Screen – See below)**
- Current Screen 6 (Pregnancy Information)
  - Note for team – If Super Streamlined – Do we need to ask questions on Screen 6 (Pregnancy Information)
- Current Screen 7.1 (Children Information)
- Current Screen 7.1 (Children Custody)
- Current Screen 7.3 (A) (Have either of you participated in any case concerning these children as a party, witness, or some other capacity?)
- Current Screen 7.4 (Persons who claim custody/visitation)
- Current Screen 7.2 (Children Residency)
- Current Screen 7.3 (B) (Financial Information – Child Support Amount)
- Current Screen 14 (Parenting Timeshare and Holiday Schedule)
- Current Screen 8 (Financial Information) – Note instruction regarding public assistance regarding child support – do we need to ask about public assistance if no children?
- Current Screen 9 (Division of Community Properties & Debts)



Create new screen titled “Monthly Income” with the following fields:

1. Plaintiff Monthly Income

### Monthly Income

The court needs to know both parties' gross monthly incomes to make sure child support is set correctly. Gross monthly income includes money received from work, social security, unemployment pension/retirement, interest/investments, veteran's benefits, military allowances, etc. It does not include SSI, SNAP, TANF, Cash benefits from the country, or child support received

[auto\_fill\_Plaintiff\_name] Income  \$

2. Defendant Monthly Income

show this when children are involved

### Monthly Income

The court needs to know both parties' gross monthly incomes to make sure child support is set correctly. Gross monthly income includes money received from work, social security, unemployment pension/retirement, interest/investments, veteran's benefits, military allowances, etc. It does not include SSI, SNAP, TANF, Cash benefits from the country, or child support received

[auto\_fill\_Defendant\_name] Income

[auto\_fill\_Defendant\_name]'s income is unknown



## Decision Matrix to Determine Dynamic Screens

Petitioner will only see screens related to their situation based on responses from Part 2

<p><b>IF YES TO THE FOLLOWING PART 2 INITIAL SCREENING QUESTIONS</b></p>	<p><b>THEN SHOW THE FOLLOWING DYNAMIC SCREENS (PART 4)</b></p>
<p># 2 - Do you have any children under the age of 18 with the other party?  (User Story - Scenario 2)</p>	<ul style="list-style-type: none"> <li>• Screen # (Monthly Income) <b>New Screen</b></li> <li>• Current Screen 6 (Pregnancy Information) <ul style="list-style-type: none"> <li>○ Note for team – If Super Streamlined – Do we need to ask questions on Screen 6 (Pregnancy Information)</li> </ul> </li> <li>• Current Screen 7.1 (Children Information)</li> <li>• Current Screen 7.1 (Children Custody)</li> <li>• Current Screen 7.3 (A) (Have either of you participated in any case concerning these children as a party, witness, or some other capacity?)</li> <li>• Current Screen 7.4 (Persons who claim custody/visitation)</li> <li>• Current Screen 7.2 (Children Residency)</li> <li>• Current Screen 7.3 (B) (Financial Information – Child Support Amount)</li> <li>• Current Screen 14 (Parenting Timeshare and Holiday Schedule)</li> <li>• Current Screen 8 (Financial Information) – Note instruction regarding public assistance regarding child support – do we need to ask about public assistance if no children?</li> </ul>
<p># 3 - Do you have any property or assets to divide with the other party?  (User Story - Scenario 4)</p>	<ul style="list-style-type: none"> <li>• New Screen 4 (Monthly Income) – Note: Do we need to ask if only dividing property/assets?</li> <li>• Screen 8 (Financial Information) – Note instruction regarding public assistance regarding child support – do we need to ask about public assistance if no children?</li> <li>• Screen 9 (Division of Community Properties &amp; Debts)</li> </ul>
<p># 4 Are you seeking financial support from the other party?  (User Story - Scenario 4)</p>	<ul style="list-style-type: none"> <li>• New Screen 4 (Monthly Income)</li> <li>• Screen 8 (Financial Information) – Note instruction regarding public assistance regarding child support –</li> </ul>



	do we need to ask about public assistance if no children?
# 5 Are you seeking change to an existing order?  (User Story - Scenario 5)	<ul style="list-style-type: none"><li>• New Screen 4 (Monthly Income)</li><li>• Screen 8 (Financial Information) – Note instruction regarding public assistance regarding child support – do we need to ask about public assistance if no children?</li></ul>
# 10 Have you ever been afraid that your former partner would physically harm you?  (User Story - Scenario 3)	<ul style="list-style-type: none"><li>• Show Case/Petition Screens as assigned above for questions 2, 3, 4, 5.</li></ul>
# 11 Has the other party hurt you?  (User Story - Scenario 3)	<ul style="list-style-type: none"><li>• Show Case/Petition Screens as assigned above for questions 2, 3, 4, 5.</li></ul>



## Appendix E - STEP 5: END OF INTERVIEW PROCESS

Display the following screen:

- Current Screen 15 (End of Interview Screen)

### Discussion topics:

- Does your jurisdiction want to modify/add language to the below screen such as information regarding service?
- Do you want to provide information on parenting classes or child support?
- Will your jurisdiction choose to display the pathway assignment?

#### **End of the Interview**

**Congratulations, you have completed all the required information to create the forms to file for divorce.**

**Your forms and a step-by-step timeline will be created next. This program does not file the forms for you. You will need to save these forms and file them with the court with any required filing fee or a fee waiver application.**

**By creating the forms, you are declaring under penalty or perjury that the information you provided is true and correct to the best of your knowledge.**

**Would you like to proceed?**

- Yes, create my forms. I understand I must save the forms and file them at the court.**