

# Family Court:

Improving the User Experience

A Documentation of Process



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## Research

In order to understand the complete ecosystem, we conducted both primary and secondary research.

### Primary research methodologies:

- *Information sharing session:* To get started on understanding the many divisions, terminologies, processes of the very large, complex system that is the Family court division, the project with a session with key personnel from different departments. Through this session, we developed a skeleton understanding of the ecosystem and how it functions, including the problems from their perspective.
- *In-depth interviews:* While group discussions allow for more width to be covered on a topic, one on one interviews allow for a more personal and deeper conversation about that respondent and their point of view. It also allows respondents to feel comfortable sharing their perspective without influence. Interviews were conducted among users of the court and line staff
- *Observation:* Observations are a great way to reduce the SAY-DO gap (between what people say and what they actually do), filling the gaps that arise from selective memory of the respondents, and finally corroborating what people said. We observed the courthouse for 2-3 hours each on 3 different days

### Secondary research:

We read the following documents:

- Subpoenas
- PLC instructions and form
- Private dependency instructions

- Dependency petition
- Family division annual report
- CYF Family member survey
- Trauma report for family court shared by DHS

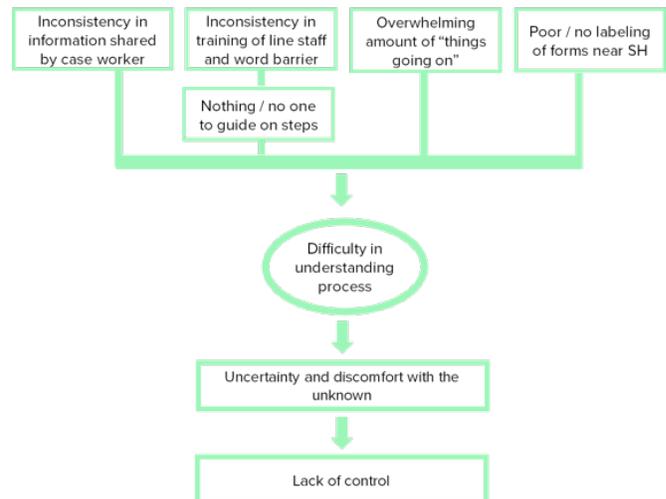
## Key findings

### Difficulty in understanding how the system works

Several first-time users found the system confusing, and couldn't understand what to do. There were some who didn't even know they had to get an attorney, some that didn't know they had to check in. This difficulty in understanding what to do and expect was caused because of several reasons:

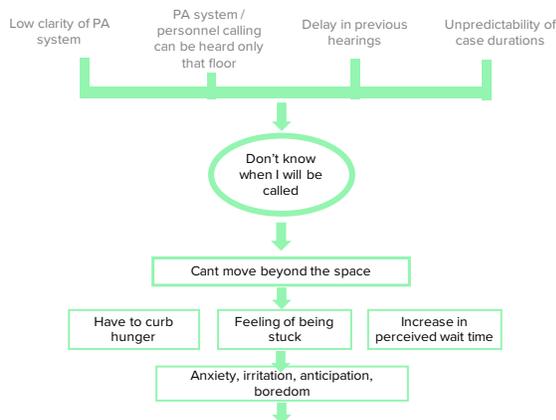
- Incomplete information shared by case worker
- Not having anyone to guide them through the system
- Poor signage, and in many places no signage at all (for example, there is nothing to suggest where the self-help center is)

*Not being able to understand what to do, causes uncertainty. It makes knowing what to do dependent on finding someone who can help. This creates a feeling of lack of control over the situation one is in.*



### Uncertainty about notification

This is another form of uncertainty in process, but it is a distinct problem because it only impacts the experience of waiting. The problems that contribute to the uncertainty about notifications are the difficulty in hearing the PA system because of the volume and ambient noise, the PA announcements can only be heard on one floor, hearings can be delayed, and the unpredictability for the case duration. The user is left without knowledge of when they will be called. Since they don't know when they will be called, they can't move from the waiting room due to the fear of missing out on the announcement. This leads to being hungry, feeling stuck, and feeling an increase in perceived wait time. People become anxious, irritated, bored, and in a constant state of anticipation, which means the atmosphere is tense. This relationship is diagrammed below.

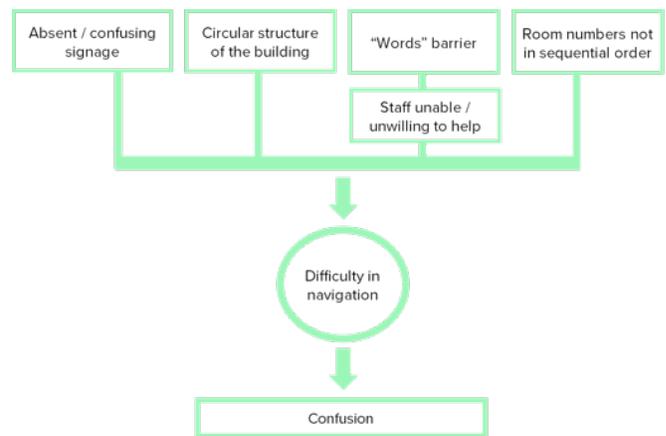


### Difficulty in navigation

Many users, especially first-time users, can find it difficult to reach the point / person they are supposed to. We heard several accounts of people going around and around before they got to where they needed. This was happening

because:

- The circular structure of the building makes it difficult to understand which corridor to take.
- At several points the arrows marked on the signage are very confusing. At places, we found that following the arrows exactly led you to a wall!
- Non-Sequential room numbers further adds to the confusion



The underlying **code** for adults under consideration is **uncertainty**

### Youth

Findings through interviews and observations:

- So many adults (and hence authority) around can be intimidating and scary
- Children and youth are in an environment that can be very noisy and tense, with people angry or upset. This can create very negative energy
- Feeling of abnormality
  - Heightened by a feeling that people are staring at them (especially in delinquency cases)
  - Expected to deal with adult issues, feel unnatural in a tense adult world

- Feeling of not being understood / cared for / supported

*“The new judge is good. The previous one didn’t care about me at all. He wouldn’t bother with talking to me at all. With the new judge, I had conversations. The new judge cares about me and my life.”*

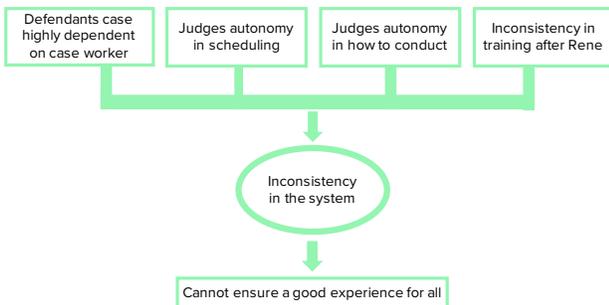
The underlying **code** for children and youth is **abnormality**

Solution focus and possibilities:

- The key focus area for the youth should be how to make them feel supported, cared for and bring a feeling of normalcy to their experience

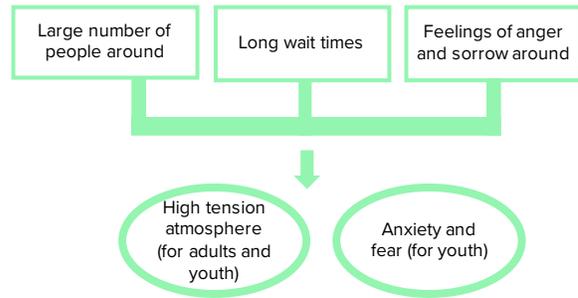
Inconsistency

We found that inconsistency was a common problem throughout the court system. The problem areas we focused on are all a part of the inconsistency of the system. Below is a diagram of the inconsistencies we saw within the court.



Negative emotions

This is another large-scale finding. Many factors contribute to the overall feeling of negative emotions towards the court process. These large scale findings helped us define our direction.



**Analysis process**

To start with, we had a lot of individual findings and observations in front of us, not only from the research we conducted, but also the research of other teams on the project covering other stakeholders.

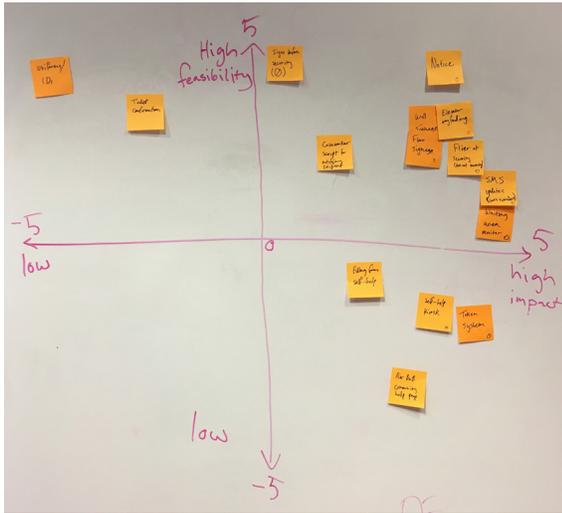
Level 1 Analysis – Affinity Maps

To make sense of this large amount of data, and see the relationships between them, we started by creating Affinity Maps:

1. We wrote one learning per Post-It Note on a whiteboard
2. We then grouped learnings that seemed related: in terms of aspect they were covering or the reason they were occurring or had some other form of relationship
3. Some learnings made sense in 2 groups, so we made 2 copies of them and put them in both groups
4. We then gave each group a name or title to describe what it was about (this gave us themes or key problem areas to solve for)
5. Next, we put down the challenge for each group – The key thing that makes it difficult to solve, or the big system related aspect that is causing that problem

To conclude the affinity map session, both of us separately put down 2 themes we wanted to work on (to not bias the other person), and ended with 3 possible directions we both

felt comfortable working on. Within those directions, we charted possible solution areas on a feasibility-impact matrix to find the most important problems to work on.

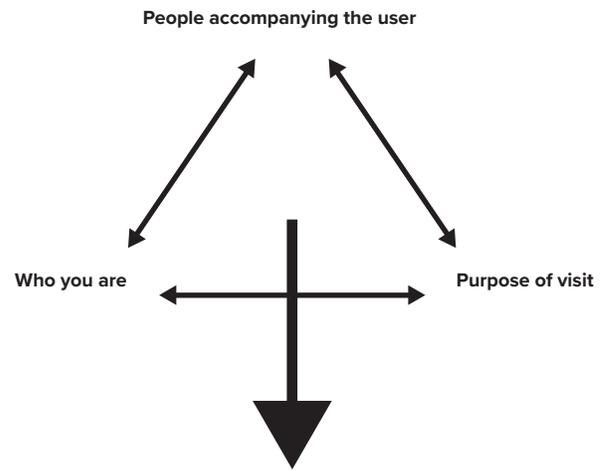


### Level 2 Analysis

- a) Laddering – For different individual things people said, we laddered to reach the end value they were seeking (in context of other things they had said)
  - For example: A young girl waiting for her dependency hearing asks her friends to come over and spend time with her. She feels she is being stared at by other people. She is sad and upset to see all the pain around her. What then is she seeking by calling her friends and hanging out with them? Probably a degree of normalcy in a young person’s life?
- b) Cause and effect – For each of the key problems, we then put down reasons for why that problem existed. Through this, we saw many of the problems were actually effects / symptoms of other problems

### The experience framework

Through our analysis, we understood that issues people faced varied based on certain parameters. It would be helpful, given the volume of information, to see it in terms of the following framework.



**Impact: Experience of the court and problem faced**

The experience and problems faced by the user vary based on the framework shown above. Understanding this framework can help the court see its users as different personas and their special needs

### Highlights of issues faced

- Problems can broadly be bucketed into two key areas:
  - **Maneuvering the system**
  - The **environment** (high stress and tense atmosphere)

### People accompanying

When one is accompanied by an attorney, case worker, or any other person who understands the system (for example, a relative who has been in court earlier), maneuvering the system, while frustrating, is not a big problem

### Purpose of visit

Both, the process of maneuvering and getting help, and the environment seemed to be much smoother for people coming for PFA, child support and DNA testing matters, than for those coming for dependency and delinquency matters.

\*Limitations – For this study, we did not focus on divorce or custody cases and the experience people have when they come for cases related to these.

### Who you are

- Adults in dependency cases and shelter hearing cases - We heard and saw a lot of problems people face while using the system, which will be described in the next section. On close reading and analysis, we realized that some issues are actually just the effects or symptoms of another problem, disguised as problems themselves
- Youth are usually accompanied by case workers, attorneys, guardian and hence do not face problems with navigation, process and what to expect at court.

## Target Audience

We synthesized the research and identified our target user group: first-time users and people coming into the system with simply a problem, not knowing the terms or anything else they need. If we can design a system that helps those users, then everyone will benefit.

## Defining the Problem

After choosing our target audience, we came to our problem statement: **How might we build a**

**system that keeps the first-time user informed about what to do and expect?**

We broke this down into understanding the process of maneuvering the system (the steps to take and forms to be filed) and the physical navigation of the court experience. We thought that if we can solve our problem statement, then users would be able to focus on their hearing.

## Solution: System

Our solutions aid the user in understanding the system and the process of the court and helps the user navigate that system. In the end, we focused on prototyping three parts of our overall system: a text messaging service, the design of the summons, and a kiosk. In this section, we will explain the whole system, and in the following section we will describe the three prototyped solutions in detail. The system we envisioned starts with the summons and flows all the way through to the courtroom. A common feature is the use of color to connect the different parts of the system.

Our 3 solutions can work together as a system, supporting each other, or independently. The SMS service informs the user of the presence of the kiosk. The SMS and notice together ensure the user is aware of the date, time and place of reporting. The notice and Kiosk together help the user understand what to do and expect at different points of their journey.

While we did not prototype the signage solution idea suggested in the presentation, the Kiosk also helps the user navigate in this new system.

## Solution: Three Parts

### Summons

#### Solution

In our redesign of the summons we focused on highlighting the most important information, chunking information into meaningful groups, reducing the complexity of the language, and giving users information so that their expectations of the court more closely match their future experiences. Our design rethinks the summons as an airline ticket that quickly allows users to find the information they need. The titles for each section allow the user to find what they need, as opposed to reading through everything. The map on the back orients users to find the check-in desk, a place that most users don't know about.

#### Issue

This intervention addresses the issues:

- overload of information in the current summons
- long lists of information
- a lack of a map (which was identified in the Trauma report)
- the expectations of users often do not match the reality of the situation
- no system for visually identifying the different types of summons

#### Considerations

For the redesign, we took a user perspective to understand the most relevant information and made it the most visible. The users for this document are users of the court system and the staff that sends out the notices. The redesign will increase readability for the user and efficiency for the staff because of the simple layout of case specific information.

In the upper right corner of the summons there is

a three-letter icon in color. This design element is used by the staff to easily understand the type of case that the user is attending court for. The forms linked with each type of problem and the signage on each floor will also be color coded, thereby creating a cohesive system.

#### Limitations

We have only considered two types of summons: delinquency and dependency. The design of these summons could be implemented in other types of cases.

#### Alternate solutions/phased implementation

In case the court does not want to print the notices in color, we have prepared a black and white version. This version is the same as the color one, but it is no longer a part of the color-coding system we are recommending as a way to improve navigation within the court system.

  
 COURT OF COMMON PLEAS OF ALLEGHENY COUNTY  
 FIFTH JUDICIAL DISTRICT OF PENNSYLVANIA  
 FAMILY DIVISION – JUVENILE SECTION  
 550 FIFTH AVENUE  
 PITTSBURGH, PENNSYLVANIA 15219  
 www.alleghenycourts.us  
**SUBPOENA TO APPEAR**

November 28, 2017

[REDACTED]  
 [REDACTED]

You are hereby notified that the hearing for [REDACTED] JID # [REDACTED] will be held on **December 4, 2017** at the Court of Common Pleas, Family Division – Juvenile Section, 440 Ross Street, Downtown Pittsburgh (former County Jail).

You are ordered to be present at **11:00 a.m.** to give pertinent information in the courtroom of Judge / Hearing Officer [REDACTED].

*Please ensure that you and all parties attending Court with you are properly dressed.*

**Please bring this form with you and present it when you check-in.**

[REDACTED]  
 Probation Officer [REDACTED]

**NOTICE TO CRIME VICTIMS:** *If you have submitted or plan to submit an insurance claim for injury, loss(es) or damage(s) you have incurred as the result of this criminal incident you should immediately notify your insurance carrier of the Juvenile Court Hearing Date contained in this Hearing Notice. After you pass through the metal detector, please proceed to the Victim/Witness waiting room (Room 2051 on the 2nd floor) and sign in with a Victim Advocate.*

**JANE B. LOBL CHILDREN'S WAITING ROOM**

SAFE	FUN	FREE
Located on the 1 <sup>st</sup> Floor of the Juvenile and Adult Family Court, Room 1033.		
Hours: Monday – Thursday 8:30 am to 4:30 pm      Friday 8:30 am to 2:00 pm		
Your child will be in a safe environment while you tend to your court proceedings. A parent or guardian (with a valid photo ID) must check child in and the same person must check child out of Waiting Room.		
The Children's Waiting Room is a project of the National Council of Jewish Women, Pittsburgh Section.		

Footer: Court of Common Pleas of Allegheny County, Case No. [REDACTED], Page 1 of 1

  
 December 20th, 2017

**Subpoena to Appear**

Mr. John Smith  
 444 N. Morrison St.  
 Pittsburgh, PA 15000

You are hereby notified to appear for the hearing on case number [REDACTED] to give pertinent information at the Court of Common Pleas, Family Division – Juvenile Section.

Date of hearing  
**Wednesday  
 December 20, 2017**

Time  
**9 AM**

Address  
**440 Ross Street  
 Pittsburgh, PA 15219**

Waiting room  
**2nd floor**

Court number  
**2A12**

Judge/Hearing Officer  
**Hon. Jennifer McCrady**

On arrival  
 1. Cross the metal detector  
 2. Check-in counter near the childcare center  
 3. Enter your details  
 4. Get your receipt  
 5. Go to the 2nd floor waiting area

Please note  
 • Expect to be in court from 1-6 hours. Consider bringing food, medicine and magazines  
 • Please wear appropriate clothing for court

Available resources  
 • Children's waiting room (8:30 AM - 4 PM). A guardian must check the child in and the same person must check the child out.  
 • Cafeteria  
 • Activity area  
 • Community resource room

Probation Officer ( [REDACTED] )

Court of Common Pleas of Allegheny County  
 Fifth Judicial District of Pennsylvania  
 Family Division – Juvenile Section  
 www.alleghenycourts.us

**Please bring this notice with you**

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 COURT OF COMMON PLEAS OF ALLEGHENY COUNTY  
 FIFTH JUDICIAL DISTRICT OF PENNSYLVANIA  
 FAMILY DIVISION – JUVENILE SECTION  
 550 FIFTH AVENUE  
 PITTSBURGH, PENNSYLVANIA 15219  
 www.alleghenycourts.us  
**SUMMONS TO APPEAR**

November 29, 2017

[REDACTED]  
 [REDACTED]

You, [REDACTED], are hereby summoned to attend a hearing on **December 4, 2017 at 11:00 A.M.** in the courtroom of Judge / Hearing Officer [REDACTED] at the Court of Common Pleas, Family Division – Juvenile Section, 550 Fifth Avenue, Downtown Pittsburgh (former County Jail). Enter the building via the 5<sup>th</sup> Avenue entrance.

If you fail to appear for this hearing as summoned and the Court finds that sufficient notice was given, the Court may issue a warrant for your arrest.

Juveniles appearing in court must have legal representation. The Public Defender's Office provides free legal service to all juveniles charged with a crime in Allegheny County. You must be interviewed by the Public Defender's Office before the hearing to receive these services. You are advised to report to the Public Defender's Office (412-350-2401) at least ten days before your scheduled hearing date. See the enclosed information for more details.

You may be detained at Shuman Center if you do not meet with the Public Defender's Office or arrange for other legal representation before your hearing.

If adjudicated delinquent, you will be ordered to submit fingerprints and photographs as required by law. In addition, you may be required to submit a DNA sample. The Probation Officer will direct you as necessary after the Court hearing.

*Please ensure that you and all parties attending Court with you are properly dressed.*

Please bring this form with you and present it when you check-in at Court. In addition, you are advised to bring the following paperwork:  
 Your 1. Birth Certificate  
 2. Social Security Card

[REDACTED]  
 Probation Officer [REDACTED]

Footer: Court of Common Pleas of Allegheny County, Case No. [REDACTED], Page 1 of 1

  
 December 20th, 2017

**Summons**

Mr. John Smith  
 444 N. Morrison St.  
 Pittsburgh, PA 15000

You are hereby summoned to attend a hearing for case number [REDACTED] to give pertinent information at the Court of Common Pleas, Family Division – Juvenile Section.

**Warning**  
 If you fail to appear for this hearing as summoned and the court finds that sufficient notice was given, the court may issue a warrant for your arrest.

Date of hearing  
**Wednesday  
 December 20, 2017**

Time  
**9 AM**

Address  
**440 Ross Street  
 Pittsburgh, PA 15219**

Waiting room  
**2nd floor**

Court number  
**2A12**

Judge/Hearing Officer  
**Hon. Jennifer McCrady**

Legal representation  
 • Juveniles appearing in the court must have legal representation.  
 • You may either choose the free legal services provided by the public defender's office OR choose to hire a private attorney. See details on page 2.  
 • You may be detained at Shuman Center if you do not arrange for legal representation before your hearing.

For the hearing  
 Documents to bring  
 Social security card  
 Birth certificate  
 This summons  
 Please wear appropriate clothing for court

After the hearing  
 If adjudicated delinquent, you will be required to submit:  
 Fingerprints  
 Photographs  
 DNA sample, if ordered

The probation officer will direct you as necessary after the court hearing.

A lawyer can help you  
 • You have been charged with committing a crime. If you are found guilty by the court, you will be declared a delinquent. This can have a very serious effect on your future. It can result in removal from your home, expulsion from school and a lifetime record. A lawyer can help you.

• Even if your parents do not understand why you were arrested or charged, let them know you want a lawyer. The lawyer will interview you privately. Anything you tell your attorney or intake clerks will not be shared with your parents.

Court of Common Pleas of Allegheny County  
 Fifth Judicial District of Pennsylvania  
 Family Division – Juvenile Section  
 www.alleghenycourts.us

**Please bring this notice with you**

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**SUMMONS TO APPEAR**

Page 2

**HOW TO GET AN ATTORNEY FROM THE LAW OFFICES OF THE PUBLIC DEFENDER**

Children under 18 years of age are juveniles. The Law Office of the Public Defender provides free legal services to all juveniles charged with delinquency in Allegheny County.

Therefore, in order to receive these free services you must do the following:

- The juvenile must first be interviewed, in person. Interviews at the Public Defender's Office are held Monday through Friday in the County Office Building, 4th floor, 542 Forbes Avenue, located across from the Family Court Facility (the old County Jail). No appointment is necessary. Interviews are done on a first come-first serve basis, 8:30 A.M. to noon and 1:00 P.M. to 4:00 P.M. Call (412) 350-2401 if you have questions.
- Juveniles detained in Shuman Center at their detention hearing will be interviewed automatically. But if the juvenile is released from Shuman Center after their detention hearing, the juvenile must be interviewed at the Public Defender's Office.
- The juvenile must bring his or her Court papers to the intake interview.
- A parent should come with the juvenile to the office. However, the juvenile may be interviewed without an adult present.
- You must come to the Public Defender's Office in sufficient time for the Office to prepare your case. You are advised to report to the Public Defender's Office at least ten days before your scheduled hearing date. If you do not do so, the case may be delayed. Regardless, you are required to appear on the date or a warrant may be issued for your arrest.

**IMPORTANT**

**Judges will not allow a juvenile to go to Court without an attorney.**

This is because Juvenile Court matters can have a serious impact on your child's life and future. You should, therefore, arrange to have an attorney represent your child as soon as possible. You can always hire an attorney. Call the Lawyer Referral Service of the Allegheny County Bar Association at (412) 261-5555 if you want to hire a private attorney.

If you cannot afford an attorney or do not wish to hire one, your child should be interviewed by the Public Defender's Office. They will represent your child or notify the court if another attorney is needed. It is important that your child have an attorney when in court.

If your child is on EHM (Electronic Home Monitoring) or home detention, you must get approval from the appropriate Court authorities before appearing for an intake interview.

**NOTICE to Juveniles CHARGED with DELINQUENCY**

You have been charged with committing a crime. If you are found guilty by the Court, you will be declared a delinquent. This can have a very serious effect on your future. It can result in removal from your home, expulsion from school or a lifetime record. A lawyer can help you and free legal service is available to you at the Office of the Public Defender.

Even if your parents do not understand why you were arrested or charged, let them know that you want a lawyer. They will interview you privately. Anything you tell their attorneys or intake clerks will not be shared with your parents.

**JANE B. LOBL CHILDREN'S WAITING ROOM**

SAFE	FUN	FREE
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Located on the 1<sup>st</sup> Floor of the Juvenile and Adult Family Court, Room 1033.  
Hours: Monday - Thursday 8:30 am to 4:00 pm. Friday 8:30 am to 2:00 pm.  
Your child will be in a safe environment while you tend to your court proceedings. A parent or guardian (with a valid photo ID) must check child in and the same person must check child out of Waiting Room.  
The Children's Waiting Room is a project of the National Council of Jewish Women, Pittsburgh Section.

Family Court of Allegheny County

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**Legal representation**

- Children under 18 years of age are juveniles.
- It is mandatory for a juvenile to have legal representation.
- You may choose the free legal services provided by the public defender's office or hire a private attorney.

**Free services from the Public Defender's Office**

- Report to the Public Defender's Office at least 10 days before your scheduled hearing date for an interview. If you do not do so, the office may not have time to prepare your case.
- No appointment for an interview is necessary. Interviews are on a first come first serve basis.
- You will be required to appear for your hearing on the date on page 1. If you do not appear in court, a warrant may be issued for your arrest.
- A parent should come with the juvenile to the office. However, the juvenile may be interviewed without an adult present.

**Public Defender's Office**

Days: Monday - Friday  
Time: 8:30 AM - Noon, 1 PM - 4 PM  
Address: County Office Building, 4th floor, 542 Forbes Avenue  
Phone: 412-350-2401

**Please note**

- Juveniles detained in the Shuman Center at their detention hearing will be interviewed automatically. But, if the juvenile is released from Shuman center after their detention hearing, the juvenile must be interviewed at the Public defender's office
- If your child is on EHM (Electronic home monitoring) or home detention, you must get approval from the appropriate court authorities before appearing for an intake interview

**Private attorney**

- If you wish to hire a private attorney you may call the lawyer referral service of the Allegheny County Bar Association at 412-261-5555.
- If your parents / guardian cannot afford an attorney, or do not wish to hire one, you should be interviewed by the Public defender's office.

**Allegheny County Bar Association**

Phone number: 412-261-5555

**Available resources**

- Children's waiting room (8:30 AM - 4 PM) A guardian must check the child in and the same person must check the child out.
- Cafeteria
- Activity area
- Community resource room

Court of Common Pleas of Allegheny County

Fifth Judicial District of Pennsylvania  
Family Division - Juvenile Section  
www.alleghenycourts.us

Please bring this notice with you

2/2



**Subpoena to Appear**

December 20th, 2017

Mr. John Smith  
444 N. Morrison St.  
Pittsburgh, PA 15200

You are hereby notified to appear for the hearing on case number \_\_\_\_\_ to give pertinent information at the Court of Common Pleas, Family Division - Juvenile Section

Date of hearing  
**Wednesday  
December 20, 2017**

- On arrival**
1. Cross the metal detector
  2. Go to the 2nd floor
  3. Find the Victim/Witness waiting room (room 205)
  4. Sign in with a Victim Advocate
  5. Wait for your hearing

Time  
**9 AM**

- Please note**
- If you are under 18 years old, you need an attorney
  - Expect to be in court for 1-6 hours. Consider bringing food, medicine and magazines.
  - Please wear appropriate clothing for court

Address  
**440 Ross Street  
Pittsburgh, PA 15219**

Waiting room  
**2nd floor, room 2051**

Court number  
**2A12**

Judge/Hearing Officer  
**Hon. Jennifer McCrady**

**Notice to crime victims**  
If you have submitted or plan to submit an insurance claim, you should immediately notify your insurance carrier of the Juvenile Court Hearing Date contained in this Hearing Notice.

- Available resources**
- Children's waiting room (8:30 AM - 4 PM) A guardian must check the child in and the same person must check the child out.
  - Cafeteria
  - Activity area
  - Community resource room

Court of Common Pleas of Allegheny County  
Fifth Judicial District of Pennsylvania  
Family Division - Juvenile Section  
www.alleghenycourts.us

Probation Officer ( )

Please bring this notice with you

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**Subpoena to Appear**

December 20th, 2017

Mr. John Smith  
444 N. Morrison St.  
Pittsburgh, PA 15200

You are hereby notified to appear for the hearing on case number \_\_\_\_\_ to give pertinent information at the Court of Common Pleas, Family Division - Juvenile Section

Date of hearing  
**Wednesday  
December 20, 2017**

- On arrival**
1. Cross the metal detector
  2. Go to the 2nd floor
  3. Find the Victim/Witness waiting room (room 205)
  4. Sign in with a Victim Advocate
  5. Wait for your hearing

Time  
**9 AM**

- Please note**
- You may need representation
  - Expect to be in court for 1-6 hours. Consider bringing food, medicine and magazines.
  - Please wear appropriate clothing for court

Address  
**440 Ross Street  
Pittsburgh, PA 15219**

Waiting room  
**2nd floor**

Court number  
**2A12**

Judge/Hearing Officer  
**Hon. Jennifer McCrady**

- Available resources**
- Children's waiting room (8:30 AM - 4 PM) A guardian must check the child in and the same person must check the child out.
  - Cafeteria
  - Activity area
  - Community resource room

Court of Common Pleas of Allegheny County  
Fifth Judicial District of Pennsylvania  
Family Division - Juvenile Section  
www.alleghenycourts.us

Probation Officer ( )

Please bring this notice with you

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## **SMS**

### Solution

The text messaging service reminds users of their court date and informs them when their hearing is about to begin. Users will receive a text one day before their hearing to remind them. The morning of the hearing they will receive a text message with the time and address. The next text explains that there is a kiosk service that will help guide them through the process and reminds them to check in.

Once the user has checked in, their information is sent to the appropriate tipstaff by the check-in employee. The tipstaff sends the user a message through the system when the current hearing seems to be around 15 minutes from finishing. After the hearing, the tipstaff sends a survey message, which is something that the Department of Human Services is currently researching.

### Issue

This intervention addresses the issue of the users having no way of reliably knowing when they will be heard while waiting.

### Considerations

Since users don't know when their hearing will take place, they cannot move. Messaging users 15 minutes before their case gives them the freedom to move around and not be tied down to the waiting room on the floor of their hearing.

The text messages also allow for DHS and the court to send out surveys to the users. DHS is currently exploring the possibilities of using text messages to reach their users for surveys. This technology could also be used in the court.

If the kiosk is also implemented, we see the

text messages as a way to inform users of the kiosk. This will bring awareness to the kiosk.

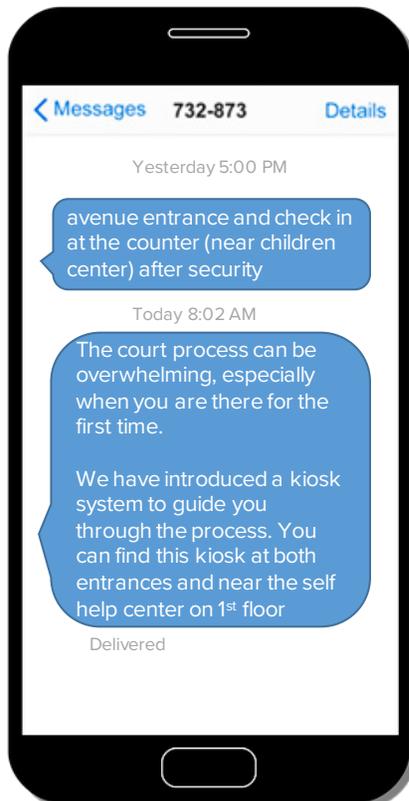
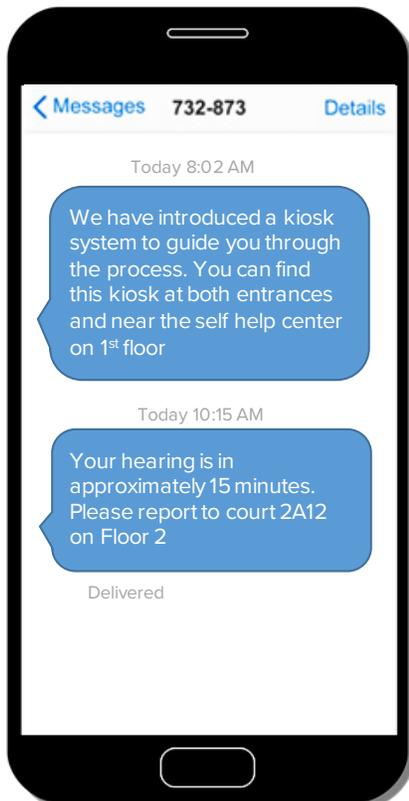
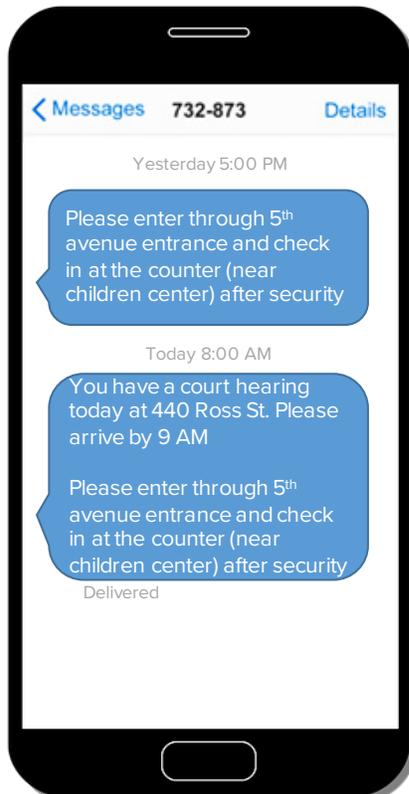
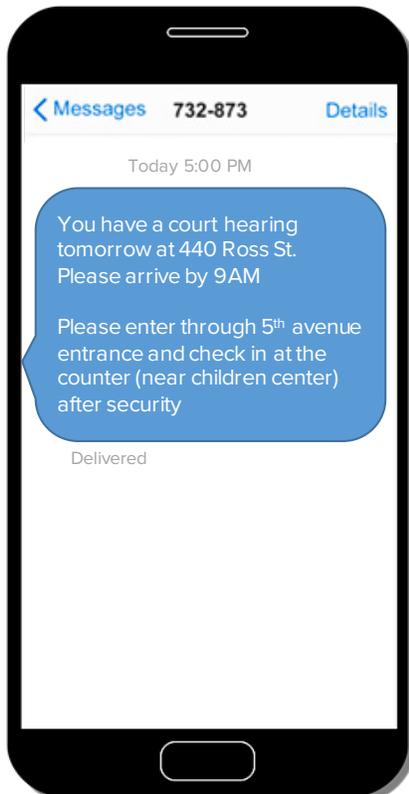
The connections between the different elements in our system also strengthen the overall intervention.

### Barriers to implementation

There is no electronic system with users' phone numbers currently, so developing this could take time, money, and effort to get up and running.

### Alternate solutions/phased implementation

The primary purpose of the text messages is to let the user know when they need to be ready to appear for their hearing. Therefore, if it is too difficult to get the phone numbers prior to check in.



## **Kiosk**

### Solution

Through our research we found that it was a common problem for users to fill out the wrong forms, users to be confused by the language used in the court, and for court staff to be low on resources. The kiosk addresses these problems by informing users of the process using clear language and it eases the workload of staff by explaining the necessary steps. The kiosk walks users through the process of the court system so that they have a better understanding of what they need to do and where they need to go. The kiosk gives the overall picture of the court, so that the users' expectations match the reality of the court experience. The first screen of the kiosk lists common court problems in easily understood language. Each option is color coded according to the type of case, which is a consistent part of our solution. The user finds the rectangle that clearly explains their problem. The kiosk then explains each step of the process to the user. Future prototypes of the kiosk would have audio with a video explaining the process and check-in capabilities. The videos would be an engaging way to allow everyone to understand the process, no matter their reading level. An additional check-in feature could be added in the future, which would automate check-in and reduce the number of places the users would have to travel to.

### Issue

This intervention addresses the issues:

- uncertainty about the process

### Considerations

We approached the kiosk from the perspectives of a first-time user and someone who came

to the court with a problem, but not knowing the correct terminology. There is no one and nothing to guide the user through the process. We created the kiosk because if we can make the process understandable for the first-time user, then it should be usable for everyone. People mentioned how confused they were during their first visit in all of our interviews. This kiosk is designed to help them not feel so overwhelmed. The kiosk is connected to the rest of the system by color.

### Limitations

- We didn't test the kiosk with users, so we don't know the effectiveness of our prototype in guiding the user through the system.
- We have prototyped the flow for only two scenarios.

### Alternate solutions/phased implementation

An alternate solution is printing flyers guiding them on where to go. These flyers can be given out to users when they enter the buildings from either entrance.

The kiosk can be implemented in phases. The first phase would be using one tablet (our solution has been designed for iPads) that is mounted on a kiosk. Based on user feedback, we could then improve the kiosk, and add more kiosks to both entrances.

## What would you like to learn more about?

### A child is not getting proper care

- has been abandoned and is without a parent or guardian
- has been placed for adoption or care in violation of the law

### My child has been taken away from me

- has been placed in foster care

### My child is not going to school regularly

- My child is acting up and not listening to me

### A child under 10 years has committed a crime

### I need to enforce or change a

- permanent legal custody order they issued

### Supervision by CYF

Do you believe a family should be supervised while they work with CYF (private dependency)

### A child under 18 years has committed a crime

### Protection from abuse

- Are you or someone you know being abused?
- Are you or someone you know being threatened with abuse?

## Solution: Visual Identity

### Colors

#FFE359

#93F5B0

#52CFFF

#B492FF

#FF6260

#494949

#CCCCCC

### Font

Proxima Nova

### Design

We designed with a minimal style that highlights the most important information through grouping, changing text size, and bolding font. The design is pragmatic, so the users can find what they need quickly.

### Case logos





