

How the NYS Courts Systems is Addressing the Access to Justice Crisis

- One Automated Form at a
Time

Presenters



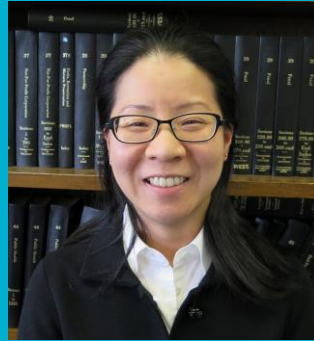
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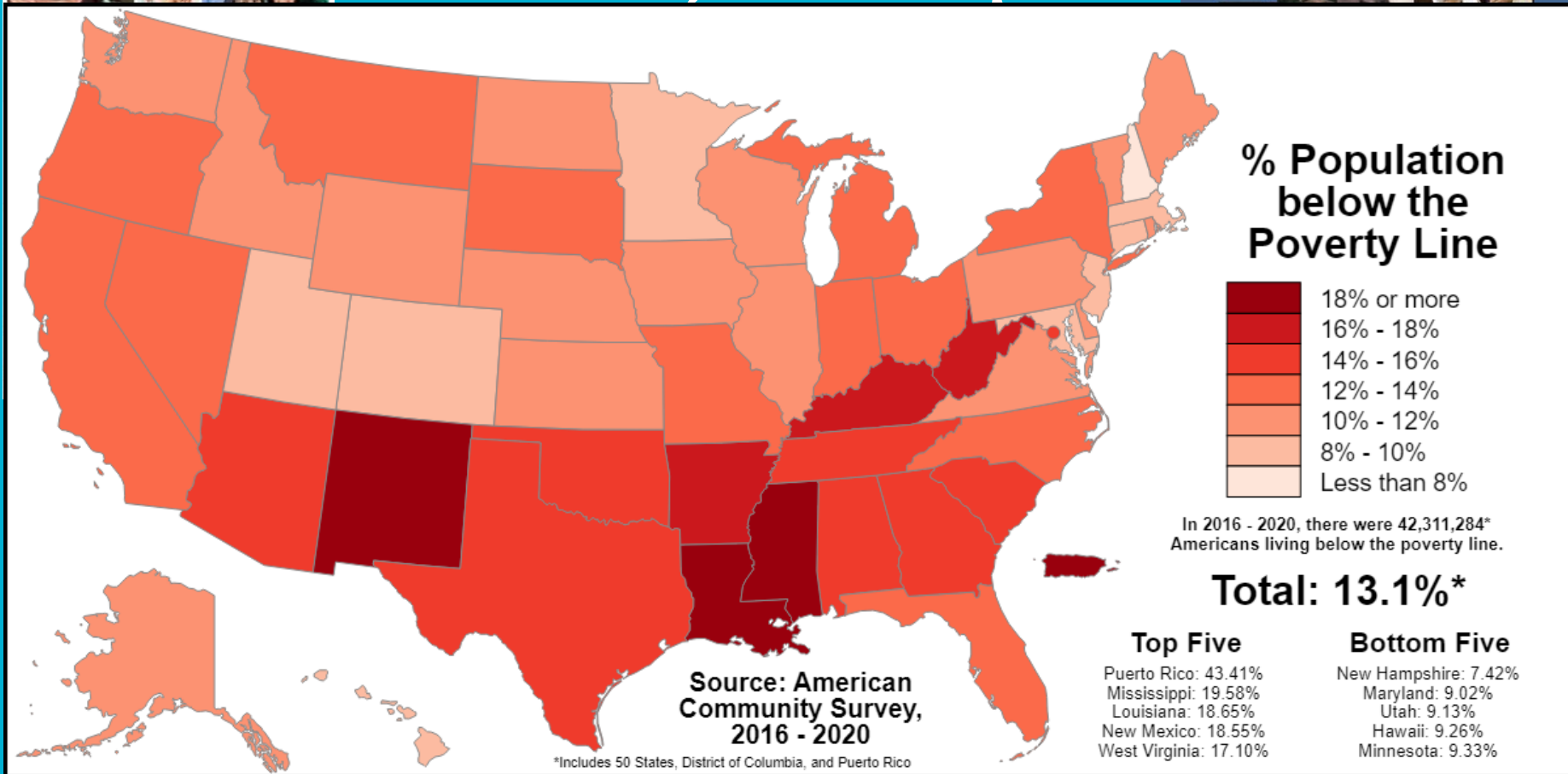
Agenda

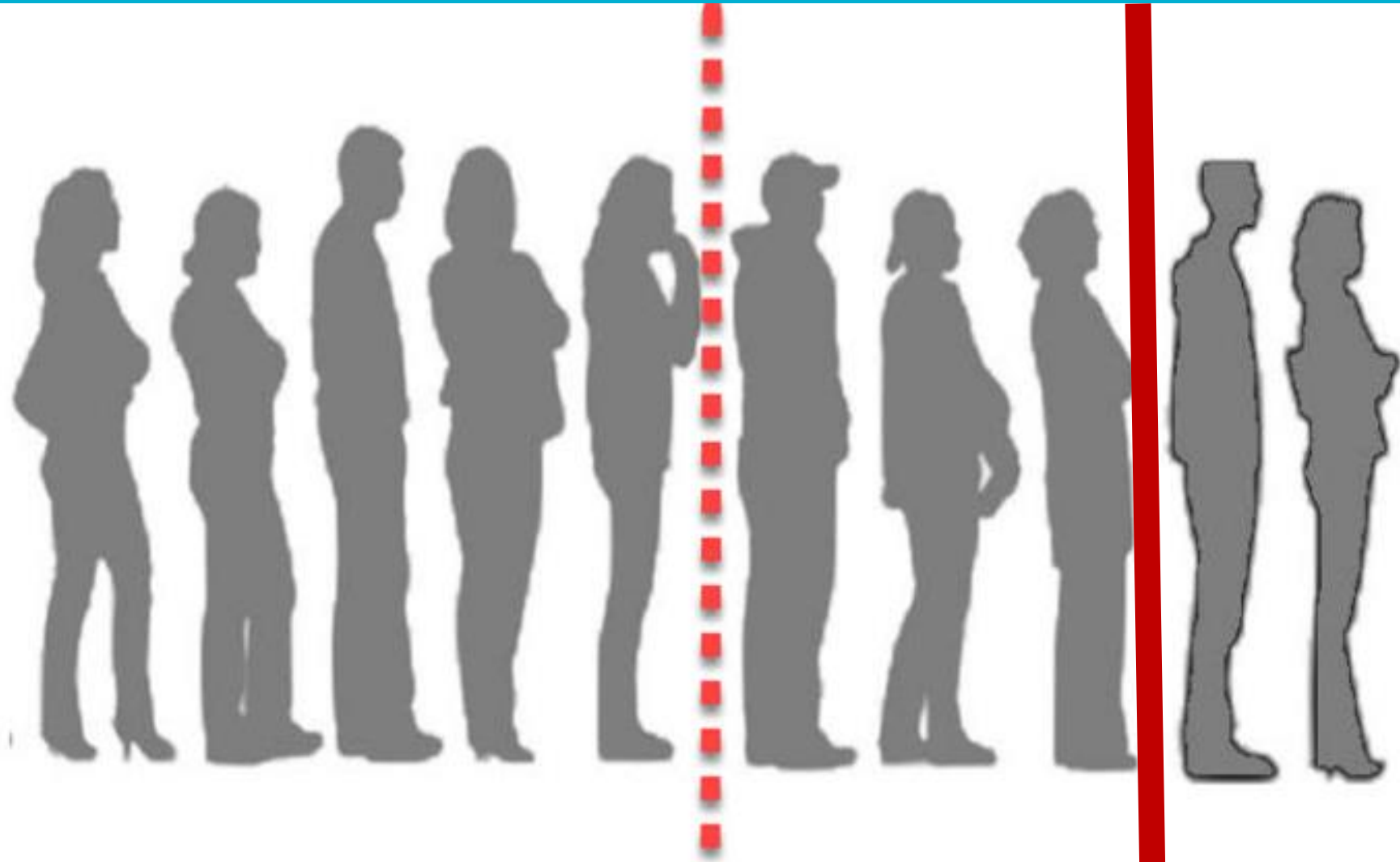
- Big picture: The Access to Justice Crisis
- Advocate Forms
- DIY Forms
- New York's Impact
- Questions?

The Access to Justice Crisis: Background

Jessica Frank

The Justice Gap

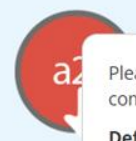




Name, Address, and SSN fields with sub-labels: Your first name and initial, Last name, If a joint return, spouse's first name and initial, Last name, Your social security number

< Back Next > MY PROGRESS: Step 4 Q2: Please enter the name of the person... ▾

For demonstration and testing purposes only. Not intended for use by the public. This A2J Guided Interview will not generate a form.



Please enter the name of the person who you are filing the complaint against.

Defendant First Name

(Required)

Text input field for Defendant First Name

Defendant Middle Name/Initial

Text input field for Defendant Middle Name/Initial

Defendant Last Name

Text input field for Defendant Last Name

Continue



The minor was abused pursuant to Juvenile Court Act, section 0704. 405/2-3(2)(i), (physical abuse), the facts supporting this are

(2) If you do not file a complaint within this time, a JUDGMENT OF NON PROS MAY BE ENTERED AGAINST YOU. (3) The date of service of this rule if service by mail is the date of the mailing. Date: 20 Signature of Prothonotary or Deputy

Advocate Forms

Lisa Smith

Roadmap

- Introduction
- Advocate Sign-up
 - probono.net/ny/family (via probono.net)
 - lawhelpinteractive.org (via LHI)
- Interview Demo
- Document Options Page/E-filing
- Questions/Support



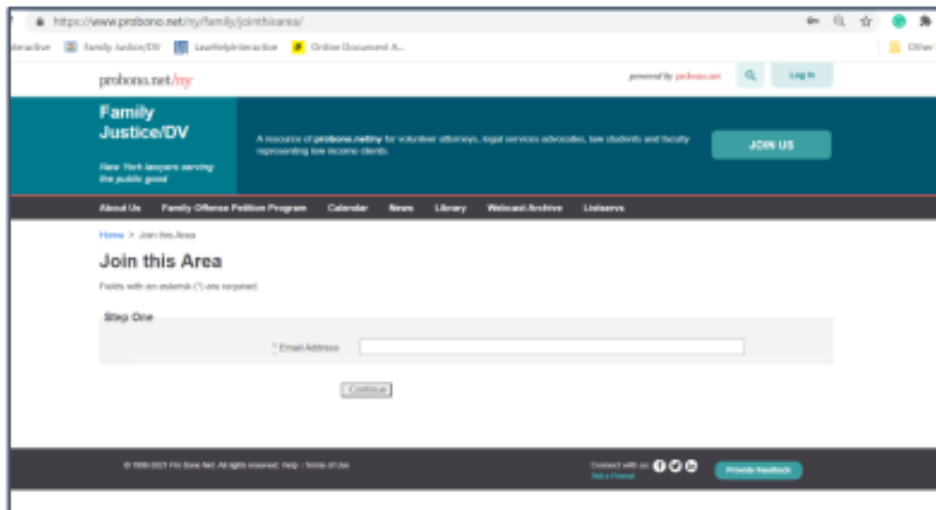
Introduction

- The New York Family Offense Petition Program allows trained advocates to help domestic violence survivors create and remotely file an order of protection petition
- This program is used by about [150 organizations](#) throughout the state
 - In some counties, litigants can also participate in remote hearings
- The program is made available by the NYS Unified Court System in partnership with Pro Bono Net
- The program was first piloted in the Bronx in 2013 and was used over 9,000 times in 2020 alone



Advocate Sign-up (via probono.net)

- As a first step, you must create an account here:
<https://www.probono.net/ny/family/jointhisarea>
- This is the site where advocates are able to access the link to the interview used to create the Family Offense Petition and other documents
- This site also has basic information about the Family Offense Petition Program and additional resources for advocates



Sign up form: <https://www.probono.net/ny/family/jointhisarea>

Advocate Sign-up (via probono.net)

- Once you enter your email address at the 'Join this Area' link shown on the previous screen and select 'Continue', an expanded sign up form will appear
- You will then need to answer all the required fields and select 'Finished'

Join this Area

Fields with an asterisk (*) are required

General Settings

* First Name

* Last Name

* Primary Email Address

Address (Street Address)

* Password

If you password is 8 to 40 characters long, and has at least one of each of these categories: upper-case letters, lower-case letters, and numbers. It also must not be repeated, have consecutive and not be more a password you can identify.

* Confirm Your Password

* Member Type

* Primary Area Of Practice

* Employment Status

* Position

* Street Address

Address Line Two

* City

* State / Province

Use "Other" for addresses outside the US/Canada

* Country

* Postal Code

* Phone

Law School

Year of Graduation (or Expected)

If admitted, enter the year of admission

Primary Bar Admission ID#

Language Preferences

Currently admitted to the bar

Additional Information

- Child Support/Child Welfare
- Elderly
- Domestic
- Housing for the Homeless
- Immigration (I-986)
- Mediation
- Name Change
- Orders of Protection
- Public Benefits for DV Victims
- Substance
- Volunteer as a Director

HIV/AIDS

LGBT

Low cost/life-time technology for seniors for web

I would like to see monthly training calendar e-mail

I do not wish to receive mailings from this site

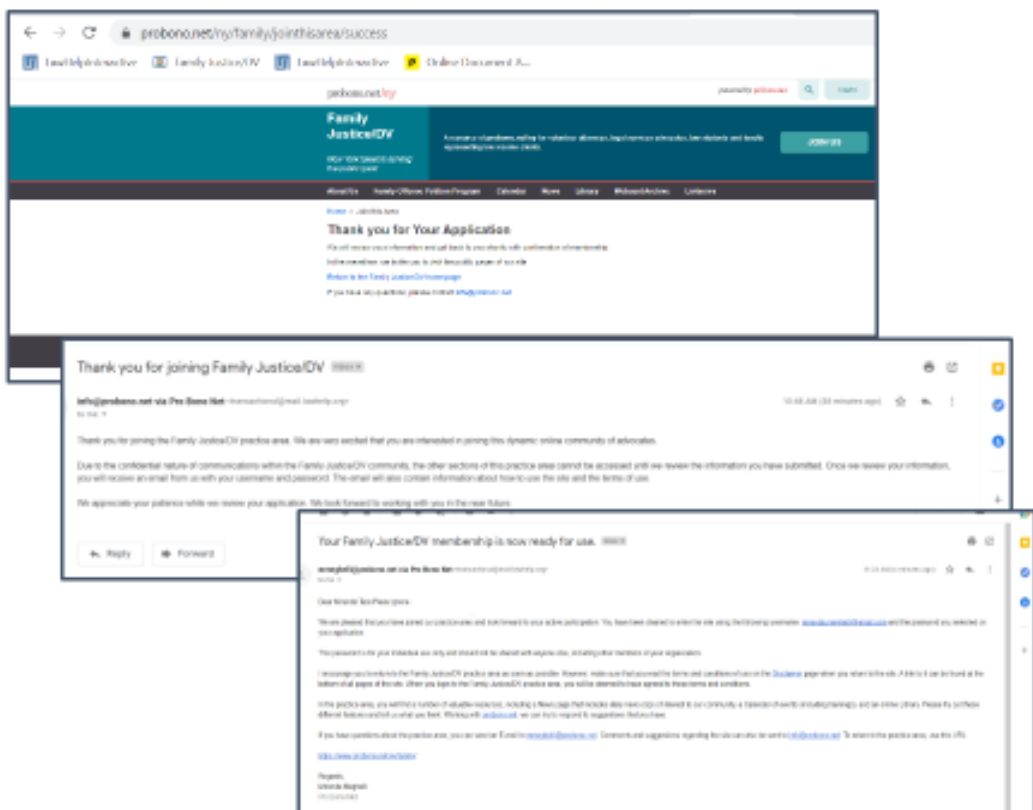
Please note:
• This setting applies only to this site and does not affect other probono.net sites of which you are a member.
• If this setting does not reflect what you have previously signed up to receive, update your subscription and other preferences for which you are subscribed, and
• If you no longer wish to receive these e-mails, you may unsubscribe from these e-mails.

No mail e-mail

Please complete the activation step

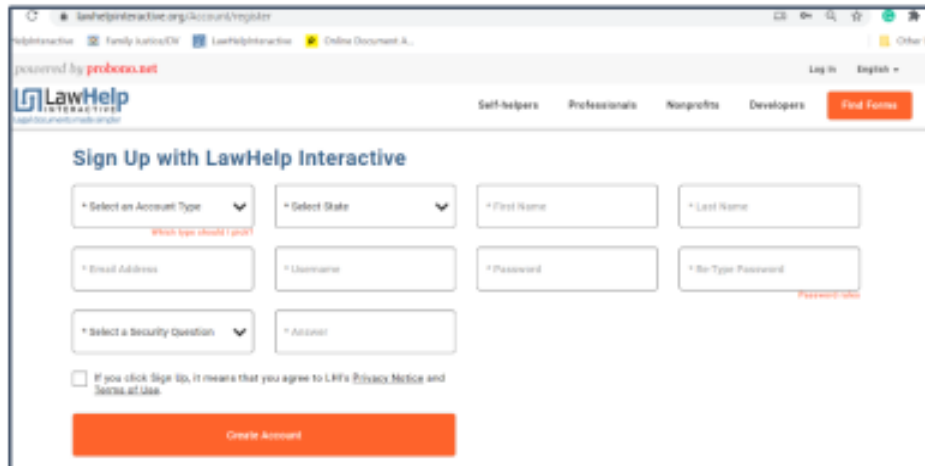
Advocate Sign-up (via probono.net)

- You will see a confirmation message on the website that you have successfully signed up and that your membership is pending
- You will also receive an email confirmation that your membership is pending (please check your spam if you don't see one in your inbox within a few minutes)
- Once your application is processed, you will also see an email confirming your membership has been approved



Advocate Sign-up (via LawHelp Interactive)

- You will also have to sign up for an advocate account lawhelpinteractive.org
- This is the site that hosts the interview used to create the Family Offense petition and supporting documents as well as to e-file those documents to the NY Courts' case management system (UCMS)
- The link to sign is: <https://lawhelpinteractive.org/Account/register>



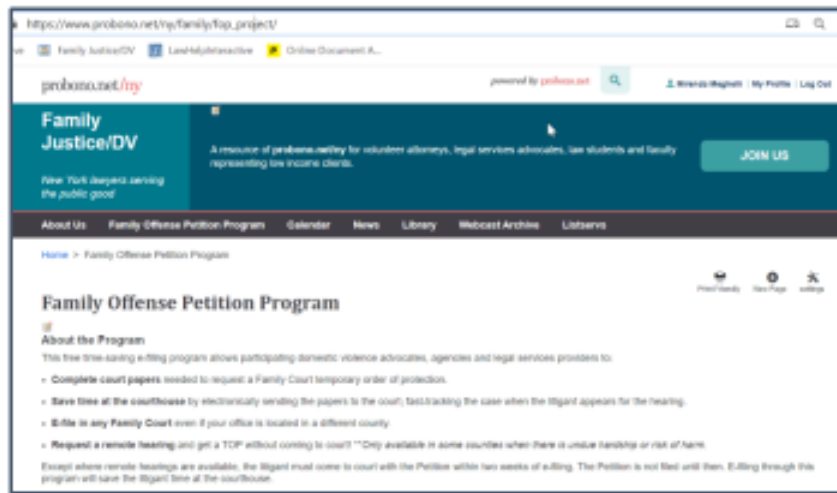
The screenshot shows the registration page for LawHelp Interactive. The browser address bar displays "lawhelpinteractive.org/Account/register". The page header includes the LawHelp logo, navigation links for "Self-helpers", "Professionals", "Nonprofits", and "Developers", and a "Find Forms" button. The main heading is "Sign Up with LawHelp Interactive". The registration form consists of several fields: "Select an Account Type" (dropdown), "Select State" (dropdown), "First Name", "Last Name", "Email Address", "Username", "Password", "Re-Type Password", "Select a Security Question" (dropdown), and "Answer". A checkbox at the bottom indicates agreement to the privacy policy and terms of use. A large orange "Create Account" button is positioned at the bottom of the form.

Interview Demo: Introduction

- This interview will guide you through a series of questions and produces the following papers:
 - Family Offense Petition (with request for a remote hearing, when appropriate)
 - Address Confidentiality Affidavit (if needed)
 - Affidavit in Support of Issuance of Family Court Temporary Order of Protection, for use in the local criminal court when the Family Court is closed (if needed).
 - Litigant instructions of what to do next. In addition to English, the advocate has the option to print bilingual instructions in many languages.
- The interview was created and is maintained by the Court; output and questions change periodically as the law and policies impacting family offense cases change (and based on user feedback)

Interview Demo

- Once your two accounts are set up, you will be able to begin. Log in to your LHI account using one tab in a browser, and open another tab in the same browser to log on to: https://www.probono.net/ny/family/fop_project/
- Scroll to the bottom of the screen and click on 'Family Offense Petition Advocate Program' to start the interview



Start the Program

Go to the [Family Offense Petition Advocate Program](#).

Note: You must have a LawHelp Interactive advocate account to use this program. If you do not already have an account, you can create one by clicking on "Sign Up." This program is only for approved advocate groups. Commercial use is prohibited and no one may charge for using this program. You will be asked to accept these terms of use when you create your account.

Interview Demo

- From here, you will be taken to the Family Offense Petition Program interview
- You can start the interview by selecting the 'Get Started' button
- To use saved answers, scroll down and select the relevant answer file

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LawHelp
Interactive

My Answers Developer Portal Resource Library Account Information Report

LawHelp Interactive is a website that helps you fill out legal documents for free.
You are about to begin: **NYS Advocate Assisted Family Offense Petition Program**
For use in: New York

Description: This program is for approved advocates use only. It produces the Family Offense Petition (Form 9-2), if required, the Affidavit Confidentiality Affidavit (SF-21) and the Affidavit in Support of Issuance of Family Court Temporary Order of Protection from the local criminal court can also be generated.

Important: If your session is inactive for more than 2 hours, it will end. Be sure to save your answers and log out when you finish working.

[Get Started](#)

You can use one of the answer files below to auto-fill the new form. Click the file name of the answers you want to use and the new form will open with as many answers pre-filled as possible.

[Save Answers](#) [Share Answers](#)

These are your saved answers. Select the file name you want to use to auto-fill the new form. The form will open and you can get started.

[Report Issue](#) [Save Filter](#) | [No Filter](#) | [Default](#)

Drag a column header and drop it here to group by that column

File Name	Description	Created On	Updated
Family Offense Petition Demo December 17 2018		12/17/2018	12/17/2018

[Previous](#) | [Next](#) | [5](#) | 5 items

[Support](#)

Interview Demo

- From here, you will be taken to the Family Offense petition program interview
- You can start the interview by selecting the 'Get Started' button
- To use saved answers, scroll down and select the relevant answer file



Interview Demo

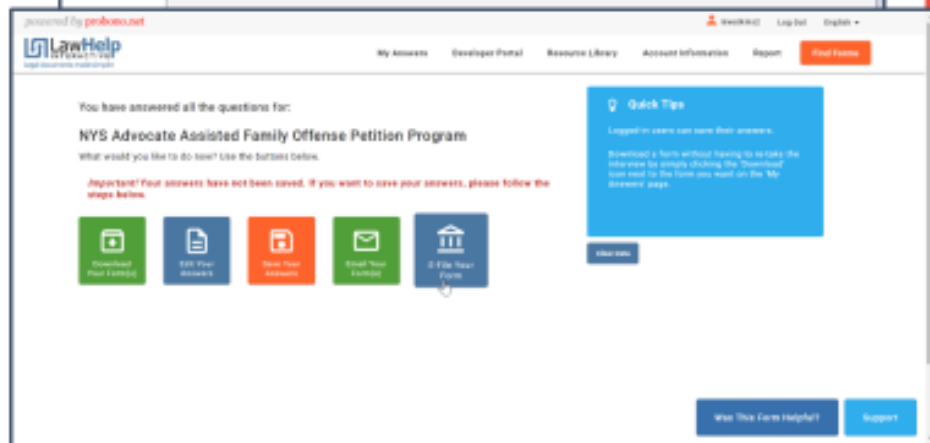
- On the welcome screen, you will need to select your county are located, the county where you want to file the petition, and your organization (speak to your NY Court contact if you organization is not yet listed in the interview)
- You will also be able to indicate if you would like a temporary order of protection or a remote hearing (in counties that support this option)

The screenshot shows the 'Welcome' section of the 'NYC Advocate Assisted Family Offense Petition Program' interview. The interface includes a sidebar with navigation links: Introduction, Petitioner's Information, Respondent Information, More About the Parties, About Child in Danger, Offenses Committed, Respondent and Financial, Conditions of the Order, and Finish. The main content area is titled 'Welcome' and contains the following text: 'This program makes a Family Offense Petition and a request for address confidentiality, if needed.' Below this, there is a dropdown menu for 'In which county do you want to file the petition?' with 'Bronx' selected. A 'Select your program' section follows, featuring a scrollable list of organizations such as 'The Irish-American Family Support Center', 'The Children's Aid Society', 'Columbia University Sexual Violence Response', 'CITIC Legal Services Program', 'Big One', 'The Legal Aid Society - Bronx', 'Legal Services NYC - Bronx', 'Manhasseten Council on Jewish Poverty', 'NYC Alliance Against Sexual Assault', 'NYC Anti-Violence Project', 'NYC Family Justice Center, Bronx County', 'New York Legal Assistance Group', 'Northern Manhattan Employment Corporation', 'Safe Horizon', 'Sanctuary for Families', 'South NYC', 'The Urban Justice Center', 'Urban Research Institute', and 'The Rosenberg Center for Elder Abuse Prevention, Hebrew Home at Montefiore Westchester'. At the bottom, there is a 'Welcome Proceed' button.

The screenshot shows the 'Filing County' and 'Temporary Order of Protection' sections of the interview. The sidebar navigation is the same as in the previous screenshot. The 'Filing County' section asks 'In which county are you filing the petition?' with 'Bronx' selected. The 'Temporary Order of Protection' section asks 'If Family Court is not in session, the local criminal court may issue a temporary Family Court Order of Protection. Would you like to generate an "affidavit" in support of issuance of Family Court "Temporary Order of Protection (by Criminal Court)"?' with 'Yes' selected. The 'Initial Appearance' section asks 'Is the petitioner elderly or mobility challenged and wishes to appear by telephone due to hardship?' with 'Yes' selected. At the bottom, there is a 'Next Page' button.

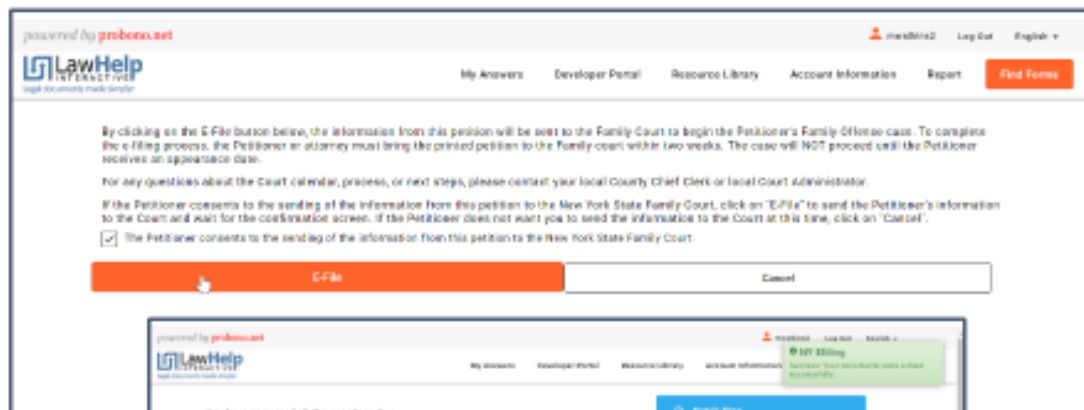
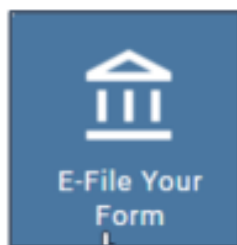
Document Options Page/E-filing

- Note that the interview includes an affirmation question which allows for e-signature and you should be writing your answers throughout as if you are the petitioner (for example, 'He stalked me')
- Once you answer all the relevant interview questions you can hit 'Finish' (or Next); you will be taken to a screen where you can save your answers, download your documents, email your answers or return to the interview for changes; you should download and review the assembled documents before e-filing



Document Options Page/E-filing

- After your review, you can select 'E-file Your Form'
- You will be taken to a screen to finalize the e-filing process
- You will see a pop-up message once the e-filing has been successfully submitted



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LawHelp
legal documents made simple

My Answers Developer Portal Resource Library Account Information Report **E-File Forms**

By clicking on the E-File button below, the information from this petition will be sent to the Family Court to begin the Petitioner's Family Offense case. To complete the e-filing process, the Petitioner or attorney must bring the printed petition to the Family court within two weeks. The case will NOT proceed until the Petitioner receives an appearance date.

For any questions about the Court calendar, process, or next steps, please contact your local County Chief Clerk or local Court Administrator.

If the Petitioner consents to the sending of the information from this petition to the New York State Family Court, click on "E-File" to send the Petitioner's information to the Court and wait for the confirmation screen. If the Petitioner does not want to send the information to the Court at this time, click on "Cancel".

The Petitioner consents to the sending of the information from this petition to the New York State Family Court.

E-File Cancel



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legal documents made simple

My Answers Developer Portal Resource Library Account Information **E-File Filing**

You have answered all the questions for:

NYS Advocate Assisted Family Offense Petition Program
What would you like to do next? Use the buttons below.

Important! Your answers have not been saved. If you want to save your answers, please follow the steps below.

Quick Tip
Suggest to users to save their answers.
Suggested to users without knowledge to take the interview to complete making the Court order and to the Petitioner wait on the the necessary steps.

E-File Your Form

E-File Your Form **Cancel**

NYS DIY DO-IT-YOURSELF Forms



Sun Kim, NYS Unified Court System
skim@nycourts.gov

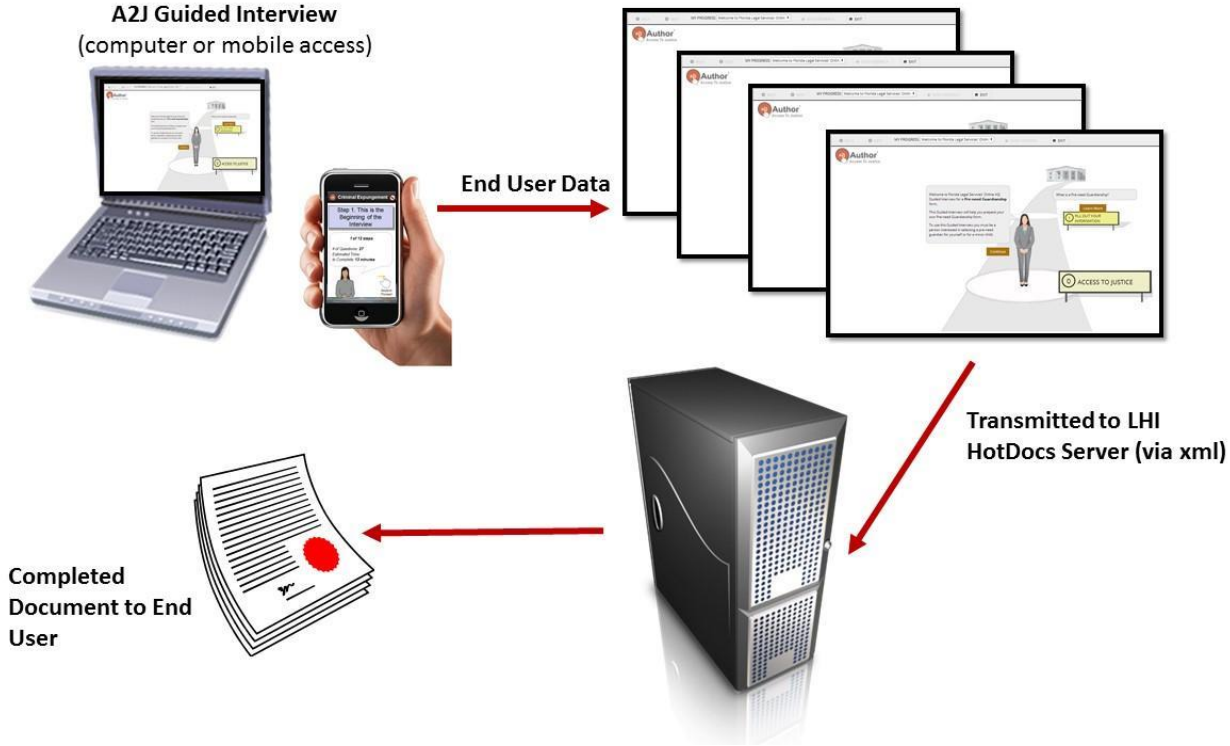
Debuted in 2007...

- Nancy Pelosi was elected as the first female Speaker of the House
- The first iPhone was released for sale
- The Sopranos' final episode
- Bob Barker hosted his final episode of The Price is Right
- Weren't even called DIY Forms yet!
- The first programs were for NYC Civil Court: Tenant answer, Adult name change petition, and Landlord nonpayment petition
- 1,459 assemblies

Since then...

- 16 generations and 38 models of the iPhone
- Drew Carey hosts The Price is Right
- 21 DIY Forms programs
- DIY programs for name change, landlord/tenant, divorce, small estate, guardianship, support, custody, foreclosure, consumer debt, and paternity
- DIY programs for every court (except for criminal), including Town and Village Courts
- Over 1.5 million assemblies

Document Assembly Basics



DIY Forms Basics

Who: Unrepresented litigants, advocates, legal services organizations, government agencies

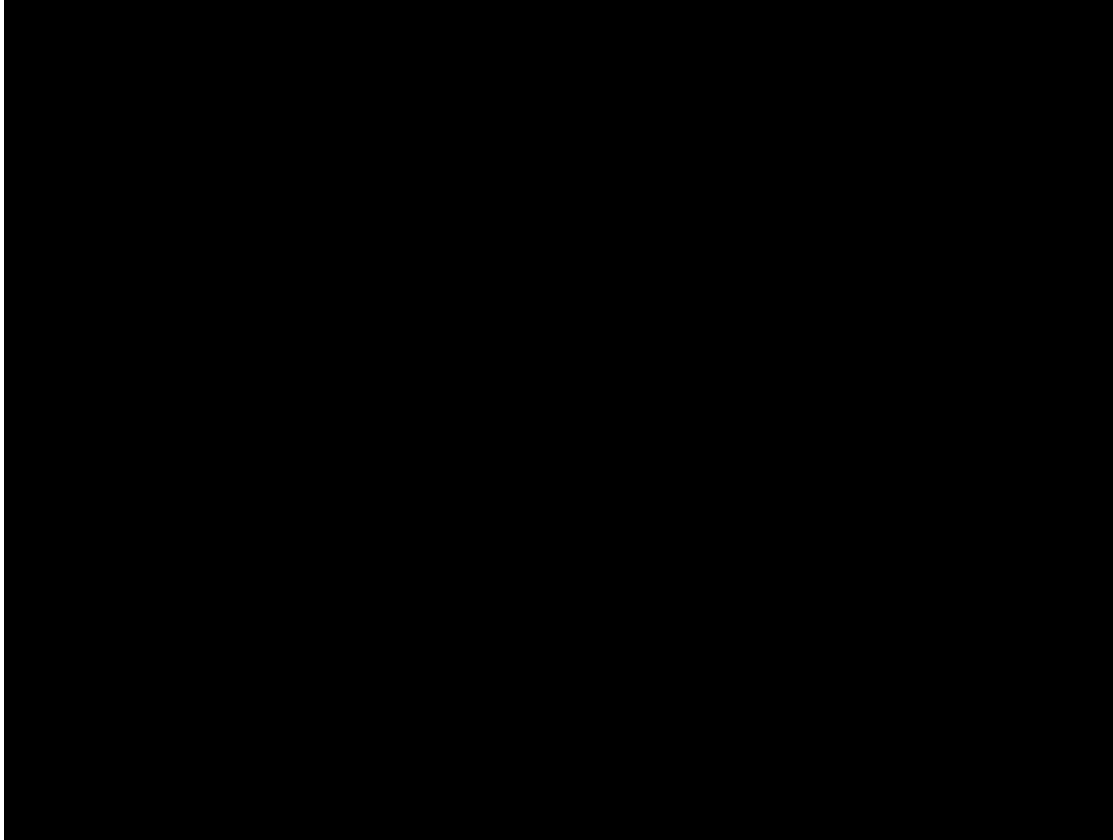
What: Written court papers

When: Available 24/7

Where: <http://nycourthelp.gov>

How: Internet access - computer, tablet, phone

DIY Forms Program Walk-through



Adult Name Change Petition

Changing the Gender Marker on a NYC Birth Certificate (Born in New York City)

IMPORTANT

If you are also changing your name on your birth certificate, wait until your name change has been approved and you have a signed Court Order for your name change. You can make the name change request and gender marker change request on your birth certificate at the same time.

STEP 1. Getting Your Documents Ready.

The following documents are needed for your application:

1. NYC Health Attestation Form.
 - Give a response for every blank line. Missing information can delay the review of your application.
 - **IMPORTANT:** Do not sign unless you are in front of a notary.
2. Birth Certificate Correction Application Form.
 - Go to <http://nyc.gov/vitalrecords> and go to "Certificate Corrections" for the fillable pdf form and complete.
3. If you are also changing your name on your birth certificate, include a "certified" Court Order for a name change with your application.
4. Photocopy of a current (not expired) signed photo identification, like a driver's license.
5. Check or money order for \$55 (\$40 processing fee, plus \$15 fee for new certificate) made payable to the NYC Department of Health and Mental Hygiene.
6. Self-addressed, stamped envelope. Remember to attach postage.

STEP 2. Submit the Application.

You can either mail your application or make your request in person.

- Mail the necessary documents to:
New York City Department of Health & Mental Hygiene
Corrections Unit
125 Worth Street, Room 144, CN-4

Supreme

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Name

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n, NY

name

I. Applicant/Registrant Information:

Minnie _____ Mouse _____
First name Middle name Last name

January 1, 1980 _____ 123 Fourth Avenue _____
Date of birth Street address Apt no.

Certificate No.: _____ Poughkeepsie, NY 12555 _____
12312122 City State Zip code

(212) 987-1234 _____ mmouse@gmail.com _____
Telephone Number Email address

II. Attestation:

I, Minnie Mouse, hereby attest under the penalty of perjury that the request to change the gender marker on my birth certificate no. 12312122, from _____ to _____, is to reflect my true gender identity and is not for any fraudulent purpose.

STOP! Take this document to a Notary Public BEFORE signing it

Signature _____

Date _____

Top 3 Benefits of DIY Forms

1. DIY Forms demystifies the court process
1. DIY Forms are a resource for attorneys and advocates
1. DIY Forms produce a prima facie legally sufficient document

The Impact of the New York DIY forms

User Testimonials

"Helpful during this difficult time emotionally and financially."

Submitted March 18, 2016; Niagara County Surrogate's Court
Small Estate Program

"Very user friendly and worth using."

Submitted November 2, 2019; Suffolk County Family Court
Support Modification/Violation Petition Program

"Court forms can be very confusing and hard to fill out by yourself.
Thank you for having this program to help."

Submitted on April 30, 2018; Yates County Family Court
Custody Modification Program

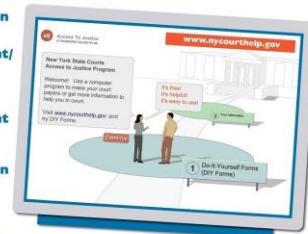
"All forms should have a DIY Form program option. It saves a lot of
time and there are no errors. It also saves a second trip to the court."

Submitted May 13, 2015; Kings County Civil Court
NYC Minor Name Change Program



NYS DIY Forms DO-IT-YOURSELF
Use these **FREE, EASY AND DO-IT-YOURSELF**
computer programs to make your court papers

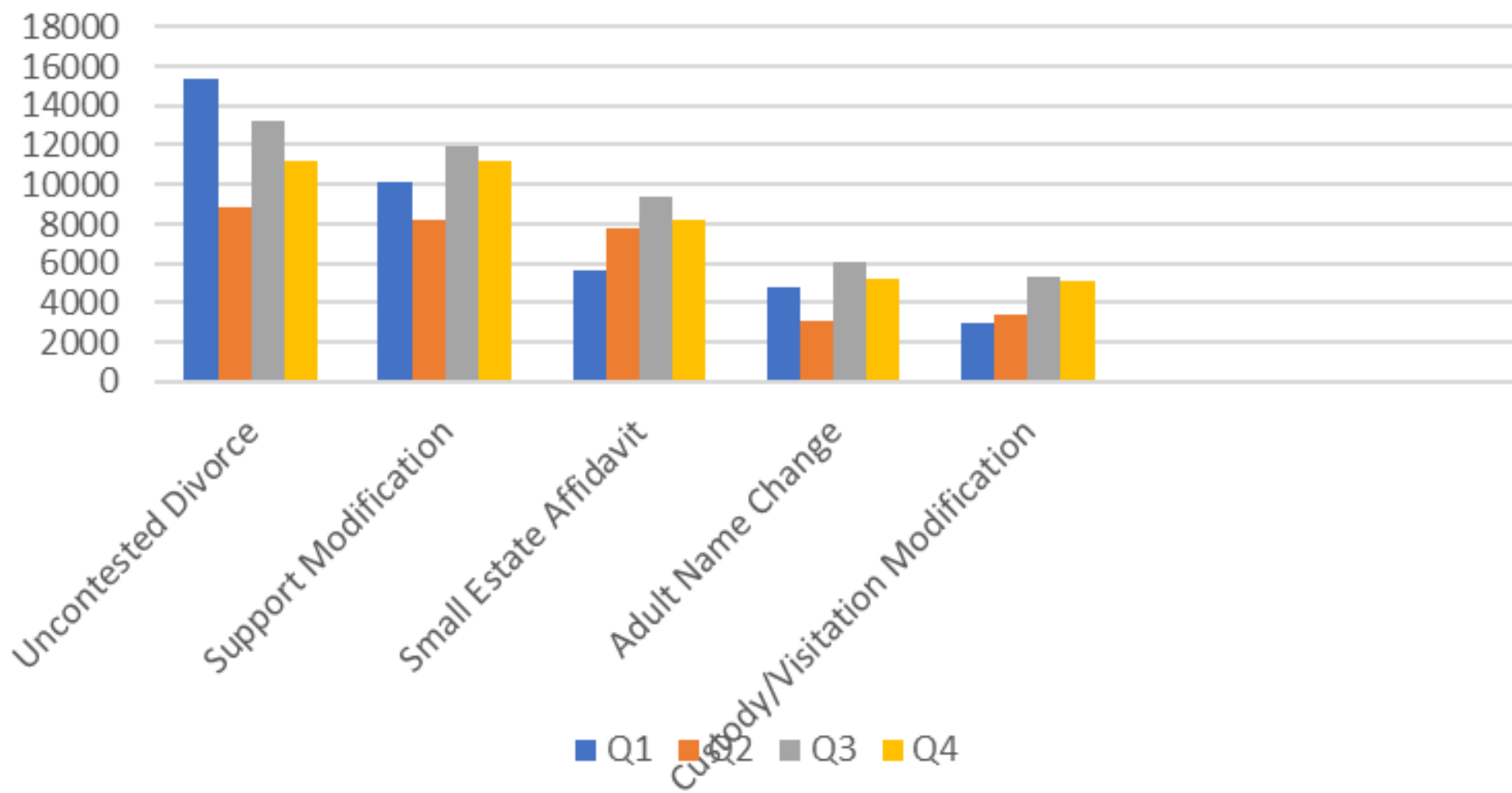
- Support modification
- Support enforcement/ violation
- Custody/ Visitation enforcement
- Custody/ Visitation modification
- Paternity petition
- Petición de paternidad



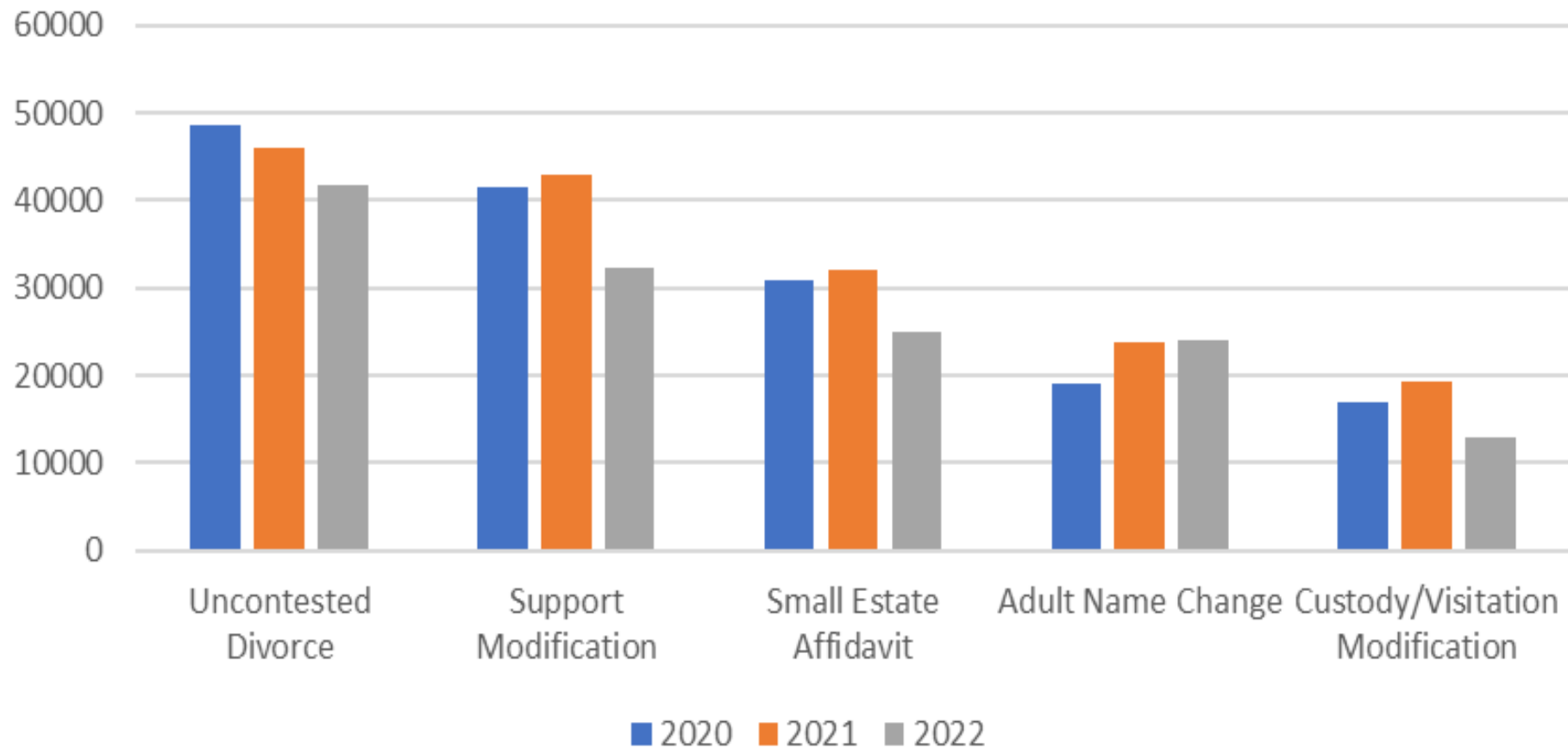
www.nycourthelp.gov



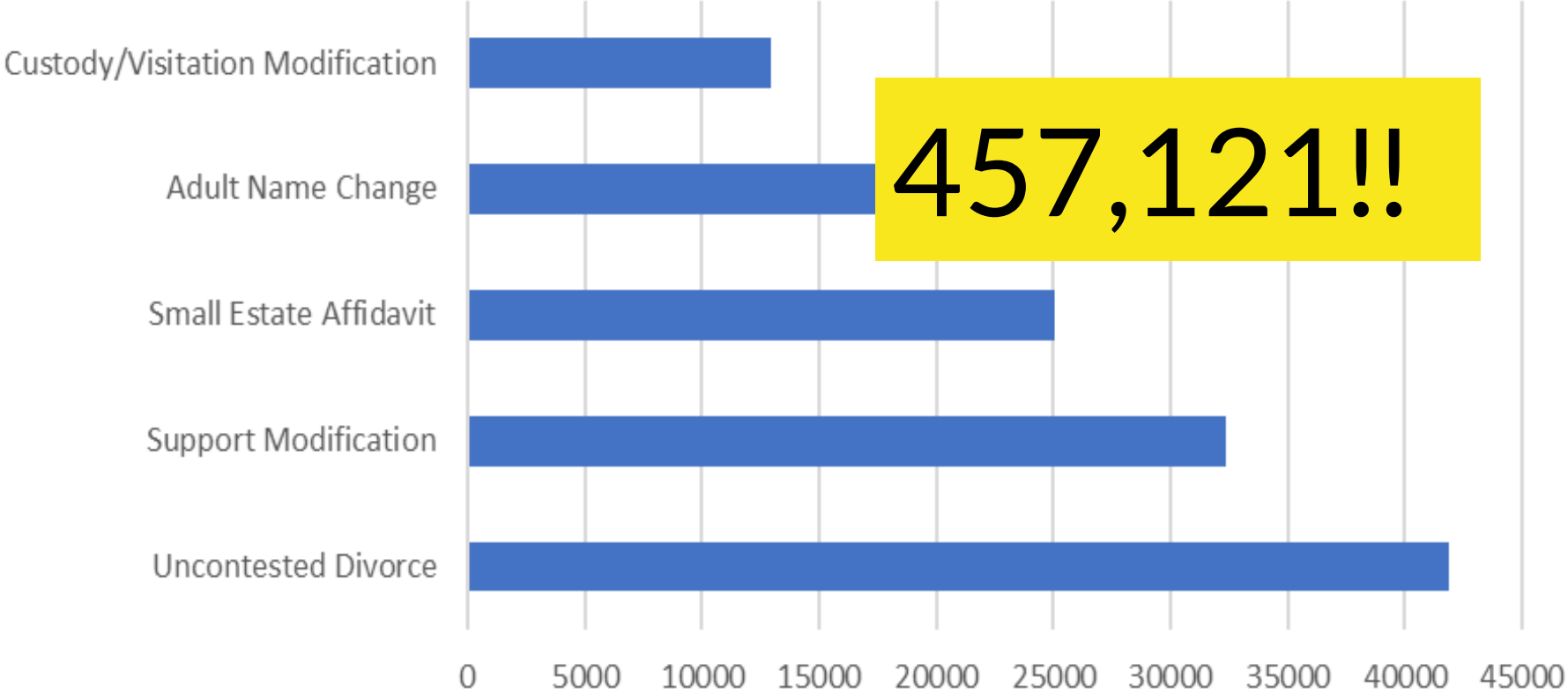
NYS DIY Forms 2020

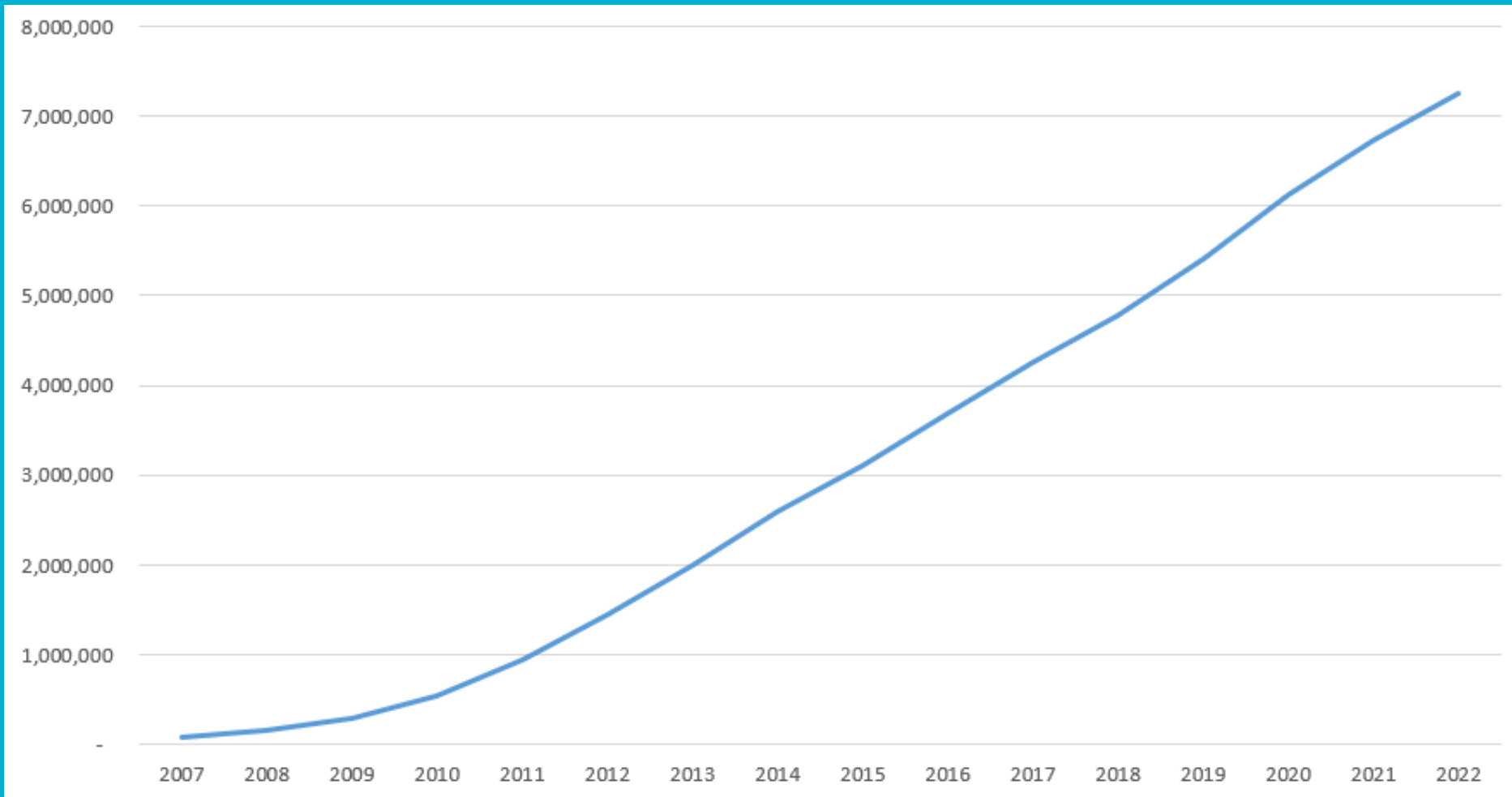


Top 5 NYS DIY Forms By Usage 2020-2022



NYS DIY Forms: People Helped 2020-2022





Questions?