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TurboCourt Application for Child Support Service:

Improving customer service and Performance

By Caroline Kelley, Public Information Officer, Contra Costa County DCSS

Availability of the new **TurboCourt Child Support Application** developed cooperatively by Contra Costa County Department of Child Support Services and business partner Intresys, presents a perfect opportunity to extend child support services to new customers while improving performance.

The foundation for TurboCourt was established through an interactive, web-based forms application process created as a joint project by the San Mateo Superior Court and Intresys. Currently available in forty-five California counties as E-Z Legal File, it was developed for Pro-se litigants to complete a variety of legal forms using a guided, interactive questionnaire available 24X7 on the internet.

Recognizing an opportunity to extend services, Contra Costa contacted Intresys to develop an on-line application for child support services. The new electronic, on-line application is quick, easy, secure and available statewide. Guided through an interactive questionnaire, individuals respond to questions relevant to their situation. Responses automatically populate required forms such as the Paternity Questionnaire, Health Insurance Information, Child Care Verification, Visitation Verification, Child Support Domestic Violence Notice, Income and Expense Declaration and the Declaration of Support Payment History. Applicants have the option of attaching documents, and the resulting application is complete, legible and can be submitted electronically.



In the first month that electronic submission was available, 41% of applications had an existing court order, 53% were married and 59% specified the non-custodial parent's employer. This data indicates that more cases will be opened with established support orders, and wage assignments will be more easily executed resulting in improved cost effectiveness. Applications for non-custodial and Spanish applicants are being developed, as well as reports capability.

An additional benefit to counties belonging to the San Mateo Courts Consortium (E-Z Legal File) is the ability to interface with applicants completing

family law forms. After completing the E-Z Legal File transaction, the customer will be given the option to apply for child support Services. If that option is selected, the system will copy information already gathered to the child support application, minimizing the questions and time required to complete the child support application.

Outreach

Contra Costa initiated a comprehensive marketing campaign. Following a meeting with court and Family Law Facilitator representatives, posters, flyers and business cards were produced. They are readily available at the Family Law Facilitator Office and in all family law courtrooms. A five-minute CNN Local News segment, taped at no cost, aired daily in July throughout the County, and continues on Contra Costa Television between regularly scheduled programming. A banner on the County's home page stating "If you pay or receive child support, YOU should open a child support case", links to a description of child support services. (www.cccounty.us) County supervisors' offices and libraries display TurboCourt posters. Full and half-page ads appear on grocery carts in cities throughout the County; and full-color ads appear in County bus shelters. TurboCourt was introduced in a resolution for Child Support Awareness Month at a Board of Supervisors meeting incorporating the CNN Local News segment and a bus shelter ad mounted at the entry to the chamber. A media release generated additional news coverage.

Future outreach includes a feature article in the County Clips Newsletter reaching nearly 10,000 County employees, and articles in bar association and other legal publications. Posters, flyers and business cards will be distributed to Paternity Opportunity Program partners, while flyers and posters will be electronically distributed to the faith community, schools and other organizations.

"TurboCourt is a dream come true," states Linda Dippel, Contra Costa County Director. "The easy-to-use electronic application can be completed in the privacy of the home and generates applications so accurate that individual follow-up is not required."

Learn more about TurboCourt by visiting www.TurboCourt.com

For information about products and services contact

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