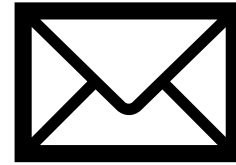
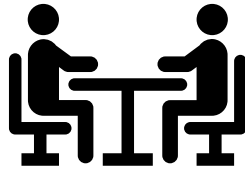
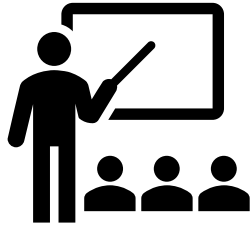


ACCESS Center COVID-19 Impacts and Responses

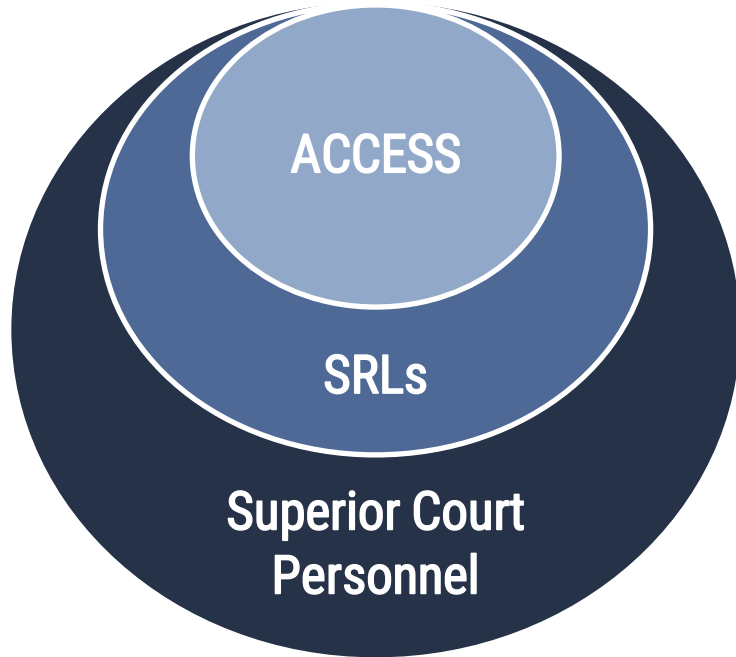


Judy B. Louie, Director, San Francisco ACCESS Center

ACCESS In-Person Model

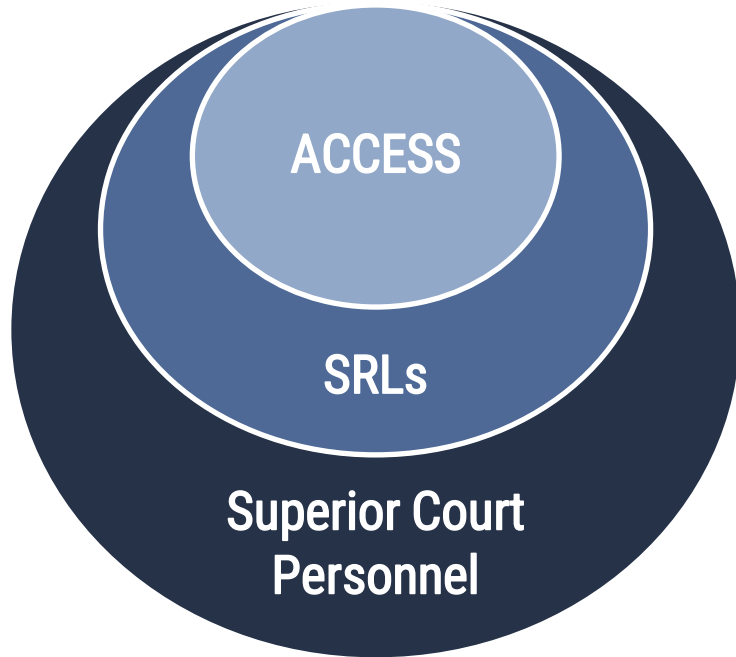


ACCESS Chain of Impact



*Self-help is a “**core function**”
of the California Superior
Courts*

COVID-19 Closures



Court closure and SIP suspends
ACCESS services

Increased SRL service needs due to
SIP of community-based
organizations and legal services

Sheriff's Deputies
Filing Windows
Records Department
Courtrooms

IMMEDIATE RESPONSE



Contact and assist SRLs with pending matters



Research statewide best practices, develop and publish online informational materials

PHASE 1



FAQs, Roadmaps



Emails



Phone Voicemails



LiveChat



Zoom



Calendly



Onsite Triage, Intake

PHASE 1



FAQs, Roadmaps



Emails



Phone Voicemails



LiveChat



Zoom



Calendly



Onsite Triage

PHASE 2



Multilingual FAQs, Roadmaps



SurveyMonkey



IVR Live Helpline



LiveChat



Zoom



Calendly

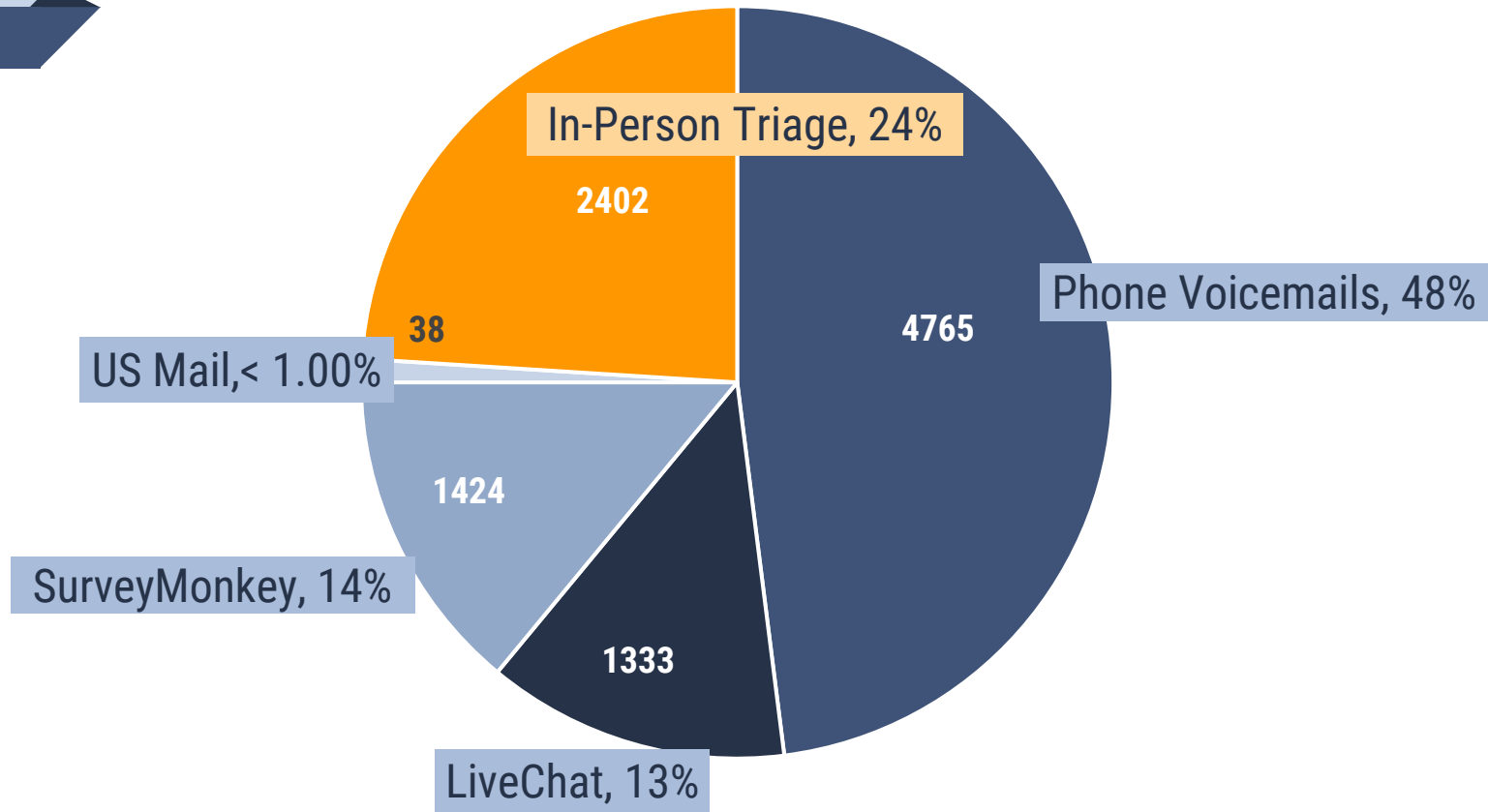


Onsite Kiosk



86,598

website hits



Instances of Assistance, March 2020 – January 2021

Hybrid Model

