Table of Contents

[I. Assistance Module 4](#_Toc497383726)

[A. Solution Provider Capacity 4](#_Toc497383727)

[B. Solution Provider Profile 4](#_Toc497383728)

[C. Selected Solution Type 5](#_Toc497383729)

[D. Legal Issue 6](#_Toc497383730)

[E. Financial Eligibility Prediction Input 6](#_Toc497383731)

[F. Financial Eligibility Prediction Output 6](#_Toc497383732)

[G. User Authorization to Share Data 7](#_Toc497383733)

[H. Probabilistic Outcomes Output 7](#_Toc497383734)

[I. Solution Provider Selected by User 8](#_Toc497383735)

[J. User’s Master Data 8](#_Toc497383736)

[II. Capacity Assessment Module 10](#_Toc497383737)

[A. Immigration Status 10](#_Toc497383738)

[B. Disabilities 10](#_Toc497383739)

[C. Language Proficiency 11](#_Toc497383740)

[D. Computer Literacy 12](#_Toc497383741)

[E. Technology Availability 12](#_Toc497383742)

[F. Literacy 13](#_Toc497383743)

[G. Prior Legal Experience 13](#_Toc497383744)

[H. Access to Transportation 13](#_Toc497383745)

[I. Capacity Assessment 14](#_Toc497383746)

[III. Description & Navigation Module 16](#_Toc497383747)

[A. Login Information 16](#_Toc497383748)

[B. Return To Referral Source System 16](#_Toc497383749)

[C. Outcome 17](#_Toc497383750)

[IV. Probabilistic Outcomes Module 19](#_Toc497383751)

[A. User’s Master Data 19](#_Toc497383752)

[B. Historical Case Data 20](#_Toc497383753)

[C. Historical Issue Data 21](#_Toc497383754)

[D. Solution Pathway Selected by User 21](#_Toc497383755)

[V. Problem Identification Module 22](#_Toc497383756)

[A. Issue Description from User 22](#_Toc497383757)

[B. Location Information 22](#_Toc497383758)

[C. Urgency Description from User 22](#_Toc497383759)

[D. Legal Problem 23](#_Toc497383760)

[E. Issue Identification 23](#_Toc497383761)

[F. Issue Description 23](#_Toc497383762)

[G. Jurisdiction 24](#_Toc497383763)

[H. Urgency Description from System 24](#_Toc497383764)

[I. Urgency Assessment 24](#_Toc497383765)

[VI. Registration & Login Module 25](#_Toc497383766)

[A. Login Information 25](#_Toc497383767)

[VII. Solutions Module 26](#_Toc497383768)

[A. Problem Identification 26](#_Toc497383769)

[B. Capacity Information 26](#_Toc497383770)

[C. Tradeoff Preferences 26](#_Toc497383771)

[D. Probabilistic Outcomes 26](#_Toc497383772)

[E. User Authorization To Share Data 26](#_Toc497383773)

[F. User Preferences 27](#_Toc497383774)

[G. Financial Information 27](#_Toc497383775)

[H. Existence Of Solution Provider 29](#_Toc497383776)

[I. Selected Solution Type 30](#_Toc497383777)

[J. User’s Master Data 31](#_Toc497383778)

[K. Financial Eligibility Prediction 32](#_Toc497383779)

[VIII. Tradeoff Preferences Module 33](#_Toc497383780)

[A. Time 33](#_Toc497383781)

[B. Cost 34](#_Toc497383782)

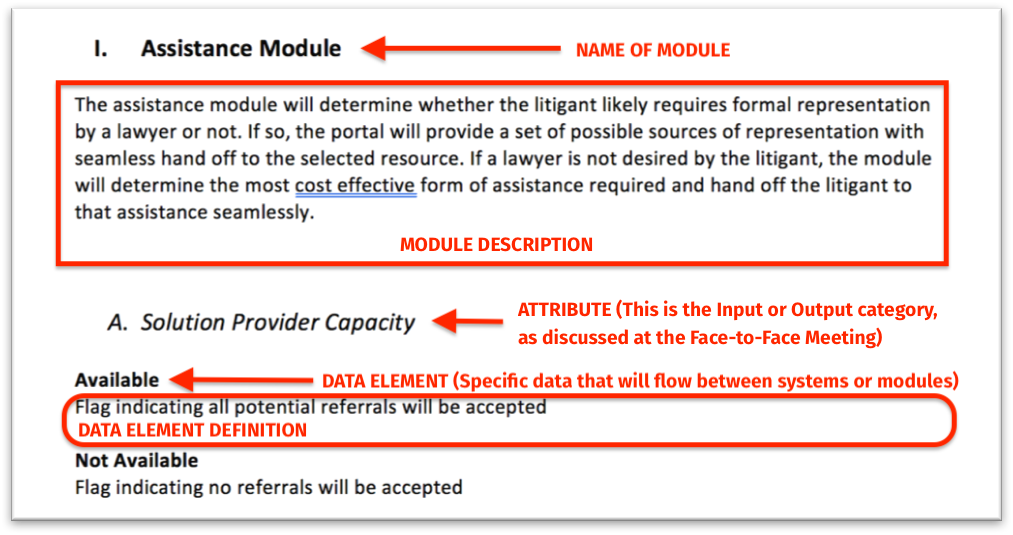
[C. Process Complexity 35](#_Toc497383783)

[D. Predictability of Outcome 36](#_Toc497383784)

[E. Enforceability 38](#_Toc497383785)

[F. User Tradeoff Preferences Determined 38](#_Toc497383786)

*How to read this document:*



# Assistance Module

The assistance module will determine whether the litigant likely requires formal representation by a lawyer or not. If so, the portal will provide a set of possible sources of representation with seamless hand off to the selected resource. If a lawyer is not desired by the litigant, the module will determine the most cost effective form of assistance required and hand off the litigant to that assistance seamlessly.

## Solution Provider Capacity

**Available**

Flag indicating all potential referrals will be accepted

**Not Available**

Flag indicating no referrals will be accepted

**Available for ###### Referrals**

Flag indicating potential referrals will be accepted up to a certain quantity. This quantity will need to be maintained on a regular basis by the Provider's system.

**Available for @@@@ Issue Type**

Flag indicating all referrals for a certain issue or case type will be considered. Provider may support multiple issue or case types, and this will allow providers to indicate availability per issue or case type. (Issue Types will be mapped to standardized lists adopted by the statewide governing body, such as LSC or NSMI. A preferred set of published & accessible list can be referenced in the message, with the focus on standardizing the highest level of issue types. i.e. NSMI.923429.Family.DomesticViolence. )

**Not Available for @@@@ Issue Type**

Flag indicating no referrals for a certain issue or case type will be considered. Provider may support multiple issue or case types, and this will allow providers to indicate availability per issue or case type. (Issue Types will be mapped to standardized lists adopted by the statewide governing body, such as LSC or NSMI. A preferred set of published & accessible list can be referenced in the message.)

**Available for ###### Referrals of @@@@ Issue Type**

Flag indicating potential referrals will be accepted up to a certain quantity as it relates to Issue or Case Type. Provider may have different capacity for different legal issues and this data element will indicate availability as it relates to particular case types. This quantity will need to be maintained on a regular basis by the Provider's system. (Issue Types will be mapped to standardized lists, such as LSC or NSMI. Any published & accessible list can be referenced in the message.)

Available for @@@@ Issue Type When @@@@ Issue Type(s) Present

Available for @@@@ Issue Type When Capacity Assessment is %%%%%

## Solution Provider Profile

**Provider Name**

Name of the Provider (Legal or DBA)

**Provider Categories**

Categories of services offered by the Provider. (Categories will be mapped to standardized lists, such as Open Referral. Refer to Issue Type List discussion)

**Provider Description**

Free text description from the Provider describing their services and other pertinent information.

**Provider Location(s)**

All physical addresses for the Provider

**Provider Phone Number(s)**

Provider's phone numbers. There can be multiple numbers for different purposes.

**Provider Email(s)**

Provider's email addresses. There can be multiple email addresses for different purposes.

**Provider Website(s)**

Provider's websites. There can be multiple websites for different purposes.

**Provider Contact Names**

Points of contact at the Provider. There can be multiple contacts for different purposes.

**Provider Affiliations**

Any other organization or government that the Provider is affiliated with.

**~~Provider Eligibility Requirements~~**

~~Free text description or structured data indicating eligibility requirements, such as, income, disability, literacy, or demographic restrictions.~~

Provider’s Level of Service

Service levels offered by Provider (Full representation, partial representation, referral of pro bono attorney, clinic, document assembly, etc.)

## Selected Solution Type (Output)

*(The Solutions Options Module has a corresponding Attribute.)*

**Solution Categories Selected**

Categories of solutions selected by the user. User may select more than one category, i.e. legal services and document assembly. (Categories will be mapped to standardized lists, such as Open Referral and should be same as "Assistance > Input > Provider Profile > Provider Categories" Refer to list discussion under Issue Type.)

**Solution Categories Declined**

Categories of solutions the user explicitly declined to use. User may decline more than one category. (Categories will be mapped to standardized lists, such as Open Referral and should be same as "Assistance > Input > Provider Profile > Provider Categories" Refer to list discussion under Issue Type.)

## Legal Issue

*(The Problem Identification Module has a corresponding Attribute)*

**Legal Issues Identified**

All of the legal issued identified by the system or user. (Issue List discussion above.)

**Legal Issues Identified by System**

If the portal or system has the capability to determine legal issues based on user interactions, the legal issues identified can be marked as having been system generated. (Issue List discussion above.)

**Legal Issues Identified by User**

If the portal or system does not have the capability of determining legal issues or if the user also has the ability to self-identify their legal issue, this data element will mark the legal issue as having been user identified. (Issue List discussion above.)

## Non-Legal Issue

*(The Problem Identification Module has a corresponding Attribute)*

**Non-Legal Issues Identified**

(Issue List discussion above.)

**Non-Legal Issues Identified by System**

(Issue List discussion above.)

**Non-Legal Issues Identified by User**

(Issue List discussion above.)

## ~~Financial Eligibility Prediction Input~~

*~~(The Solutions Options Module has a corresponding Attribute.)~~*

**~~User May Meet Financial Eligibility~~**

~~Other modules in the portal or system may determine financial eligibility for referred users, such as income requirements, etc. This message indicates to the Assistance Module that the user does meet financial eligibility for Provider's services. "Provider Eligibility Requirements" will be consulted to determine which Providers are presented to the user for selection. Based on how eligibility is determined, the Provider systems may place differing levels of confidence in this determination.~~

**~~User May Not Meet Financial Eligibility~~**

~~Other modules in the portal or system may determine financial eligibility for referred users, such as income requirements, etc. This message indicates to the Assistance Module that the user does not meet financial eligibility for Provider's services. "Provider Eligibility Requirements" will be consulted to determine which Providers are presented to the user for selection. Based on how eligibility is determined, the Provider systems may place differing levels of confidence in this determination.~~

## Financial Eligibility Prediction

**User May Meet Financial Eligibility**

The portal or system may determine financial eligibility for referred users, such as income requirements, etc. This message indicates that the user does meet financial eligibility for Provider's services. Based on how eligibility is determined, the Provider systems may place differing levels of confidence in this determination.

**User May Not Meet Financial Eligibility**

The portal or system may determine financial eligibility for referred users, such as income requirements, etc. This message indicates that the user is not eligible for services requiring financial eligibility, however, may be sent to the Provider for other services. Based on how eligibility is determined, the Provider systems may place differing levels of confidence in this determination.

**User Financial Eligibility Not Determined**

This message states that the portal or system cannot or did not determined financial eligibility.

## User Authorization to Share Data

*(The Solutions Options Module has a corresponding Attribute.)*

**User Authorized Data Sharing**

If the portal or system has information on the user, which could be shared with the Provider's system, the user information can only be transferred if the user has authorized that sharing. This message indicates that the user has explicitly agreed to share data with the Provider system.

**User Did Not Authorize Data Sharing**

If the user did not authorize data sharing, the Provider system will be alerted using this message as a means to explain why user data is not available.

**User Authorized Sharing the Following Data Elements @@@@, @@@@, ….**

If the portal or system allows the user to select which user data can be shared, this message will tag the information that the user has authorized sharing. This includes anonymous user data.

**~~User Did Not Authorized Sharing the Following Data Elements @@@@, @@@@, ….~~**

~~If the portal or system allows the user to select which user data can be shared, this message will tag the information that the user does not authorize sharing.~~

**User Authorized Data Sharing with Solution Provider Category %%%%%**

**User Authorized Sharing the Following Data Elements @@@@, @@@@ with Solution Provider Category %%%%%%**

## Probabilistic Outcomes Output

*(All outputs from Probabilistic Outcomes Module are incorporated here.)*

**Pathways Selected**

The Probabilistic Outcomes module will help determine the course of action, or pathways, a user chooses to take. The Assistance module helps the user select specific providers that can support the user through the selected pathways. Examples of these pathways include: Retain a Lawyer, Self Help Using Online Services, etc.

## Solution Providers Selected by User

**Selected Solution Providers Name**

Name of Provider (Legal or DBA)

**Provider Categories Selected**

Categories of services offered by the Provider that the user selected. (Categories will be mapped to standardized lists, such as Open Referral")

**Provider Location(s) Referred**

If the user is referred to Provider's physical locations, this message can inform the provider of the locations the user will be provided.

**Provider Website(s) Referred**

If the user is referred to Provider's online resources, this message can inform the provider of the specific web links provided to the user.

## User’s Master Data

*(The Probabilistic Outcomes and the Solutions Options Modules have corresponding Attributes.)*

**User's IP Location**

Location information determined from user's IP address

**Return URL for User**

If the user should be returned to a specific page on the portal, this URL will route the user to the appropriate point in their process.

**User's Issues**

If user has or had one or more legal or non-legal issue(s) that were identified, Provider's can be alerted of all of those issues. (Categories will be mapped to standardized lists, such as the LSC or NSMI.)

**Referral(s) Provided**

The referrals provided to the user can be tracked as tags and communicated between portal modules and Service Provider systems. (Referral Categories will be mapped to standardized lists, such as Open Referral.)

**User's Full Name**

If this information is collected: Prefix, First, Middle, Last, and Suffix.

**User's Address(es)**

If this information is collected: Street Address, City, County, State, and Zip Code for each address collected.

**User's Phone Number(s)**

If this information is collected: Country Code, Area Code, and Zip Code.

**User's Primary Email Address**

User's primary email address.

**User's Email Address Is Verified**

If the user's email address was verified by the source system, this message will mark the email address as verified.

**Pages Accessed by User**

Metadata or tags identifying the pages the user accessed in the portal, so if an anonymous user is returned to the portal, they can pick up where they left off.

Page Reached by User

This would be a “reach tag” that indicates how far users progressed. (More to add here.)

**All Other Metadata**

All other metadata collected from the user session and interaction.

# Capacity Assessment Module

This module will assess the capacity of the litigant to both use the portal and to utilize various forms of assistance other than formal representation. This module is optional because not all jurisdictions may choose to include this capability, some litigants may not want to be assessed, and the ability to validly and appropriately assess such capacity is still not well understood.

## Immigration Status

**User is a US Citizen**

Users that self-identify as US citizens will be marked as such with this message.

**User is not a US Citizen**

If users self-identify that they are not US citizens, this message will mark that as their status.

**User is a Permanent Resident**

If users self-identify that they have a permanent resident status, this message will mark that as their status.

**User is not a Permanent Resident**

If users self-identify that they are not a US citizen or a Permanent Resident, this message will mark their status as such.

**Users Permanent Resident Number is "A#########"**

If users provide their A-Number as evidence of their permanent resident status, this message will communicate that A-number.

**User Has a Valid Visa**

If users self-identify that they have a valid visa, this message will mark that as their status.

**User has the @@@ Visa (Subcategory of “Valid Visa”)**

This message will identify the specific valid visa the user has. (The list of visa types will be pulled from a standardized list, such as the USCIS.)

**User is Undocumented**

This message will mark the user as undocumented immigrant. This can be determined based on user interaction or system assessment.

## Disabilities

**User is Disabled**

If the user self-identifies as disabled, this flag will mark their disabled status. This can be determined based on user interaction or system assessment.

**User is Not Disabled**

If the user self-identifies that they are not disabled, this flag will mark their disabled status.

**User's Disability is @@@@@**

If the user's disability is obtained, this flag will indicate the specific disability. (Categories of disabilities will be obtained from a standardized list.) (Disability Law Centers – Colorado Disability Coalition - Julie Reiskin [jreiskin@ccdconline.org](mailto:jreiskin@ccdconline.org) will be a good resource to help identify such a list)

**User's Disability is Documented**

If the user's disability is certified by a governmental agency, this flag will mark their disabled status as verified.

**User's Disability is Documented by @@@@@**

If the user's disability is certified by a governmental agency, this flag will indicate the specific agency that documented the disability.

**User is a Disabled Veteran**

If the user self-identifies as disabled and as a veteran, this flag will mark their disabled and military status.

## Language Proficiency

**User Speaks English**

This flag indicates that the user self-identifies or is system identified as being fluent in English.

**User Does Not Speak English**

This flag indicates that the user self-identifies or is system identified as not being fluent in English.

**User’s Primary Language is @@@@@**

This flag identifies all languages the user self-identifies or is system identified as having proficiency.

**User Has Access to an Interpreter**

This flag indicates that the non-English speaker has access to an interpreter and can receive services in English.

**User's Interpreter is Family Member or Friend**

This flag indicates that the non-English speaker has access to an interpreter and can receive services in English and that the interpreter is a family member or a friend, not a professional.

**User May be Supported with ASL-Oriented Services**

## Computer Literacy

**User is Computer Literate**

This message indicates that the user possesses computer literacy. This will include both self reported assessment and potentially automated skills assessment (computer analytics) of how many errors a litigant makes.

**User is Not Computer Literate**

This message indicates that the user is not computer literate. This will include both self reported assessment and potentially automated skills assessment (computer analytics) of how many errors a litigant makes.

**User Has Access to Computer Assistance**

This message indicates that the user may not be computer literate but has access to some support with using technology based services.

## Technology Availability

**User Has Access to a Computer**

Identifies the user as having access to a desktop or laptop computer. This determination can be made through user interaction or using session data to identify how the visitor is accessing the portal.

**User Does Not Have Access to Desktop Computer**

Identifies the user as not having access to a desktop or laptop computer.

**User Has Access to Mobile Device**

Identifies the user as having access to a smart phone or a tablet. This determination can be made through user interaction or using session data to identify how the visitor is accessing the portal.

**User Does Not Have Access to Mobile Device**

Identifies the user as not having access to a smart phone or a tablet.

**User Has Access to Internet**

Identifies the user as having access to the internet.

**User Does Not Have Access to Internet**

Identifies the user as not having access to the internet.

**User Has Access to a Facility with Internet and Computer**

Identifies the user as having access to a facility (i.e. public library, school, work computer) with the internet and computer.

User has Access to a Printer (And the opposite)

User has Access to a Scanner/Camera (And the opposite)

User has Access to Video Conferencing/Capability (And the opposite)

## Literacy

**User Has Reading Proficiency**

Identifies user has having a sufficient ability to read. This can be determined through user interaction or session data.

**User Lacks Reading Proficiency**

Identifies user as not having a sufficient ability to read. This can be determined through user interaction or session data.

**User Has Writing Proficiency**

Identifies user as having a sufficient ability to write. This can be determined through user interaction or session data.

**User Lacks Writing Proficiency**

Identifies user as not having a sufficient ability to write. This can be determined through user interaction or session data.

## Prior Legal Experience

**User Has Prior Legal Experience**

This flag will indicate that the user has indicated that they have been or currently are directly or indirectly involved in a legal case. The determination of prior legal experience can be made through user interaction or session data, where user indirectly demonstrated prior legal experience.

**User Has No Prior Legal Experience**

This flag indicates that the user has not been involved in any legal action before.

User Has a Trusted Resource with Prior Legal Experience

User has support from community, family, or friends that have had prior legal experience.

## Access to Transportation

**User Has Access to Transportation**

This flag indicates that the user has access to a vehicle or someone that can provide transportation.

**User is Housebound or Institutionalized**

This flag indicates that the user does not have access to a vehicle or someone that can provide transportation.

## Capacity Assessment

**Assessment that User is Undocumented**

This message will mark the user as undocumented immigrant. This can be determined based on user interaction or system assessment.

**Assessment that User is Disabled**

If the user self-identifies as disabled, this flag will mark their disabled status. This can be determined based on user interaction or system assessment.

**Assessment that User is Not Disabled**

If the user self-identifies that they are not disabled, this flag will mark their disabled status. This can be determined based on user interaction or system assessment.

**Assessment that User Speaks English**

This flag indicates that the user self-identifies or is system identified as being fluent in English.

**Assessment that User Does Not Speak English**

This flag indicates that the user self-identifies or is system identified as not being fluent in English.

**Assessment that User is Computer Literate**

This message indicates that the user possesses computer literacy. This will include both self reported assessment and potentially automated skills assessment (computer analytics) of how many errors a litigant makes.

**Assessment that User is Not Computer Literate**

This message indicates that the user is not computer literate. This will include both self reported assessment and potentially automated skills assessment (computer analytics) of how many errors a litigant makes.

**Assessment that User Has Access to a Computer**

Identifies the user as having access to a desktop or laptop computer. This determination can be made through user interaction or using session data to identify how the visitor is accessing the portal.

**Assessment that User Has Access to Mobile Device**

Identifies the user as having access to a smart phone or a tablet. This determination can be made through user interaction or using session data to identify how the visitor is accessing the portal.

**Assessment that User Has Reading Proficiency**

Identifies user has having a sufficient ability to read. This can be determined through user interaction or session data.

**Assessment that User Lacks Reading Proficiency**

Identifies user as not having a sufficient ability to read. This can be determined through user interaction or session data.

**Assessment that User Has Writing Proficiency**

Identifies user as having a sufficient ability to write. This can be determined through user interaction or session data.

**Assessment that User Lacks Writing Proficiency**

Identifies user as not having a sufficient ability to write. This can be determined through user interaction or session data.

**Assessment that User Has Prior Legal Experience**

This flag will indicate that the user has indicated that they have been or currently are directly or indirectly involved in a legal case. The determination of prior legal experience can be made through user interaction or session data, where user indirectly demonstrated prior legal experience.

**Assessment that User Is Housebound or Institutionalized**

This flag indicates that the user does not have access to a vehicle or someone that can provide transportation.

Safety, Time off Work, Result of the Legal Issue will have financial impact, is the other side represented, would your emotions overcome you in a courtroom setting, (Review Michigan Capacity Assessment Checklist),

# Description & Navigation Module

This module describes the capabilities of the portal and provides basic navigation to the desired module or between modules. Users may still enter other modules directly if they know how to get there. They may also navigate directly from one module to another module as desired.

## Login Information

*(Linked to Output from Registration/Login Module)*

**Unique ID for the User in the Litigant Portal**

This is a unique ID assigned to the user, whether the user is registered or remained anonymous.

**Source System of Registration**

Name (Legal Name or DBA) of source system where user created an account.

**Time Created**

Time the user account was created.

**Time Modified**

Time the user account was last modified.

**User's Role in Legal Issue**

The specific role(s) the Referral System determined that the user will play in the legal issue (i.e., plaintiff, defendant, etc.)

**OAuth Info Packet**

This OAuth packet would pass authentication from one system to another. There are existing standards such as SAML 2.0 and Akomo Ntoso that can be incorporated here.

**Intermediary Involved**

If the user is supported by a third party in the use of the systems, this token would identify that fact. Indicates that systems may need to communicate with the intermediary to reach the user.

**Intermediary Contact Information**

***Optional Data Elements:***

**Username**

If credentials are being shared between systems: User's Registered Username

**Password**

If credentials are being shared between systems: User's Password

**Email Address**

If credentials are being shared between systems: User's Registered Email Address

**Phone Number**

User’s mobile number

**Related Court Case Number**

**Related Court Order Number**

**User’s Master Data**

## Return To Referral System

**Referral System Name**

The name of portal, system, or entity providing the referral to the user.

**Referral System URL**

Referral System's website where the user should be returned, if no specific URI/URL is available.

**Referral System's User Specific URI/URL**

If available, the Referral System's unique URI/URL, specific to the user, where the user should be returned.

**Service Provider System’s User Specific URI**

Deep Linking/URI that can help ID exact steps referee needs to provide

**Time Referral Made**

Date and Time the referral is made in the Referral System and user opted to use that referral.

**Unique IDs for Legal Issues Identified in Referral System**

(Linked to Problem Identification > Output > Issue ID)

The Referral System's unique IDs for legal issues identified for individual users (registered or annonymous). This unique identification number format should incorporate the User’s Unique ID, so users can easily be identified.

**User's Role in Legal Issue**

The specific role(s) the Referral System determined that the user will play in the legal issue (i.e., plaintiff, defendant, etc.) Users may have different roles in different legal issues.

## Outcome

**Referral Was Acknowledged**

This message indicates that the Provider system acknowledged the referral.

**Referral Was Accepted**

This message indicates that the Provider system explicitly accepted the referral. This may be based on manual action taken by the Provider or based on Provider system automation.

**Referral Was Rejected**

This message indicates that the Provider system rejected the referral. This may be based on manual action taken by the Provider or based on Provider system automation.

**Legal Issue was Unfounded**

If the legal issue was determined to not be a legal issue for the user, this flag would communicate that per Unique Legal Issue ID

**Legal Issue(s) Resolved Without Litigation**

This is a message from the Provider system indicating that the referred legal issue(s) have been resolved without litigation (i.e., resolved by writing a demand letter, etc.).

**Legal Issue Proceeded to Litigation**

This is a message from the Provider system indicating that the referred legal issue(s) have proceeded to litigation.

**Legal Issue Proceeded to Litigation With Favorable Judgment**

This is a message from the Provider system indicating that the referred legal issue(s) have proceeded to litigation, that there was a judgment, and it was favorable.

**Legal Issue Proceeded to Litigation With Unfavorable Judgment**

This is a message from the Provider system indicating that the referred legal issue(s) have proceeded to litigation, that there was a judgment, and it was not favorable.

**Legal Issue Proceeded to Litigation With Settlement**

This is a message from the Provider system indicating that the referred legal issue(s) have proceeded to litigation, that it was settled prior to judgment being entered.

**Legal Issue Proceeded to Litigation With Outcome @@@@@@**

This is a message from the Provider system indicating that the referred legal issue(s) proceeded to litigation and providing a specific outcome. (Outcomes can be structured based on standardized data, such as NCSC's State Reporting Guidelines.)

**Legal Issue Was Abandoned Without Litigation**

This is a message from the Provider system indicating that the user abandoned their legal issue and there was no litigation initiated.

**Legal Issue Proceeded to Litigation and Abandoned**

This is a message from the Provider system indicating that the legal issue proceeded to litigation and was later abandoned by user.

**Service(s) Provided: @@@@@**

A message from the Provider system outlining the services that were provided to the user. (Service Types will be mapped to standardized lists, such as Open Referral)

**Additional Information Provided by User**

This could be free-text or additional context provided by user in the Service Provider System, which may not have been translated into legal issues. (i.e. if the service provider is seeking to call on the Litigant Portal’s triaging capability to analyze this information.)

**Unique IDs for Legal Issues Identified in Service Provider System**

(Linked to Problem Identification > Output > Issue ID)

If the Provider System identifies a different legal issue or clarifies a previously identified legal issue, this would communicate the Provider System's unique IDs for legal issues identified for individual users (registered or annonymous).

# Probabilistic Outcomes Module

For court cases, this module provides descriptions of the most likely or common alternatives and actions in a particular type of case. It will also report probabilistic or statistical information on the likely outcomes of each alternative, based on court data.

## User’s Master Data

*(The Assistance and the Solutions Options Modules have corresponding Attributes.)*

**User's IP Location**

Location information determined from user's IP address

**Return URL for User**

If the user should be returned to a specific page on the portal, this URL will route the user to the appropriate point in their process.

**User's Issues**

If user has or had one or more legal issue(s) that were identified, Provider's can be alerted of all issues. (Categories will be mapped to standardized lists, such as the LSC or NSMI.)

**Referral(s) Provided**

The referrals provided to the user can be tracked as tags and communicated between portal modules and Service Provider systems. (Referral Categories will be mapped to standardized lists, such as Open Referral.)

**User's Full Name**

If this information is collected: Prefix, First, Middle, Last, and Suffix.

**User's Address(es)**

If this information is collected: Street Address, City, County, State, and Zip Code for each address collected.

**User's Phone Number(s)**

If this information is collected: Country Code, Area Code, and Zip Code.

**User's Primary Email Address**

User's primary email address.

**User's Email Address Is Verified**

If the user's email address was verified by the source system, this message will mark the email address as verified.

**Pages Accessed by User**

Metadata or tags identifying the pages the user accessed in the portal, so if an anonymous user is returned to the portal, they can pick up where they left off.

Page Reached by User

This would be a “reach tag” that indicates how far users progressed. (More to add here.)

**All Other Metadata**

All other metadata collected from the user session and interaction.

## Historical Case Data

**Case Jurisdiction - State**

State where historical data reporting court or legal aid organization is based.

**Case Jurisdiction - Local**

Locality (city, county, federal district, etc.) where historical data reporting court or legal aid organization is based.

**Court Type**

Level and jurisdiction of court reporting the historical data (i.e., justice court, general jurisdiction trial court, appellate court, etc..)

**Case Types**

Case types (i.e. Small Claims, Evictions, Divorce With Children, etc.) from historical data from case records (i.e., court or legal aid case management systems). (Case Types will be mapped to standardized data, such as NCSC's State Reporting Guidelines.)

**Claim Types (Causes of Action)**

Claim types (i.e., child custody, support or alimony, money judgment, etc.) from historical data from case records (i.e., court or legal aid case management systems). Claim types should be associated with Case Types. (Claim Types will be mapped to standardized data, such as NCSC's State Reporting Guidelines.)

**Claim Amount (Claim Types linked to Claim Amount)**

Claim amounts associated with Claim Types from historical data from case records (i.e., court or legal aid case management systems).

**Judgment/Decision Type (Claim Types are linked to Judgment Type)**

Types of judgment, associated with Claim Types, from historical data from case records (i.e., court or legal aid case management systems). (Judgment Types will be mapped to standardized data, such as NCSC's State Reporting Guidelines.)

**Judgment Amount**

Judgment Amount, associated with Judgment Types and Claim Amount, from historical data from case records (i.e., court or legal aid case management systems).

**Judgment Satisfaction Rate**

This metric tracks the percentage of time Judgment Amount is paid and satisfied, based on aggregate values from historical data from case records (i.e., court or legal aid case management systems).

**Percent of Judgment Amount Paid**

This metric tracks the percent of the Judgment Amount awarded that was paid or satisfied, based on aggregate values from historical data from case records (i.e., court or legal aid case management systems).

## Historical Issue Data

*This category includes historical data for legal issues that never became legal cases filed with the court, and may include issues that were resolved with a simple letter or out of court.*

**Issue Jurisdiction - State**

State where historical data reporting Provider is based.

**Issue Jurisdiction - Local**

Locality (city, county, federal district, etc.) where historical data reporting Provider is based.

**Issue Type**

Issue types (i.e. Unpaid loans, will creation, etc.) from historical data from Provider's case records. Issue Types will be mapped to standardized lists such as LSC or NSMI)

**Issue Claim Amount**

Claim amounts associated with Issue Types from historical data from Provider's case records.

**Issue Resolution Type**

Types of resolution (i.e., settlement, vacated unit, etc.), associated with Issue Claim Types, from historical data from Provider's case records.

**Issue Resolution Amount**

Issue Resolution Amount, associated with Issue Resolution Types and Issue Claim Amount, from historical data from Provider's case records.

## Solution Pathway Selected by User

**Pathway(s) Selected**

The Probabilistic Outcomes module will help the user determine the best course of action, or pathway(s) (i.e., lawyer referral, online self-help, mediation, etc.) to take.

# Problem Identification Module

This module prompts the user to describe their problem in a way that will enable the portal to determine if it is a legal problem. Of course, that determination is not entirely an objective one, so it is more a matter of suggesting available legal strategies when appropriate. The module will prompt for information that enables the portal to determine if it is a legal problem within the scope of the portal, and maps the legal problem to a court case type. Again, there may be several possible case types or causes of action for a particular legal problem, so the module should suggest all alternatives and explain the tradeoffs. If there is not a legal problem, or not one that the portal can respond to, the litigant may still gain value by exercising the solutions module.

## Issue Description from User

**User Stated Issue(s)**

Issues identified by user. These issues may or may not correspond to legal issues. This input will help the Problem Identification module more accurately identify actual legal or related issues.

**User Stated Related Issue(s)**

Users may identify related issues, which can impact the rights and remedies available at the present issue. These issues may or may not correspond to legal issues.

**User Stated Timing of Issue(s)**

Timing of issues can be critical in identifying problems (i.e., date rent was paid, contract date, etc.).

## Location Information

**Location(s) of Issues**

User may identify locations where issues stemmed or are taking place. Location(s) of Issues should be associated with User Stated Issues. This will help the Problem Identification module determine jurisdiction, available remedies, and identify service providers.

Location of the User

## Urgency Description from User

**User Stated Urgency Type(s)**

Types of urgencies as identified by the user (i.e., eviction, physical danger, etc.)

**User Stated Urgency Deadline(s)**

Users may identify specific deadlines or time frames concerning urgencies (i.e., eviction notice, victim notification, etc.). This message would indicate the days remaining to act. This can be based on user interaction or system assessment.

**User Stated Urgency Level**

Users may have a subjective perspective on how urgent their issue is. Urgency would need to be communicated in terms of levels (i.e., high, medium, low) or score (0 to 10).

## Legal Problem

**Issue Is a Legal Problem**

This message indicates that the issue(s) at hand are legal issues.

## Issue Identification

**Unique IDs for Legal Issues Identified in Referral System**

The Referral System's unique IDs for legal issues identified for individual users (registered or anonymous). Each unique ID should incorporate the user’s unique ID (see comment in Description & Navigation module)

**Legal Issues Identified**

*(Linked to "Legal Issue" Attribute in Assistance Module)*

All of the legal issued identified by the system or user. Legal Issues will be mapped to standardized lists, such as LSC’s NSMI or the NCSC.)

**Legal Issues Identified by System**

*(Linked to "Legal Issue" Attribute in Assistance Module)*

If the portal or system has the capability to determine legal issues based on user interactions, the legal issues identified can be marked as having been system generated.

**Legal Issues Identified by User**

*(Linked to "Legal Issue" Attribute in Assistance Module)*

If the portal or system does not have the capability of determining legal issues or if the user also has the ability to self-identify their legal issue, this data element will mark the legal issue as having been user identified.

**Non-Legal Issues** (Capture from Assistance Module)

**Unique IDs for Non-Legal Issues Identified in Referral System**

## Issue Description

**System Determined Issue(s)**

Based on user description of their issues, the Problem Identification module can determine legal or non-legal issues at hand. (Issue Types will be mapped to existing standardized lists, such as LSC or NSMI. For general non-legal issues, lists such as Open Referral can be used).

**System Determined Deadline(s)**

Based on System Determined Issue(s), User Stated Timing of Issue(s), and User Stated Urgency Deadlines, the system can determine important timeframes and deadlines. There may be multiple deadlines for different issues.

## Jurisdiction

**Jurisdiction – State**

State(s) that may have jurisdiction over the legal issue(s). State jurisdiction should be associated with System Determined Issue(s). There may be multiple states with jurisdiction for different legal issues.

**Jurisdiction - Local**

Localities (city, county, federal district, administrative agency, etc.) that may have jurisdiction over the legal issue(s). Local jurisdiction should be associated with System Determined Issue(s). There may be multiple localities with jurisdiction for different legal issues.

**Jurisdiction Case Type**

Jurisdiction of a court may be over particular case types (subject matter & dollar amount) that result from System Determined Issue(s). This message specifies jurisdiction courts with case types. Jurisdiction Case Type should be associated with System Determined Issue(s).

## Urgency Description from System

**System Determined Urgency Type**

Types of urgencies as identified by the Problem Identification Module (i.e., eviction, physical danger, etc.). These urgencies may or not have been identified by the user.

**System Determined Urgency Deadline(s)**

Deadlines identified by the system based on the System Determined Urgency Types. These deadlines may or may not be in lined with the User Stated Urgency Deadline(s).

## Urgency Assessment

**System Determined Urgency Level**

The Problem Identification module will formulate an urgency level based on the System Determined Issues, System Determined Urgency Types and Deadlines. We need to discuss if the LP TC should standardize the output of this assessment as a level (high, medium, low) or a score (0 to 10).

# Registration & Login Module

Litigants may use the portal anonymously by not registering or logging in. If users wish to save their inputs or outputs and return at a later time, they must register in a way that enables identification of them in some unique way (although not necessarily in a way that permits actual identification of the person).

## Login Information

*(Linked to Login Information Attribute in the Description & Navigation Module)*

Recommend adopting standards for Akomo Ntoso (Defines XML structure, but doesn’t link to authentication mechanism)

**Unique ID for the User in Referral System**

This is a unique ID assigned to the user, whether the user is registered or remained anonymous, that complies with local regulations & standards.

**Source System of Registration (Existing in Akomo Ntoso)**

Name (Legal Name or DBA) of source system where user created an account.

**Time Created (Existing in Akomo Ntoso)**

Time the user account was created.

**Time Modified (Existing in Akomo Ntoso)**

Time the user account was last modified.

**User's Role in Legal Issue (Existing in Akomo Ntoso)**

The specific role(s) the Referral System determined that the user will play in the legal issue (i.e., plaintiff, defendant, etc.)

**OAuth Info Packet**

The LP would have an OAuth packet that is consistent with Akomo Ntoso. **Should there be a single body/source of the registration information?**

***Optional Data Elements:***

**Username**

If credentials are being shared between systems: User's Registered Username

**Password**

If credentials are being shared between systems: User's Password

**Email Address**

If credentials are being shared between systems: User's Registered Email Address

# Solutions Module

If the problem identified is not a legal problem, the portal may suggest several generic non-legal solutions with an appropriate handoff. If the problem is a genuine legal problem, it should suggest several alternative solutions, some of which involve the formal legal system and some of which do not. In both cases the module should provide appropriate tradeoff information to aid the litigant in making a choice.

## Problem Identification

*(All Outputs from Problem Identification Module are incorporated here, i.e. Jurisdiction, Urgency Description, Urgency Assessment, Issue Identification, Issue Description, Is it a legal problem?)*

## Capacity Information

*(All Outputs from Capacity Assessment Module are incorporated here, i.e. Computer Literacy, Languages, Disabilities, Immigration status, etc.)*

## Tradeoff Preferences

*(All outputs from Tradeoff Preferences Module are incorporated here.)*

## Probabilistic Outcomes

*(All outputs from Probabilistic Outcomes Module are incorporated here, i.e. Pathways Selected)*

## User Authorization To Share Data

*(The Assistance Module has a corresponding Attribute.)*

**User Authorized Data Sharing**

If the portal or system has information on the user, which could be shared with the Provider's system, the user information can only be transferred if the user has authorized that sharing. This message indicates that the user has explicitly agreed to share data with the Provider system.

**~~User Did Not Authorize Data Sharing~~**

~~If the user did not authorize data sharing, the Provider system will be alerted using this message as a means to explain why user data is not available.~~

**User Authorized Sharing the Following Data Elements @@@@, @@@@, ….**

If the portal or system allows the user to select which user data can be shared, this message will tag the information that the user has authorized sharing.

**User Did Not Authorized Sharing the Following Data Elements @@@@, @@@@, ….**

If the portal or system allows the user to select which user data can be shared, this message will tag the information that the user does not authorize sharing.

## User Preferences

**User Requires In Person Assistance**

This flag indicates that user only wants solution options that involve in person assistance.

**User Prefers In Person Assistance**

This flag indicates that the user prefers in person assistance, but will perform some online tasks.

**User Prefers Manual Options**

This flag indicates that the user prefers to perform tasks manually rather than on a computer.

**User Prefers Online Assistance**

This flag indicates that the user prefers online services and tools over in person or telephonic support.

**User Requires Human Telephonic Assistance**

This flag indicates that the user can perform some tasks independently, but will require human assistance due to preferences or disabilities.

**User Prefers Human Telephonic Assistance**

This flag indicates that the user prefers human assistance, in person, over the phone, or the web.

**User Prefers Assistance in @@@@@ Language**

This flag indicates that the user prefers assistance in another language. (Language lists will be mapped to standardized lists)

**User Requires Assistance in @@@@@ Language**

This flag indicates that the user requires assistance in another language. (Language lists will be mapped to standardized lists)

## Financial Information

**Income Period**

User can designate if the income information will be bi-weekly, monthly, annually, etc.

**~~Monthly~~ Income Amount**

This flag will indicate that the dollar amount provided is the income for the Income Period. Whether the relevant income amount is net, gross, before or after taxes, etc., is up to the source and receiving systems to calibrate.

**~~Annual Income~~**

~~This flag will indicate that the dollar amount provided is an annual income. Whether the relevant income amount is net, gross, before or after taxes, etc., is up to the source and receiving systems to calibrate.~~

**Number of Dependents**

This flag indicates the number of dependents the user has. The criteria, such as age, that is factored into counting dependents is up to the source and receiving systems to calibrate.

**Income Type**

This flag indicates the types of income a user has. There can be multiple income types, such as wages, interest income, alimony, etc..

**Expense Type**

This flag indicates the types of expenses a user has. There can be multiple expense types, such as rent, utilities, child support, etc..

**Income Source**

This flag indicates the name of the employer, entity, or individual provide the Income Type. Income Source should be associated with Income Type and there can be multiple Income Sources for Income Types.

**Expense Source**

This flag indicates the name of the entity, organization, or individual that the user pays expense types to. Expense Source should be associated with Expense Types, and there can be multiple Expense Sources for Expense Types.

**Property Type Owned**

This flag indicates the type of personal or real property the user owns, such as home, rental property, vehicles, etc.. There can be multiple Property Types and multiple values of each Property Type Owned by the user.

**Property Fair Market Value**

This flag indicates the value of each Property Type declared by the user, i.e. rental property A is $100,000, rental property B is $200,000, etc. Property Value should be be associated with Property Type Owned.

**Property Outstanding Debt**

This flag indicates the value of outstanding debt owed against each Property Type Owned. There can be multiple Outstanding Debts against each Property Type Owned.

**Property Net Value**

This flag indicates the net value of each Property Type Owned (i.e., Property Fair Market Value - Property Outstanding Debt = Property Net Value).

**Net Worth**

This flag indicates the total sum of all Property Net Value associated with the user. This value can be provided by the user or system determined.

**Public Assistance Is Received**

The user has indicated that they receive public assistance.

**Public Assistance Type @@@@@**

The user has indicated that these public assistance types are received.

## Existence Of Solution Provider

*(The Assistance Module has a corresponding Attribute.)*

**USE THE DATA ELEMENTS FROM THE ASSISTANCE MODULE**

**~~Available~~**

~~Flag indicating all potential referrals will be accepted~~

**~~Not Available~~**

~~Flag indicating no referrals will be accepted~~

**~~Available for ###### Referrals~~**

~~Flag indicating potential referrals will be accepted up to a certain quantity. This quantity will need to be maintained on a regular basis by the Provider's system.~~

**~~Available for @@@@ Issue Type~~**

~~Flat indicating all referrals for a certain issue or case type will be accepted. Provider may support multiple issue or case types, and this will allow providers to indicate availability per issue or case type. (Issue Types will be mapped to standardized lists, such as LSC or NSMI)~~

**~~Not Available for @@@@ Issue Type~~**

~~Flat indicating no referrals for a certain issue or case type will be accepted. Provider may support multiple issue or case types, and this will allow providers to indicate availability per issue or case type. (Issue Types will be mapped to standardized lists, such as LSC or NSMI)~~

**~~Available for ###### Referrals of @@@@ Issue Type~~**

~~Flag indicating potential referrals will be accepted up to a certain quantity as it relates to Issue or Case Type. Provider may have different capacity for different legal issues and this data element will indicate availability as it relates to particular case types. This quantity will need to be maintained on a regular basis by the Provider's system. (Issue Types will be mapped to standardized lists, such as LSC or NSMI)~~

**~~Provider Name~~**

~~Name of the Provider (Legal or DBA)~~

**~~Provider Categories~~**

~~Categories of services offered by the Provider. (Categories will be mapped to standardized lists, such as Open Referral")~~

**~~Provider Description~~**

~~Free text description from the Provider describing their services and other pertinent information.~~

**~~Provider Location(s)~~**

~~All physical addresses for the Provider~~

**~~Provider Phone Number(s)~~**

~~Provider's phone numbers. There can be multiple numbers for different purposes.~~

**~~Provider Email(s)~~**

~~Provider's email addresses. There can be multiple email addresses for different purposes.~~

**~~Provider Website(s)~~**

~~Provider's websites. There can be multiple websites for different purposes.~~

**~~Provider Contact Names~~**

~~Points of contact at the Provider. There can be multiple contacts for different purposes.~~

**~~Provider Affiliations~~**

~~Any other organization or government that the Provider is affiliated with.~~

**~~Provider Eligibility Requirements~~**

~~Free text description or structured data indicating eligibility requirements, such as, income, disability, literacy, or demographic restrictions.~~

**~~Solution Categories Available~~**

~~Categories of solutions selected by the user. User may select more than one category, i.e. legal services and document assembly. (Categories will be mapped to standardized lists, such as Open Referral and should be same as "Assistance > Input > Provider Profile > Provider Categories")~~

## Selected Solution Type

**Solution Categories Selected**

Categories of solutions selected by the user. User may select more than one category, i.e. legal services and document assembly. (Categories will be mapped to standardized lists, such as Open Referral and should be same as "Assistance > Input > Provider Profile > Provider Categories")

**Solution Categories Declined**

Categories of solutions the user explicitly declined to use. User may decline more than one category. (Categories will be mapped to standardized lists, such as Open Referral and should be same as "Assistance > Input > Provider Profile > Provider Categories")

## User’s Master Data

*(The Assistance & Probabilistic Outcomes Modules have corresponding Attributes.)*

**USE THE DATA ELEMENTS FROM THE ASSISTANCE MODULE**

**~~User's IP Location~~**

~~Location information determined from user's IP address~~

**~~Return URL for User~~**

~~If the user should be returned to a specific page on the portal, this URL will route the user to the appropriate point in their process.~~

**~~User's Legal Issues~~**

~~If user has or had one or more legal issue(s) that were identified, Providers can be alerted of those legal issues. (Categories will be mapped to standardized lists, such as the LSC or NSMI.)~~

**~~Referral(s) Provided~~**

~~The referrals provided to the user can be tracked as tags and communicated between portal modules and Service Provider systems. (Referral Categories will be mapped to standardized lists, such as Open Referral.)~~

**~~User's Full Name~~**

~~If this information is collected: Prefix, First, Middle, Last, and Suffix.~~

**~~User's Address(es)~~**

~~If this information is collected: Street Address, City, State, and Zip Code for each address collected.~~

**~~User's Phone Number(s)~~**

~~If this information is collected: Country Code, Area Code, and Zip Code.~~

**~~User's Primary Email Address~~**

~~User's primary email address.~~

**~~User's Email Address Is Verified~~**

~~If the user's email address was verified by the source system, this message will mark the email address as verified.~~

**~~Pages Accessed by User~~**

~~Metadata or tags identifying the pages the user accessed in the portal, so if an anonymous user is returned to the portal, they can pick up where they left off.~~

**All Other Metadata**

All other metadata collected from the user session and interaction.

## Financial Eligibility Prediction

*(The Assistance Module has a corresponding Attribute.)*

**User May Meets Financial Eligibility**

The portal or system may determine financial eligibility for referred users, such as income requirements, etc.. This message indicates that the user does meeting financial eligibility for Provider's services. Based on how eligibility is determined, the Provider systems may place differing levels of confidence in this determination.

**User May Not Meet Financial Eligibility**

The portal or system may determine financial eligibility for referred users, such as income requirements, etc.. This message indicates that the user is not eligible for services requiring financial eligibility, however, may be sent to the Provider for other services. Based on how eligibility is determined, the Provider systems may place differing levels of confidence in this determination.

**User Financial Eligibility Not Determined**

This message states that the portal or system cannot or did not determined financial eligibility.

# Tradeoff Preferences Module

This module assesses the litigant’s preferred tradeoffs between cost, time, convenience, and due process. The tradeoff information will be used by other modules to recommend solutions and types of assistance. The links between tradeoff preferences and portal recommendations will be reported transparently.

## Time

**Preference for Speed**

Get the user’s preference on how fast or slow they want this issue to be resolved. (Scale..)

**System Determined Urgency Type**

(Linked to Urgency Description in Problem Identification Module)

Types of urgencies as identified by the Problem Identification Module (i.e., eviction, physical danger, etc.). These urgencies may or not have been identified by the user.

**System Determined Urgency Deadline(s)**

(Linked to Urgency Description in Problem Identification Module)

Deadlines identified by the system based on the System Determined Urgency Types. These deadlines may or may not be in lined with the User Stated Urgency Deadline(s).

**System Determined Urgency Level**

(Linked to Urgency Assessment in Problem Identification Module)

The Problem Identification module will formulate an urgency level based on the System Determined Issues, System Determined Urgency Types and Deadlines. We need to discuss if the LP TC should standardize the output of this assessment as a level (high, medium, low) or a score (0 to 10).

**User Stated Urgency Type(s)**

(Linked to Urgency Description in Problem Identification Module)

Types of urgencies as identified by the user (i.e., eviction, physical danger, etc.)

**User Stated Urgency Deadline(s)**

(Linked to Urgency Description in Problem Identification Module)

Users may identify specific deadlines or time frames concerning urgencies (i.e., eviction notice, victim notification, etc.). This message would indicate the days remaining to act. This can be based on user interaction or system assessment.

**User Stated Urgency Level**

(Linked to Urgency Description in Problem Identification Module)

Users may have a subjective perspective on how urgent their issue is. Urgency would need to be communicated in terms of levels (i.e., high, medium, low) or score (0 to 10).

## Cost

*(The Solution Options Module has a corresponding Attribute called Financial information.)*

**Affordability/Expense Preference**

Get the user’s preference on the cost they are willing or able to incur. This would be on a scale (small/medium/low or 0 to 10).

**Cost Limitations**

What is the maximum that the user is willing to spend? This would be a dollar amount.

## Process Complexity

(The Capacity Assessment Module has a corresponding Attribute called Capacity Assessment.)

**User’s Preference for a Simpler Process**

Get the user’s preference for how easy or difficult a process they can manage. (System can determine a corresponding option based on the number of steps involved in the different available pathways. If preference for simplicity is high, go to ODR, if preference for simplicity is low, go to court.)

## Due Process

**User’s Preference for a Comprehensive Legal Process**

Get the user’s preference for exercising their legal rights (i.e., enforce their rights in court versus getting to resolution faster or more cost effectively)

## Predictability of Outcome

*(The Probabilistic Outcomes Module has corresponding Attributes called Historical Case Data and Historical Issue Data)*

**User’s Preference for a Predictable Outcome**

Get a user’s preference for an option that gives you a predictable outcome (i.e.,.. )

## Enforceability

*(The Probabilistic Outcomes Module has an Attribute called Historical Case Data with these Data Elements.)*

**User’s Preference for Enforceable Outcomes**

Get the user’s preference for a pathway that ensures higher enforceability (i.e., go to court vs. go to ODR)

----

## User Tradeoff Preferences Determined

**System Determined Rank Order of Preferences**

This message is generated by the system and ranks in order of importance: 1) time, 2) cost, 3) process complexity, 4) due process, 5) predictability of outcome, and 6) enforceability based on user interaction and session data.

**System Determined Score of Preferences**

This message is generated by the system and provides a score (i.e. 1 to 10 or 1 to 100) for each of the following: 1) time, 2) cost, 3) process complexity, 4) due process, 5) predictability of outcome, and 6) enforceability based on user interaction and session data.