

What Happens to Your Advice and Brief Service Clients?

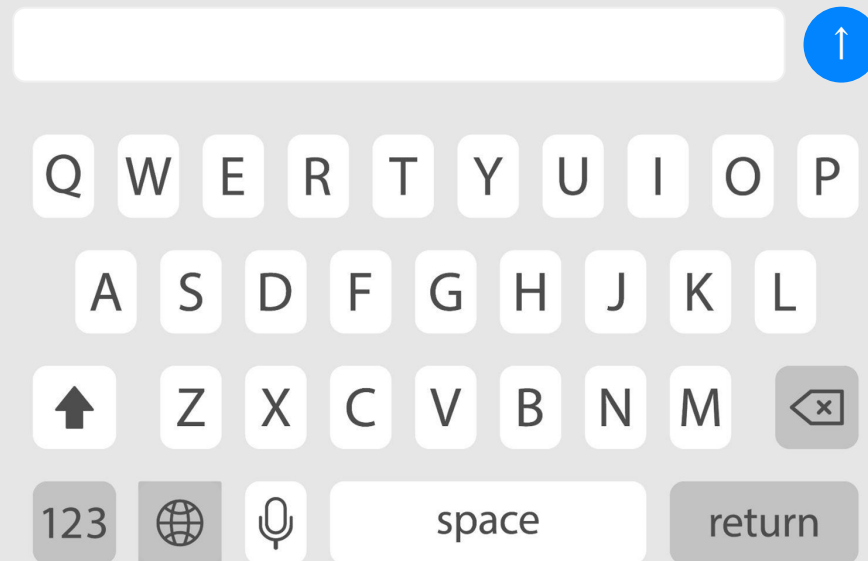
Use Automated Survey Texts from Justice Server to Find Out

We'll Cover:

- A summary of the eight text flows that have already been loaded into JusticeServer, including some areas where you should make changes before using with clients
- How to make edits to existing text flows
- Best practices for drafting new text flows from scratch
- How to build new text flows in JusticeServer
- How to use reports to get data from text flow responses
- How to configure the survey texting module for your organization



What text flows are already loaded in JusticeServer?



What text flows are already loaded in JusticeServer?

Security deposit

Rental repairs

Enforcing parenting time

Responding to parenting time enforcement (FOC process)

Debt collection

Installment payments

Responding to parenting time enforcement (court process)

Food stamps termination

Security Deposit

This text flow is for clients trying to get their security deposit back. It assumes that the client gave a forwarding address in time.

Basic contents:

- Asks about getting a list of damages from the landlord and gives info about responding.
- Gives 45 day deadline for landlord to file case, asks if landlord has filed a case, if yes gives links to scao forms for filing an answer. Follows up on the case and outcome.
- After 45 day deadline passes, gives client information about filing a case in small claims. Tells client about right to sue for 2X the deposit if that applies.

Rental Repairs

This text flow is for clients who need to ask their landlord for repairs.

Basic contents:

- Gives a link to the MLH landlord repair letter tool
- Asks whether they sent the letter and what happened next
- Gives information about repair and deduct, including saving money in escrow and the warning that it may lead some landlords to file for eviction

Rental Repairs

Don't send this one to clients before reviewing and editing these messages:

▼ Question

Survey Question ID
Q-00049

Question (Summary) ⓘ
Your landlord must make repairs in a reasonable time after learning about them. If you have a lease that is longer than one year, you may have given up this right in your lease. If your landlord doesn't make the repairs, you can save your rent in an escro

Question
Your landlord must make repairs in a reasonable time after learning about them. If you have a lease that is longer than one year, you may have given up this right in your lease. If your landlord doesn't make the repairs, you can save your rent in an escrow account or pay for the repairs yourself and deduct the cost from your rent after giving your landlord notice. Withholding rent, while legal, may lead some landlords to file for eviction. If this happens, you would need to raise the repair issues as a defense. If you get an eviction notice or court documents, call us back right away at XXX-XXX-XXXX

You can learn more at this link:
<https://michiganlegalhelp.org/node/934>

Can we follow up next week?

▼ Question

Survey Question ID
Q-00055

Question (Summary) ⓘ
Options after LL said they will not repair

Question
Your landlord must make repairs in a reasonable time after learning about them. If you have a lease that is longer than one year, you may have given up this right in your lease. If your landlord doesn't make the repairs, you can save your rent in an escrow account or pay for the repairs yourself and deduct the cost from your rent after giving your landlord notice. Withholding rent, while legal, may lead some landlords to file for eviction. If this happens, you would need to raise the repair issues as a defense. If you get an eviction notice or court documents, call us back right away at XXX-XXX-XXXX

You can learn more at this link:
<https://michiganlegalhelp.org/node/934>

Can we follow up next week?

Rental Repairs

Don't send this one to clients before reviewing and editing these messages:

▼ Question

Survey Question ID
Q-00054

Question (Summary) ⓘ
A landlord is not allowed to use eviction to retaliate (to get you back) for enforcing a legal right. ✎

Question
A landlord is not allowed to use eviction to retaliate (to get you back) for enforcing a legal right. You may have a defense to eviction even if the landlord gives another reason for the eviction. To learn more, click this link: <https://michiganlegalhelp.org/node/935> ✎

You may also want to speak with legal aid again about the eviction case. The number for our office is XXX-XXX-XXXX. This automated text does not have other information on eviction. Are you willing to answer a survey about your texting experience?

Survey
[Landlord needs to make repairs](#)

Enforcing Parenting Time (Movant)

This text flow is for clients who need to enforce a parenting time order against their child's other parent. It assumes that the client is required to file an FOC complaint first.

Basic contents:

- Gives contact info for FOC and asks if they filed a complaint there
- Asks for outcome of complaint
- If no FOC action, gives information about how to file a Motion to Show Cause
- Asks for show cause outcome

Responding to Parenting Time Enforcement (FOC Process)

This text flow is for clients who've had an FOC parenting time complaint filed against them.

Basic contents:

- This one is very short! It mostly asks for outcomes.
- Asks if they filed a response with FOC, if not directs them to call FOC for instructions on responding.
- Asks for FOC outcome. If FOC files a show cause motion, asks what happened at the show cause hearing.

Responding to Parenting Time Enforcement (Court Process)

This text flow is for clients who've had an FOC parenting time complaint filed against them.

Basic contents:

- This one is even shorter than the FOC text flow. It mostly asks for outcomes.
- Tells the person that there is no form, but they can file a written response.
- Reminds the person to attend the hearing, even if they do not file a written response, or else the court can issue a bench warrant
- Asks if they attended the hearing and what happened.

Asking for Installment Payments

This text flow is for clients who already have a judgment against them and want to file a motion for installment payments to stop a garnishment.

Basic contents:

- Gives link to MLH tool to fill out motion for installment payments
- Asks about whether the client filed and served the motion, and gives information about how to do these things if they did not.
- Asks if there has been a hearing and asks for the hearing outcome

Debt Collection

This text flow is for clients who have gotten a complaint for a debt collection lawsuit. It is not intended for clients who have been defaulted or for clients who are already past the time to file an answer, but does give information about default in some branches.

Basic contents:

- Gives link to MLH tool to fill out an answer and reminds the client of the deadline for filing.
- If they say they did not file because they were already defaulted we give the link to file a motion to set aside the default along with some of the procedural steps.
- Asks about whether the client filed and served the answer, and gives information about how to do these things if they did not.
- Asks if they attended the hearing and asks about the outcome.

Food Stamps Termination

This text flow is for clients who have had their food stamps terminated.

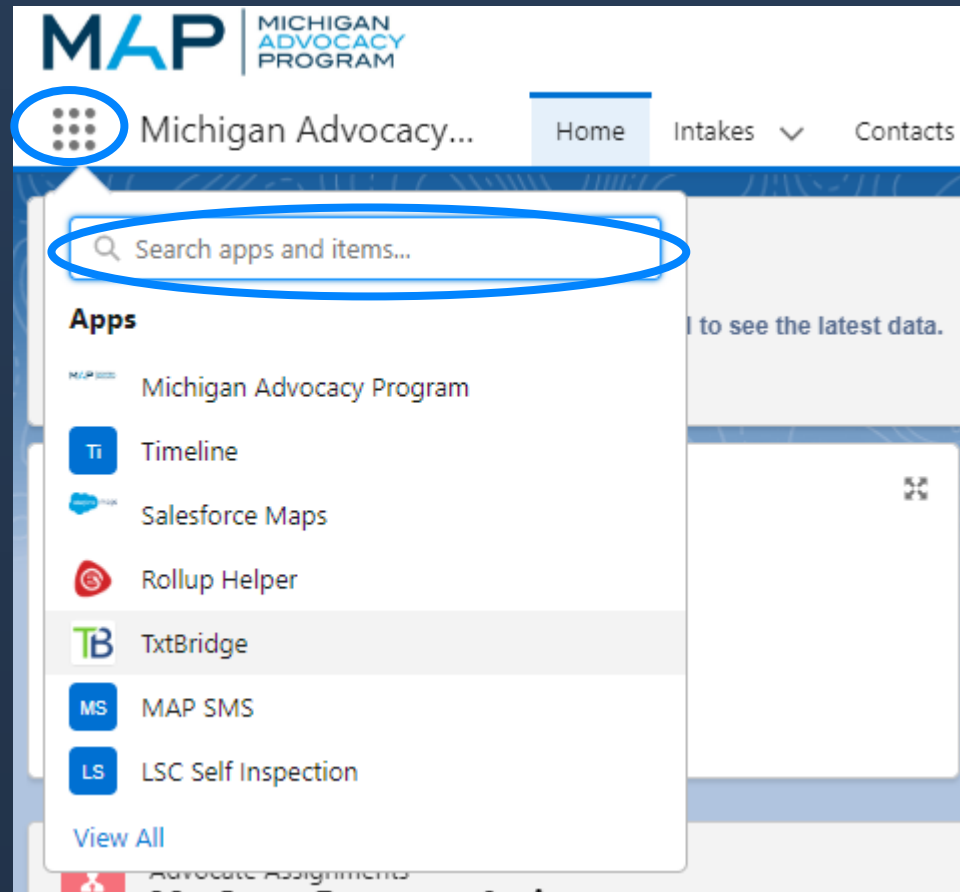
Basic contents:

- Gives link to DIY tool to help fill out appeal request. Explains they must file within 10 days to keep benefits pending appeal, but can still appeal after this.
- Asks if they attended PHC and asks what happened there
- Asks if they attended the hearing and asks what happened there
- Explains that they will get a written decision if they are not sure what happened and gives information about reapplying for FAP.

Making Edits to Existing Text Flows

Navigate to text flows through the apps menu:

Search for
"Surveys"



Making Edits to Existing Text Flows

Edits you make to text flows will apply to your entire program.

- If LAWM wants to make a change based on LAWM program-wide practices, they can make the change and it will only impact their program
- If LSSCM Washtenaw wants to make a change based on county-specific practices, it will also change the texts for all the other LSSCM offices

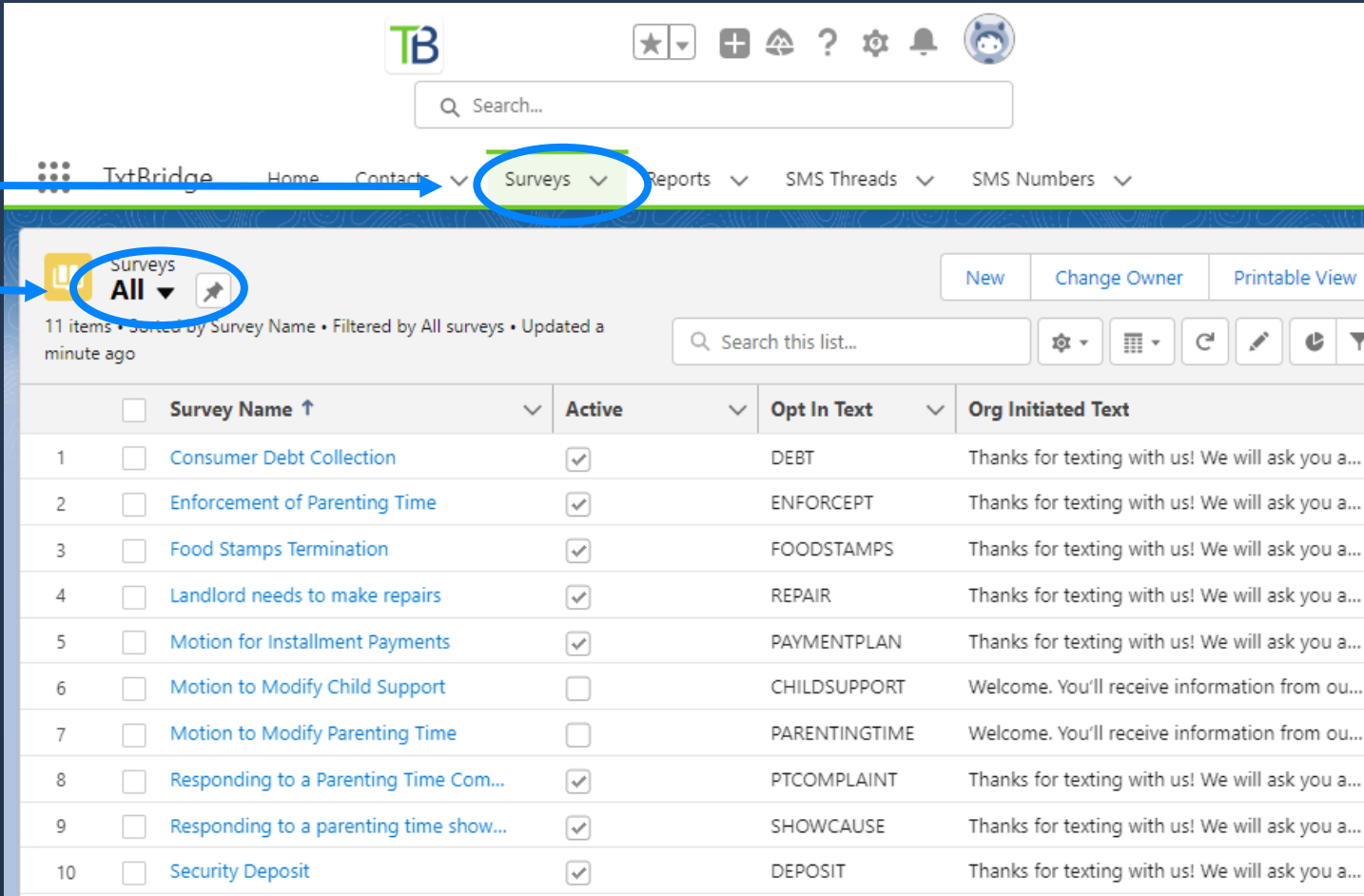
What can you do if you need something specifically for your local office?

Clone the text flow (feature coming soon!) and edit the new one. So, for example, LSSCM might have the following surveys:

- Consumer Debt Collection
- Consumer Debt Collection- Washtenaw

Making Edits to Existing Text Flows

Click "Surveys" and make sure your filter is set to "All"



The screenshot shows the TxBridge interface. The 'Surveys' menu item in the top navigation bar is highlighted with a blue circle and an arrow. Below it, the 'Surveys' filter dropdown is also highlighted with a blue circle and an arrow, showing 'All' selected. The main content area displays a list of 11 surveys, with the first 10 items visible in the table below.

	<input type="checkbox"/>	Survey Name ↑	Active	Opt In Text	Org Initiated Text
1	<input type="checkbox"/>	Consumer Debt Collection	<input checked="" type="checkbox"/>	DEBT	Thanks for texting with us! We will ask you a...
2	<input type="checkbox"/>	Enforcement of Parenting Time	<input checked="" type="checkbox"/>	ENFORCEPT	Thanks for texting with us! We will ask you a...
3	<input type="checkbox"/>	Food Stamps Termination	<input checked="" type="checkbox"/>	FOODSTAMPS	Thanks for texting with us! We will ask you a...
4	<input type="checkbox"/>	Landlord needs to make repairs	<input checked="" type="checkbox"/>	REPAIR	Thanks for texting with us! We will ask you a...
5	<input type="checkbox"/>	Motion for Installment Payments	<input checked="" type="checkbox"/>	PAYMENTPLAN	Thanks for texting with us! We will ask you a...
6	<input type="checkbox"/>	Motion to Modify Child Support	<input type="checkbox"/>	CHILDSUPPORT	Welcome. You'll receive information from ou...
7	<input type="checkbox"/>	Motion to Modify Parenting Time	<input type="checkbox"/>	PARENTINGTIME	Welcome. You'll receive information from ou...
8	<input type="checkbox"/>	Responding to a Parenting Time Com...	<input checked="" type="checkbox"/>	PTCOMPLAINT	Thanks for texting with us! We will ask you a...
9	<input type="checkbox"/>	Responding to a parenting time show...	<input checked="" type="checkbox"/>	SHOWCAUSE	Thanks for texting with us! We will ask you a...
10	<input type="checkbox"/>	Security Deposit	<input checked="" type="checkbox"/>	DEPOSIT	Thanks for texting with us! We will ask you a...

Making Edits to Existing Text Flows

Landing page of an individual text flow:

Survey Phone Number 17349994381 Active

Each text flow needs to have a phone number and be marked "active" before it will work

Information

Active

Survey Name
Landlord needs to make repairs

Survey Number *i*
[N-00009](#)

Survey Questions (10+)

10+ items • Updated a few seconds ago

<input type="checkbox"/>	Survey Qu...	Question
1	<input type="checkbox"/>	Q-00021 You recently contacted legal aid for help with repair issues. Here i

Information that applies to the whole survey. EX: welcome language, what to do if someone sends a message we don't recognize.

List of specific questions within the survey. Click a question to make edits or see answer choices

Making Edits to Existing Text Flows

Editing "Details," or information that applies to the entire survey:

Details

Information

Active

Survey Name
Landlord needs to make repairs

Survey Number ⁱ
N-00009

Survey Phone Number
17349994381

Unknown Response Message ⁱ
Sorry, we don't understand your response. Please respond with a number.

Not editable, so choose your number with care! More on this when we go over how to make a new text flow from scratch.

Survey Start

First Question ⁱ
Q-00021

Org Initiated Text ⁱ
Thanks for texting with us! We will ask you about how things went after you spoke with legal aid. This system is automated and doesn't create a lawyer-client relationship. Text END to opt-out. Msg & data rates may apply.

Opt In Text ⁱ
REPAIR

User Initiated Text ⁱ
Thanks for signing up! We will ask you about how things went after you spoke with legal aid. This system is automated and doesn't create a lawyer-client relationship. Text END to opt-out. Msg & data rates may apply.

If you edit the opt-in or opt-out words make sure you also change the other references to them.

Do not change this word to "STOP." It is specially reserved by the program that runs the underlying texting campaign and a "STOP" text will cause that program to jump in and send a message you did not write. More on this later.

Opt Out

Opt Out Text ⁱ
END

Survey Opt Out Response ⁱ
You are now unsubscribed. If this was a mistake and you'd like to resubscribe, text REPAIR to this number.

Survey Completion

Survey Completion Message ⁱ
Thank you for texting with us. For other legal information and legal aid referrals, you can also visit [MichiganLegalHelp.org](https://www.michiganlegalhelp.org)

Making Edits to Existing Text Flows

Editing individual questions:

Individual questions are listed on the main text flow page, along with loop counts (the number of times a message can be sent during a text flow) and answer choices. These are good overviews to help check your work– if you add new questions you can look here to make sure each question has answer choices filled in.

Click on any question to see more details and edit it.

If a survey has more questions than fit on the main page, click here to see all of the questions.

Related

Make sure to configure Answer Choices on all of your Survey Questions (look for records with an "Answer Choice Count" of 0 below)!

Survey Questions (10+) Settings Refresh New

10+ items • Updated 6 hours ago

	Survey Qu...	Question	Loop Limit	Answer Ch...
1	Q-00021	You recently contacted legal aid for help with repair issues. Here is a link t...	10	2
2	Q-00027	Have you sent a letter to your landlord asking for the repairs?	10	2
3	Q-00028	We will stop sending texts on this legal issue. Are you willing to rate your ...	10	2
4	Q-00030	Please rate your texting experience.	10	5
5	Q-00046	What happened after you sent the repair letter to your landlord?	10	5
6	Q-00048	Thank you for sharing information about your legal issue with us. Knowin...	10	5
7	Q-00047	Will you share why you didn't send the repair letter?	10	4
8	Q-00050	Can we text you next week to find out more about what happened?	10	2
9	Q-00049	Your landlord must make repairs in a reasonable time after learning abou...	10	2
10	Q-00051	Has your landlord made the repairs?	10	5

[View All](#)

Making Edits to Existing Text Flows

Editing individual questions:

Click on an answer choice to see details and edit the answer choice

Question
Question = what the client sees
Question (Summary) = what you see when selecting questions for report data

Question (Summary) ⓘ
Has your landlord made the repairs?

Loop Limit ⓘ
10
Loop limit = how many times a client can loop through this question before getting an 'alternate question' as a response. More detail on this on the next slide.

Answer Choices Answer Responses

Survey Answer Choices (5)

Choice ID	Choice Order	Choice	Next Question (Text)
C-00117	1	Yes	Thank you for sharing information abou...
C-00124	2	Not yet, but I'd like to give them more ti...	Has your landlord made the repairs?
C-00118	3	No, and I started to save part of my rent...	Thank you for sharing information abou...
C-00119	4	No, and I decided to make the repairs ...	Thank you for sharing information abou...
C-00120	5	No, and I decided not to follow up.	Thank you for sharing information abou...

New Answer Choice

* Choice Order
6

* Choice Text

* Next Question
--None--

Use these fields to add a new answer choice. You must choose a next question when adding a new choice, but there is an option to choose that you need to add a new question.

Making Edits to Existing Text Flows

Editing response choices:

Next question = what the client will get next. As a default it will come immediately, but you can set a delay below.

Alternate question = what the client will get if they hit the loop limit.

Use these fields if you do not want the next question to come immediately after the response to a given answer choice.

Survey Answer Choice

Not yet, but I'd like to give them more time before I decide what to do next.

Not yet, but I'd like to give them more time before I decide what to do next.

Next Question

Next Question ⓘ Q-00051	Next Question (Text) Has your landlord made the repairs?
Alternate Question ⓘ Q-00444	Alternate Question (Text) We will stop sending texts because this step has not been completed. If you want to get texts from us again, text "REPAIR" to this number.

Next Question Delay

Next Question Delay ⓘ
7

Answer Response Text ⓘ
Thanks. We'll text again next week.

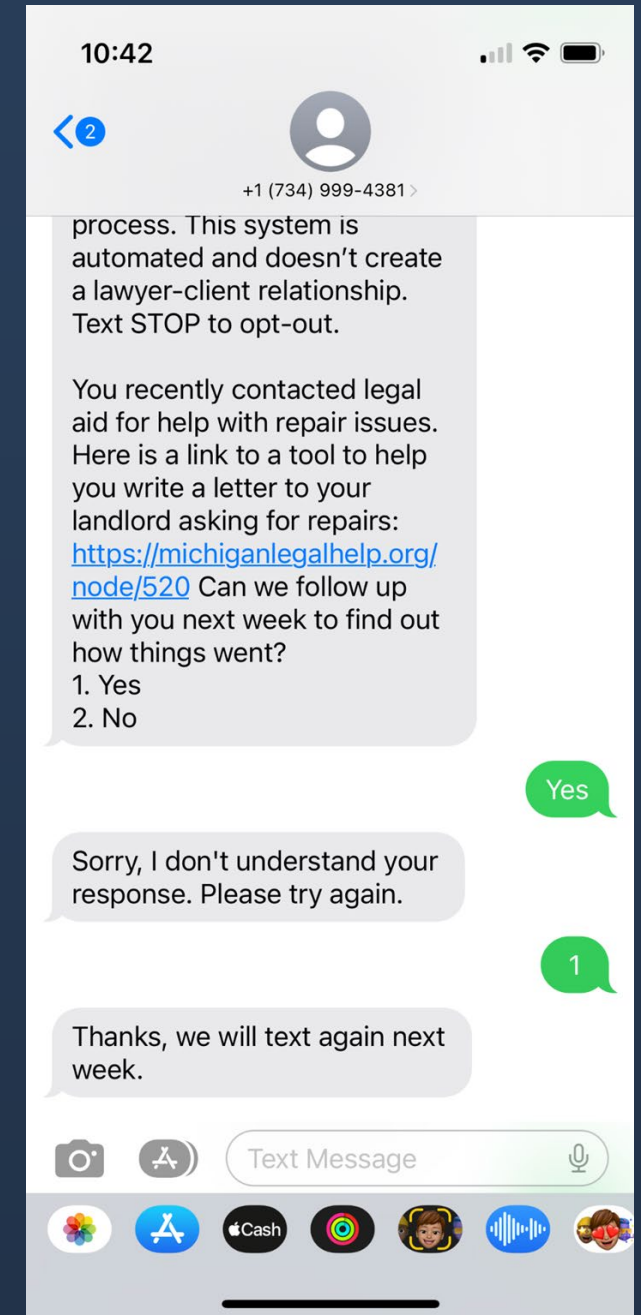
Answer Response Text(old) ⓘ

Do not use this field. Your admin should be able to remove this if it got migrated to your instance.

Drafting New Text Flows

Things to keep in mind about how JusticeServer text building works (so that you draft text flows that are actually buildable):

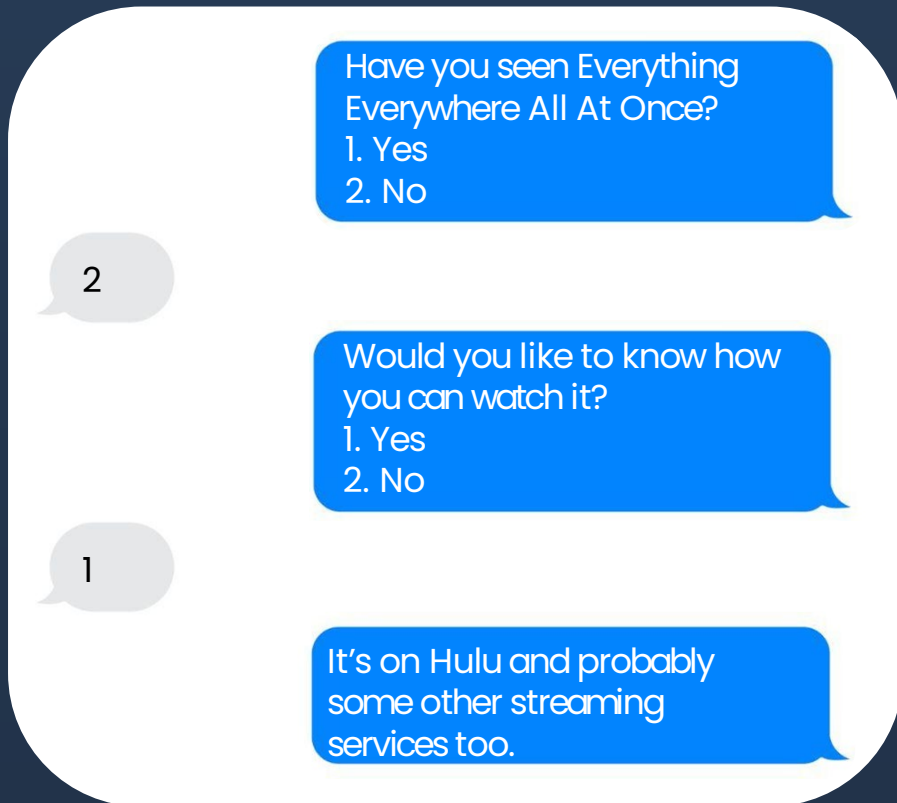
- Answer choices appear as numbers and clients **MUST** respond with a number or they will get the 'we don't understand' automated response.
- The screen shot to the right is an early draft. After testing, we changed the automatic response to include "Please respond with a number."



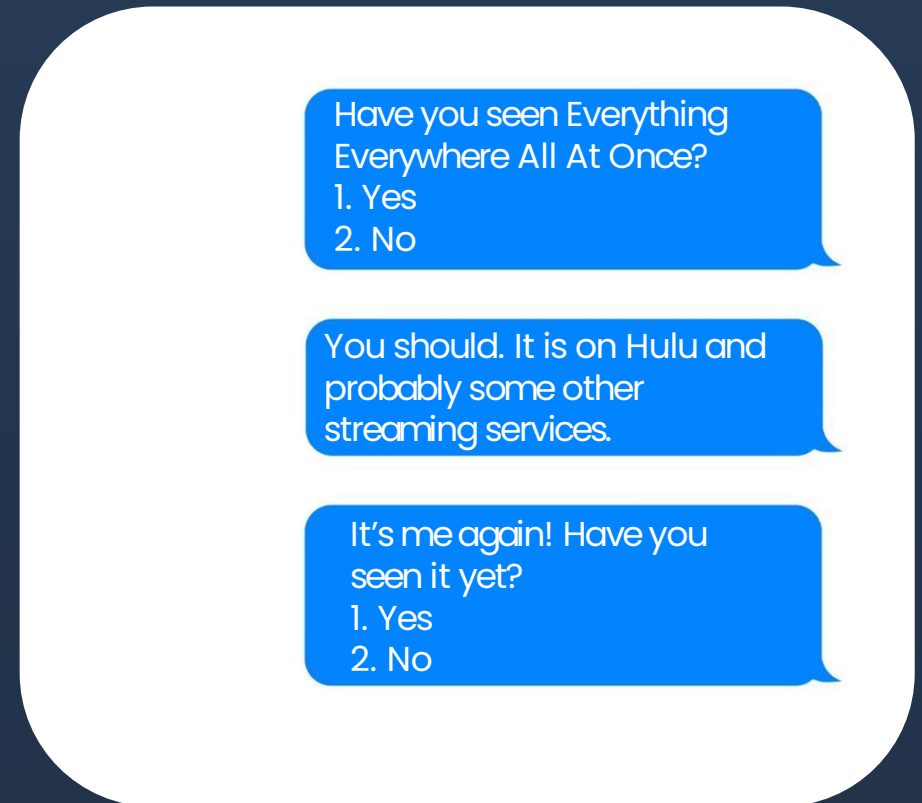
Drafting New Text Flows

The client must answer a question to trigger a new message. You can't push out a new message until the client answers what you've already sent.

This will work:

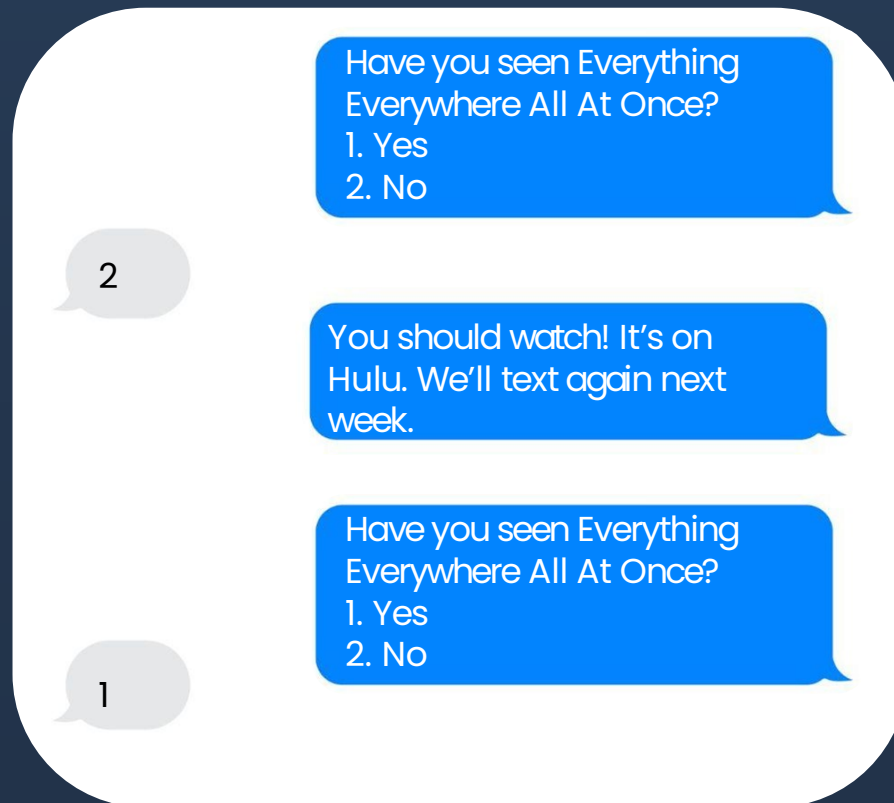


This will not work:



Drafting New Text Flows

What if you need to give the person time to do something? They still have to answer a question but you can *delay* the next question. When you add a delay you can also enter text that they will get immediately so that they know you're still there:



We recommend using this kind of message if you are using delays. You can choose to leave it blank, but from the clients perspective it will feel like the messaging dropped off. It can be a simple: "Thanks, we'll text again soon." It can also be longer or contain links. For example, if the responded that they have not completed a process you can remind them of the deadline and link to MLH instructions.

Making a New Text Flow

Option 1: Clone! (feature coming soon)

If there is already a similar text flow, clone it and edit as needed. Be careful to check every question and answer choice to make sure they all fit with the new survey. You'll also need to edit the opt-in word.

This is a great option for making a slight variation within an office, for example for county-specific variations.

Drafting New Text Flows

Other tips and tricks:

- Draft in Word or a Google Doc first, then transfer to JusticeServer. The logic can get a little tricky and it is hard to make sure everything lines up when you can't see it all at once.
- Don't use information that is likely to change if you can avoid it. You can always go back in to make changes, but will you remember to do it if you're not interacting with this information regularly? For example, instead of "You can sue for up to \$6,500 in small claims court" say "You can sue for up to the small claims limit. Click this link to learn more:..."
- If you use links, link to Michigan Legal Help or your own website so that you have control over the content and know it is staying up to date.
- MLH can give you shorter links by using the node number instead of the full written title. You can always email to ask!

Example of a Google Doc Draft

There isn't a 'right way' to format this. This is just one example of a way to write out the question, answer, and next question.

There isn't a character limit but be careful. If you're not sure of something text it to yourself to see how it looks.

[missed hearing/mediation]

If you missed a court date or mediation meeting, the case may have progressed without your input. Contact the court as soon as possible to find out if you will still be able to participate in the case, or if the judge has already issued a judgment. We will stop sending texts on this legal issue. Are you willing to rate your texting experience with us?

- A. **Yes** → **[give a rating]**
- B. **No** → **[survey completion message]**

[45 days?]

Has it been more than 45 days since you moved out? This is the landlord's deadline to file a court case to keep the deposit. You can file a case to get the deposit back after this time period ends.

- A. Yes, it has been more than 45 days. → **[45 days or double]**
- B. No **Delay text:** Watch your mail carefully. We will continue to check in until the 45-day deadline passes and will give you the next steps if the deadline passes and your landlord does not file a suit for damages. We will text again next week to find out what is happening in the case. → +7 days **[LL suit?]**

[45 days or double]

So far you told us that you gave your landlord a forwarding address within 4 days of moving out (or before moving out), you responded to your landlord's notice of damages within 7 days of getting it (or did not get it at all), and your landlord did not start a lawsuit within 45 days of moving out. Is all of this correct?

- A. Yes → **[sue for 2x deposit]**
- B. No → **[sue for deposit]**

[sue for deposit]

You can sue your landlord to get your deposit back. You may want to consider filing your claim in small claims court. This is a special division of the district court that is usually faster, easier, and less expensive than regular court, but it also has limitations. There are no lawyers in small claims court and there are no jury trials. There is also a limit to the amount you can ask for. Click this link to learn more about small claims and to find the most up-to-date limit on the amount you can ask for: <https://michiganlegalhelp.org/node/1617> If you use the tools on that page to fill out

From Your Document to JusticeServer

[missed hearing/mediation]

If you missed a court date or mediation meeting, the case may have progressed without your input. Contact the court as soon as possible to find out if you will still be able to participate in the case, or if the judge has already issued a judgment. We will stop sending texts on this legal issue. Are you willing to rate your texting experience with us?

A. Yes → [give a rating]

B. No → [survey completion message]

[45 days?]

Has it been more than 45 days since you moved out? This is the landlord's deadline to file a court case to keep the deposit. You can file a case to get the deposit back after this time period ends.

A. Yes, it has been more than 45 days. → [45 days or double]

B. No **Delay text:** Watch your mail carefully. We will continue to check in until the 45-day deadline passes and will give you the next steps if the deadline passes and your landlord does not file a suit for damages. We will text again next week to find out what is happening in the case. → +7 days [LL suit?]

[45 days or double]

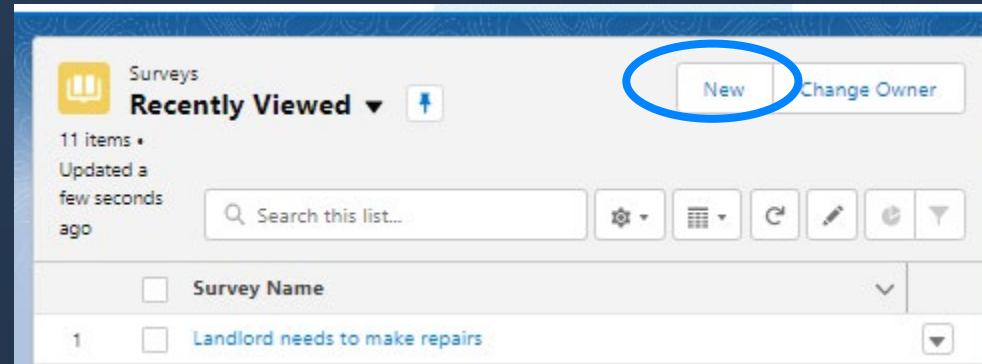
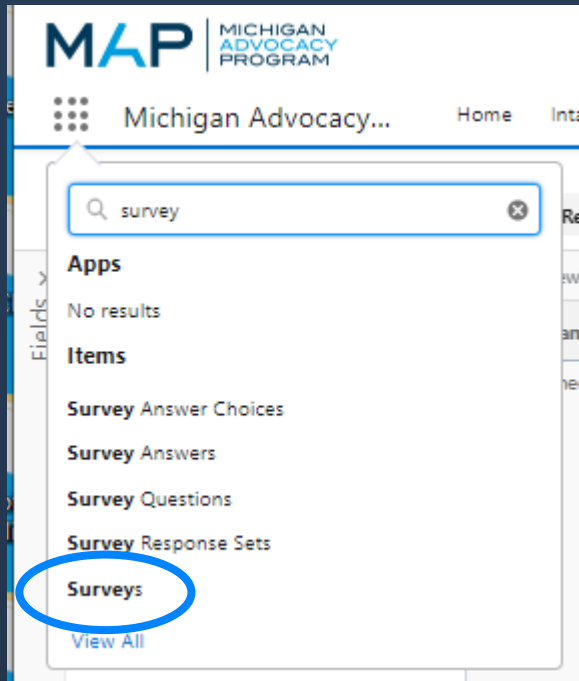
So far you told us that you gave your landlord a forwarding address within 4 days of moving out (or before moving out), you responded to your landlord's notice of damages within 7 days of

Highlight as you go so you can keep track of what you've added to JusticeServer.

For delayed texts, we mostly used a 7 day interval. Sometimes we used 3 days if the deadline was tight.

For loop limits, we usually used 10 but sometimes 20 depending on the circumstances. Keep in mind that if more than one answer points back to a question, the client will hit the loop limit for the question faster.

From Your Document to JusticeServer



The screenshot shows the 'New Survey' form. The form is divided into sections: 'Information', 'Survey Start', and 'Survey End'. The 'Information' section includes an 'Active' checkbox, a required 'Survey Name' field, a 'Survey Number' field with a search icon, a 'Survey Phone Number' field with a note 'This field is calculated upon save', and a required 'Unknown Response Message' field with the text 'Sorry, I don't understand your response. Please try again.'. The 'Survey Start' section includes a 'First Question' field with a search icon. At the bottom, there are 'Cancel', 'Save & New', and 'Save' buttons. A footer note says 'Please take a moment to complete a survey' and 'Opt out any time by replying with'.

From Your Document to JusticeServer

Org.-Initiated Text Welcome:

Thanks for texting with us! We will ask you about how things went after you spoke with legal aid. This system is automated and doesn't create a lawyer-client relationship. Text END to opt-out. Msg & data rates may apply.

User-Initiated Text Welcome:

Thanks for signing up! We will ask you about how things went after you spoke with legal aid. This system is automated and doesn't create a lawyer-client relationship. Text END to opt-out. Msg & data rates may apply.

Opt In Text:

Varies, but use all caps and no spaces, for example: PARENTINGTIME, REPAIR, CHILDSUPPORT

Opt Out Text:

END

Unknown Response Message:

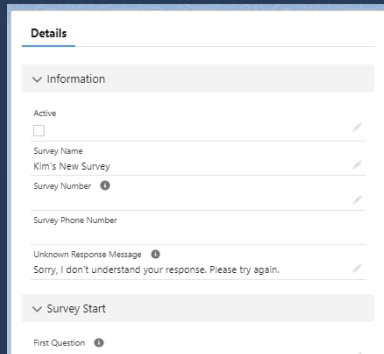
Sorry, we don't understand your response. Please respond with a number.

Survey Optout Response:

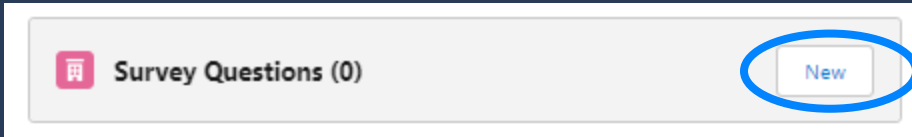
You are now unsubscribed. If this was a mistake and you'd like to resubscribe, text "[opt in text]" to this number.

Survey Completion Message:

Thank you for texting with us. For other legal information and legal aid referrals, you can also visit MichiganLegalHelp.org



From Your Document to JusticeServer



New Survey Question

Question

Survey Question ID

*Question (Summary) ⓘ

Have you seen Everything Everywhere All At Once?

Question

Have you seen Everything Everywhere All At Once?

*Survey

Kim's New Survey

Loop Limit (Optional)

*Loop Limit ⓘ

10

System Information

Created By

Cancel Save & New Save

From Your Document to JusticeServer

Survey Questions (1) 1 item • Updated a few seconds ago Settings Refresh New

<input type="checkbox"/>	Survey Qu...	Question	Loop Limit	Answer Ch...	
1	Q-00446	Have you seen Everything Everywhere All At Once?	10	0	▼

[View All](#)

Select a question

Add answer choices

Answer Choices Answer Responses

Survey Answer Choices (0) New

New Answer Choice

*Choice Order
1

*Choice Text
Yes 🔄

*Next Question
--None--
--None--
None - End the survey
Have you seen Everything Everywhere All At Once?
I need to add a new question

From Your Document to JusticeServer

Survey Questions (1) 1 item • Updated a few seconds ago Settings Refresh New

<input type="checkbox"/>	Survey Qu...	Question	Loop Limit	Answer Ch...	
1	Q-00446	Have you seen Everything Everywhere All At Once?	10	0	▼

[View All](#)

Select a question

Add answer choices

Answer Choices Answer Responses

Survey Answer Choices (0) New

New Answer Choice

*Choice Order
1

*Choice Text
Yes 🔄

*Next Question
--None--
--None--
None - End the survey
Have you seen Everything Everywhere All At Once?
I need to add a new question

From Your Document to JusticeServer

Survey Questions (1) 1 item • Updated a few seconds ago Settings Refresh New

<input type="checkbox"/>	Survey Qu...	Question	Loop Limit	Answer Ch...	
1	Q-00446	Have you seen Everything Everywhere All At Once?	10	0	▼

[View All](#)

Select a question

Add answer choices

Answer Choices Answer Responses

Survey Answer Choices (0) New

New Answer Choice

*Choice Order
1

*Choice Text
Yes 🔄

*Next Question
--None--
--None--
None - End the survey
Have you seen Everything Everywhere All At Once?
I need to add a new question

From Your Document to JusticeServer

Options here for sending the next question on a delay.

C-00766	1	Yes	Did you like it?	▼
View All				
New Answer Choice				
*Choice Order				
<input type="text" value="2"/>				
*Choice Text				
<input type="text" value="No"/>				
*Next Question				
<input type="text" value="Have you seen Everything Everywhere All At Once?"/>				
*Alternate Next Question (If the selected "Next Question" has a loop limit, and that limit has been reached)				
<input type="text" value="--None--"/>				
Do you want to send the next question on a delay?				
<input type="radio"/> No				
<input checked="" type="radio"/> Yes				
*How many days delay?				
<input type="text" value="7"/>				
If you want to send an immediate response, before the delayed question is sent, enter it below:				
<input type="text" value="You should watch! It's on Hulu. We'll text again next week."/>				
<input type="button" value="Pause"/> <input type="button" value="Next"/>				

From Your Document to JusticeServer

Check for errors:

The screenshot shows the JusticeServer interface for a survey titled "Motion for Installment Payments". The interface is divided into several sections:

- Survey Details:** Includes fields for "Survey Phone Number" and "Active" (checkbox).
- Details Panel:** Contains sections for "Information" and "Survey Start".
 - Information:** Fields for "Active" (checkbox), "Survey Name" (Motion for Installment Payments), "Survey Number", and "Survey Phone Number".
 - Survey Start:** Fields for "First Question" (Q-00410) and "Org Initiated Text" (Thanks for texting with us! We will ask you about how things went after you spoke).
- Related Section:** Contains a warning message: "Make sure to configure Answer Choices on all of your Survey Questions (look for records with an 'Answer Choice Count' of 0 below)". Below this is a table of "Survey Questions (5)".

The "Survey Questions (5)" table is as follows:

	Survey Qu...	Question	Loop Limit	Answer Ch...
1	Q-00410	You contacted legal aid because you were having trouble paying a judgment against you. Here is a link to a tool to help yo...	10	2
2	Q-00411	Did you file your motion with the court? Please note that filling out the forms on Michigan Legal Help's website does NOT ...	10	2
3	Q-00412	Has the creditor been served (been sent a copy of the motion)? If your case is in district court, the clerk will serve the moti...	99	0
4	Q-00413	Will you share why you haven't filed the motion for a payment plan yet?	99	3
5	Q-00414	Thank you for sharing information about your legal issue with us. Knowing more about what happens to clients after they s...	99	5

A blue callout box with the text "Make sure every question has at least two answer choices. If you want to do an even better check, run through your document to make sure the number of choices matches up." points to the "Answer Ch..." column in the table, specifically highlighting the value "0" for question Q-00412.

Finalizing in JusticeServer

Assign a phone number and first question if you did not yet. We recommend creating a new Twilio campaign for surveys so they are distinct from the non-automated texting you do with clients. More detail on this later.

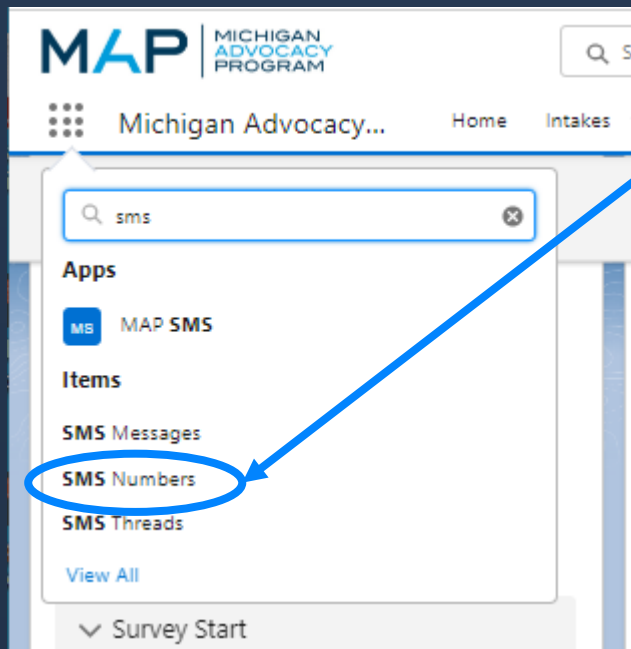
The screenshot shows the JusticeServer interface for a survey titled "Motion for Installment Payments". The interface is divided into several sections:

- Survey Details:** Located at the top, it includes the survey name, a "Survey Phone Number" field, and an "Active" checkbox.
- Details Panel:** On the left, it contains sections for "Information" and "Survey Start".
 - Information:** Includes fields for "Active" (checkbox), "Survey Name" (Motion for Installment Payments), "Survey Number" (circled in blue), and "Survey Phone Number".
 - Survey Start:** Includes a "First Question" field (Q-00410, circled in blue) and "Org Initiated Text" (Thanks for texting with us! We will ask you about how things went after you spoke).
- Related Section:** On the right, it provides instructions to configure answer choices and displays a table of "Survey Questions (5)".

	Survey Qu...	Question	Loop Limit	Answer Ch...
1	Q-00410	You contacted legal aid because you were having trouble paying a judgment against you. Here is a link to a tool to help yo...	10	2
2	Q-00411	Did you file your motion with the court? Please note that filling out the forms on Michigan Legal Help's website does NOT ...	10	2
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5	Q-00414	Thank you for sharing information about your legal issue with us. Knowing more about what happens to clients after they s...	99	5

Finalizing in JusticeServer

You can assign more than one text flow to one phone number. This could work if you are sure no one would ever get texts from each flow. But if two are on the same number they will come up in the same text thread on a device and there is a potential for confusion. Phone numbers are cheap, so MAP opted to buy a number for each survey.



Not sure which numbers are assigned to surveys? Look up SMS Numbers in JusticeServer

Click the number to see which surveys are currently assigned there.

The screenshot shows the 'SMS Numbers' table in JusticeServer. The table has 11 items, sorted by Type, filtered by All sms numbers, and updated a minute ago. The columns are SMS Num..., Record ID, Type, and Phone Number. The 'Type' column for rows 8, 9, 10, and 11 is circled in blue, showing 'survey'.

	SMS Num...	Record ID ↑	Type ↑	Phone Number
1	N-00001	a114x000001EqfbAAC	1 on 1	(734) 999-4198
2	N-00002	a114x000001EqfgAAC	1 on 1	(734) 999-4391
3	N-00003	a114x000001EqiuAAC	1 on 1	(323) 303-0063
4	N-00004	a114x000001EqoYAAS	1 on 1	(734) 999-4390
5	N-00005	a114x000001EqodAAC	1 on 1	(734) 999-4392
6	N-00007	a114x000001EqztAAC	1 on 1	(734) 547-6634
7	N-00008	a114x000001EqzyAAC	1 on 1	(734) 547-6556
8	N-00006	a114x000001EqoiAAC	survey	(734) 999-4393
9	N-00009	a114x0000021CpiAAE	survey	(734) 999-4381
10	N-00010	a114x0000021CpnAAE	survey	(734) 999-4384
11	N-00011	a114x0000021CpsAAE	survey	(734) 999-4397

Test It

Test your survey by sending it to yourself, your spouse, a few coworkers, a parent.

- Actually getting your survey in text message form lets you see how long things are on a device.
- MLH found that some things that seemed fine in a document felt cold or abrupt by text message.
- Testers who did not draft it can help to catch areas where the answer choices seem like they are missing an important answer or outcome.
- Testers who are not lawyers can help you find the places where you think it makes perfect sense but no one else knows what you're talking about.

Hint: Remove delays or set them to 1 day when you're testing, just don't forget to add them back in.

Send It to Clients!

Don't sent anything until your organization has confirmed that the messages that need blanks filled in are filled in, and your IT team has Twilio configured.

- Carefully explain what you are sending. Make sure the client understands the messages are limited and automated. It will give the client some procedural reminders and will help you understand what happens to clients after they get advice so that we can improve services.
- If you are also sending SMS make sure the client understands that there are two threads and how they are different. Try not to duplicate. For example, if the automated survey sends the MLH DIY tool, don't also text a link to the tool.

Send It to Clients!

The screenshot shows a legal case management interface. At the top, a case titled "Hedgehog-Test, Sonic t - 30 - 1 - 22-234619" is displayed. A toolbar contains several action buttons: "Edit", "Close Case", "Print Summary", "Print Notes Report", "Hours by User Report", and "Send Survey". The "Send Survey" button is highlighted with a blue circle. Below the toolbar, a modal window titled "Send Survey" is open. It displays the contact's mobile number as "(734) 748-6516" and a dropdown menu labeled "* Select Survey". The dropdown menu is open, showing a list of survey options: "--None--", "Motion for Installment Payments", "Security Deposit", "Responding to a Parenting Time Complaint", "Responding to a parenting time show cause", "Landlord needs to make repairs", "Enforcement of Parenting Time", "Consumer Debt Collection", and "Food Stamps Termination".

Legal Case
Hedgehog-Test, Sonic t - 30 - 1 - 22-234619

Edit Close Case Print Summary Print Notes Report Hours by User Report **Send Survey**

MI 48197

Notes Hours

Timeline

Dec • 2022

Intake N

Send Survey

Contact Mobile
(734) 748-6516

* Select Survey

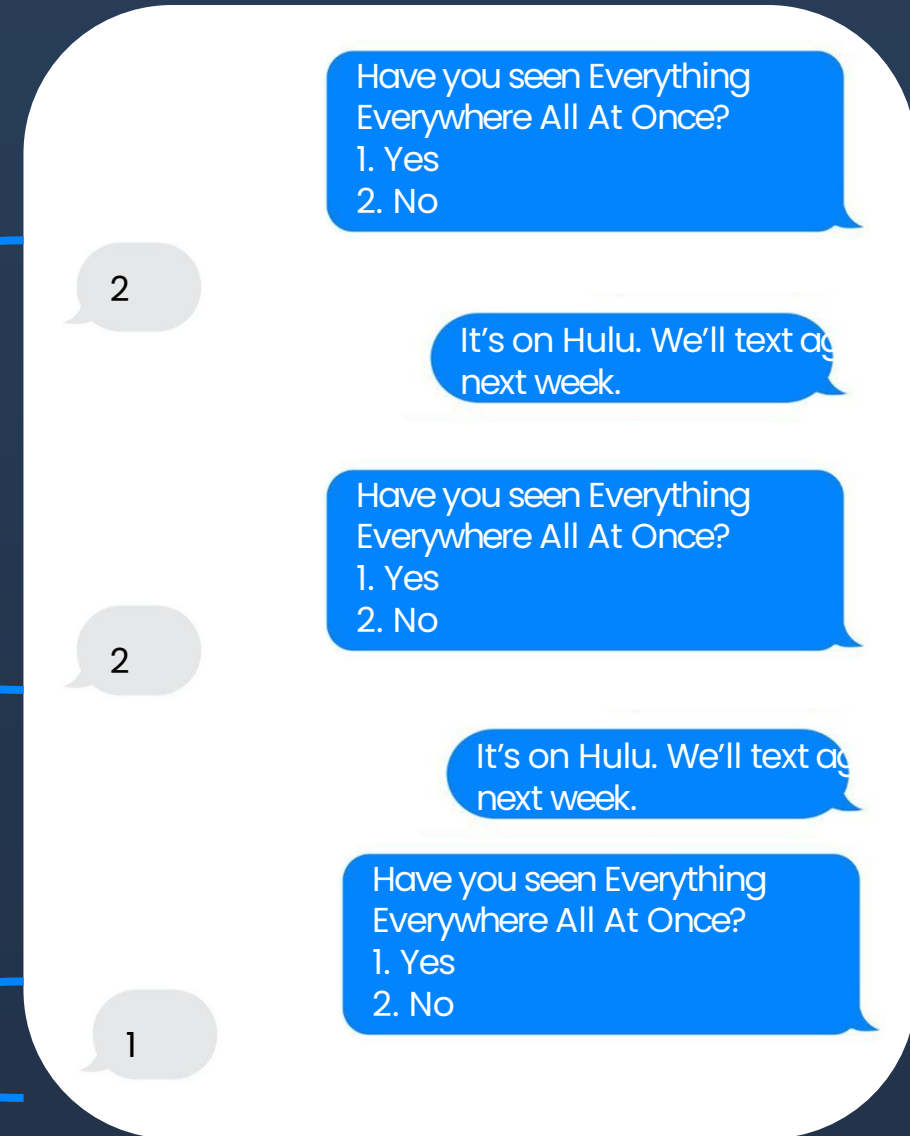
- None--
- None--**
- Motion for Installment Payments
- Security Deposit
- Responding to a Parenting Time Complaint
- Responding to a parenting time show cause
- Landlord needs to make repairs
- Enforcement of Parenting Time
- Consumer Debt Collection
- Food Stamps Termination

Building Reports to See Outcomes

First: why does this need to be so complicated? Can we just tally the yes responses and the no responses and be done with it? No. Why? Looping.

If you count yeses and nos here, you'd get data that two people said no and one person said yes.

On a small scale you can look at responses and see what is actually happening, but we need a way to report on larger numbers without individually examining each response set.



Building Reports to See Outcomes

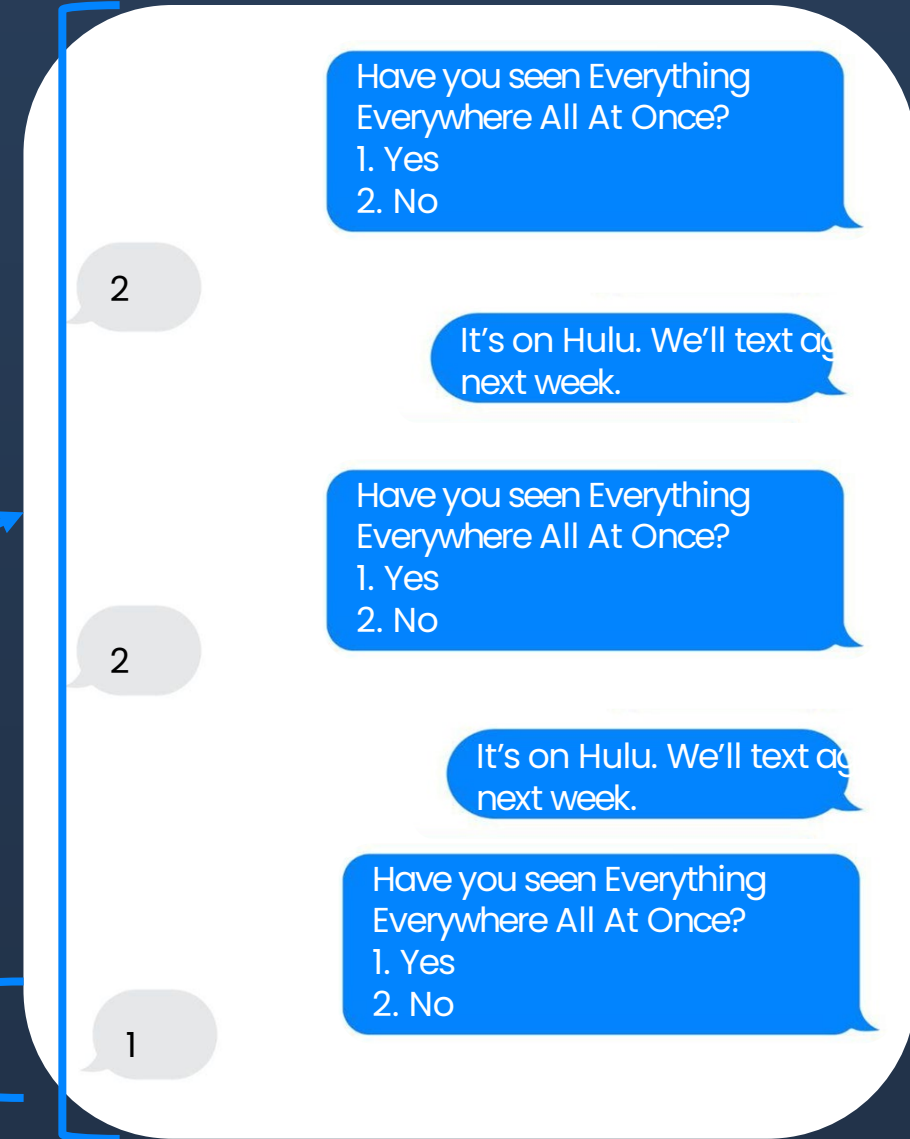
First: why does this need to be so complicated? Can we just tally the yes responses and the no responses and be done with it? No. Why? Looping.

The solution for our reporting system is to measure total number of yes responses against total unique response sets. So instead of 1 yes out of 3 responses we have:

1 unique response set

1 yes

→ 1/1 or 100% of people have seen the movie



Building Reports to See Outcomes

Report: Survey with Answer Response
Example Survey results
Showing all Answers received, grouped by Question.

Enable Field Editing Add Chart Edit

Survey Name ↑	Survey Question: Question ↓	Answer ↑	Response ID ↓
	Have you sent a letter to your landlord asking for the repairs? (11)	No (2)	R-00039
			R-00025
		Subtotal	Unique: 2
		Yes (9)	R-00025
			R-00035
			R-00034
			R-00038
			R-00018
			R-00017
			R-00024
		R-00028	
		R-00029	
	Subtotal	Unique: 9	
Subtotal			Unique: 10

Count of people who answered Yes. The unique count here is the same as the total because after you say yes you do not loop back.

Unique count of people who answered this question at least one time.

Building Reports to See Outcomes

When creating a new report, search for “survey” and you should have these options:

Create Report

Category

Recently Used

All

Accounts & Contacts

Activities

Administrative Reports

File and Content Reports

Individuals

Other Reports

Select a Report Type

Q survey

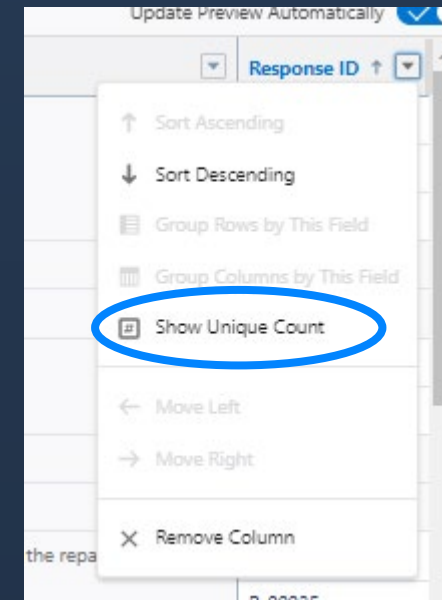
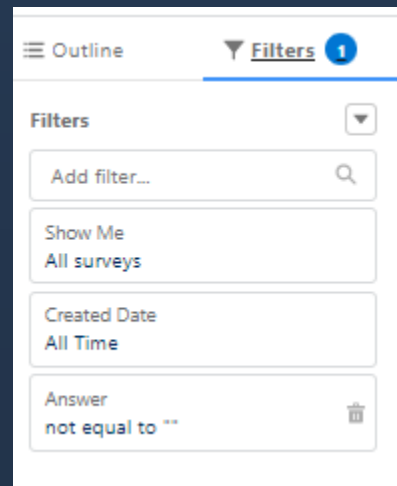
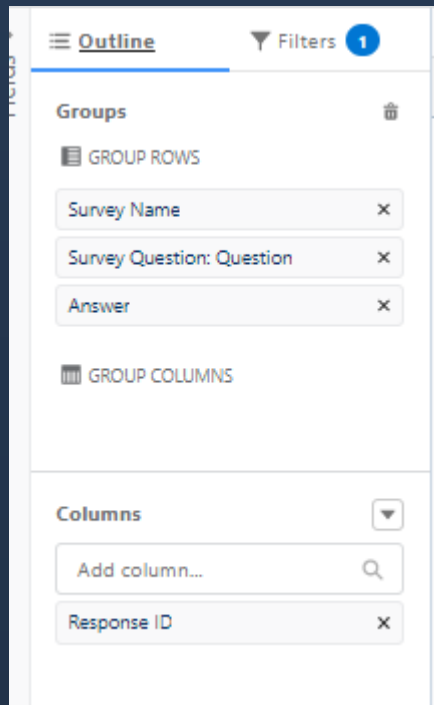
Report Type Name	Category	
Activities with Survey Answer Choices	Standard	▼
Activities with Survey Questions	Standard	▼
Activities with Surveys	Standard	▼
Surveys	Standard	▼
Surveys with First Question	Standard	▼
Surveys with Survey Questions	Standard	▼
Surveys with Survey Response Sets	Standard	▼
Surveys with Survey Response Sets and Contact	Standard	▼
Survey with Answer Response	Custom	▼
Survey with Answer Response	Custom	▼

Building Reports to See Outcomes

Choose these columns, rows, and groups (in this order).

There are no filters selected outside of the defaults for this survey type. You may want to create a different report for each survey. If you want to do this, add a filter and search for "survey name." Then you can filter results for a specific survey.

Click the drop-down next to Response ID and select "Show Unique Count."



Maintenance: Don't Forget to Look at Your Data!

It is pretty easy to get this going, but if you don't take a look at the numbers once in a while we're leaving a lot of good information on the table. Michigan Legal Help has quarterly data meetings on texting. Ideas for discussion:

- Is enrollment higher or lower than you expected? Why?
- What percentage of people complete the very first step after getting off the phone with you?
- What percentage of people 'finish' the process, however that is defined?
- How are people rating the texting program (on average, and each individually)?
- Are any texts particularly popular? Are there comparable areas you could expand to?

Maintenance: Look at the Substance of the Text Flows Once In a While

Even when you are a careful drafter and leave out things that are *likely* to change, things still change.

- Consider designating a single person who will review text flows once a year. Review substantive information, check links, and change anything else that seems off.
- Calendar it as a yearly task
- Don't tell yourself you'll do it in December :)

Configuring Twilio for Surveys

For a few reasons we recommend creating a new A2P 10DLC texting campaign to your existing Brand in Twilio for use with JS surveys.

- The purpose of A2P 10DLC campaign registration is for wireless carriers to prevent automated texting platforms like ours from spamming customers.
- There is currently a long waiting time (up to a month) for new campaigns to be approved in Twilio, so it's best to get started early.
- There is a small increased cost associated with adding a new campaign to an existing Brand. At present this is a \$14 registration and \$10 per month fee thereafter.

Configuring Twilio for Surveys (continued)

Reason for creating a separate A2P 10 DLC campaign for surveys:

- We want to separate SMS communications and survey communication because they will look and act differently and we want to avoid anything that might cause our survey phone numbers to get blocked by carriers.
- By separating the survey campaign from the regular SMS campaign, we lessen the chance that our regular SMS phone numbers would be blocked because of something in the survey.
- Finally, and most important, the default campaign opt-out settings that we use for our regular SMS campaign doesn't handle stop words the way we need to handle them in for surveys. *See more below.*

MAP's Survey Campaign Submission

Description: This texting program provides users with legal information regarding their cases with legal aid. This system is automated and does not create a lawyer-client relationship.

Sending messages with embedded links? Yes

Sending messages with embedded numbers? Yes

Message Sample #1: You contacted legal aid for information about getting your security deposit back. Your landlord has 30 days from the day you move out to either return your security deposit or to give you a notice explaining why they are keeping all or part of the security deposit. Can we text in about a week about this to find out how things are going?

Message Sample #2: Has it been more than 45 days since you moved out? This is the landlord's deadline to file a court case to keep the deposit. You can file a case to get the deposit back after this time period ends.

Enable Advanced Opt-Out for Survey Campaign

In the new survey campaign you want to go to Opt-Out Management on the left sidebar and then “Enable Advanced Opt-Out”. This will only apply to your survey campaign and associated phone numbers.

The screenshot shows a web console interface for 'LSSCM JS - SMS Integration'. The left sidebar is titled 'Develop' and 'Monitor'. Under 'Develop', there is a list of items: 'Messaging (US1)', 'JusticeServer SMS Surveys', 'Properties', 'Sender Pool', 'Link Shortening', 'Integration', 'Content Settings', 'A2P & Compliance', and 'Opt-Out Management'. The 'Opt-Out Management' item is highlighted with a blue border. The main content area is titled 'Opt-Out Management' and contains a description: 'Deliver a customized, end-to-end compliance experience for your users. Set the opt-in, opt-out, and help keywords and messages on a global basis as well as add per-country and per-language overrides.' Below this, there are sections for 'Standard Opt-Out Keywords', 'Opt-Out', and 'Opt-In'. A red arrow points to a blue button labeled 'Enable Advanced Opt-Out' in the top right corner of the main content area.

Enable Advanced Opt-Out for Survey Campaign

After you enable advanced opt-out you will be able to customize the opt-out behavior. We are still waiting for our survey campaign to be approved, so we haven't had a chance to test the opt-out process in real-world conditions. However, we believe that the following settings will work with the opt-out settings inside of the JS survey tool. We will provide you an update when we have more information.

[Services /](#)

Opt-Out Management 📘 Enabled

Deliver a customized, end-to-end compliance experience for your users. Set the opt-in, opt-out, and help keywords and messages on a global basis as well as add per-country and per-language overrides.

Standard Opt-Out Keywords [Edit](#)

All of your recipients will get these opt-out responses unless you create responses for their specific spoken language or country code.

Opt-Out

Keywords: stop

Message: You have successfully been unsubscribed. You will not receive any more messages from this number. Reply START to resubscribe.

Opt-In

Keywords: start, unstop

Message: To restart reply: DEPOSIT for security deposits REPAIR for rental repairs ENFORCEPT for enforcing parenting time SHOWCAUSE to respond to a parenting time show cause PTCOMPLAINT to respond to an FOC parenting time complaint PAYMENTPLAN for a judgment payment plan DEBT for debt collection FOODSTAMPS for food stamps

Help

Keywords: help

Message: For Help let's say: These are automated texts to follow up on your legal issue. Text END to stop. Visit <https://www.MichiganLegalHelp.org> for other legal information and referrals.

**THANK
YOU!**

miadvocacy.org

MAP | MICHIGAN
ADVOCACY
PROGRAM