

From: [sturges, sharon](#)
To: [Hayes, Michael \(ACF\)](#)
Subject: FW: AV List Serv message - Modifications to AV grant services
Date: Thursday, March 19, 2020 3:12:46 PM
Attachments: [April_Features - ADR \(002\) -SAS edits.pdf](#)
[March_Features-ADR.pdf](#)
[Feb_Features-ADR.pdf](#)

Hello you! Hope you are hunkered down and staying healthy. Thank you for your heartwarming message, it's connection, connectivity, and creativity right now!

I attach our little pamphlet and of course, AV contract mediators have gone online using remote service delivery through Zoom, Webex, Skype, GTM, and yes, the telephone. Legaler <https://protect2.fireeye.com/url?k=48aa6d0b-14ff64db-48aa5c34-0cc47a6a52de-5e6d71bb04e6840f&u=https://legaler.com/> has offered free subscriptions for a year for small firms and it's a fully encrypted tool with unlimited minutes for teleconferencing.

On another note, I attach a three part article my buddy and I wrote, timely.

Here is the link to the current AV brochure, horribly out of date:

https://www.courts.state.co.us/userfiles/file/Administration/Planning_and_Analysis/Court%20Programs/ODR/Brochures/Access%20%20Visitation%20Mediation%20Brochure%202_1_17.pdf

And of course, there is the pilot we ran and link to the evaluation (I sent the file to you in annual report):

<https://protect2.fireeye.com/url?k=1c4b6707-401e6ed7-1c4b5638-0cc47a6a52de-ae1f6423e72f05b7&u=https://centerforpolicyresearch.org/publications/colorado-technology-and-parenting-time-services-evaluation/technology-and-av-final-report/>

Be well my friend,

Sharon Sturges

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From: Hayes, Michael (ACF) <Michael.Hayes@acf.hhs.gov>

Sent: Thursday, March 19, 2020 7:31 AM

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Cc: Hayes, Michael (ACF) <Michael.Hayes@acf.hhs.gov>; Henderson, Sharon (ACF) <Sharon.Henderson@acf.hhs.gov>

Subject: AV List Serv message - Modifications to AV grant services

Hi AV Coordinators,

I sent the below message out via listserv, but it might have gotten caught in your spam filter, so wanted to send directly via email as well.

Hello AV Grant Coordinators -

First off, I hope you and those dear to you are okay. I imagine many of you are teleworking and others may be limiting office time. The physical, social, and emotional disruptions are undoubtedly taking their toll and I hope you have some self-care practice that provides some relief.

I've heard from several of you with questions and concerns about AV grant service disruption and I encourage any and all of you who have specific questions to reach out to me directly via email or phone. While we don't yet have official guidance on grant flexibility and/or extensions - there's a flurry of activity within ACF to develop that and disseminate it as soon as possible.

Several of your states already deliver AV services using technology - phone, video-conference, web-based... if you've got an approach that seems to still be working well during this world change, please share it with me so I can pass it on to the entire group. If your current delivery of AV services is based on in person attendance at classes, dispute resolution, mediation, etc. Please reach out to discuss options for bridging services for the next few months (at least).

Finally - if you'd just like a friendly ear or sounding board - feel free to call or text me - my mobile is 512-589-8033 (if I don't answer, please leave a message so I'll know you weren't a robocall offering me lower rates on my health insurance!) - or email me: michael.hayes@acf.hhs.gov

Warmly,

Michael

Michael Hayes

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