

## Doodle Feedback

The legal assistants in Lenexa began the Doodle testing pilot for scheduling of regular hearings on January 11, 2016, and will continue to do so until June 30, 2016. An user manual was provided to internal users and an email with the information regarding how to use Doodle is sent to any external users prior to the poll being sent.

**Currently Doodle is only used for scheduling of regular hearings.** Preliminary hearings, prehearing settlement conferences, etc., are still scheduled via email or phone. Requests for regular hearings have the lowest volume out of the different types of hearing requests. Those scheduling a regular hearing are given the option to use Doodle. No one is required to use Doodle for scheduling. The testers have kept a record of those requesting regular hearings, whether or not they opted to use Doodle and feedback from those that did use Doodle.

It should be noted that the processes for hearings (including scheduling) currently varies depending on the judge's preference. The following information regarding number of hearings, dates provided, etc., are based off of the process of only one of the judges, as explained to us by their legal assistant.

The average number of regular hearing requests for this judge is 10-15 hearings per month. Regular hearings take place once a week with all dockets for the day given the same specific time (for instance, Thursday at 10 a.m.), these are referred to as *docket calls*. It is not uncommon for hearings on a docket to be cancelled due to an agreement being reached. This can greatly reduce the number of hearings for the judge on that day.

The process for a regular hearing begins with the request for a hearing date, which is typically done by the claimant attorney or their legal assistant. A hearing date is then mutually agreed upon by the claimant attorney or their legal assistant and respondent attorney or their legal assistant. It should also be noted that there can be multiple respondent attorneys involved, for example, one representing the employer and one representing the carrier. Also, if the Workers Compensation Fund has taken over, their representative would be included as well.

The possible hearing dates are provided based on of the judge's schedule. The first of the hearing dates is typically 20 days out from the date a request for a regular hearing is received.

The steps for scheduling a hearing are outlined below. The first outline shows for the old method and the second outline shows task for Doodle.

Scheduling via phone/email:

- 1) Workers Comp ALJ's legal assistant is contacted about a request for a regular hearing by the requestor via phone or email.
- 2) The ALJ's legal assistant provides the requestor six dates to choose from, based on the ALJ's calendar.
- 3) The requestor contacts the other parties involved to agree upon a date.
- 4) The requestor contacts the ALJ's legal assistant, giving them the agreed upon date. It will then be added to the ALJ's calendar.
- 5) The requestor sends Notice of Hearing prior to the hearing date.

If no date is agreed upon, the ALJ's legal assistant will provide three additional dates to requestor.

Scheduling via Doodle:

- 1) Workers Comp ALJ's legal assistant is contacted about a request for a regular hearing by the requestor via phone or email.
- 2) ALJ's legal assistant asks requestor for email addresses of all involved parties.
- 3) ALJ's legal assistant set up Doodle poll, providing six dates based on the ALJ's calendar, and sends to all involved parties. Doodle sends the poll via email.
- 4) Once all parties respond, the Doodle poll is forwarded from the ALJ's legal assistant to requestor.
- 5) The Requestor selects an agreed upon date and sends an email to all parties, including the ALJ's legal assistant with the date chosen. The ALJ's legal assistant will add it to the ALJ's calendar.
- 6) The requestor sends Notice of Hearing prior to the hearing date.

If no date is agreed upon, the ALJ's legal assistant will provide three additional dates to all involved parties via a Doodle poll.

Comments from External users who have opted to use Doodle shown below:

- Doodle eases the process since they no longer have to actively call or email to agree upon a date.
- Doodle works very well and is easy to use.
- One requesting party was having issues getting a response by phone and email. They requested a Doodle poll be sent, and a response was received within two hours.
- Doodle users are able to get immediate responses.

- Doodle does not require an account for respondents. Respondents reply and are done.
- Some external users did have browser issues, but that was the exception and not the rule. Most had no issues responding via Doodle.

Internal users expressed a more mixed view, but overall Doodle has improved the process:

- ALJ legal assistants like the response time, but Doodle creates a longer process on their end.
- In some instances a response is not received timely from the requestor after dates are provided using phone/email method, and the dates provided will no longer be available. Using Doodle seems to expedite the process so that this can be avoided.