



OurFamilyWizard[®]

Moving families beyond conflict

San Luis Obispo Bar Association

January 22, 2026

Speaker: Julie Saunders



Challenges Attorneys Face in High-Conflict Cases: How Technology Improves Client Control to Courtroom Readiness

A California Family Law
Practice Guide Integrating Law,
Ethics, and Legal Technology

Agenda

- 1 • Common Challenges in High-Conflict Custody Cases
- 2 • Leveraging Co-Parenting Technology to Manage Clients
- 3 • Limiting Issues Presented to the Court
- 4 • Courtroom Readiness and Evidentiary Value
- 5 • Access and Equity

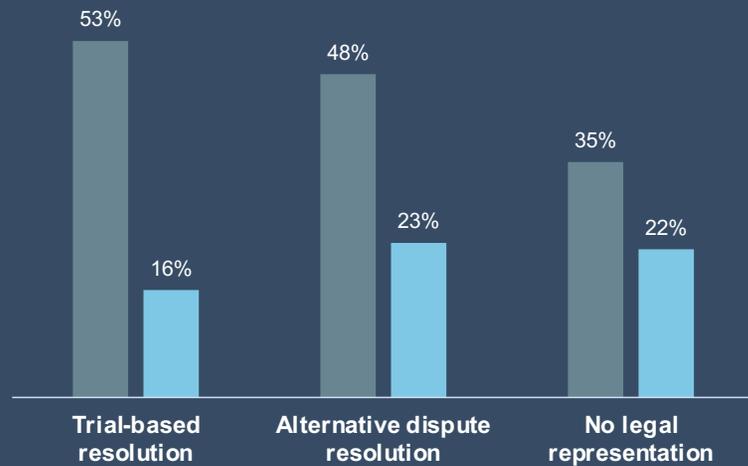
Common Challenges in High-Conflict Custody Cases

Why Conflict Escalates – and why traditional tools fall short

Co-parenting apps help reduce conflict

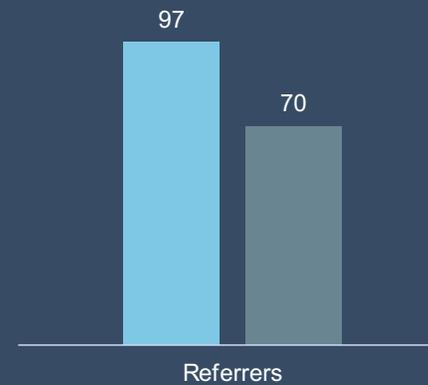
Difficulty of communicating with co-parent before and after using a co-parenting app

■ Before co-parenting app ■ After co-parenting app



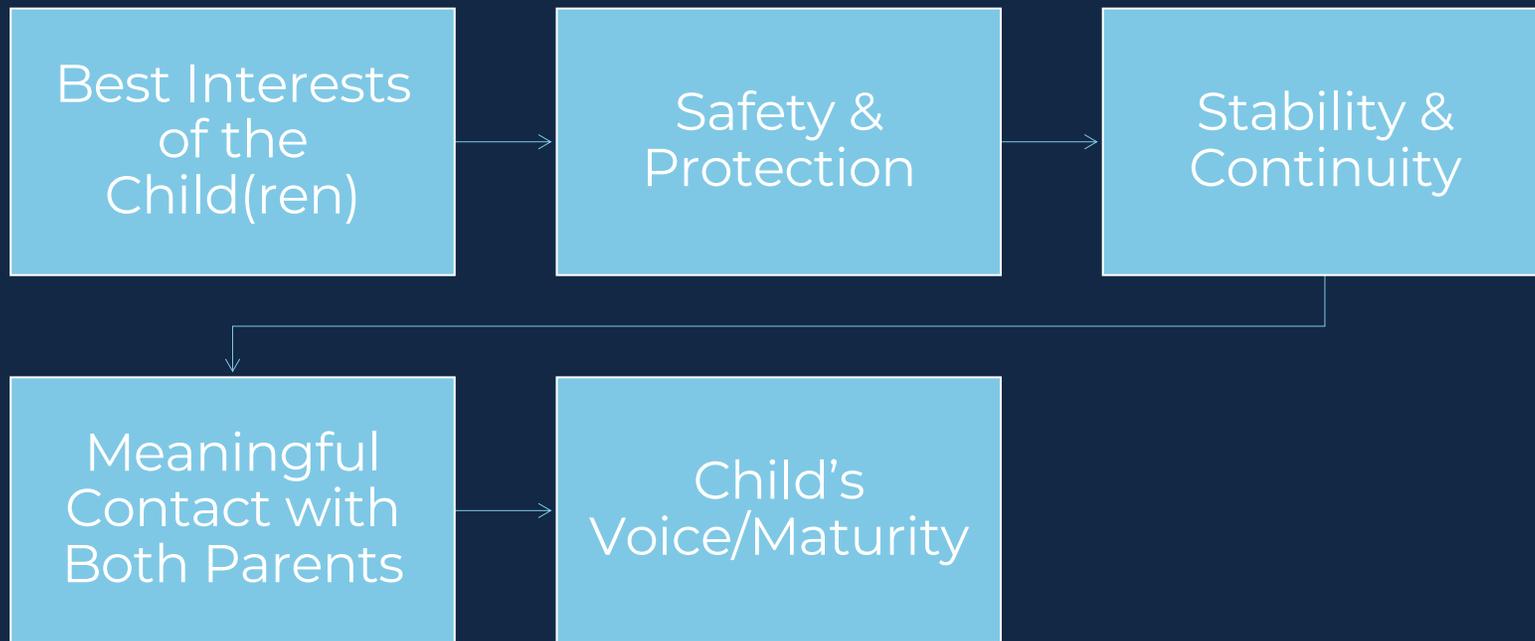
Likelihood to recommend (Net Promoter Score - NPS)

■ OurFamilyWizard ■ Competitors

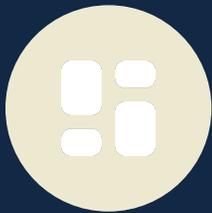


Source: market study of family law professionals and co-parents (both OurFamilyWizard users and non users) in the United States

California's Legal Framework For High-Conflict Custody Cases



Why Structure is Necessary in High-Conflict Cases



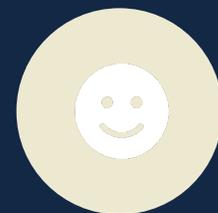
Keeps them organized
regardless of conflict level



Reduces
miscommunication



Minimizes
scheduling disputes



Encourages long-term
behavioral changes



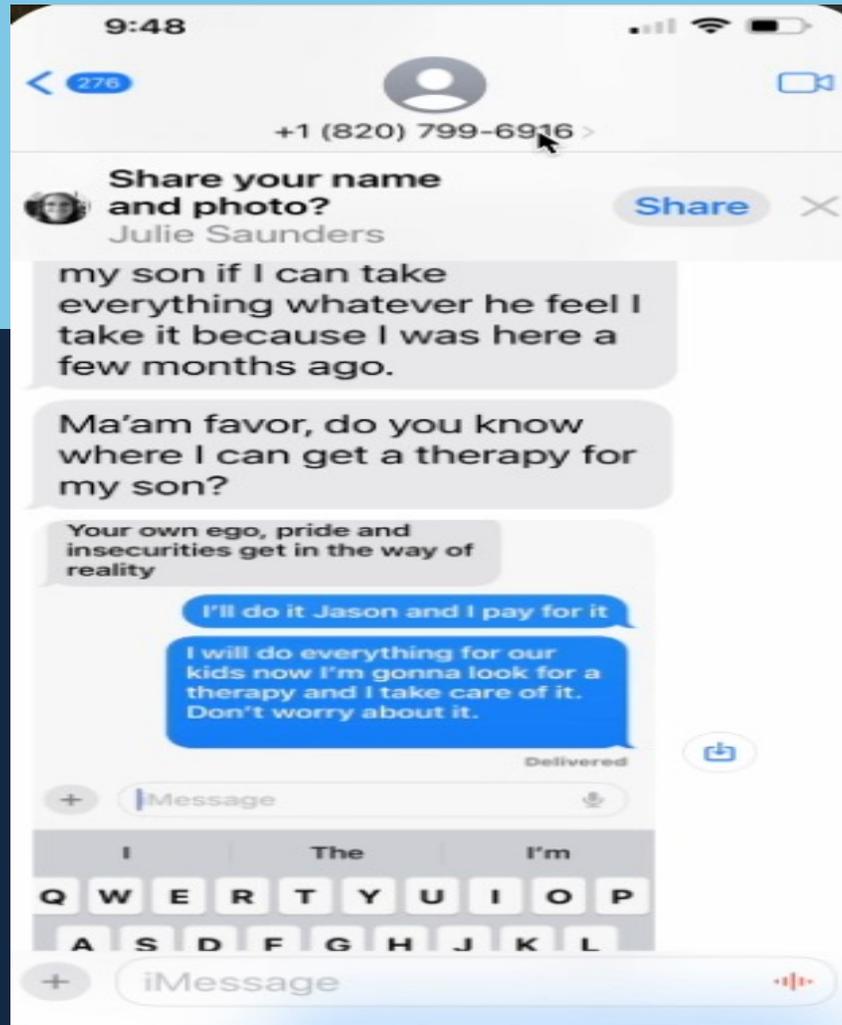
Saves money on
legal fees



Promotes resolution
out of court



Creates a better
environment for children





Message History Reports

Reports are always stamped with the date and time when they were generated.

Message Report

 OurFamilyWizard

Generated: 02/27/2023 at 09:14 AM by Amy Sand, Esq

Number of messages: 50

Timezone: America/Chicago

Parents: Sam Rodgers, Taylor Smith

Child(ren): Nina Rodgers-Smith, Charlie Rodgers-Smith

Message 1 of 50

Sent: 02/11/2022 at 08:52 AM
From: Taylor Smith
To: Sam Rodgers (*First Viewed: 02/11/2022 at 9:30 AM*)
Subject: School field trip

The kids have an upcoming school field trip to the skating rink on February 15th. Please remember to pack socks and some lunch money for the kids that day.

From: Taylor Smith
To: Sam Rodgers (*First Viewed: 01/30/2022 at 08:19 AM*)
Subject: Re: Tomorrow's meeting

7:00 AM works best for me

Message 3 of 50

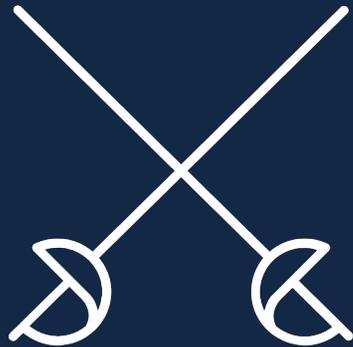
Sent: 12/27/2022 at 05:18 PM
From: Sam Rodgers
To: Taylor Smith (*First Viewed: 12/27/2022 at 05:27 PM*)
Subject: Tomorrow's meeting

What time do you want to meet up tomorrow?

Message 4 of 50

Sent: 11/11/2022 at 08:10 AM
From: Taylor Smith
To: Sam Rodgers (*First Viewed: 11/11/2022 at 09:39 AM*)

AI Technology



Is My Client Protected?



Is It Appropriate?

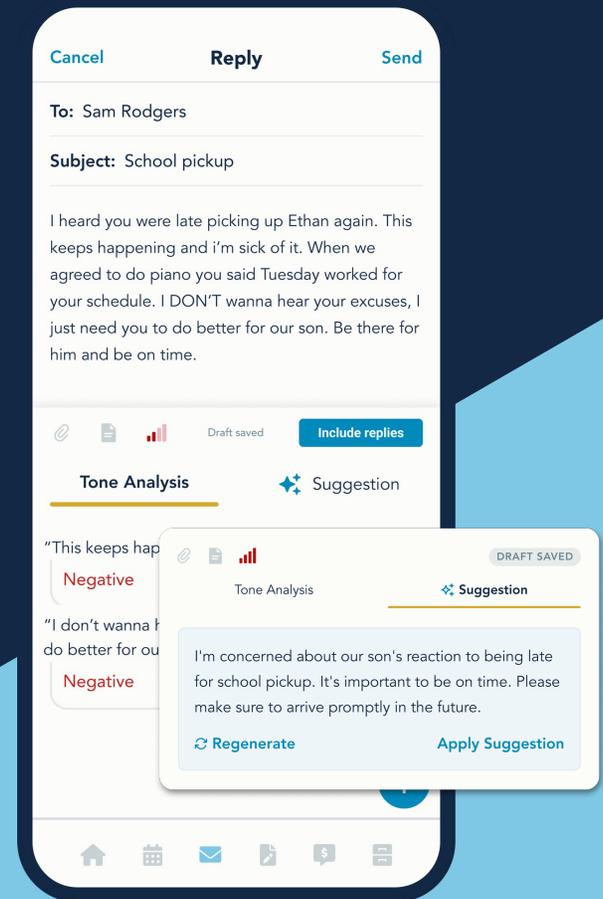


Will AI Be Helpful to My Client?

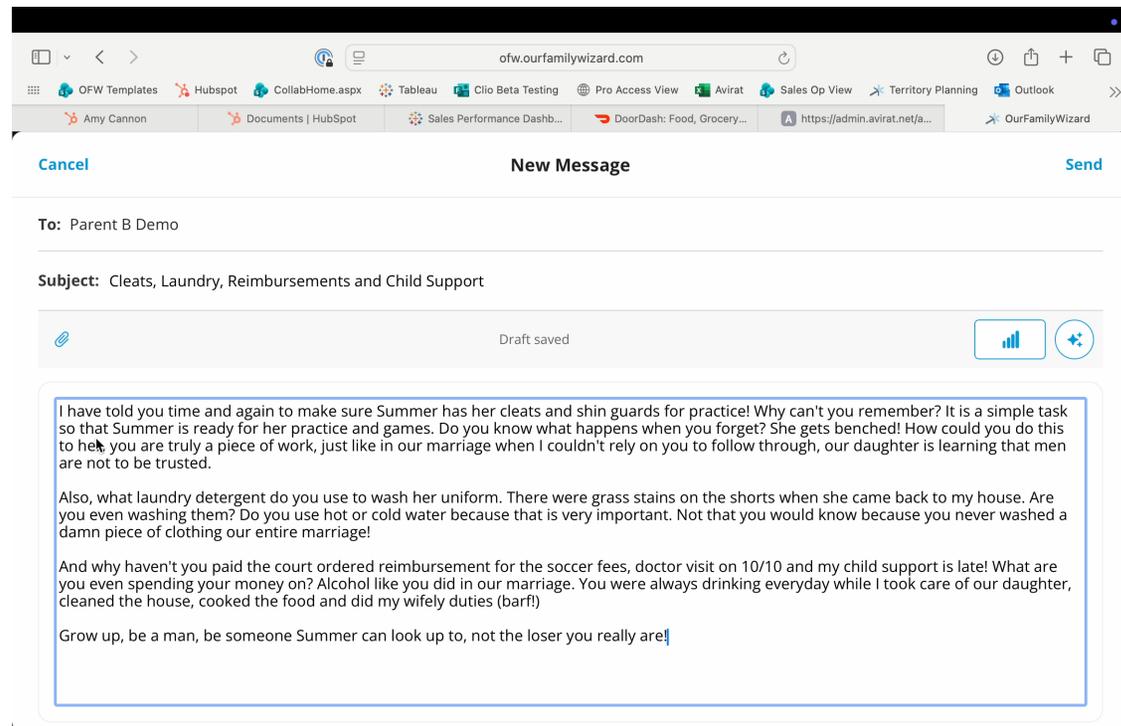


ToneMeter AI

- Purpose-built AI for co-parenting communication
- Secure, self-hosted AI that keeps data private
- Calmer, clear messages that reduce conflict and stress
- Tone analysis gives instant feedback on negative language
- Suggestions provide an alternative draft in a calm, concise tone
 - 90% of beta users find the suggestions helpful
- Parents are always in control of their message draft and can edit suggestions



ToneMeter AI



Leveraging Co-Parenting Technology to High- Conflict Cases

A Court Recognized, Ethics-Driven
Framework for Managing High-
Conflict

California Court Recognition of Communication Technology



Professional Conduct Applicable Rules



Rule 1.1

Rule 1.6



Model Order Highlights

1. Exclusive communication
2. Provide a deadline
3. Name participants and order access
4. Limit messaging

**IN THE CIRCUIT COURT OF _____ COUNTY
COUNTY DEPARTMENT**

Petitioner _____ } Case Number: _____
and }
Respondent _____ } CALENDAR: _____ page 1 of 2

ORDER

The following appearing in court:
 Petitioner Respondent Child Rep/GAL
 Petitioner's Attorney Respondent's Attorney

This order entered by agreement of the parties after a hearing order of court
 by default at _____ am/pm.

THIS CAUSE coming to be heard on the Petitioner's Respondent's Child Rep/GAL
Motion or Petition to/for _____
and the court being fully advised;
This court finds:

The parties shall not email, text or telephone

Enroll in the program for a one-year subscription by MM/DD/YYYY

emergency the subject and general content of any such communication shall be memorialized

Entries shall be viewable through the establishment of a Professional Account

ChildRep/GAL _____ | Judge _____
 Other _____

Reserve the Messages feature for information the others do not accommodate

a hard copy receipt, he or she shall mail a hard copy of the document by regular first class mail within 24 hours of electronic announcement in the Expense section. Each parent shall preserve the original of any scanned or photographed document that is posted. If a reimbursable request is not recorded as provided for in this paragraph within 30 days of incurring the expense, the



Security Matters

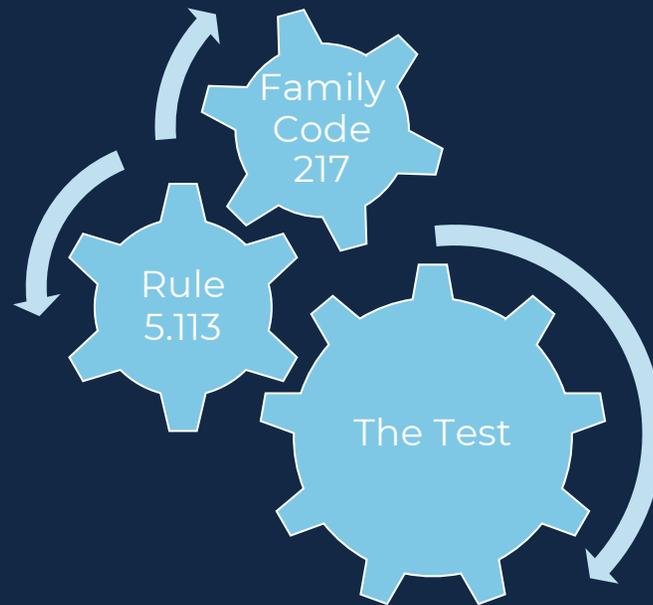
Keeping parent and practitioner information safe

- ✓ Data encrypted in transit and at rest
- ✓ TLS certificates
- ✓ Web app firewalls
- ✓ Intrusion monitoring and DDOS mitigation
- ✓ Enterprise-grade private cloud
- ✓ GDPR compliant

Limiting Issues Presented to the Court

From unmanaged conflict to
focused adjudication

California's Strong Preference for Issue Limitation



Why High-Conflict Cases Expand Issues – Issue Overload



Competing
Narratives



“He Said/She
Said”



Repeated RFOs

Strategic Use of Structured Communication Platforms

Objective Records Reduce Disputes

- Time-stamped Communication
- Objective Chronology
- Fewer Factual Disagreements

Efficiency & Proportionality

- Searchable Message History
- Calendar for Parenting Time, Events and Holidays
- Check-ins

Financial & Scheduling Clarity

- Central Expense Tracking
- Clear Payment Histories
- Reduce Reimbursement Disputes

Professional Oversight & Neutral Review





Client View Mode

Exit Client Viewing

Viewing as Taylor Smith
Rogers - Smith

Calendar Messages Journal Expenses Calls Info Bank

Create expense Filter + [Icons] Search expense log...

Totals
Taylor Smith owes you: \$71.57
You owe Taylor Smith: \$466.25

Expense Log

Payment Activity

Scheduled Payments

OFWpay™

Categories

| Created | Expense Name | Details | Status | Owes/Paid |
|-------------|---|--|--|--|
| OCT 04 2023 | Basketball 2023 NR CR Purchased: 09/28/2023 | Sports (50/50) Total: \$350.00 | Open | Taylor paid \$175.00 |
| OCT 01 2023 | Field Trip (Private) CR Purchased: 09/26/2021 | School (50/50) Total: \$50.00 | Open | Taylor owes \$25.00 |
| OCT 01 2023 | Piano lessons NR CR Purchased: 09/24/2023 | Extra-curriculars (50/50) Total: \$500.00 | Refused | Taylor refused \$250.00 |
| SEP 30 2023 | Cell Phone bill NR CR Purchased: 09/24/2023 | General (50/50) Total: \$480.00 | Approved | You owe \$240.00 |
| SEP 28 2023 | UR Visit NR Purchased: 09/17/2023 | Medical/Dental (75/25) Total: \$1,000.00 | Partial payment Check / Other <i>See details for more info</i> | You owe \$300.00 <i>of \$750.00</i> |
| SEP 19 2023 | New pair of jeans NR Purchased: 09/02/2023 | General (50/50) Total: \$22.50 | Partial payment (unconfirmed) Check / Other <i>See details for more info</i> | Taylor owes \$7.00 <i>of \$11.25</i> |
| SEP 14 2023 | Filling for Charlie CR Purchased: 09/06/2023 | Medical/Dental (25/75) Total: \$200.00 | Approved (pymt unconfirmed) Check / Other | You owe \$50.00 |
| SEP 11 2023 | Valley Fair trip NR CR Purchased: 09/09/2023 | General (50/50) Total: \$175.00 | Paid Check / Other | Taylor paid \$87.50 |
| SEP 03 2023 | Horse saddle CR Purchased: 08/28/2023 | Extra-curriculars (50/50) Total: \$132.54 | Approved (payment in process) OFWpay™ | Taylor owes \$66.27 |



Parent Login Histories

Sign-In History for Taylor Smith



Taylor Smith generated this report on 02/27/2023 at 9:07 AM. All times are listed in America/Chicago timezone.

| Sign-In Time | IP Address |
|---------------------|--------------|
| 02/27/2023 9:01 AM | 73.88.29.184 |
| 02/23/2023 12:54 PM | 73.88.29.184 |
| 02/23/2023 12:48 PM | 73.88.29.184 |
| 02/02/2023 12:59 PM | 73.88.29.184 |
| 02/01/2023 6:09 PM | 73.88.29.184 |
| 02/01/2023 6:04 PM | 73.88.29.184 |
| 02/01/2023 1:33 PM | 69.67.20.96 |
| 02/01/2023 1:10 PM | 69.67.20.96 |
| 02/01/2023 11:06 AM | 69.67.20.96 |
| 02/01/2023 10:40 AM | 69.67.20.96 |
| 12/05/2022 1:47 PM | 73.88.29.184 |
| 11/11/2022 8:49 AM | 216.17.5.252 |
| 11/10/2022 2:21 PM | 69.67.20.96 |
| 11/03/2022 4:09 PM | 216.17.5.252 |
| 11/02/2022 9:17 AM | 216.17.5.252 |
| 10/27/2022 12:37 PM | 216.17.5.252 |
| 10/11/2022 2:57 PM | 216.17.5.252 |
| 10/07/2022 11:01 AM | 216.17.5.252 |
| 10/07/2022 10:52 AM | 216.17.5.252 |
| 10/05/2022 4:07 PM | 216.17.5.252 |
| 10/05/2022 4:05 PM | 216.17.5.252 |

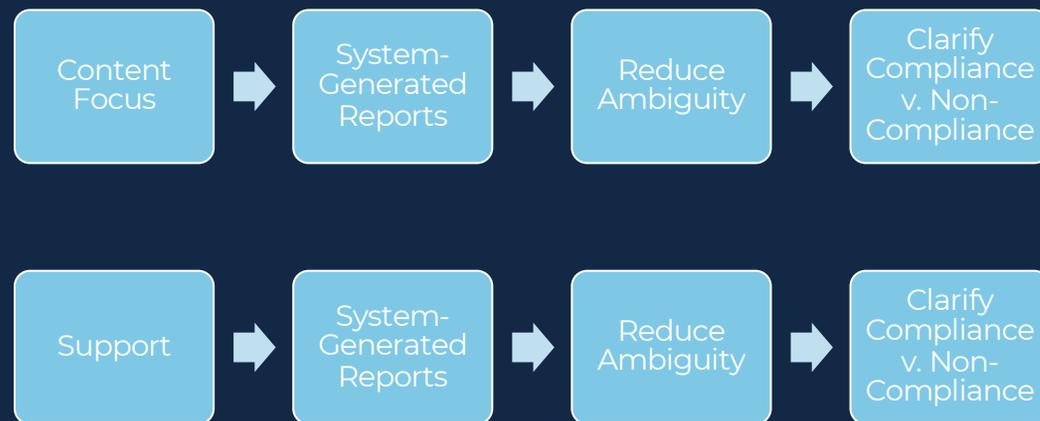
Reports, Transcripts & Court Efficiency – Fewer, Cleaner Issues



Courts should not have to reconstruct the record

Reduced Allegations & Sanctions Analysis

Distinguishing Real Non-compliance from Noise



How Records Help Courts Identify True Misconduct

Meet & Confer Enhancement

Effective Meet & Confer Narrows Disputes BEFORE Court Intervention is Required



Courts Decide Fewer Issues When Meet & Confer is Documented,
Objective and Meaningful

Courtroom Readiness and Evidentiary Value

Preparing Digital Records for
Efficient Judicial Review

Admitting Digital Evidence in Custody Cases

Reliable evidence without overwhelming the court

Foundational Requirements

Best Practices

Evidence Codes

Authenticity
§§1400-1402

Relevance
§210

Reliability
§352

Stipulate

Maintain

Preserve

Certified
Records

Admissibility should be resolved before the parties walk into the courtroom

Business Record Affidavits



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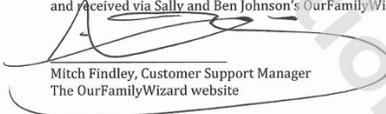


BUSINESS RECORDS AFFIDAVIT

Before me, the undersigned authority, personally appeared Mitch Findley who, being duly sworn, deposed and stated: "I am over the age of eighteen and fully competent to make this affidavit, and I have personal knowledge of the facts stated herein. I am the Customer Support Manager of OurFamilyWizard.com.

I DECLARE THAT THE 9 MESSAGES AND THIRD PARTY ACCOUNT INFORMATION CONTAINED IN THE FOLLOWING PAGES ARE ACCURATE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

These records are kept by OurFamilyWizard.com in the regular course of business, and it is the regular course of business for an employee or representative of OurFamilyWizard.com with knowledge of the communications, events, conditions and transactions recorded to make the records or transmit information to be included in the records, and the records were made at or near the time. The records attached hereto are originals or exact duplicates of the originals and pertain to records evidencing correspondences sent and received via Sally and Ben Johnson's OurFamilyWizard.com user account."


Mitch Findley, Customer Support Manager
The OurFamilyWizard website

ACKNOWLEDGMENT OF NOTARY PUBLIC

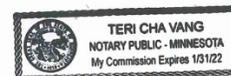
STATE OF MN
COUNTY OF Hennepin

Acknowledged before me on this 31st day of October, 2017.

Notary Seal


Signature of Notary public

Notary Public for the State of MN
My commission expires on: 1/31/22



Access and Equity Considerations

California's Policy on Access to
Justice

“Free” vs. Fee Waiver

What is Billed as “Free” Is Not Always Free



Beware of Ad-Based Messaging
Beware of Additional Hidden Costs



Full Fee Waivers for Indigent Clients
Protected Parties DVRO, Court Fee
Waiver, Pro Bono

What Can Technology Do for Your Client?

The Use of Technology in the Form of a Co-Parenting App Can:

- **Protect Privacy of Both Parties**
- **Show Compliance with Court Orders**
- **Establish Healthy Patterns of Communication**
- **Show the Parents' Willingness to Co-Parent**
- **Document Virtual Visitation**
- **Set Parents Up for Success**
- **Set You up for Success**

Julie Saunders, MBA

Liaison and Account Executive

✉ jsaunders@OurFamilyWizard.com

☎ 562-900-9981



Scan the QR code to
schedule a 30 Minute
Lunch and Learn with Julie!

