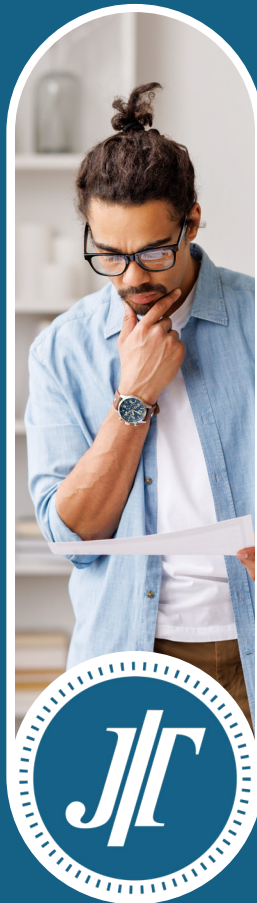


# Welcome PACKET

Getting Started



*Your friends-in-law.*



**Client Page**

[johnsonturner.com/client-page](https://johnsonturner.com/client-page)



**VIP Phone Number**

(651) 403-8967



**Locations** Across the Metro-Area, Rochester and Duluth

# Table Of Contents

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## Welcome!

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Thank you for choosing Johnson/Turner as your ally in resolving your legal matter. We recognize that family law issues can be overwhelming, emotional, and challenging to navigate. We are here to guide you and to advocate for you through your case. You should expect the highest level of service by your J/T Team.

Our unwavering dedication is to offer you the support and expertise necessary to guide you through this process with care and compassion.

<b>01</b>	About Us	<b>10</b>	Phase 2
<b>02</b>	Behind the Scenes	<b>11</b>	Phase 2: Key
<b>03</b>	Meet Your Team	<b>12</b>	Phase 3
<b>04</b>	What to Expect	<b>13</b>	Phase 3: Key
<b>05</b>	Smart Start Overview	<b>14</b>	Phase 4 & Key
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<b>07</b>	Roadmap Overview	<b>16</b>	Contact Details
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**YOUR VIP  
PHONE NUMBER**

**(651) 403-8967**

Now that you are a client, this is your VIP Phone Number to get direct access to your Team.  
(Put this number in your phone as your main number for JT.)

# About Us

At Johnson/Turner, we're more than just a law firm. We're your trusted partners on the path to a brighter, more secure future. Our story is one of unwavering dedication to your peace of mind, a story of empowerment, and a journey of redefining the legal landscape.

## APRIL 2003

Chris Johnson started the firm.

## SUMMER 2006

We became a paperless law firm.

## MAY 2005

Erin Turner Joins the firm.

## SUMMER 2015

We build out own document automation system to automate the drafting of our court pleadings.

## IN 2016

Moved our family law practice from hourly billing to fixed pricing.

*\* We are still the only firm in MN that does not bill hourly on family law matters.*

## IN 2018

We began using the team approach to all family law matters, hiring sales and intake roles to assist with client on-boarding.

## 2018 - 2019

We trademarked our FairWell Mediation (providing mediations with full court pleading) and DIYvorce (a "do-it-yourself" option using our sophisticated document automation system) packages.

## 2023

We celebrated 20 years of practice!

## TODAY

We continue to innovate, expand and empower.

## WHAT WE STAND FOR

# Our Values



### We answer the call.

We are reliably timely and responsive.  
We rise to the occasion.  
We serve the client not just the case.



### We are Friends-in-Law.

We treat each other and our clients like we'd want our friends to be treated.



### We do what it takes.

We commit fully.  
We find solutions.  
We are scrappy.  
We have fun.



### We are optimistic.

We are hopeful.  
We assume the best.  
We have positive attitudes.

### We are bold innovators.

We are risk-takers.  
We try new things.  
We learn.  
We support each other.



# We Have Your Back

Once you join us as a client, we promptly assemble a dedicated legal and support team tailored to your needs. This team-oriented approach enables us to work swiftly, thoroughly, and with compassion on your case. You'll have the support of not only the finest attorneys in Minnesota but also some of the most caring and capable individuals in the state. At Johnson/Turner, you gain a powerful alliance committed to achieving the best possible outcomes for you.



## YOUR SERVICE REPRESENTATIVES

Your Client Service Representatives is 100% dedicated to helping you with your daily needs. You can contact them whenever you need something from your team, whether it's a question, a need for a call or meeting with someone on your J/T Team, to make a payment, to leave a message for your team, or anything else.

YOUR VIP  
PHONE NUMBER

**(651) 403-8967**

## What's Happening Behind the Scenes



## YOUR ATTORNEY

Your Attorney will study the details of your circumstances, learn your long and short-term goals, and build a strategy to achieve them. They will give you legal advice to help you make strong decisions to protect your future. They will be your voice and advocate in court, in mediation and negotiations with opposing counsel.



## YOUR PARALEGAL

Your Paralegal has extensive experience and knowledge regarding the legal process. They will be in close communication with you to guide you through the legal process. They will draft the important and often complicated court documents and will work closely with you and your Attorney to prepare for important events like mediations and court hearings.



## YOUR PARALEGAL ASSISTANTS

Your Paralegal Assistants drafts some of the documents in your case, works with you to gather information and documents, and schedules meetings and court appearances.



## YOUR ENGAGEMENT SPECIALIST

Your Engagement Specialist brings a unique perspective to your team. They are not lawyers but understand the practical side of the legal process - what comes next, what is the cost, what are your payment options, how close are you to the end. They stick with you throughout your case.

# Meet Your Team

## YOUR CLIENT SERVICE REPRESENTATIVES (CSRs)

Our CSRs are dedicated to helping you with your daily needs. They will work with you to find the answer you need, or they will connect you with the person who can help. Either way, they should always be your first call when you need anything.



**KATELYN  
ANDERSON**



**COLLEEN  
ELDRED**



**ROBIN  
JONES**



**NANCY  
KUEHL**



## YOUR LIFE COACH

Your legal well-being is our first concern, but we want to empower you to take control of your story. Coaching is one way we support that effort.



**MATTHEW TUTTLE**

Matt Tuttle will be your coach. We provide coaching to help keep you centered in creating your story for your future. Your Coach helps you build on your strengths and abilities, especially when they are working through a difficult transition in life. Our goal for you when working with our certified professional coach is to define a path that will bring you greater harmony in your lives.

## WHAT IS LIFE COACHING?

Similar to an athletic coach, your Johnson/Turner coach works to develop and bring out the best in you. Coaching is a process that helps you find clarity and identify aspects of your life you'd like to change or improve, focusing on your strengths and abilities. Your coach is a sounding board and guide. Your coach is non-judgmental, and only focuses on the present and the future—there's no need to look for solutions in your past. Working with a coach increases the likelihood that you will find the best path to move forward.

## WHAT TO EXPECT

Your coach will help you start with an assessment of your needs and values. This creates a starting point and helps keep the focus on solutions. You will have an initial Coaching Kickoff Call and after that it's up to you how often you have coaching sessions.



# What to Expect

## BUILDING TRUST, PROVIDING COMFORT

At Johnson/Turner, we understand that entering the legal system can feel unpredictable and daunting. We are dedicated to making it a more comfortable experience for you by being your trusted guide.

### What you can expect from Johnson/Turner:

#### PERSONALIZED SUPPORT

Every divorce case is unique. We tailor our approach to match your personal circumstances, offering guidance that's aligned with your needs and goals. Expect a partnership that respects your voice and choices, ensuring you feel heard and understood at every step.

#### CLEAR COMMUNICATION

We demystify the legal jargon, providing you with clear, straightforward explanations. From outlining your options to updating you on your case's progress, we prioritize transparency and open lines of communication through your preferred channels, be it emails, phone calls, or virtual meetings.

#### STRATEGIC ADVOCACY

Our team is dedicated to protecting your interests, whether through negotiation, mediation, or courtroom representation. We combine empathy with legal expertise to advocate for the best possible outcomes, addressing concerns about finances, custody, or shared assets with strategic foresight.

#### EASE AND COMFORT

Recognizing the stress that legal processes can bring, we're committed to making your experience as smooth as possible. From flexible scheduling to accommodating your busy lifestyle, we strive to align our services with your comfort and convenience.

### What you can expect from the Justice System:

The justice system, with its procedures and protocols, can feel overwhelming and unpredictable. Here's a brief overview to help set your expectations:

#### PROCESS VARIABILITY

The length and complexity of divorce proceedings can vary significantly based on several factors, including the amicability of the separation, the division of assets, and custody arrangements. While we aim to expedite the process, patience is often required as the court schedules and legal requirements unfold.

#### LEGAL REQUIREMENTS

Divorce laws differ by state, impacting everything from asset division to child support. We navigate these laws on your behalf, ensuring compliance while advocating for your interests.

#### COURT APPEARANCES

Depending on your case, you may need to attend court hearings or mediation sessions. We'll prepare you for these appearances, offering support and guidance on what to expect and how to present your case.

#### RESOLUTION AND CLOSURE

The final stages of divorce involve official decrees and agreements that outline the terms of the divorce, from financial settlements to parenting plans. Our goal is to reach a resolution that allows you to move forward with confidence and security.

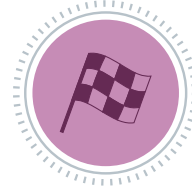
## TOGETHER TOWARDS A NEW CHAPTER

With Johnson/Turner by your side, you're not just navigating the legal aspects of divorce; you're embarking on a journey towards a new chapter in your life. We're here to offer the legal support, emotional understanding, and strategic guidance needed to transition through this period with dignity and hope for the future.



# Our Unique Approach

## AN OVERVIEW



You know you are on the path to a divorce or custody case, but there is some work to do before starting meaningful settlement discussions. Get started by building a strong foundation and strategy for a successful resolution of the important issues.

## → PHASE BREAKDOWN

By dividing the legal process, we can offer a level of customization that respects your unique circumstances, addressing your specific concerns and requirements effectively. This method not only facilitates a smoother legal journey but also empowers you, giving you clarity and control over the process, making the complex world of law both accessible and manageable.

## → PACKAGE PRICING

We believe in transparency and predictability when it comes to legal fees, which is why we offer package pricing. This approach allows you to know exactly what your options are and what you need to pay from the outset, eliminating any surprises and providing you peace of mind throughout your legal journey. It also offers you choices about how you want to proceed knowing the cost in advance. You can do a cost benefit analysis in deciding which route best fits your circumstances.

By setting a fixed prices, we ensure that the focus of your team is solely on securing the best outcome for you, rather than counting billable hours.

## → THE ROADMAP

On the next few pages, we have what we call “The Roadmap”. It’s a clear guide designed to help you understand and navigate the legal process. It illustrates where you are in your legal journey, what to expect next, and various ways to approach each step. By providing a visual representation of the legal process, “The Roadmap” empowers you with clarity and confidence, ensuring you are well-prepared for each stage and aware of your options.

# The Roadmap

## Overview

### Phase 1 Strategy Building

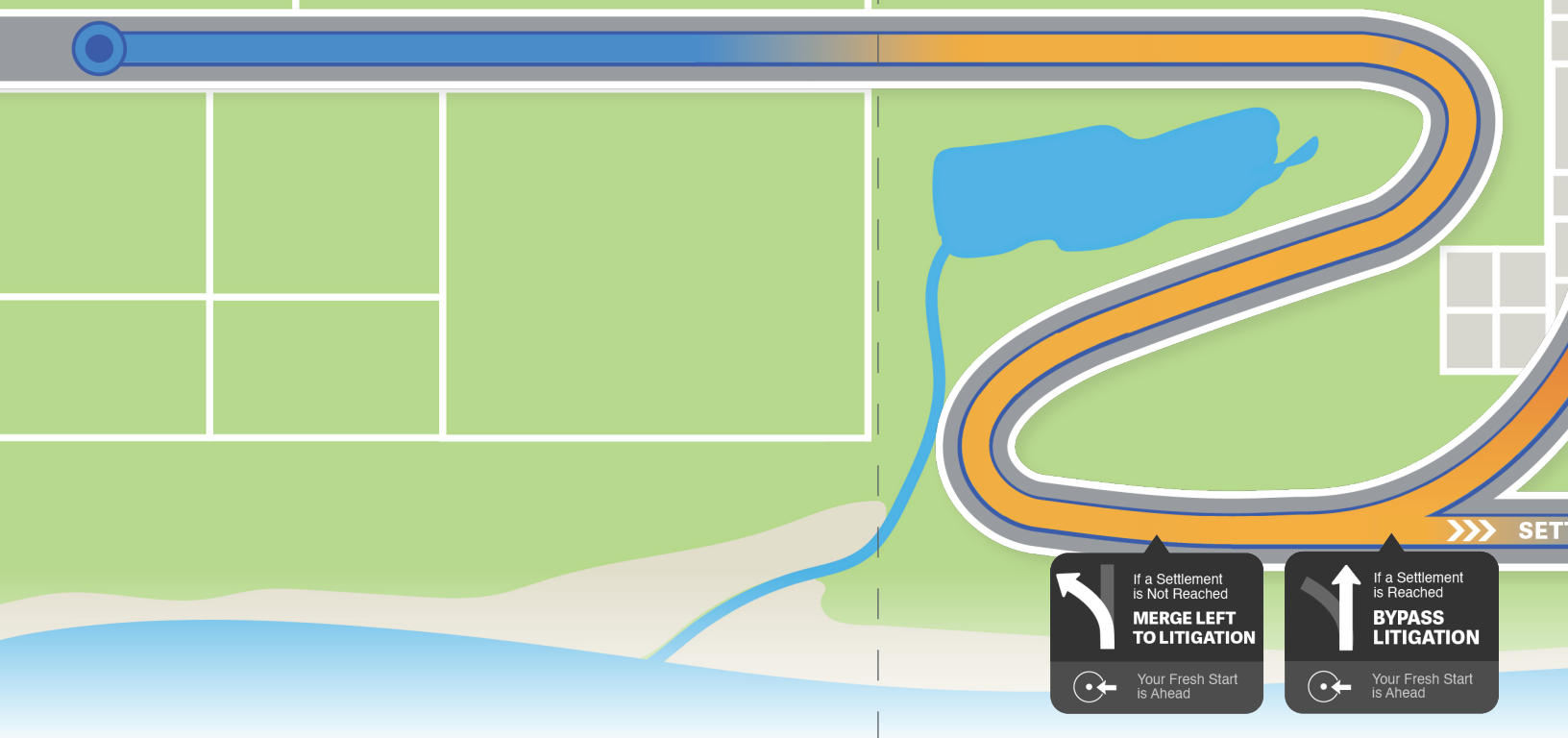
*Time est: 45-60 days*

In this initial phase, we collaborate with you to understand your unique circumstances and objectives, developing a tailored legal strategy that aligns with your goals.

### Phase 2 Path to Settlement

*Time est: 1-3 months*

During the Path to Settlement, we focus on negotiation and mediation to achieve a fair resolution with minimal conflict and stress.





## Phase 3 Litigation

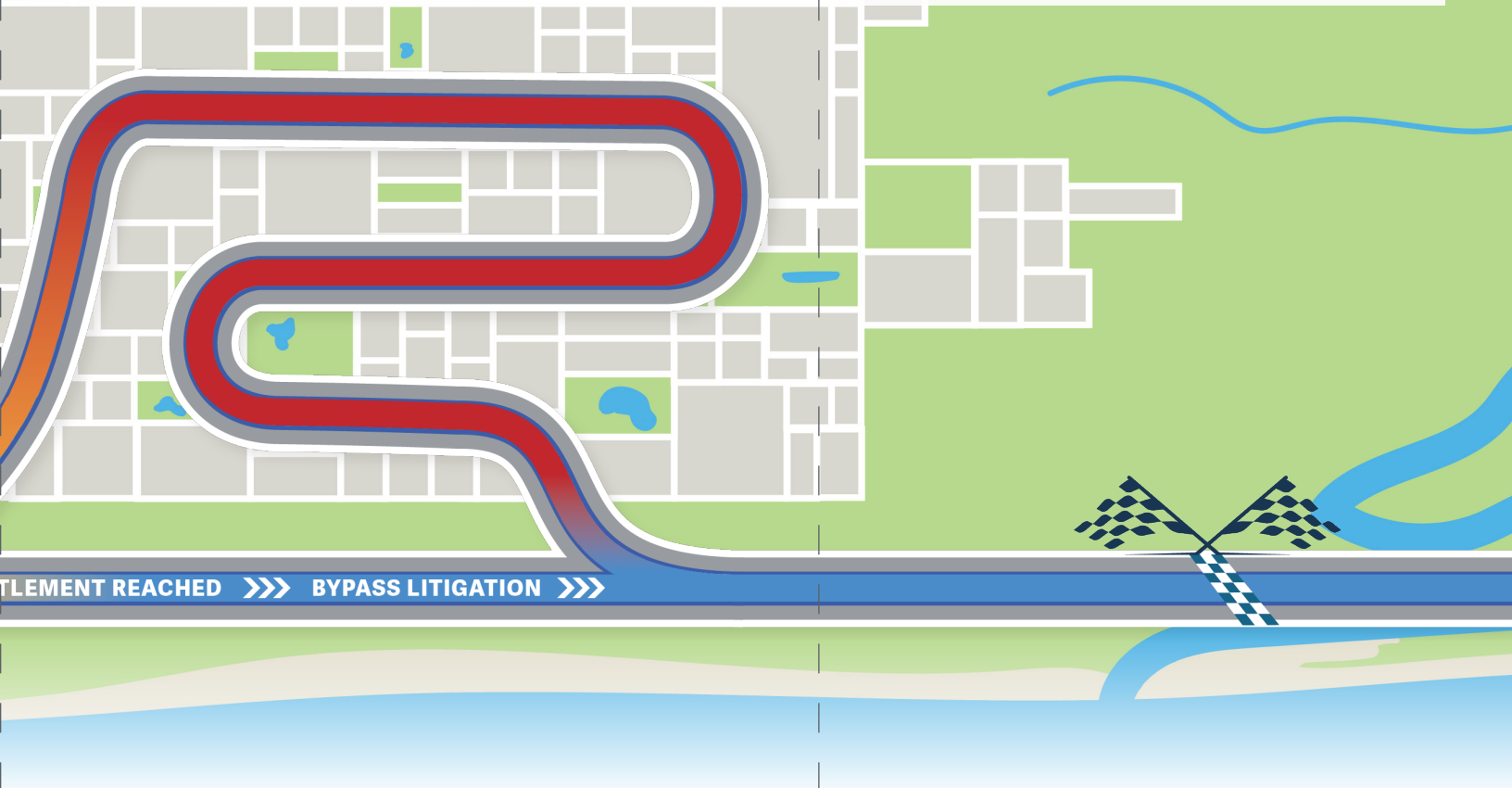
*Time est: 2-6 months*

If a settlement cannot be reached, we enter the Litigation phase. Here, we advocate vigorously for your interests in court, leveraging our expertise and resources to secure a favorable outcome.

## Phase 4 The Final Stretch

*Time est: 30-90 days*

This phase involves finalizing legal documents, ensuring compliance with court orders, and supporting you to ensure a smooth transition to your next chapter.





# Phase 1

## Strategy Building

During the Strategy-Building phase of the legal process, our foremost priority is crafting a comprehensive plan and strategy for your case. We initiate the process by having a Case Commencement Call where we will build the foundation for your case strategy. Then we will move on to preparing the necessary legal documents, including the summons and petition or counter-petition, tailored to your unique situation.



# Phase 1

**P1**

**P2**

**P3**

**P4**



## Case Commencement Call

Begin your Strategy Building and Team Building when you meet your Lawyer and Paralegal.



## Info Gathering & Drafting Court Documents

Begin to gather information and documents to develop a Strategy for your case.

Initial Drafting / Summons and Petition, or Answer and Counter Petition, and other initial court documents.



## Serve & File

Serve Initial Court Documents to other party.

File Court Documents.



## Informal Discovery

Request needed information from the other party.

Exchange of information.



## Case Strategy

Review and analyze the gathered information and documents.

Connecting with your Paralegal and Paralegal Assistants to review information for completeness.

Drafting of the first Asset and Liability Balance Sheet (in Divorce, not Custody cases).

Meeting with attorney to discuss strengths and weaknesses of case, client goals, possible directions for the case and decide on the Strategy.

Draft a compressive Strategy Report and the initial working draft of the judgment decree, or Answer and Counter-Petition.



## ICMC: Initial Case Management Conference

An initial Zoom meeting with the judge, other party and attorneys to learn some of the issues and encourage a path towards settlement.

**45-60 days**  
Variable • 6 stops

**GO**



# Phase 2

## Path to Settlement

We understand the significance of reaching an amicable resolution during the family law or divorce process. Our focus on settlement goes beyond mere discussion. We invest considerable time and effort strategizing and preparing to align closely with your goals and expectations. Through open discussions, we identify common ground and explore mutually beneficial solutions. This phase involves thorough preparation and detailed planning to ensure we meet your needs effectively. By dedicating ourselves to this meticulous process, we aim to secure the best possible outcomes for you, fostering a smoother and more satisfactory resolution.



# Phase 2

P1

P2

P3

P4



## Continued Analysis of Issues

Deep dive into:

- Asset and Debt Analysis & Discussion
- Custody and Parenting Time Analysis & Discussion
- Child Support Analysis & Discussion
- Spousal Maintenance Analysis & Discussion

Continue gathering and analyzing new facts as they arise regarding contested issues of the case.



## Settlement Preparation

**Select Neutral Third Party:** Select Neutral Third Parties to Serve as Mediator or Evaluators

**Schedule Meeting:** Work with all parties involved to schedule Settlement Effort

**Meeting Prep:** Phone call with your Attorney to Prepare for Settlement Effort. Talk through goals, strategies and set expectations

**Position Statement Drafted:** Draft Position Statement and sent to Third Party Neutral



## Settlement Efforts Begin

Settlement can happen in many ways. Your Attorney will help you figure out what the best option is for you and your case.

- Mediation, ENE (Early Neutral Evaluation) SENE (Social Early Neutral Evaluation) FENE (Financial Early Neutral Evaluation), Settlement Negotiation, or Settlement Conference.



## Settlement Efforts End



## Settlement Decision

A Settlement will either be reached or not. In the case that a settlement is reached, you will bypass Litigation and move right to The Final Stretch. However, if a Settlement is not reached, we will begin down the path to Litigation.

**1-3 months**  
Variable • 5 stops

GO

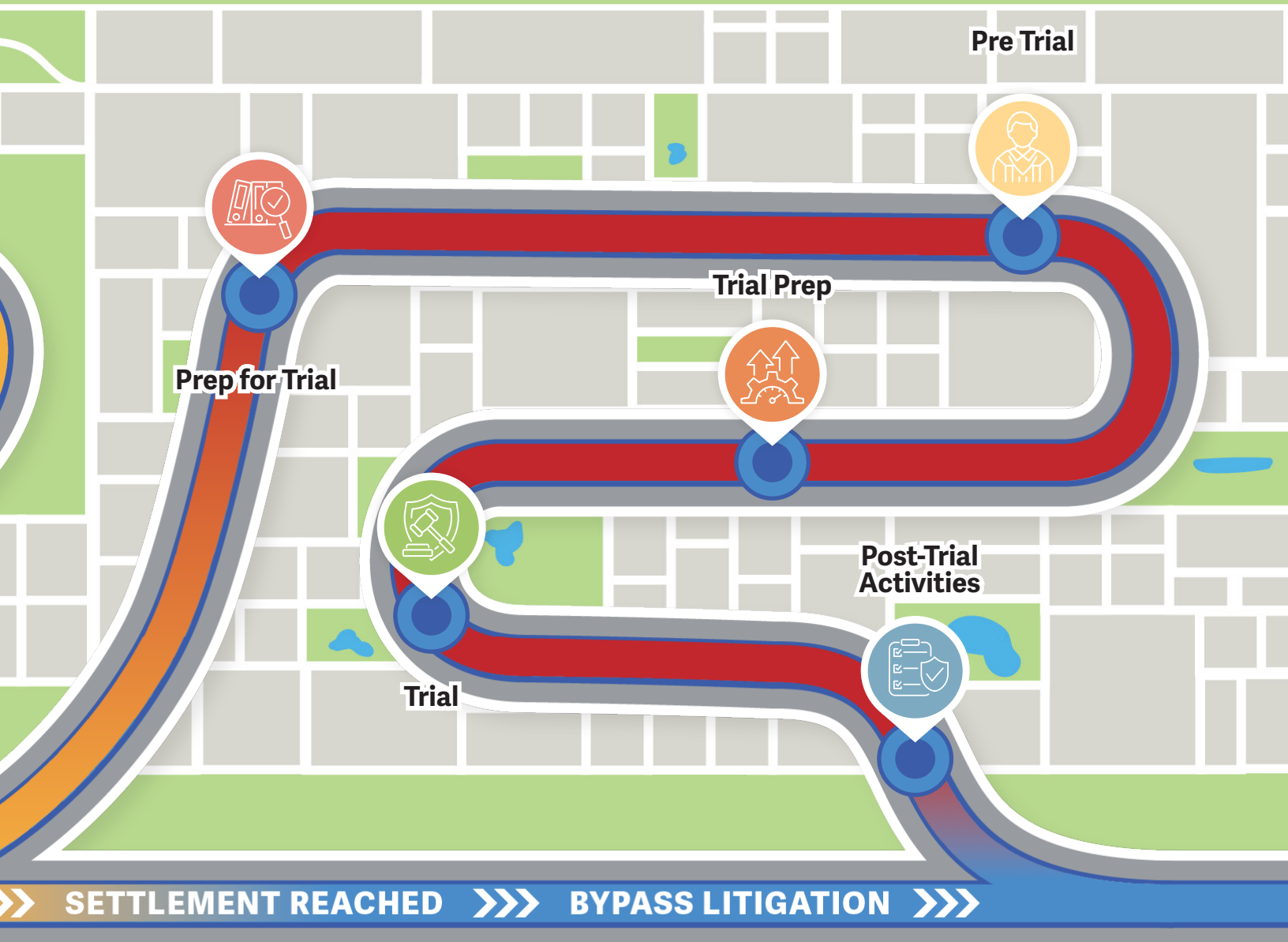




## Phase 3

### Litigation

While our aim is always to reach a peaceful settlement, we recognize that some cases may require trial to achieve your goals. In the Litigation Phase, which becomes necessary if parties do not settle during the Path to Settlement Phase, we rigorously engage in formal discovery, utilizing motions for temporary and other relief, conducting depositions, and seeking expert testimony when required. Your case is our priority, and we will navigate the complexities of the Litigation process with dedication and expertise.



# Phase 3

P1

P2

P3

P4



## Prep for Trial

**Formal Discovery:** The open sharing between parties of documents and information.

**Bring in Experts:** Hire Experts to do analysis and testify.

**Depositions:** Interview possible witnesses under oath.

**Motions for Temporary and Other Relief:** Documents seeking court orders that resolve issues on a temporary basis, while the divorce is pending.



## Pre-Trial

A meeting in front of the judge to discuss the remaining unresolved issues and encourage the parties to settle. If the parties can't, the attorneys and the judge make a trial plan.



## Trial Prep

Drafting proposed Judgment and Decree, putting together exhibit books, planning direct and cross examinations, and preparing (and sometimes subpoenaing) witnesses.



## Trial

When all other settlement attempts have failed, the parties present their evidence and arguments to the Judge. The Judge then has about 90 days to decide the issues of the case.



## Post-Trial Activities

After trial, each side is asked to submit post-trial documents, which usually include writing closing arguments and a proposed Judgment and Decree. After the submissions are in, the Judge has 90 days to issue a decision.

**2-6 months**  
Variable • 5 stops

GO



# Phase 4

## The Final Stretch

You did it! You're about to cross the finish line. This phase of a family law or divorce legal matter is a significant milestone for our clients. In this phase, we diligently prepare and finalize all necessary documents to officially bring your case to a close, so you are able to move forward with your fresh start.

### Phase 4

P1

P2

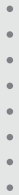
P3

P4



#### Final Documents

**Divorce Decree:** Finalize and file the Divorce Decree



**Misc. Court Documents:** Submit other needed Court documents to carry out the terms of the Divorce Decree

**Coordinate with Third Parties:** Coordinate with third parties such as retirement plan administrators or county recorders to carry out the terms of the Divorce Decree



#### Your Fresh Start

**30-90 days**  
Variable • 1-3 stops

GO



**Final Documents**



# Resources

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Being informed and having resources at your fingertips is essential for navigating life's legal challenges confidently. We believe that knowledge is empowering. When you have access to the right information, you can make informed decisions that shape your future positively. Our commitment to providing comprehensive resources is designed to equip you with the clarity and confidence needed to face any legal matter.

## [Johnson/Turner Blogs](#)

Our website features an extensive collection of informative blog posts accumulated over the years. If there's a topic you're interested in learning more about, chances are we have a blog post covering it. Simply use the search bar to find blog posts on your chosen topic.



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## [Custody & Parenting Time](#)

This eBook offers clear guidance on child custody arrangements and parenting schedules. It covers legal definitions, types of custody, and factors influencing decisions. You'll find practical advice on creating parenting plans, understanding your rights, and handling custody disputes. This concise guide empowers you to make informed decisions for your family's well-being.



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## [Spousal Maintenance](#)

This eBook provides a concise guide to understanding alimony, covering the different types, eligibility criteria, and factors that influence court decisions. It offers practical advice on calculating payments, negotiating agreements, and addressing modifications.



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## [Estate Planning](#)

This eBook offers a comprehensive overview of the essential elements involved in planning your estate. It covers key topics such as wills, trusts, powers of attorney, and beneficiary designations. The guide provides practical advice on how to protect your assets, minimize taxes, and ensure your wishes are honored.



# Contact Details

Great representation requires strong communication. We've learned through experience how best to achieve strong communication at the highest level. These tips will help ensure your experience and representation are the best they can be.

- Always use your VIP number when calling your Team. The CSR Team is in the best position to support you with all your service needs.
- You'll find you have active email communication with your attorney and senior paralegal. This is a great way to provide them with updates and to share information. When you need to speak with them, please call your VIP Number to schedule an appointment. We find playing phone tag with your legal team can be frustrating for everyone involved – best to just get on their calendar so that everyone is available and prepared for the call or meeting.

## How To Contact Us

As a client of J/T, you have a VIP phone number that will get you direct access to your team. Be sure to save this number in your phone.

YOUR VIP  
PHONE NUMBER

**(651) 403-8967**

## Response Time

You are our priority. If we do not get back to you right away, don't worry, we will get back to you as soon as we can.

If you reach out to us on the weekend or a holiday, leave a message and we will get back to you the next day the office is open.

## Client Portal:

The client portal at Johnson/Turner is designed to provide you with convenient, 24/7 access to your case information. Through the portal, you can easily pay your bills, view your task list, and stay updated on the progress of your case, ensuring you are always informed and engaged in your legal journey.



[johnsonturner.com/portal](https://johnsonturner.com/portal)

## Office Hours

Most of the work being done on your case will be during traditional working hours.

Monday – Friday  
08:00a – 05:00p



# Thank You!

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## We Are In This Together.

### You Are In Good Hands

Again, welcome to Johnson/Turner! We are thrilled to have you as a client and look forward to partnering with you on this journey. Our dedicated team is here to provide the support, expertise, and personalized attention you deserve. Together, we will navigate your legal challenges and work towards achieving the best possible outcomes. Thank you for entrusting us with your legal needs; we are committed to ensuring your experience with us is both positive and empowering.





# JOHNSON/TURNER



**Client Page**

[johnsonturner.com/client-page](https://johnsonturner.com/client-page)



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