Data Collection and Reporting System Handbook

FAMILY LAW FACILITATOR
ELECTRONIC DATABASE (FLFED)
SYSTEM [VERSION 2]

October 2007

ADMINISTRATIVE OFFICE
OF THE COURTS

CENTER FOR FAMILIES, CHILDREN
& THE COURTS

CONTENTS

Chapter 1: Overview of Data Collection Project

1.1 Purpose of Project and Goals

This handbook comprises an overview of the facilitator data collection project requirements, the protocol for data collection, the Family Law Facilitator Electronic Database (FLFED) system user guide, the data dictionary, and frequently asked questions. The new version of this database was designed to capture both Family Law Facilitator Program and self-help centers' customer and services data. This system will help you generate various reports, including the quarterly statistics required by the Administrative Office of the Courts (AOC).

As of July 1, 2000, Offices of the Family Law Facilitator have been required to collect data on their customers and the services provided—regardless of the source of funding—and submit it to the AOC. This approach was to allow for a complete picture of the services being provided by any given office. Recently, many Offices of the Family Law Facilitator have expanded the range of services provided beyond Title IV-D paternity and support issues. Consistent with prior policies and procedures, these offices will also report on all activities regardless of funding source.

The facilitator data collection survey has various objectives. The first is to assess the population being served by the facilitator program. Our funding agency, the Department of Child Support Services (DCSS), *requires* us to obtain customer data in order to determine the extent to which the public is being served by the facilitator program. The information will be used for several purposes:

- To ensure ongoing funding;
- To justify increases in future funding;
- To improve the scope and quality of services provided by facilitators;
- To measure the progress of the program;
- To help policymakers and local courts make informed decisions affecting the program; and
- To keep local counties informed about the child support activity of their local litigants.

The data collected will also help to ensure that the services required to be delivered by the facilitator, as defined in Family Code section 10004, are being provided. That section states, in part:

> Services provided by the family law facilitator shall include, but are not limited to, the following: providing educational materials to parents concerning the process of establishing parentage and establishing, modifying, and enforcing child support and spousal support in the courts; distributing necessary court forms and voluntary declarations of paternity; providing assistance in completing forms; preparing support schedules based upon statutory guidelines; and providing referrals to the local child support agency, family court services, and other community agencies and resources that provide services for parents and children.

Because family law facilitators do not keep case files, data collection at each encounter with a customer is the *only* way in which family law facilitators can account for the services they provide and the characteristics of the customers they serve.

Currently, the only allowable method for collecting and reporting customer and services data to the AOC is through the FLFED system. Prior to October 2003, data were collected and reported using two modes: an electronic database system or a paper-based Scantron system. All data collection practices should adopt the protocols described in this handbook.

Self-help centers whose sources of funding do not include any Title IV-D funds will also be using the FLFED system remodel. This approach was based upon the need to collect standardized data from both Offices of the Family Law Facilitator and self-help centers that would provide a uniform base of data. Information regarding reporting requirements, staff contacts, and contacts for technical assistance for self-help centers will be provided under separate cover.

Beyond meeting requirements and accountability, another of the AOC's goals is to convey to legislators and policymakers the contribution these programs have made statewide. This effort requires your cooperation. We need to quantify your work and gain from your experiences with the program. Data help to measure program effectiveness, guide program improvement decisions, and assess the adequacy of funding and other program resources. For example, your data can help answer the following general questions:

- How many customers are being served in each county?
- Are there seasonal patterns to people's needs?
- What primary services do customers seek?
- What is the most frequently used service delivery type, such as service over the phone, one-on-one appointments, group workshops, or other?

1.2 Project Design

The Customer Intake form contains 14 questions. Questions 1 through 7 are the customer portion of the form, which is designed to be either self-administered or conducted face to face or via telephone by a staff member with every service recipient. Questions 8 through 14 (facilitator portion) must be administered and completed by a staff member.

Two Rules of Thumb to Help Determine When to Use the Customer Intake Form

► If it will take longer to survey the customer than it did to answer their questions, detailed data collection is not necessary. (Customers that do not require a survey can still be counted in the Daily Statistics report.)

► If the customer called or stopped by to make an appointment for a one-on-one visit or for a workshop, he or she will get surveyed at the time of the appointment or workshop, so no data collection is necessary at this point.

Following customer intake, use the checklists on the One-on-One Family Law and One-on-One Non-Family Law forms. This is the facilitator portion of the survey forms and should be completed by the staff member who assisted the customer (e.g., facilitator, assistant facilitator, legal assistant, clerk, volunteer attorney, intern, volunteer, translator, or paralegal). Data are collected at each encounter and entered into the electronic database. The FLFED system also includes a section for staff to enter daily statistics and workshops. Once the data have been collected, family law facilitators are responsible for sending the data on a quarterly basis directly to the AOC.

The FLFED system was designed using Microsoft Access 2003 under the guidance of AOC Title IV-D Program staff. A screen-by-screen description of the system can be found, along with due dates and complete instructions on submitting data, in chapter 3 of this handbook.

One of the major strengths of this project lies in the fact that *each* customer is being surveyed. Unlike other studies that survey a portion of its population, we are conducting a census of our *entire* population. Therefore, our inferences about our population should contain fewer errors and our statements have more certainty. This strength stands true only if we are consistent with our data collection procedure and survey individual customers at *each* session.

1.3 Project Management

This project management will provide high-quality data for the AOC and DCSS. In order to ensure high-quality data, the following rules have been established:

1. When a technical problem persists, the county should contact the senior research analyst or the staff analyst. (For self-help centers, staff contacts may vary). *The database program should not be modified or manipulated at any time.*

2. For the data to be representative of each county, all counties should use the AOC-approved questionnaire for data collection. *No questions should be reworded, added, deleted, or altered in any way unless authorized by the AOC.*

3. Federal and state rules mandate that we do not collect personally identifying information about the customer during the data collection. Individual data should be protected from public and private use. The AOC reports the data in summary form to assure confidentiality to each customer.

4. The data are protected by the AOC. Reporting systems and their products are regulated by the AOC. Counties are allowed to receive only their own data. The Judicial Council maintains strict regulation of county-level data, and the AOC hopes to eventually compile a state profile report that will be made available to all Title IV-D staff. The data collected by each county are sent directly to the AOC, which is the sole determiner of how the data are used.

5. To meet the methodological standards of the Title IV-D Program, counties should make sure that the following steps are being taken:

- Data collection is occurring in each site office for every encounter;
- All data are collected using the FLFED system;
- All staff are aware of the data collection requirements, especially when staff changes occur (between new hires and existing staff); and
- Any decisions that may affect the data collection and reporting process are brought to the AOC's attention.

The AOC will be responsible for helping Offices of the Family Law Facilitator and self-help centers by doing the following:

- Provide the FLFED system program and distribute and maintain data collection materials, such as the FLFED system user guide;
- Provide technical assistance on the FLFED system program;
- Ensure consistency across all 58 counties;
- Give assistance with protocols and guidelines that ensure uniformity throughout the state; and
- Offer clarification on any concerns about the facilitator data.

Because of differences in funding between the Offices of the Family Law Facilitator and self-help centers, technical assistance will be provided by different AOC staff members depending on the program involved. However, advice on data collection will be uniform.

Chapter 2: Data Collection Protocol

2.1 General Requirements

Facilitators and their staff collect data over the telephone and face to face, playing a critical role in the data collection process. The AOC recognizes the challenges involved in the data collection process and has included helpful tips for doing so in this document. Challenges may arise as facilitators or staff satisfy dual roles as both service providers and data collectors. Facilitators must attempt to serve their customers and answer any questions or concerns that a customer may have about being surveyed. The second important role, as interviewer, requires that the data collected are accurate. A large part of this involves becoming familiar with the data definitions that we have provided in this handbook and applying them consistently. To ensure that the data are methodologically sound, the following steps should be taken:

- It is essential that the data be collected consistently from every single customer. When a customer refuses to answer a question, leave the question blank in order for the FLFED system to code for missing data;
- Questions 8 through 14 in the Customer Intake form should always be read verbatim to each customer and administered and completed by a staff member. For face-to-face surveys, this applies to Questions 1 through 7 as well;
- All customers should respond to the same set of questions (whether electronically, by phone, or in person);
- When a customer has a question about one of the items, staff should reference the Data Dictionary found in chapter 4 of this handbook; and
- Staff should not answer any survey questions for the customer but should help customers understand the questions by clarifying and using the Data Dictionary.

It is important that each county rely on the resources offered by the AOC. The AOC is responsible for defining protocols and maintaining uniformity. When a county guesses about how to handle a situation, it may deviate from the way in which other counties handle the same situation. Our goal is to ensure consistency and uniformity, which is why the AOC should be alerted if any questions or situations arise that have not been addressed in this handbook. In addition, your question may pertain to situations that may occur in other locations, so bringing up the issue with the AOC can also help resolve it for your colleagues.

2.2 Survey Administration

One survey should be filled out for every customer “encounter,” defined as a visit or informational exchange session regarding Title IV-D or self-help services. For example, if a customer has come to the Office of the Family Law Facilitator twice in the same week, two separate data entries would be made in the database system.

If a customer has come in for more than one reason or has seen more than one person during a single visit, data would be collected on only one encounter. One example of this could be when a customer comes in on a single visit to establish child support as well as attempt to obtain a domestic violence restraining order. Another example of when you would collect only one customer survey on a single visit is when a customer comes in to get a child support order and a domestic violence restraining order and to respond to an unlawful detainer action.

Making the survey administration part of the routine during a customer encounter reduces errors and missing information.

Remember: This is the only way for family law facilitators to document customer information and services provided. If it is not recorded and reported, it is as if it never happened.

Some locations are set up so that the person assisting the customer can sit at a computer and enter information on the customer and on the services provided while the service is taking place. In other offices, this may not be practical. Instead, staff may need to use paper forms and enter the information into the database after the encounter.

2.3 Data Collection Guidelines Based on Mode of Service Delivery

The following are guidelines for recording information, based on the mode of service delivery.

Individual Appointments and Drop-ins
A survey should be administered for every individual one-on-one session (individual appointment or individual drop-in).

Telephone Calls
A variety of outgoing and incoming calls are made on a daily basis at each Office of the Family Law Facilitator and self-help center. For calls that require considerable time or where a service was administered by phone (e.g., out-of-state callers with questions), the telephone call should be considered a service encounter and data collected accordingly. If a customer calls to inquire about directions, office hours, the status of a workshop, or other general office information or to make or confirm an appointment, you are **not** required to collect data on that phone call. Remember the two rules of thumb from page 3 when determining whether or not survey data should be collected. Telephone calls that do not require a survey can still be counted using the Daily Statistics feature of the FLFED system. See page 8 for specifics on the types of calls you would log on a daily basis and enter under Daily Statistics.

Fax, Mail, and E-mail
Recipients of fax, mail, and e-mail service types will be difficult to survey because of the type of communication. Staff should try to collect the demographics on the customer if this is possible but should refrain from answering any questions for the customer. Otherwise, complete as much information as you can on the Customer Intake form (e.g., mode of service, place of service, is the customer currently incarcerated, etc.) and complete all of the services data in the facilitator portion of the survey.

Videoconferences

For videoconferences, if the service delivery is one on one you must administer a survey to each customer. If it is a workshop, it will most likely be difficult to obtain individual customer information. Rather, you will use the FLFED system's Family Law Workshops and Non-Family Law Workshops daily count forms to document the type of workshop you provided, the number of attendees, and the total time of the workshop for that day. Do not double-count customers under workshops if individual surveys have been completed for that day.

Entering Daily Statistics

All counties are required to enter daily statistics tracking the following items:

► **Phone Calls:** This daily count should be used for any customer where brief information and referral services or other brief services were provided only by telephone. This should not include telephone calls for merely giving out directions to the office, setting up appointments, or extensive services. If extensive services are provided by telephone, staff must complete a Customer Intake form.

► **Brief Information and Referral:** This daily count should be used for any customer where the sole service provided was written informational materials, contact information for other agencies or resources, or other services where the time spent completing a Customer Intake form would exceed the time spent providing the service.

► **Customers Served in Courtroom:** This daily count should be used for any customer who was assisted in a courtroom and for whom a survey was not collected.

FLFED system users can capture these data simply by clicking Enter Daily Statistics to get to the form. Once in the Daily Statistics form, database users can enter the daily counts and continue adding records on a daily basis in order to track data.

Other

Courtroom Services

At some counties, family law facilitators help bench officers in the courtroom with self-represented litigants bringing child support or family law cases. That help consists of answering litigant questions, explaining forms and documents, and explaining outcomes or alternative services offered at the Office of the Family Law Facilitator. Customers who are scheduled during such conversations for an appointment with a family law facilitator or who drop in for further assistance will be surveyed at the office, so a survey in the courtroom is not necessary. It is often difficult to collect customer data in the courtroom setting. In turn, staff should count customers who were assisted in the courtroom and who were not surveyed under Daily Statistics as Customers Served in Courtroom.

However, if a customer is referred from the courtroom to the Office of the Family Law Facilitator and is expected to return to the courtroom thereafter, a survey should be completed. Do not double-count customers under Daily Statistics if a survey has been completed for that day.

Workshops

Some Offices of the Family Law Facilitator and self-help centers provide workshop sessions for their customers. Workshops refer to services provided in a group setting that includes a group presentation. A workshop may include a component of individualized services such as individually reviewing participants' forms for completeness. However, individualized services provided to a group of people in a single setting with no group presentation are **not** considered a workshop but would be listed as one-on-one services.

There are two types of workshops: drop-in and appointment. Drop-in workshops are those that do not require attendees to sign up before the session. Appointment workshops are those that either have a screening process or require attendees to sign up in advance.

Staff can collect data on their workshop customers in one of two ways:

1. If your workshop consists of both a presentation *and* one-on-one services to review individual paperwork, you may choose to report this as a one-on-one service and collect full data on each individual with the Customer Intake form. If you collect individual surveys from workshop attendees, indicate "In-Person Drop-In" for a drop-in workshop or "In-Person Appointment" for an appointment workshop in the Mode of Service question on the Customer Intake form.

2. In many cases, information on individual attendees is not collected. Rather, you will use the FLFED system's Family Law Workshops and Non-Family Law Workshops forms to document the type of presentation you provided, the number of attendees, and the total time of the workshop for that day.

Do not double-count customers under workshops if an individual survey has been completed for that day—you must select one or the other.

Please notify the AOC if there is anything unusual about your site's data collection in this area. For example, if your services are primarily workshops and your workshop consists of both a presentation *and* one-on-one services to review individual paperwork, you may choose to collect Customer Intake forms from your attendees.

If you choose to collect a Customer Intake form from each workshop customer, you must take the total time of the workshop and divide by the total number of attendees in order to answer the questions on total time spent on services. This applies to the time questions under One-on-One Family Law (Title IV-D Services and Self-Help Services) and One-on-One Non-Family

Law. In addition, if a family law workshop covers both Title IV-D and self-help services, you would complete both columns and split out the time spent on the two areas proportionately in the One-on-One Family Law portion of the survey.

On occasion, family law facilitators offer educational seminars or outreach seminars to groups in high school settings or at group locations outside of the office. Treat these sessions in the same fashion as workshops.

2.4 General Interviewing Rules

A number of general rules apply when conducting an interview. They include the following:

- Read the questions clearly and verbatim so that they can be easily understood by the customer. This also ensures that each customer is responding to the same question.
- Remember not to read too fast.
- Eye contact is very important during a face-to-face visit to establish comfort and trust with the customer.
- If you get lost or stumped, just take your time to find the next question or to find your place. Do not hurry. Let the respondent know what you are doing. Have the Data Dictionary readily available, in the event that the customer does not understand the question.
- If the customer refuses to answer a question, reassure him or her that all answers are confidential and emphasize how important it is that he or she answer all of the questions.
- It may be helpful to ask some probing questions when administering the Customer Intake form. In addition, you may lead off with phrases such as: "Your best guess or estimate is fine"; "There are no right and wrong answers"; and "To the best of your knowledge, can you tell me . . . "
- Do not try to determine an answer based on a statement that the customer has made on a previous response and do not push him or her into answering. It is acceptable to leave a question unanswered, as that is also a form of data.

2.5 Best Practices for Interviewing

You should always convey four things to the customer:

- You are a professional;
- You are engaged in an important and worthwhile effort;
- The customer's participation and data are vital to the success of the program; and
- Everything that you are collecting will remain confidential. You are not retaining any personally identifying information.

Don’t argue
Maintain a pleasant, friendly attitude and emphasize the positive: how important the study is, how important it is for the customer to participate, and how you are willing to accommodate the customer’s needs.

Empathize
If the customer’s major concern about participating is the amount of time required, show that you understand. Emphasize the small amount of time required for participation (only 14 questions). Finally, remember to talk *to* the respondents, not *at* them. If they believe you are really interested in them, they are more likely to participate.

Stress the importance of the customer’s participation
Let the respondent know how important it is that we collect information about your program. Customers should know that their participation is vital, and that they cannot be replaced by anyone else. If a respondent refuses any of the questions, proceed to the next one after probing at least once. Remember that the customer’s participation is completely voluntary, and therefore we *never argue*. Practice being *assertive* without being *aggressive*.

Use a conversational approach
Begin by familiarizing yourself with the content and meaning of the questions. Use a conversational approach to interviewing: develop a style for asking the questions and for timing when you will ask these questions during your contact. Make sure that you are comfortable with the method and timing. You should sound professional and natural, and the questions should flow as if they are a part of a conversation you are having with the customer. Using the text of the questions is the most straightforward way of asking the question. Listen for the respondent's comprehension; a key aspect of conversational interviewing is making sure the respondent understands the intent of the question. Adapt a style with which you are comfortable and which the respondent understands but do not alter the questions themselves.

Chapter 3: FLFED System User Guide

3.1 Introduction

Version 2 of the Family Law Facilitator Electronic Database (FLFED) system allows you to quickly enter information on customer encounters and the services provided, in addition to daily counts such as workshops and phone calls. This system will help you generate various reports, including the quarterly FLFED statistics that are required by the AOC. This version of the system captures both Family Law Facilitator Program and self-help center data.

The database was designed and programmed with Microsoft Access 2003. It should also open with Access 2002 (XP). However, you will need to upgrade to the 2003 version if you are using Access 2000. If you encounter any difficulties opening the database with Access 2003 or 2002 (XP), the problem could be with your Access application itself and not the database file. No security setup excludes anyone from opening the file.

This software can be installed to run as a standalone application (for single-user access) on one computer, or it can be placed on a network to be accessible to multiple users at one time.

With the new version of this database, each site number within a county must maintain its own FLFED system and indicate the location (site) number under Default Configuration. In other words, it should **not** ***be networked among computers throughout your county for all sites to use. Rather, it should be networked among computers within your site number only. If you are the only site within your county, you will maintain*** **one** ***database only. This new procedure allows each site to customize a drop-down menu to list staff names.***

If there is more than one location within your county, you must designate a coordinating family law facilitator or other person in charge to coordinate among all sites. Once this person has been identified, please notify the AOC. The county coordinator will be responsible for:

- Ensuring that all sites within the county have implemented the new version of the FLFED system;
- Reminding all sites within the county of quarterly reporting deadlines to the AOC;
- Ensuring that all sites within the county are in compliance with the FLFED system data collection protocol; and
- Ensuring that all sites within the county have submitted their quarterly reports to the AOC by the reporting deadline.

The role of the county coordinator as a communicator and liaison is especially important because sites within a county will now be reporting individually to the AOC, not as the entire county.

A county's quarterly report will **not** ***be considered complete until statistics have been received from*** **all** ***sites.***

3.2 Installation

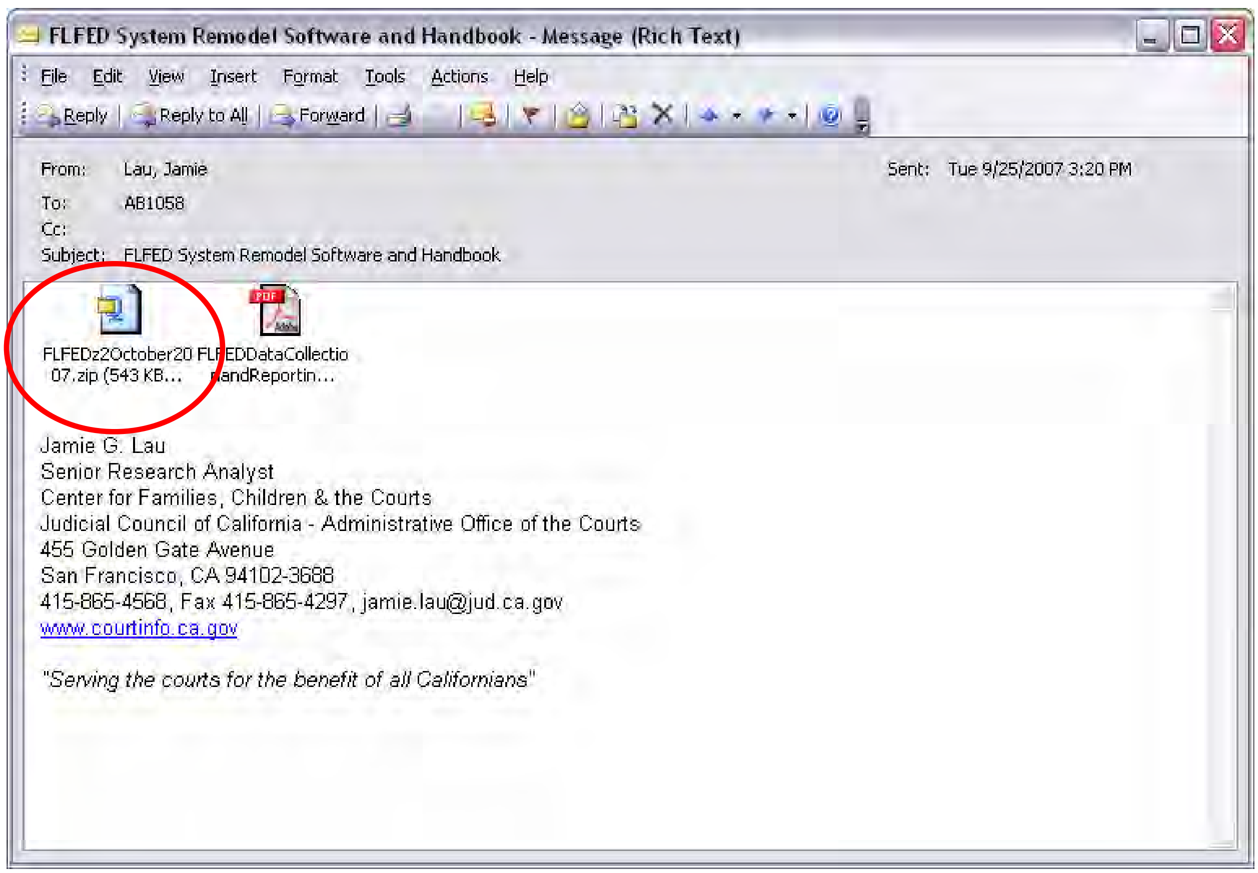
Getting the FLFED system software program up and running is relatively simple. A version of the database should have been sent to you via e-mail from the AOC along with this user guide as a WinZip file.

You must decide where you want the software installed. Installing the software on your network means that whoever can access that drive on your network can access the software. If you want more than one person to have access to the software at any given time and you have a computer network, you should load the software onto a shared drive.

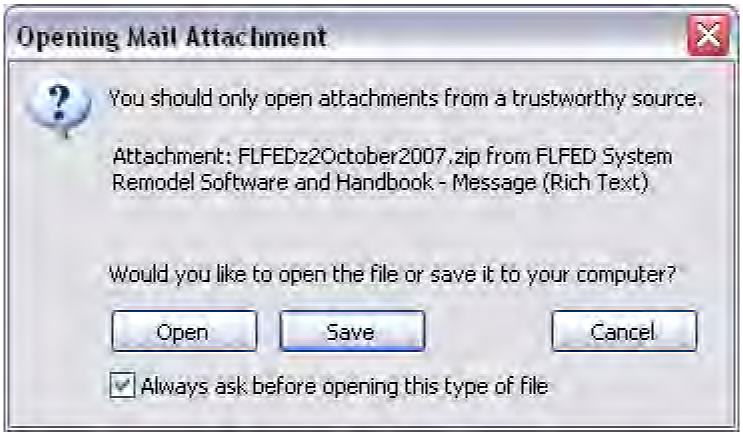
If you will use the FLFED system on a network, please contact your Information Technology (IT) department. Most IT departments require that they be notified of software to be installed on the network, and sometimes the network has programs that prevent unknown software from running. If you do not have IT support and plan to the install the software on a network, please contact the AOC.

Accessing the Software From an E-Mail Attachment

1. Double-click the WinZip file.

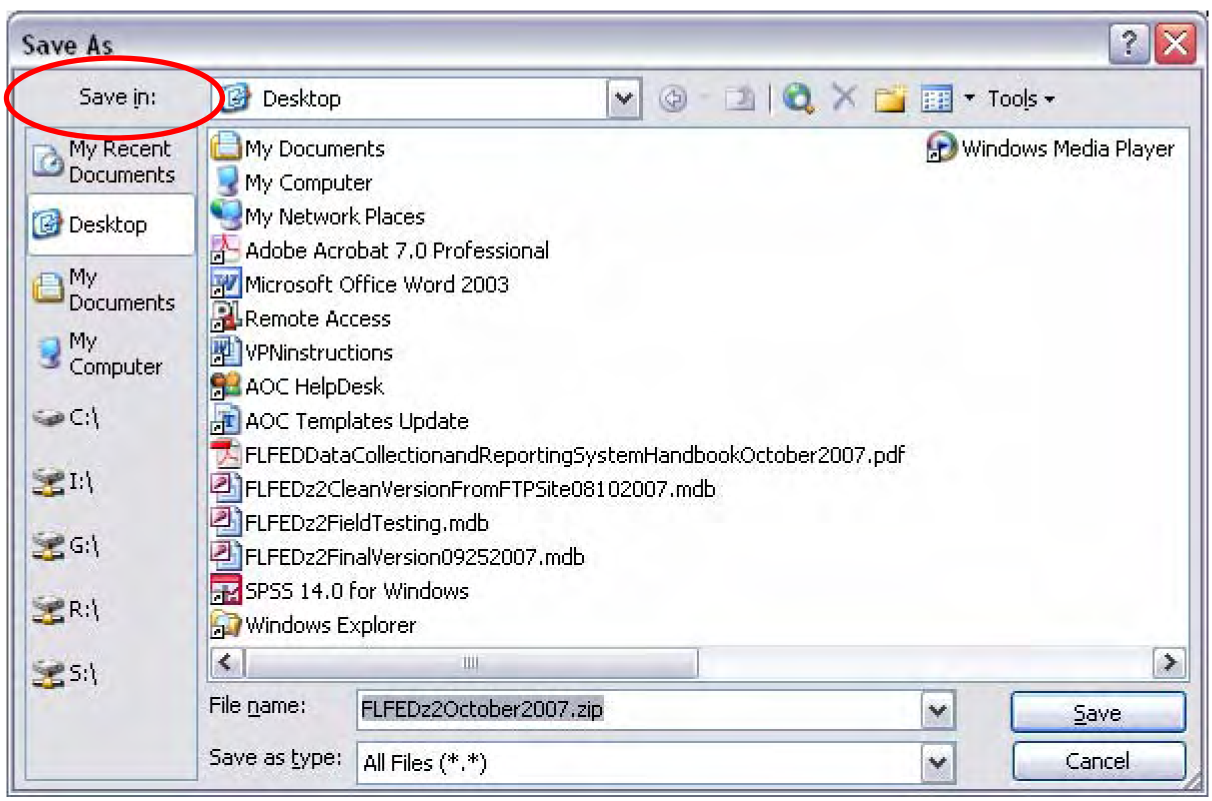


2. Select **Save** when prompted to open the mail attachment.

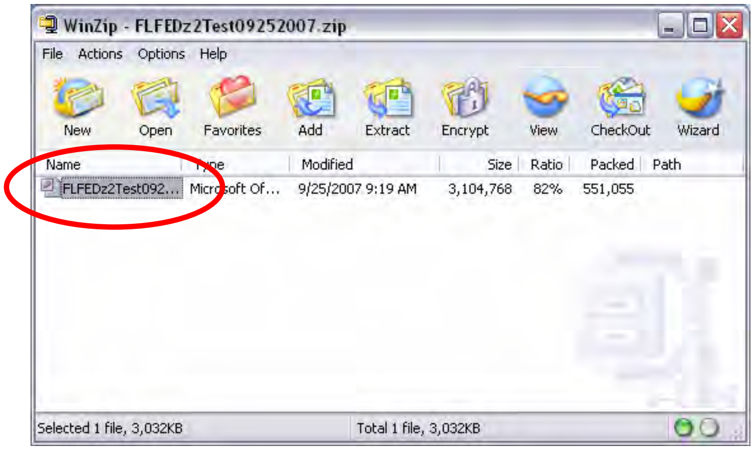


3. A file other than Desktop may be chosen in the **Save in** field. You may change the location and save the program wherever you want. Just remember where you put it so it is accessible when you network it among users within your site number.

4. Click **Save** when you have identified the folder where you want the file saved. The software will then be saved; in the following example, it is located on the C: drive, under C:\Documents and Settings...\FLFEDz2October2007.zip.



5. Click the icon or file name where you have saved the file. The following WinZip window will appear. Double-click the file to open.



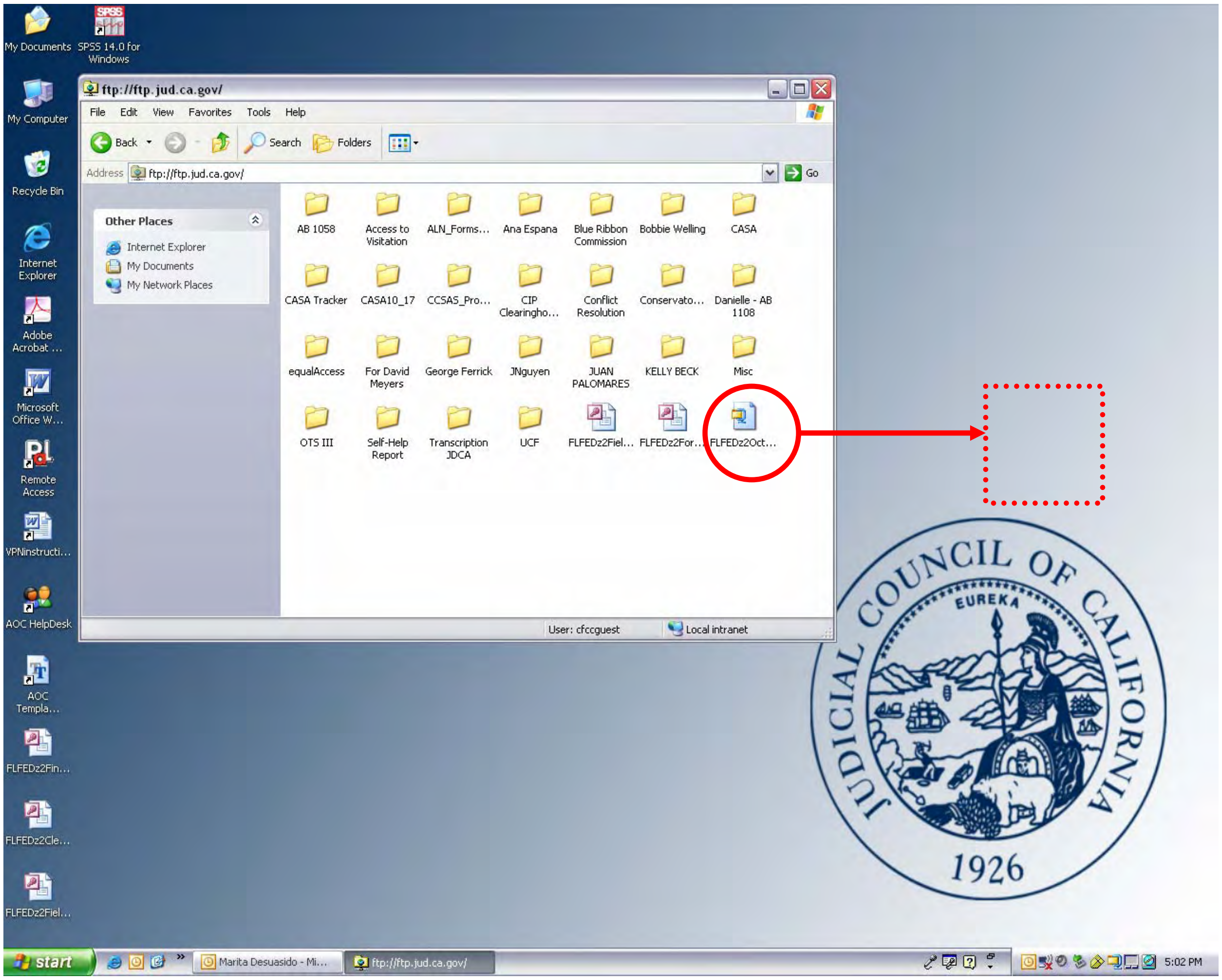
6. Create a shortcut to access the FLFED system easily. Click and drag the **FLFEDz2October2007.mdb** file from the WinZip window onto your desktop.

7. You may also rename the file by clicking once on the icon on your desktop to select it and hit the F2 function key. Type over the highlighted FLFEDz2October2007.mdb file. However, leave the file name extension (.mdb) as is.

Accessing the Software From the File Transfer Protocol (FTP) Site

1. Go to ftp://ftp.jud.ca.gov by using your Internet browser or an FTP application. The following window will appear. Enter user name **cfccguest** and password **123456**. Select **Log On**.

2. Left-click the **FLFEDz2October2007.zip** file icon in the FTP site and drag it onto your desktop. You have now saved a copy of the Access database onto your computer. You may change the location and save the program wherever you want. Just remember where you put it so it is accessible when you network it among users within your site number.

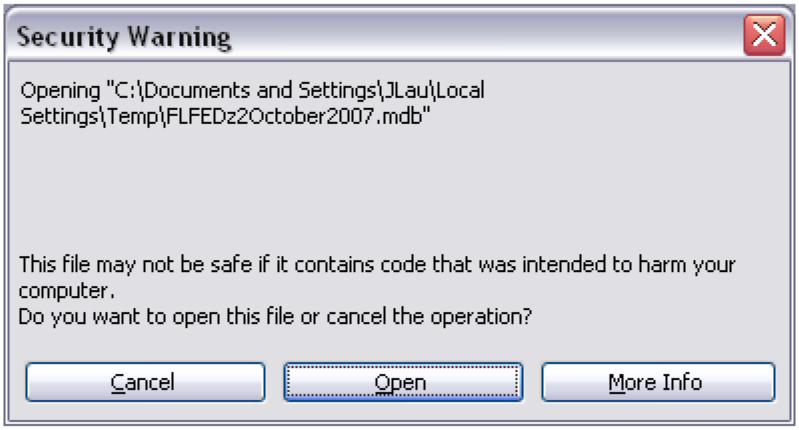


3. Repeat steps 5 through 7 from the previous set of instructions, Accessing the Software From an E-Mail Attachment.

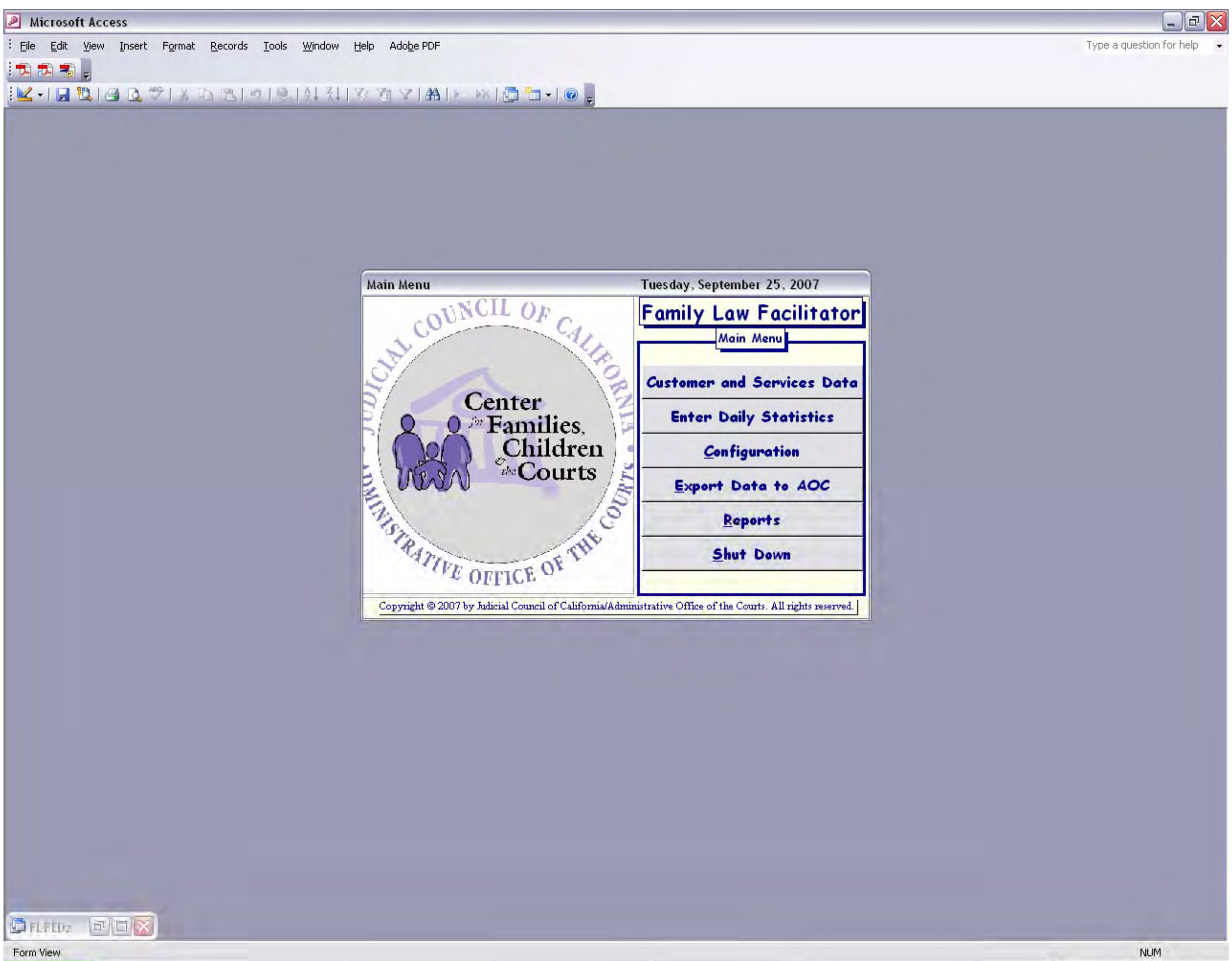
If you are having trouble accessing the FTP site, please ask your IT department for help. Some organizations have security measures in place that can block access. If this is the case, asking them to enable "Passive FTP" on your computer will often solve the problem.

3.3 Using the Program for the First Time

1. Open the **FLFEDz2October2007.mdb** file. The following message will appear. Select **Open**.

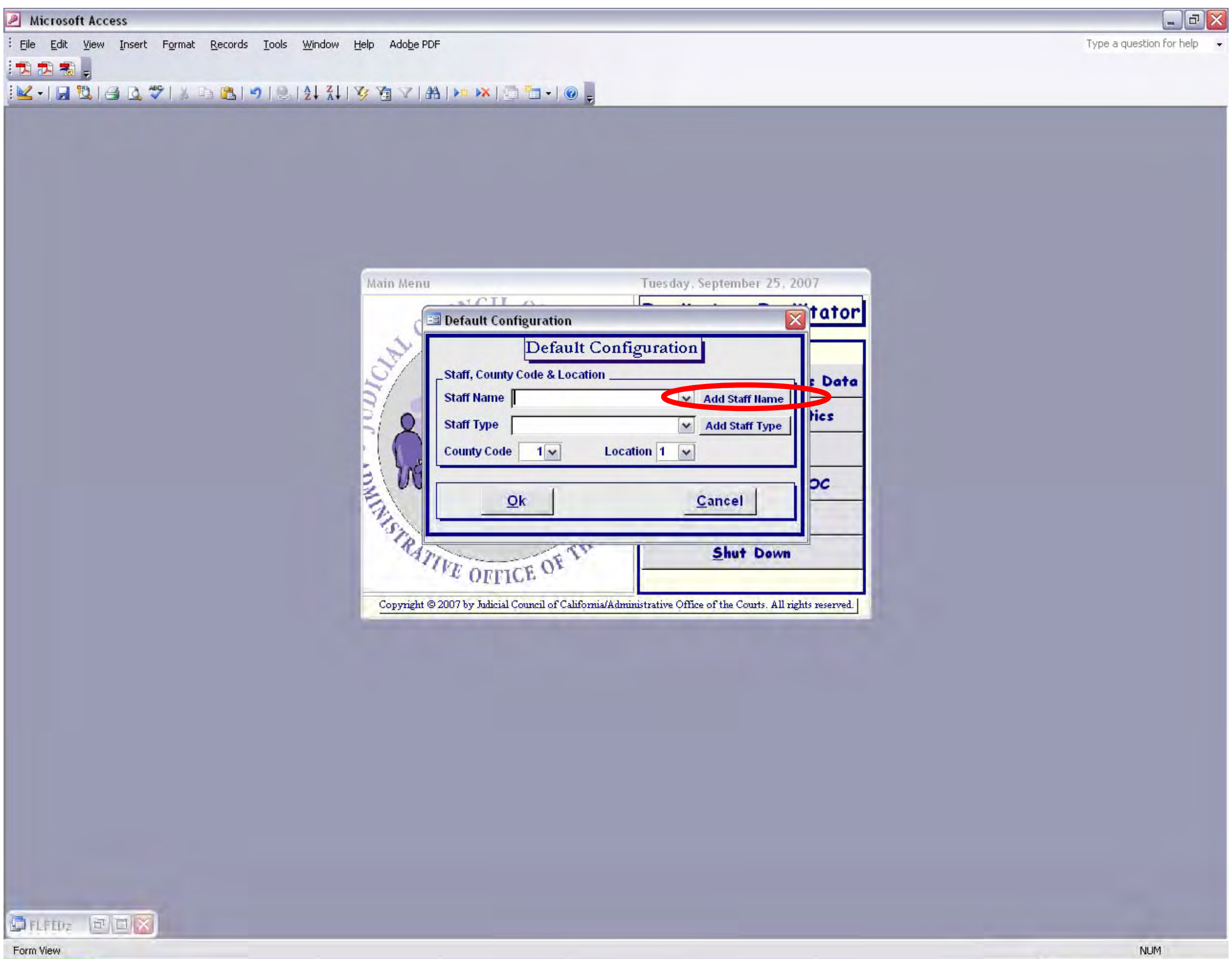


2. You will now be directed to the **Family Law Facilitator Main Menu**.



3. Select **Configuration**. Complete this step before proceeding onto Customer and Services Data. Otherwise, the following messages will appear (in which case, click **OK** for both).

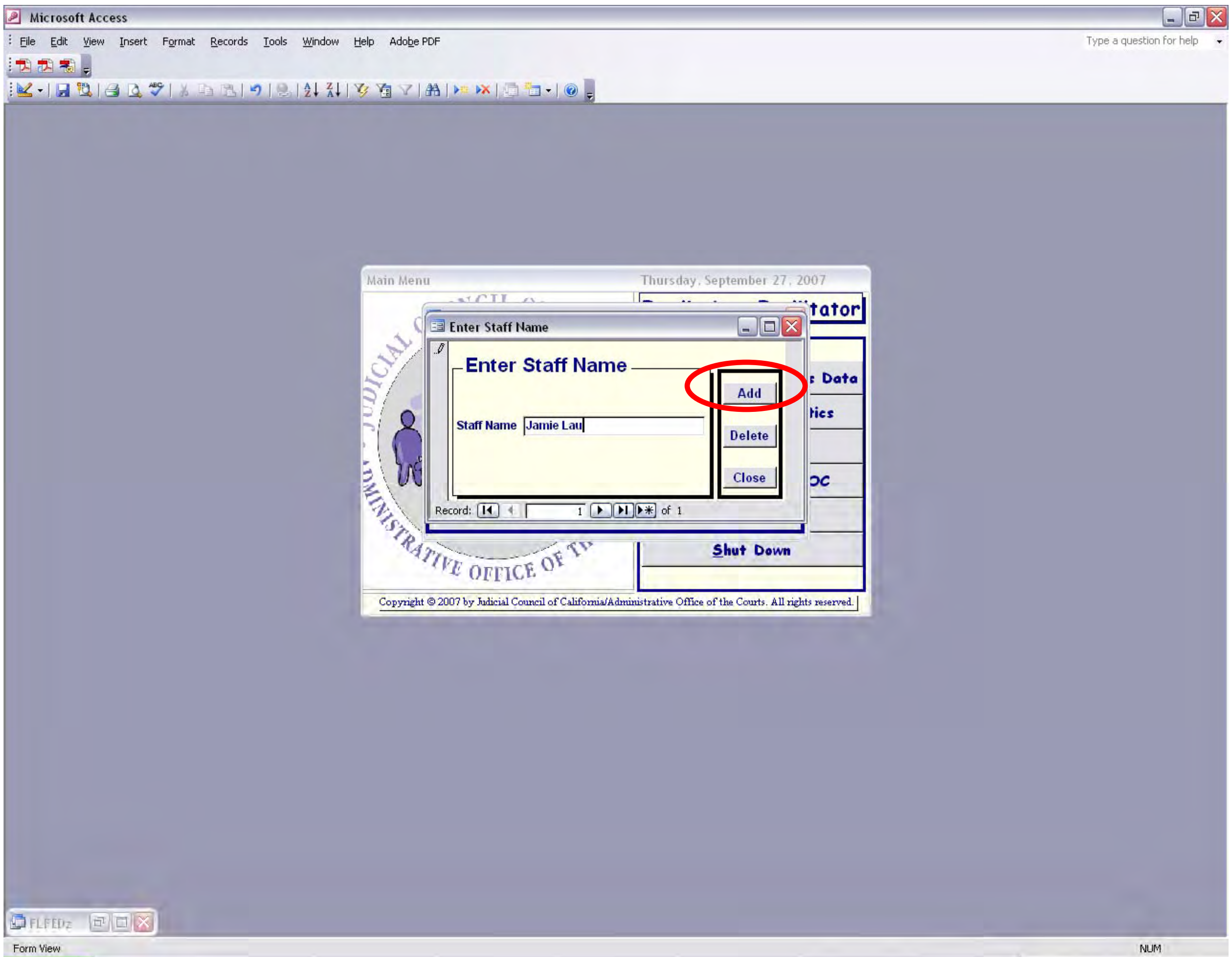
4. In the Default Configuration menu, select **Add Staff Name**.



5. Type in staff names for your location and select **Add** to include additional entries after the first record. This will create a table of staff names that will enable a drop-down menu on the data collection form header. The person entering the data may be someone other than the staff person who provided the services, so the data entry person should be able to make a selection. Once you have completed this step, select **Close** to return to the Default Configuration menu.

6. You may select a default **Staff Type** and also enter customized staff types**.**

When returning to Default Configuration to add staff names or staff types in the future, always select* Add *in order to create a new record.



7. Select your **County Code** and **Location** (site) number from the drop-down menus. These selections will be part of the unique identifiers for your customer information.

8. Select **Ok** once you have completed the setup. The default selections made in this menu will automatically be filled out on the data collection forms in Customer and Services Data. Setup information will appear on all workstations in a network automatically.

3.4 Entering Data

You are now ready to enter data.

Select **Customer and Services Data** in the main menu. You should receive the following message. Click **OK**.

Selections made in the Default Configuration menu are automatically set on the form. Notice that the staff names you entered have been organized into a drop-down menu in the form header. You may change the **Date**, **Staff Name**, and **Staff Type**. A **UniqueID** is automatically created for each entry based on the following data:

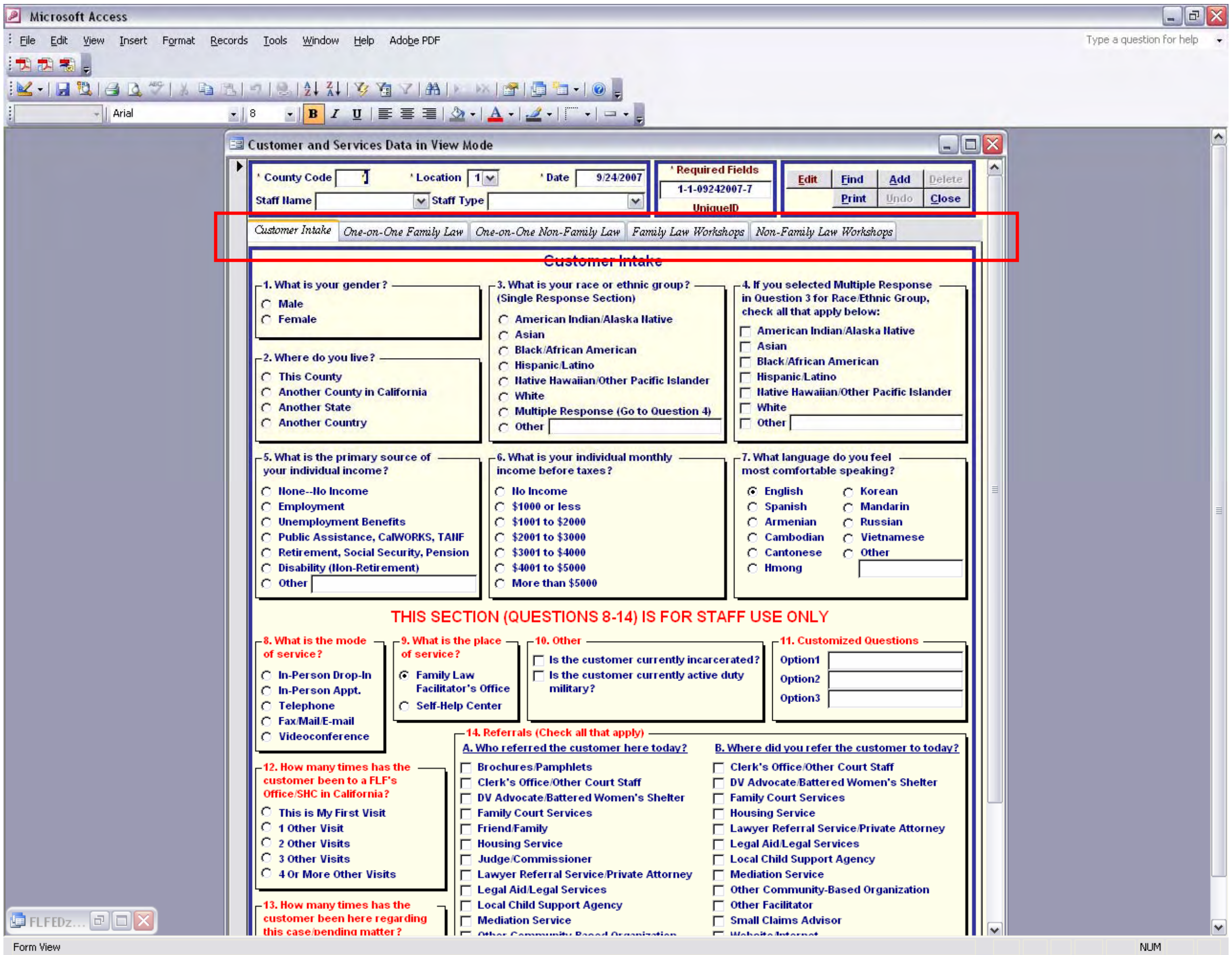
1-1-09242007-7 (sample)
__-__-__ __ __ __ __ __ __ __-__

Digit 1: County code
Digit 2: Location (site) number
Digits 3-10: Current month, date, and year (MMDDYYYY)
Digit 11: Auto-generated number (one for each record)

This number is automatically generated by the computer to distinguish one customer record from another. You cannot edit this field. The number is comprised of your county code, location (site) number, the calendar date the record was created (you cannot change it to the actual date of service if you are entering the survey at a later date in time), and a number created by the system. Please note that the auto-generated number is not the same as your record number. For instance, it will not start at 1. If you delete a record, this autonumber will skip that specific number because it no longer exists. You will use this unique identifier to retrieve a specific record.

Tip: For a full-screen view, select the* Maximize *icon in the upper-right corner of the window above the* Delete *button.

Each record has five pages, starting with **Customer Intake**. Select the different tabs to move around. The other pages are **One-on-One Family Law**, **One-on-One Non-Family Law**, **Family Law Workshops**, and **Non-Family Law Workshops**.

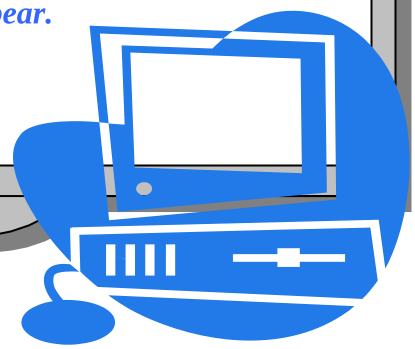


In order to begin data entry on customer and services information, you must select **Edit** in the upper-right corner (the toggle button should now say **View**). There is no **Save** button in the system. The database will automatically save when you enter new information and when you exit the database.

Customer and Services Data Header Buttons

Use these buttons to navigate the Customer and Services Data forms.

Edit: Select to begin data entry.
View: Select to lock form (you cannot make any edits in this mode).
Find: Select to find a record by UniqueID number.
Add: Select to add a new record (default settings will be prefilled). ***Do not use → or →* at the bottom of the form to create a new record. The default settings will not appear. Always use* Add.**
Delete: Select to delete an entire record. ***When you select* Delete, *a blank record may appear without the default settings. Select* Add *for them to appear.***
Print: Select to print the current page.
Undo: Select to undo the last selection made.
Close: Select to return to the main menu.



Customer Intake
Most survey questions allow for one selection only. We strongly encourage you to refer to the Data Dictionary in chapter 4 regarding these definitions. The **Race/Ethnic Group**, **Pay Source**, and **Language** questions allow for "Other" categories as well, which you may type into the text boxes after selecting the corresponding option buttons.

Please note that there is a multiple-response option for **Race/Ethnic Group**. You must first select "Multiple Response" in question 3 (single-response Race/Ethnic Group question) and then check all that apply in question 4 (multiple-response Race/Ethnic Group question).

If a customer refuses to respond or does not know the answer to a question, leave it blank. There are no "Don't Know" and "Refused" categories in this version of the FLFED system. Once you make a selection by using radio buttons (single-response questions) that you intended to leave blank, you cannot deselect it which will result in inaccurate statistical reporting. The only way to clear it is to select **Undo** immediately after. Otherwise, you will have to select **Delete** and the entire record will be erased.

The three **Option** text boxes are optional and are defined by you. They are available for each county to generate customized reports based on additional criteria that may not be featured on this survey. Counties can create their own tracking variables and categories.

For instance, let's say County XYZ wanted to use the database to track which cases were part of its three-year mediation pilot study. The variable would be **Mediation Pilot Study Group Type** with cases separated into two categories: “Control Group” and “Experimental Group.” The person doing data entry would enter one of two choices in the **Option1** text box for each customer depending on which group he or she belongs to. You can then sort records by category under Reports (e.g., Customer Demographics for the Control Group, Customer Demographics for the Experimental Group, etc.) because these entries create drop-down menus.

The Option function allows up to three different variables. For the remaining two options, County XYZ may want to track which customers were using pilot forms for an expedited modification of child support in **Option2**. In this case, the variable would be **Modification of Child Support Form Type** with the two categories as “Regular Process” and “Expedited Process.”

The remaining text box (**Option3**) could be used to track which customers were interested in having more family law workshops. By surveying customers, County XYZ may be able to identify a target population that would like more workshop assistance. Not only will the county be able to track customer demographics for those who responded positively, but also what kind of services they may have come in for. In this situation, the variable would be **Interested in More Family Law Workshops** with the categories being “Yes” and “No.”

The last field on the Customer Intake form captures referral information. Users are allowed to check off more than one box in this section. There is also an option for “Other,” which is followed by a text box.

Tip: Check boxes throughout these forms signify multiple-response questions. Unlike with radio buttons, you may uncheck a box to change your response in case of an error.

One-on-One Family Law

The **One-on-One Family Law** section is the second page of the customer record. Notice that the UniqueID for the customer is still the same.

One-on-One Family Law refers to family law services and assistance provided on an individualized level.

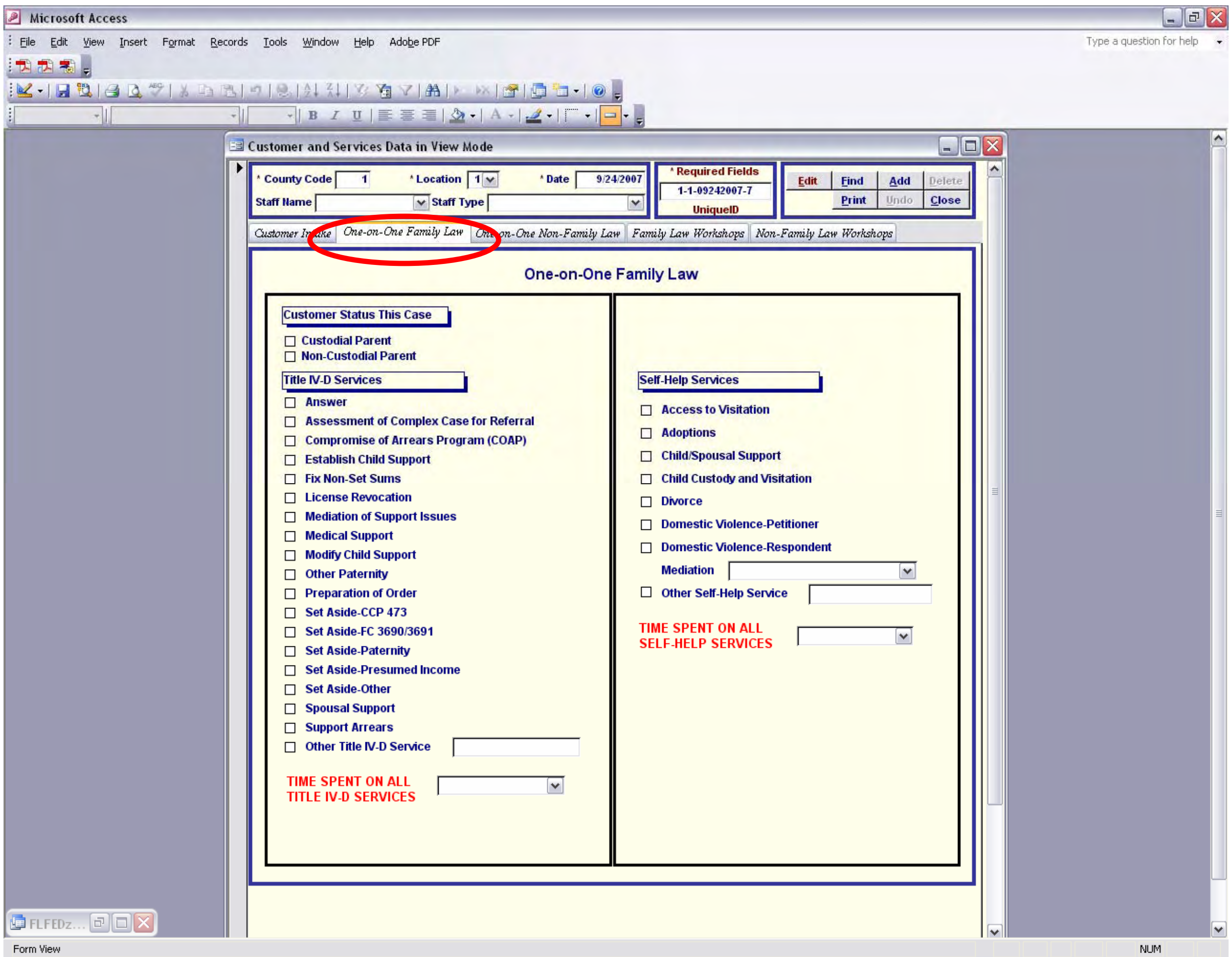
Title IV-D Services are defined as services provided to a customer whose issues involve child support, paternity, or health insurance in an active case with a local child support agency. This category does not include the following information, which is captured in other parts of the database: Phone Calls, Brief Information and Referral, and Customers Served in Courtroom.

Self-Help Services are defined as any family law-related services provided to a customer that are **not** related to paternity/support issues involving an active local child support agency case.

Tracking Time Spent on Services Is Required

You *must* complete the time question under each column depending on the type of service you provided. If you do not indicate the time spent with the customer, the customer and services data for this record will *not* be recorded under Reports. If your customer received both Title IV-D *and* self-help services, indicate the time spent with the customer on *both* drop-down menus by splitting the difference proportionately.

This page is divided into two sections: **Title IV-D Services** and **Self-Help Services**. Check all the services that apply to your customer. If none of the services on this page apply, leave the form blank and move on to the next page (**One-on-One Non-Family Law**).

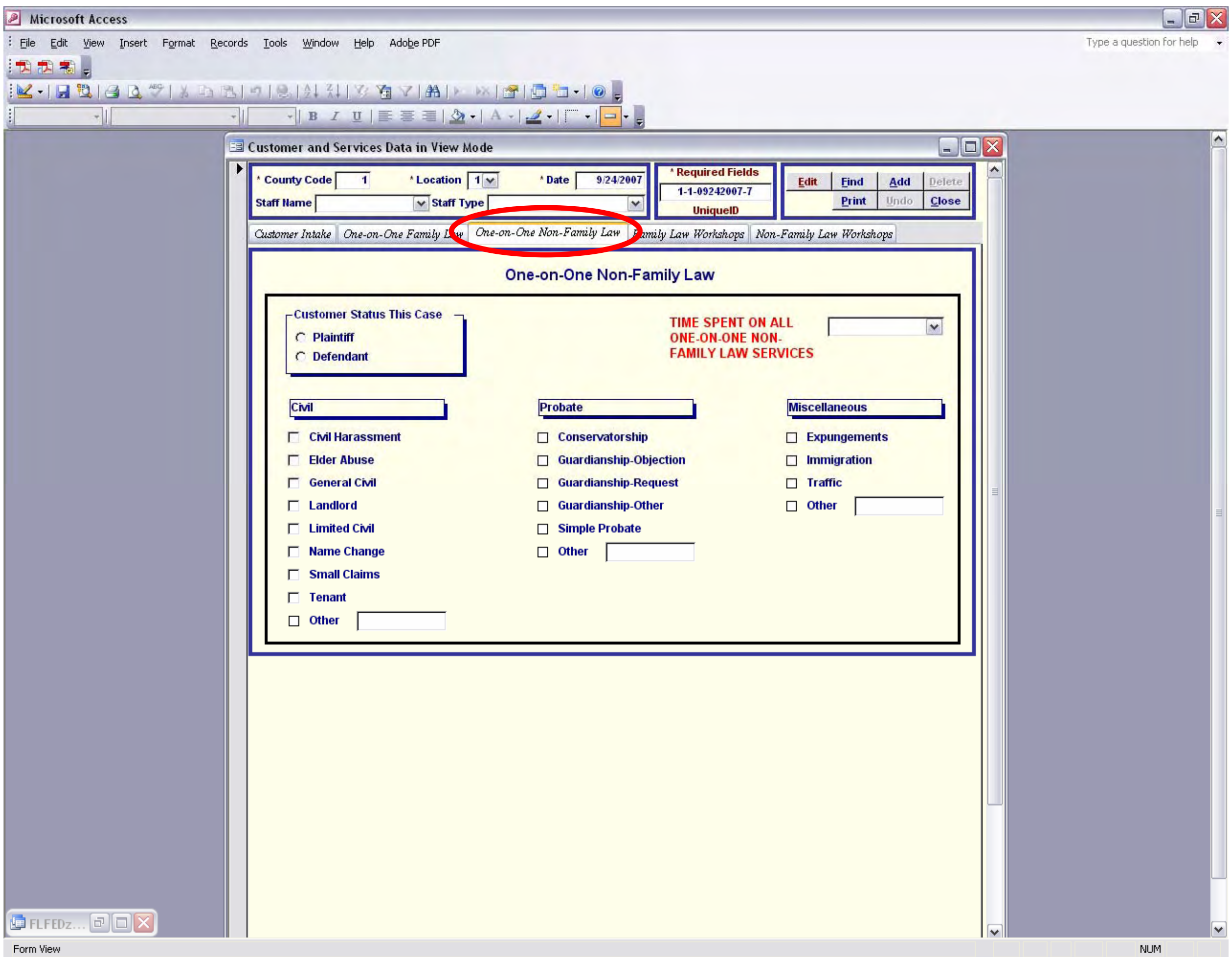


If Title IV-D Services apply to your customer, check his or her **Customer Status This Case** (“Custodial Parent” or “Non-Custodial Parent”) and the services provided.

While the terminology of “custodial parent” and “non-custodial parent” is somewhat controversial, this data collection project has chosen to continue using these terms for statistical purposes because these terms continue to be in widespread use in Title IV-D programs nationwide. “Custodial Parent” refers to the parent who is the recipient of child support payments or who is seeking child support payments. “Non-Custodial Parent” refers to the parent who has an obligation to pay child support or from whom child support payments are being sought.

One-on-One Non-Family Law

The **One-on-One Non-Family Law** section is the third page of the customer record. If any of these services apply to your customer, check his or her **Customer Status This Case** (“Plaintiff” or “Defendant”) and the services provided. If none of these services apply, leave the form blank. You may select **Add** to begin entering data on another customer or **Close** to leave the program.

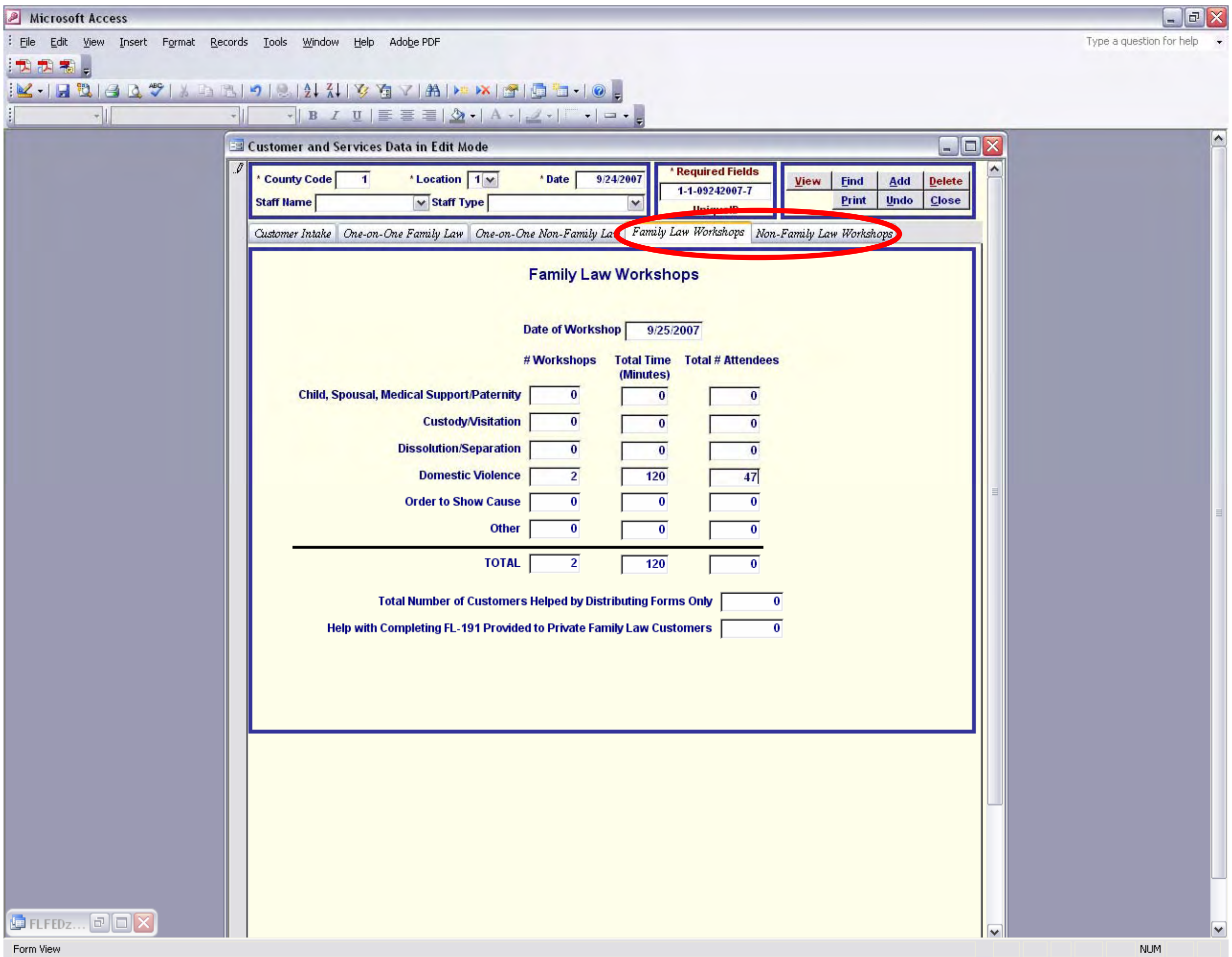


Three columns are on this page: **Civil**, **Probate**, and **Miscellaneous**. Check all the services that apply to your customer. There is also an option for “Other,” which is followed by a text box in each column. ***Remember to complete the question regarding how much time you spent with the customer on these types of services.***

Family Law Workshops and Non-Family Law Workshops

The fourth and fifth pages in the Customer and Services Data section pertain to workshops. They are titled **Family Law Workshops** and **Non-Family Law Workshops**. These entries are not meant to be customer specific. Rather, they aggregate daily totals for the number of workshops, workshop time (in minutes), and the number of attendees.

Do* not *select* Add *to create a new record for the day's workshops. This will result in inaccurate statistics when customer demographics are reported. Rather, workshop data should be entered into existing customer records from the current quarter.



Enter **Date of Workshop** in the following format: MM/DD/YYYY.

In the **# Workshops** column, indicate the number of workshops provided for the corresponding topic. In the next column, enter the total time for all workshops of that category in minutes. In the third column, enter the total number of attendees for all workshops of that category. For example, County ABC conducted two one-hour domestic violence workshops today. The first workshop had 32 attendees and the second workshop had 15. In the **# Workshops** column you would enter **2** for **Domestic Violence**, **120** minutes in the **Total Time** column (2 workshops x 60 minutes each = 120 minutes), and **47** under **Total # Attendees**.

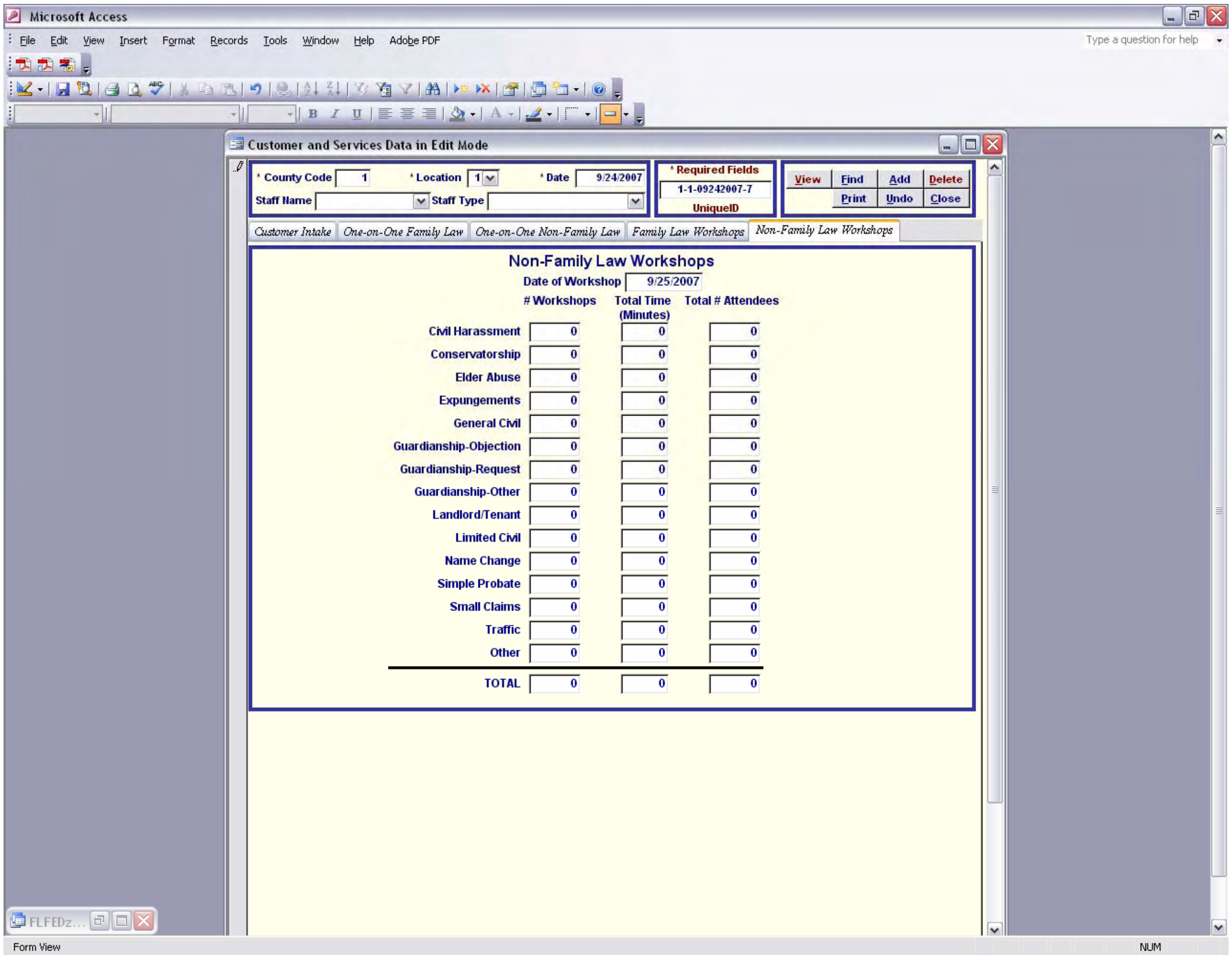
Do* not *delete the zeros in the fields that you do not complete. They are part of the default setting and necessary for the columns to automatically add up in the last row.

Two other questions are at the bottom of the Family Law Workshops form. Enter the daily number of customers helped (if any).

Total Number of Customers Helped by Distributing Forms Only is a daily count and should be used for any customer where the only assistance provided is distributing forms with no assistance in completion. You should not collect a Customer Intake form for this service.

Help with Completing FL-191 Provided to Private Family Law Customers is a daily count and should be used for any customer who is assisted in completing the *Child Support Case Registry* (form FL-191). If you provide assistance completing an FL-191 as well as any other substantive services, do a daily count *and* collect a Customer Intake form. This will enable the AOC to provide the state with information on the facilitators' level of assistance in processing an FL-191 form and to capture your substantive work. Please note that an Office of the Family Law Facilitator will never need to complete an FL-191 form for a case in which the local child support agency is providing services, as that information will be transmitted to the state electronically by the agency.

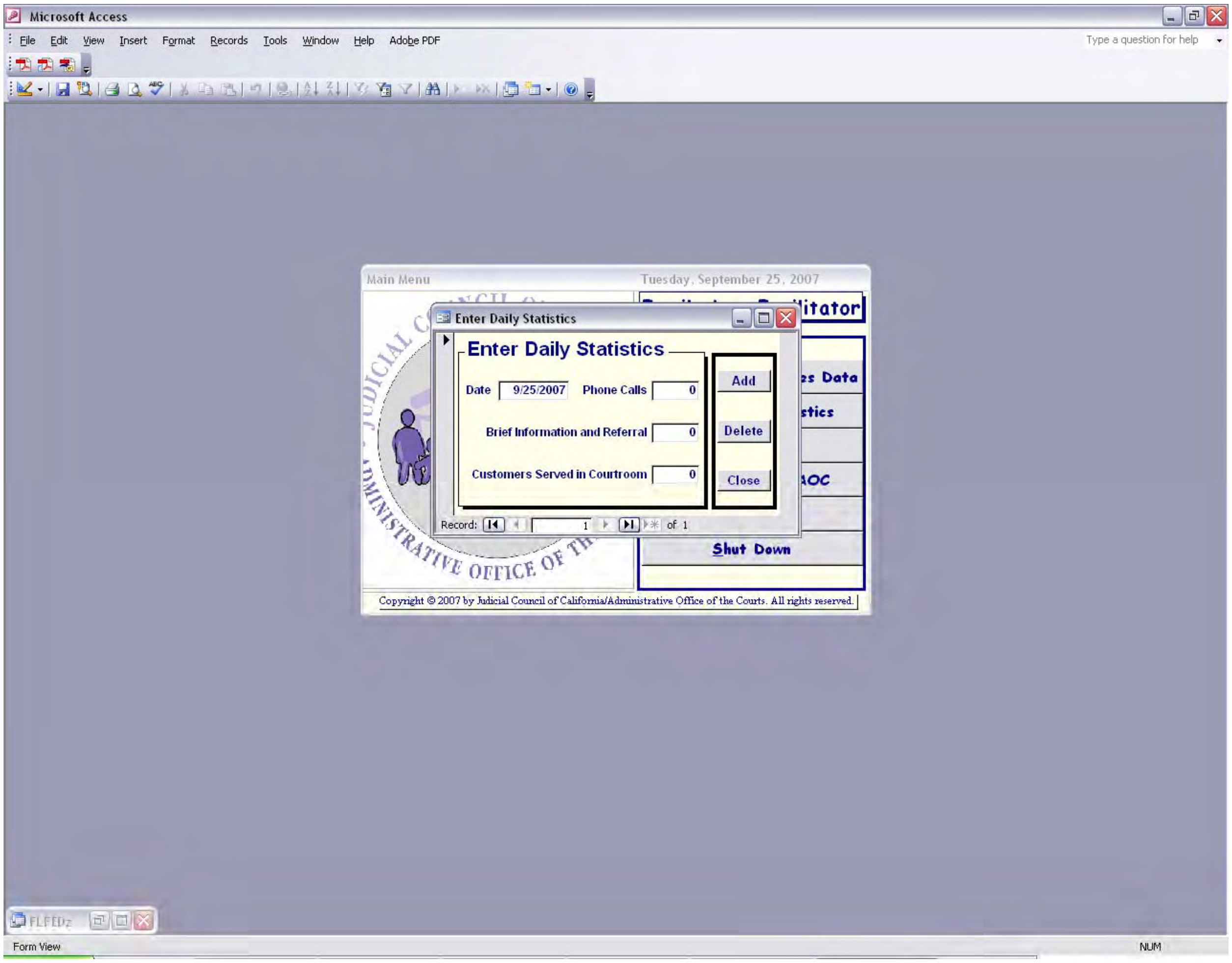
The second page on workshops is titled **Non-Family Law Workshops**. Follow the same instructions as those indicated above for **Family Law Workshops**.



Daily Statistics
In the main menu, select **Enter Daily Statistics**. This form captures daily statistics on **Phone Calls**, **Brief Information and Referral**, and **Customers Helped in Courtroom**. (The report will itemize each entry by date.) Refer to page 8 for a refresher on what to track in these fields.

Do* not *delete the zeros in the fields that you do not complete. They are part of the default setting and necessary for the columns to automatically add up in the last row.

To create additional records, select **Add**. Select **Close** to return to the main menu.

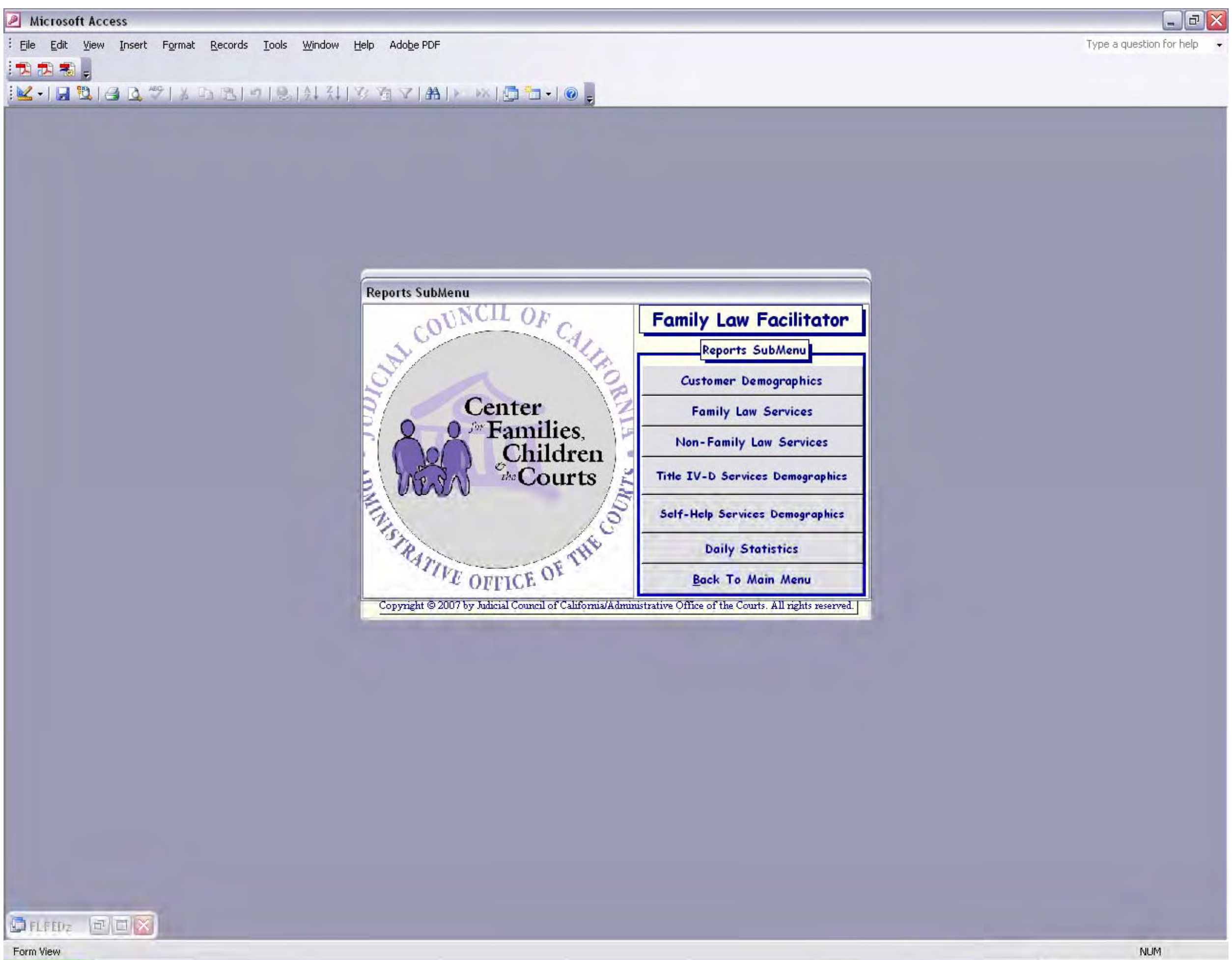


3.5 Printing Reports and Exporting Data to the AOC

Reports must be submitted to the AOC on a quarterly basis as follows for FY 2007–2008:

Reporting Period (Quarter)	**Due Dates** ***Status***
07/01/2007 through 09/30/2007 (1st Quarter)	***Facilitators will use the previous FLFED system to report statistics from this period***
10/01/2007 through 12/31/2007 (2nd Quarter)	**January 16, 2008**
01/01/2008 through 03/31/2008 (3rd Quarter)	**April 16, 2008**
04/01/2008 through 06/30/2008 (4th Quarter)	**July 16, 2008**

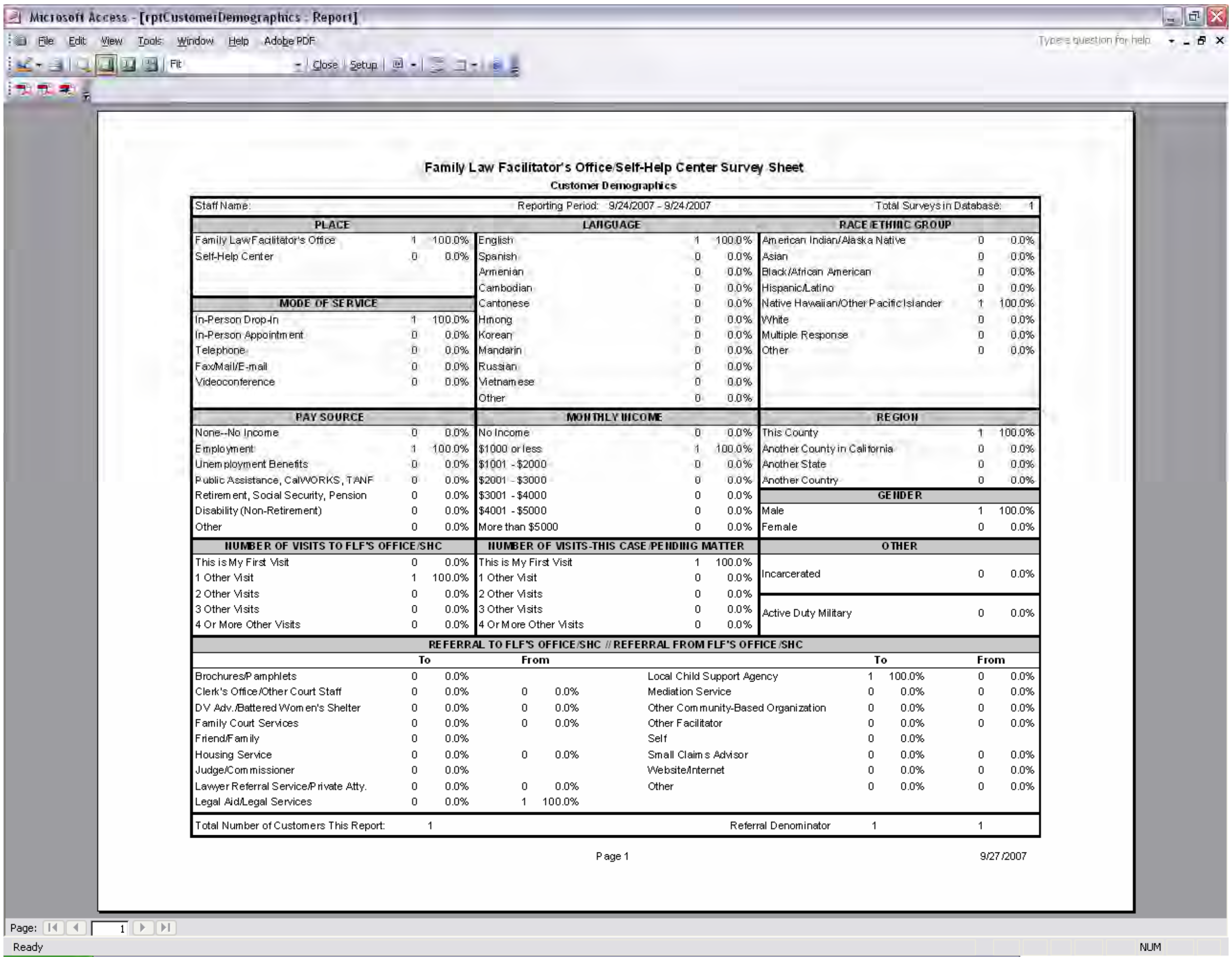
Select **Reports** in the main menu, and the **Reports SubMenu** will appear.



The following pages contain screenshots and a brief description of each report type.

Customer Demographics

This report includes demographic information on *all* customers for the date range selected (data from the Customer Intake form in Customer and Services Data).



Family Law Facilitator's Office/Self-Help Center Survey Sheet

Customer Demographics

Staff Name: Reporting Period: 9/24/2007 - 9/24/2007 Total Surveys in Database: 1

PLACE			LANGUAGE			RACE/ETHNIC GROUP		
Family Law Facilitator's Office	1	100.0%	English	1	100.0%	American Indian/Alaska Native	0	0.0%
Self-Help Center	0	0.0%	Spanish	0	0.0%	Asian	0	0.0%
			Armenian	0	0.0%	Black/African American	0	0.0%
			Cambodian	0	0.0%	Hispanic/Latino	0	0.0%
MODE OF SERVICE			Cantonese	0	0.0%	Native Hawaiian/Other Pacific Islander	1	100.0%
In-Person Drop-In	1	100.0%	Hmong	0	0.0%	White	0	0.0%
In-Person Appointment	0	0.0%	Korean	0	0.0%	Multiple Response	0	0.0%
Telephone	0	0.0%	Mandarin	0	0.0%	Other	0	0.0%
Fax/Mail/E-mail	0	0.0%	Russian	0	0.0%			
Videoconference	0	0.0%	Vietnamese	0	0.0%			
			Other	0	0.0%			

PAY SOURCE			MONTHLY INCOME			REGION		
None--No Income	0	0.0%	No Income	0	0.0%	This County	1	100.0%
Employment	1	100.0%	$1000 or less	1	100.0%	Another County in California	0	0.0%
Unemployment Benefits	0	0.0%	$1001 - $2000	0	0.0%	Another State	0	0.0%
Public Assistance, CalWORKS, TANF	0	0.0%	$2001 - $3000	0	0.0%	Another Country	0	0.0%
Retirement, Social Security, Pension	0	0.0%	$3001 - $4000	0	0.0%	**GENDER**		
Disability (Non-Retirement)	0	0.0%	$4001 - $5000	0	0.0%	Male	1	100.0%
Other	0	0.0%	More than $5000	0	0.0%	Female	0	0.0%

NUMBER OF VISITS TO FLF'S OFFICE/SHC			NUMBER OF VISITS-THIS CASE/PENDING MATTER			OTHER		
This is My First Visit	0	0.0%	This is My First Visit	1	100.0%	Incarcerated	0	0.0%
1 Other Visit	1	100.0%	1 Other Visit	0	0.0%			
2 Other Visits	0	0.0%	2 Other Visits	0	0.0%			
3 Other Visits	0	0.0%	3 Other Visits	0	0.0%	Active Duty Military	0	0.0%
4 Or More Other Visits	0	0.0%	4 Or More Other Visits	0	0.0%			

REFERRAL TO FLF'S OFFICE/SHC // REFERRAL FROM FLF'S OFFICE/SHC

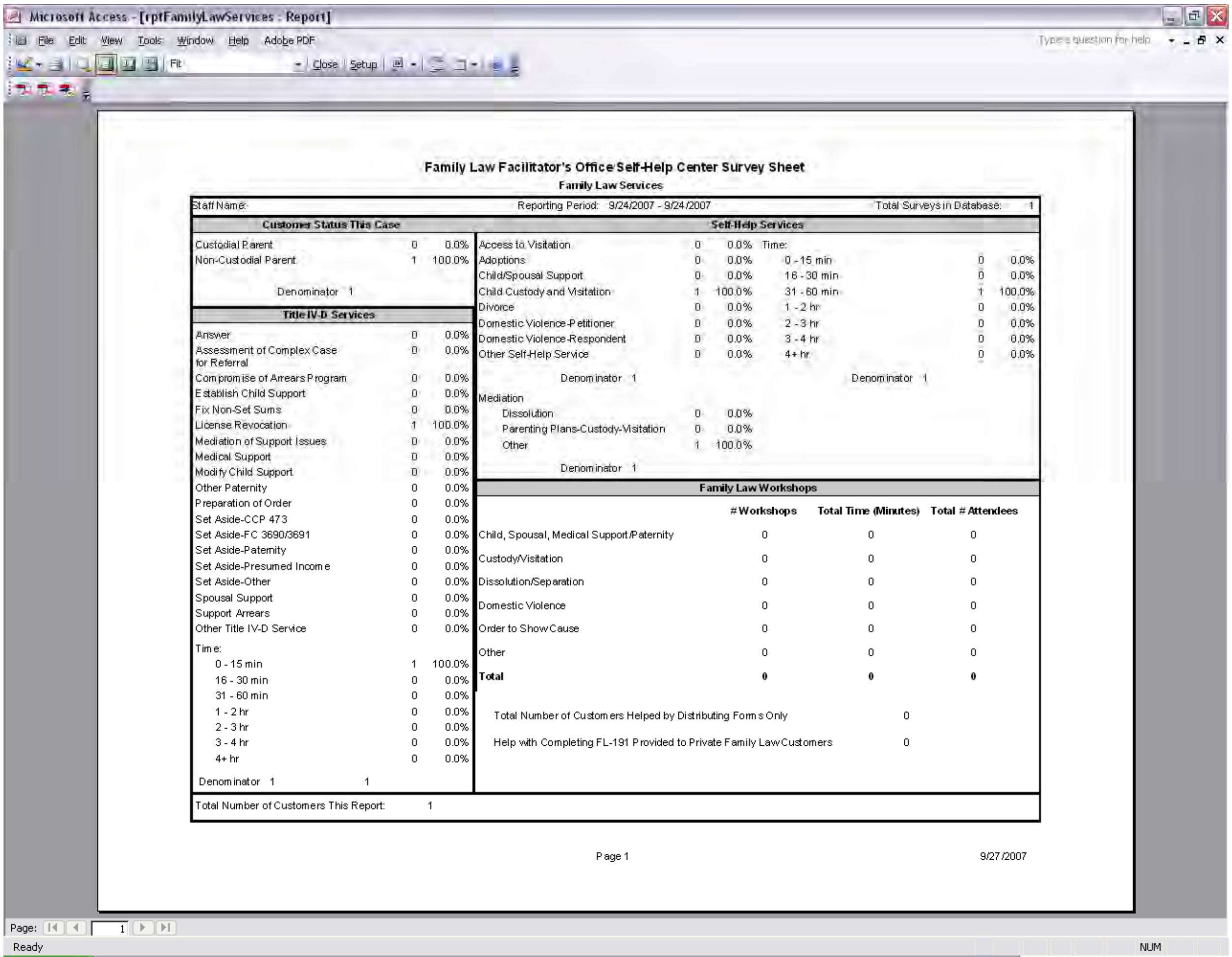
	To		From			To		From	
Brochures/Pamphlets	0	0.0%			Local Child Support Agency	1	100.0%	0	0.0%
Clerk's Office/Other Court Staff	0	0.0%	0	0.0%	Mediation Service	0	0.0%	0	0.0%
DV Adv./Battered Women's Shelter	0	0.0%	0	0.0%	Other Community-Based Organization	0	0.0%	0	0.0%
Family Court Services	0	0.0%	0	0.0%	Other Facilitator	0	0.0%	0	0.0%
Friend/Family	0	0.0%			Self	0	0.0%		
Housing Service	0	0.0%	0	0.0%	Small Claims Advisor	0	0.0%	0	0.0%
Judge/Commissioner	0	0.0%			Website/Internet	0	0.0%	0	0.0%
Lawyer Referral Service/Private Atty.	0	0.0%	0	0.0%	Other	0	0.0%	0	0.0%
Legal Aid/Legal Services	0	0.0%	1	100.0%					

Total Number of Customers This Report: 1 Referral Denominator 1 1

Page 1 9/27/2007

Family Law Services

This report includes services information on customers receiving family law services for the date range selected (data from the One-on-One Family Law and Family Law Workshops forms in Customer and Services Data).



Microsoft Access - [rptFamilyLawServices : Report]

Family Law Facilitator's Office Self-Help Center Survey Sheet

Family Law Services

Staff Name: Reporting Period: 9/24/2007 - 9/24/2007 Total Surveys in Database: 1

Customer Status This Case

Custodial Parent	0	0.0%
Non-Custodial Parent	1	100.0%
Denominator 1		

Title IV-D Services

Answer	0	0.0%
Assessment of Complex Case for Referral	0	0.0%
Compromise of Arrears Program	0	0.0%
Establish Child Support	0	0.0%
Fix Non-Set Sums	0	0.0%
License Revocation	1	100.0%
Mediation of Support Issues	0	0.0%
Medical Support	0	0.0%
Modify Child Support	0	0.0%
Other Paternity	0	0.0%
Preparation of Order	0	0.0%
Set Aside-CCP 473	0	0.0%
Set Aside-FC 3690/3691	0	0.0%
Set Aside-Paternity	0	0.0%
Set Aside-Presumed Income	0	0.0%
Set Aside-Other	0	0.0%
Spousal Support	0	0.0%
Support Arrears	0	0.0%
Other Title IV-D Service	0	0.0%
Time:		
0 - 15 min	1	100.0%
16 - 30 min	0	0.0%
31 - 60 min	0	0.0%
1 - 2 hr	0	0.0%
2 - 3 hr	0	0.0%
3 - 4 hr	0	0.0%
4+ hr	0	0.0%
Denominator 1	1	

Self-Help Services

Access to Visitation	0	0.0%	Time:		
Adoptions	0	0.0%	0 - 15 min	0	0.0%
Child/Spousal Support	0	0.0%	16 - 30 min	0	0.0%
Child Custody and Visitation	1	100.0%	31 - 60 min	1	100.0%
Divorce	0	0.0%	1 - 2 hr	0	0.0%
Domestic Violence-Petitioner	0	0.0%	2 - 3 hr	0	0.0%
Domestic Violence-Respondent	0	0.0%	3 - 4 hr	0	0.0%
Other Self-Help Service	0	0.0%	4+ hr	0	0.0%
Denominator 1			Denominator 1		
Mediation					
Dissolution	0	0.0%			
Parenting Plans-Custody-Visitation	0	0.0%			
Other	1	100.0%			
Denominator 1					

Family Law Workshops

	# Workshops	Total Time (Minutes)	Total # Attendees
Child, Spousal, Medical Support/Paternity	0	0	0
Custody/Visitation	0	0	0
Dissolution/Separation	0	0	0
Domestic Violence	0	0	0
Order to Show Cause	0	0	0
Other	0	0	0
Total	**0**	**0**	**0**

Total Number of Customers Helped by Distributing Forms Only 0

Help with Completing FL-191 Provided to Private Family Law Customers 0

Total Number of Customers This Report: 1

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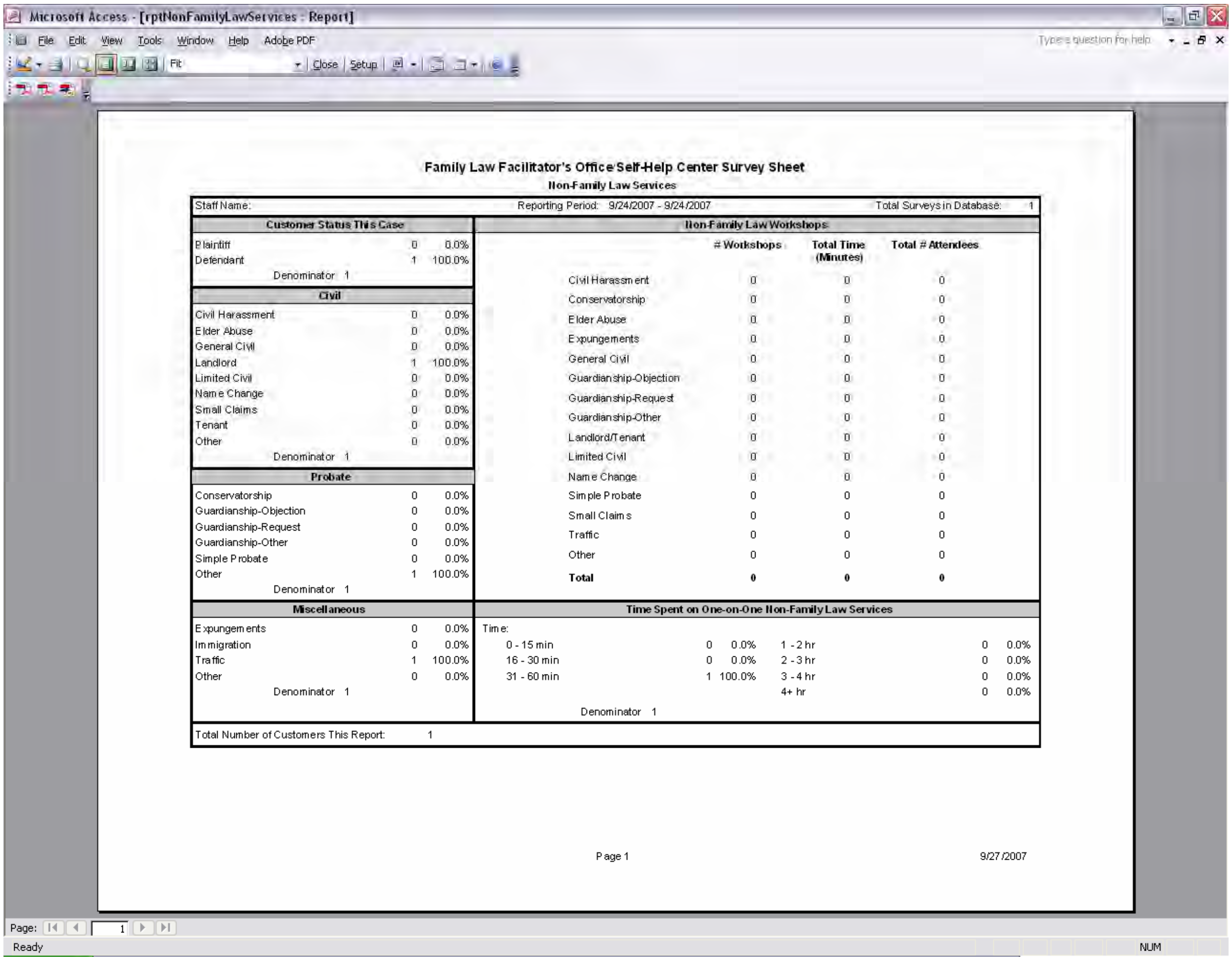
Non-Family Law Services

This report includes services information on customers receiving non-family law services for the date range selected (data from the One-on-One Non-Family Law and Non-Family Law Workshops forms in Customer and Services Data).


Microsoft Access - [rptNonFamilyLawServices : Report]

Family Law Facilitator's Office/Self-Help Center Survey Sheet

Non-Family Law Services

Staff Name: | Reporting Period: 9/24/2007 - 9/24/2007 | Total Surveys in Database: 1

Customer Status This Case

Plaintiff	0	0.0%
Defendant	1	100.0%
Denominator	1	

Civil

Civil Harassment	0	0.0%
Elder Abuse	0	0.0%
General Civil	0	0.0%
Landlord	1	100.0%
Limited Civil	0	0.0%
Name Change	0	0.0%
Small Claims	0	0.0%
Tenant	0	0.0%
Other	0	0.0%
Denominator	1	

Probate

Conservatorship	0	0.0%
Guardianship-Objection	0	0.0%
Guardianship-Request	0	0.0%
Guardianship-Other	0	0.0%
Simple Probate	0	0.0%
Other	1	100.0%
Denominator	1	

Miscellaneous

Expungements	0	0.0%
Immigration	0	0.0%
Traffic	1	100.0%
Other	0	0.0%
Denominator	1	

Non-Family Law Workshops

	# Workshops	Total Time (Minutes)	Total # Attendees
Civil Harassment	0	0	0
Conservatorship	0	0	0
Elder Abuse	0	0	0
Expungements	0	0	0
General Civil	0	0	0
Guardianship-Objection	0	0	0
Guardianship-Request	0	0	0
Guardianship-Other	0	0	0
Landlord/Tenant	0	0	0
Limited Civil	0	0	0
Name Change	0	0	0
Simple Probate	0	0	0
Small Claims	0	0	0
Traffic	0	0	0
Other	0	0	0
Total	**0**	**0**	**0**

Time Spent on One-on-One Non-Family Law Services

Time:

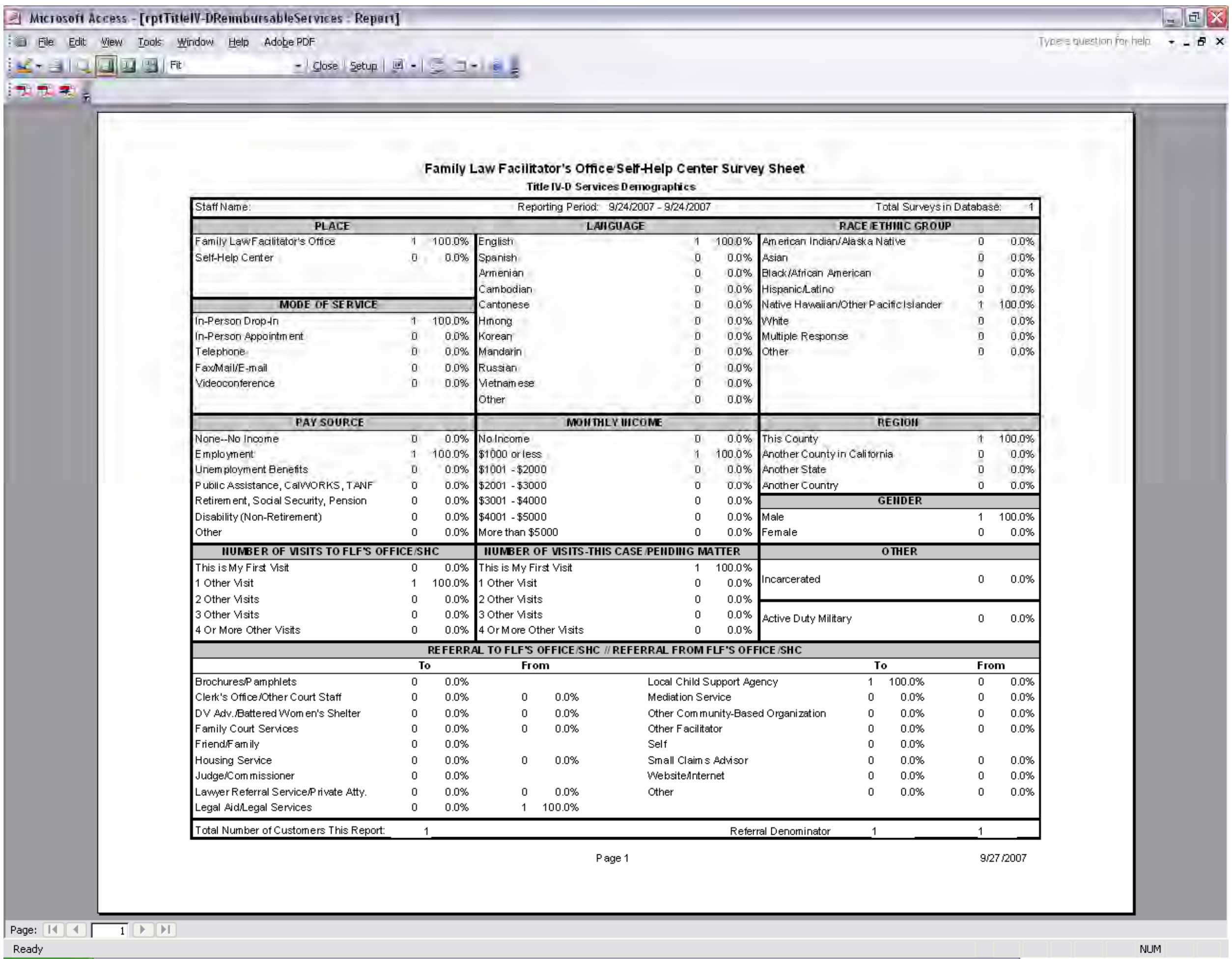
0 - 15 min	0	0.0%	1 - 2 hr	0	0.0%
16 - 30 min	0	0.0%	2 - 3 hr	0	0.0%
31 - 60 min	1	100.0%	3 - 4 hr	0	0.0%
			4+ hr	0	0.0%

Denominator 1

Total Number of Customers This Report: 1

Page 1 9/27/2007

Title IV-D Services Demographics
This report includes demographic information on customers receiving Title IV-D services for the date range selected (data from the Customer Intake form in Customer and Services Data is filtered according to selections made in One-on-One Family Law and counts only customers receiving Title IV-D services).



Family Law Facilitator's Office/Self-Help Center Survey Sheet

Title IV-D Services Demographics

Staff Name: Reporting Period: 9/24/2007 - 9/24/2007 Total Surveys in Database: 1

PLACE			LANGUAGE			RACE/ETHNIC GROUP		
Family Law Facilitator's Office	1	100.0%	English	1	100.0%	American Indian/Alaska Native	0	0.0%
Self-Help Center	0	0.0%	Spanish	0	0.0%	Asian	0	0.0%
			Armenian	0	0.0%	Black/African American	0	0.0%
			Cambodian	0	0.0%	Hispanic/Latino	0	0.0%
MODE OF SERVICE			Cantonese	0	0.0%	Native Hawaiian/Other Pacific Islander	1	100.0%
In-Person Drop-In	1	100.0%	Hmong	0	0.0%	White	0	0.0%
In-Person Appointment	0	0.0%	Korean	0	0.0%	Multiple Response	0	0.0%
Telephone	0	0.0%	Mandarin	0	0.0%	Other	0	0.0%
Fax/Mail/E-mail	0	0.0%	Russian	0	0.0%			
Videoconference	0	0.0%	Vietnamese	0	0.0%			
			Other	0	0.0%			

PAY SOURCE			MONTHLY INCOME			REGION		
None--No Income	0	0.0%	No Income	0	0.0%	This County	1	100.0%
Employment	1	100.0%	$1000 or less	1	100.0%	Another County in California	0	0.0%
Unemployment Benefits	0	0.0%	$1001 - $2000	0	0.0%	Another State	0	0.0%
Public Assistance, CalWORKS, TANF	0	0.0%	$2001 - $3000	0	0.0%	Another Country	0	0.0%
Retirement, Social Security, Pension	0	0.0%	$3001 - $4000	0	0.0%	**GENDER**		
Disability (Non-Retirement)	0	0.0%	$4001 - $5000	0	0.0%	Male	1	100.0%
Other	0	0.0%	More than $5000	0	0.0%	Female	0	0.0%

NUMBER OF VISITS TO FLF'S OFFICE/SHC			NUMBER OF VISITS-THIS CASE/PENDING MATTER			OTHER		
This is My First Visit	0	0.0%	This is My First Visit	1	100.0%	Incarcerated	0	0.0%
1 Other Visit	1	100.0%	1 Other Visit	0	0.0%			
2 Other Visits	0	0.0%	2 Other Visits	0	0.0%			
3 Other Visits	0	0.0%	3 Other Visits	0	0.0%	Active Duty Military	0	0.0%
4 Or More Other Visits	0	0.0%	4 Or More Other Visits	0	0.0%			

REFERRAL TO FLF'S OFFICE/SHC // REFERRAL FROM FLF'S OFFICE/SHC

	To		From			To		From	
Brochures/Pamphlets	0	0.0%			Local Child Support Agency	1	100.0%	0	0.0%
Clerk's Office/Other Court Staff	0	0.0%	0	0.0%	Mediation Service	0	0.0%	0	0.0%
DV Adv./Battered Women's Shelter	0	0.0%	0	0.0%	Other Community-Based Organization	0	0.0%	0	0.0%
Family Court Services	0	0.0%	0	0.0%	Other Facilitator	0	0.0%	0	0.0%
Friend/Family	0	0.0%			Self	0	0.0%		
Housing Service	0	0.0%	0	0.0%	Small Claims Advisor	0	0.0%	0	0.0%
Judge/Commissioner	0	0.0%			Website/Internet	0	0.0%	0	0.0%
Lawyer Referral Service/Private Atty.	0	0.0%	0	0.0%	Other	0	0.0%	0	0.0%
Legal Aid/Legal Services	0	0.0%	1	100.0%					

Total Number of Customers This Report: 1 Referral Denominator 1 1

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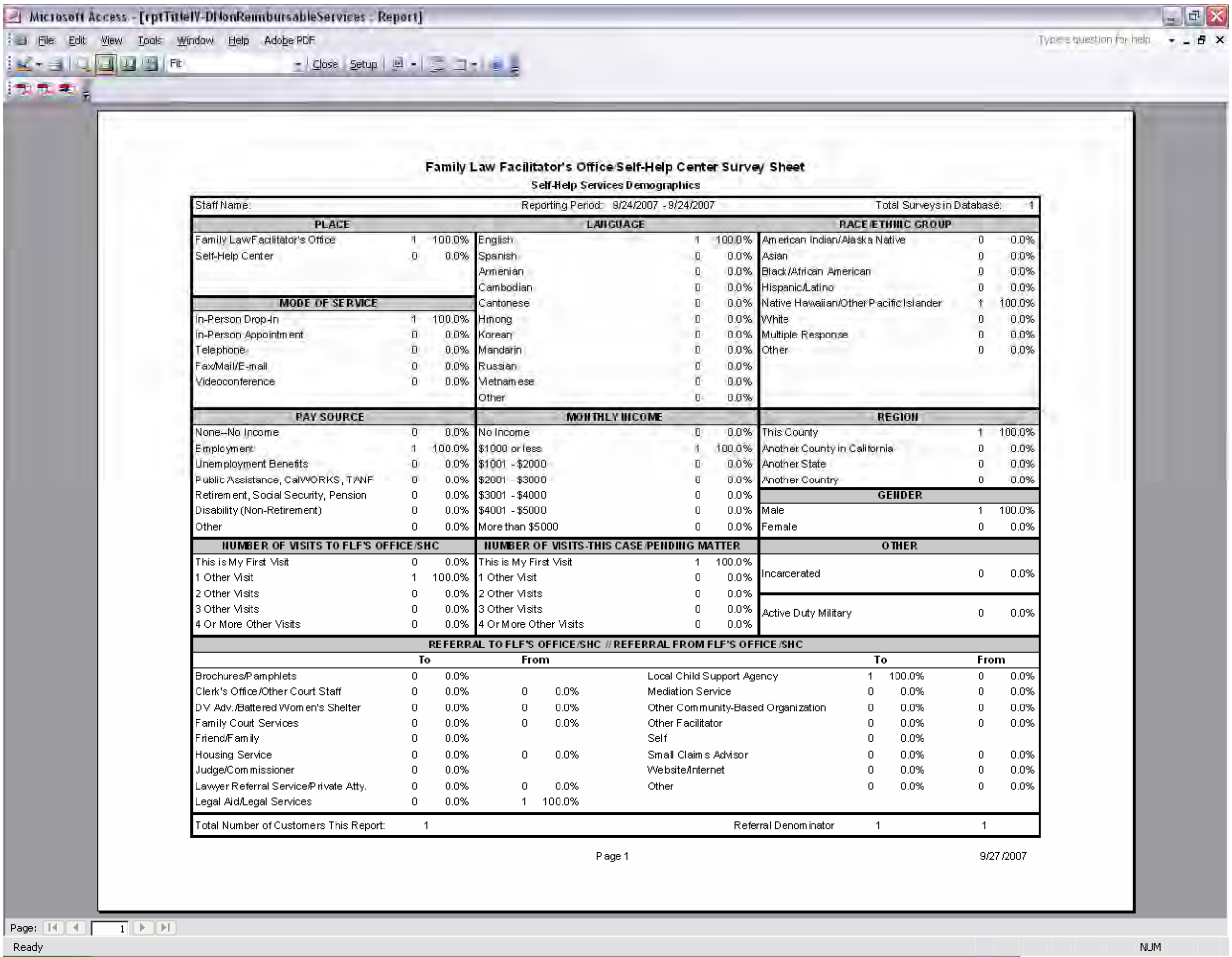
Self-Help Services Demographics

This report includes demographic information on customers receiving self-help services for the date range selected (data from the Customer Intake form in Customer and Services Data is filtered according to selections made in One-on-One Family Law and counts only customers receiving self-help services).



Family Law Facilitator's Office/Self-Help Center Survey Sheet

Self-Help Services Demographics

Staff Name: Reporting Period: 9/24/2007 - 9/24/2007 Total Surveys in Database: 1

PLACE			LANGUAGE			RACE/ETHNIC GROUP		
Family Law Facilitator's Office	1	100.0%	English	1	100.0%	American Indian/Alaska Native	0	0.0%
Self-Help Center	0	0.0%	Spanish	0	0.0%	Asian	0	0.0%
			Armenian	0	0.0%	Black/African American	0	0.0%
			Cambodian	0	0.0%	Hispanic/Latino	0	0.0%
MODE OF SERVICE			Cantonese	0	0.0%	Native Hawaiian/Other Pacific Islander	1	100.0%
In-Person Drop-In	1	100.0%	Hmong	0	0.0%	White	0	0.0%
In-Person Appointment	0	0.0%	Korean	0	0.0%	Multiple Response	0	0.0%
Telephone	0	0.0%	Mandarin	0	0.0%	Other	0	0.0%
Fax/Mail/E-mail	0	0.0%	Russian	0	0.0%			
Videoconference	0	0.0%	Vietnamese	0	0.0%			
			Other	0	0.0%			
PAY SOURCE			**MONTHLY INCOME**			**REGION**		
None--No Income	0	0.0%	No Income	0	0.0%	This County	1	100.0%
Employment	1	100.0%	$1000 or less	1	100.0%	Another County in California	0	0.0%
Unemployment Benefits	0	0.0%	$1001 - $2000	0	0.0%	Another State	0	0.0%
Public Assistance, CalWORKS, TANF	0	0.0%	$2001 - $3000	0	0.0%	Another Country	0	0.0%
Retirement, Social Security, Pension	0	0.0%	$3001 - $4000	0	0.0%	**GENDER**		
Disability (Non-Retirement)	0	0.0%	$4001 - $5000	0	0.0%	Male	1	100.0%
Other	0	0.0%	More than $5000	0	0.0%	Female	0	0.0%
NUMBER OF VISITS TO FLF'S OFFICE/SHC			**NUMBER OF VISITS-THIS CASE/PENDING MATTER**			**OTHER**		
This is My First Visit	0	0.0%	This is My First Visit	1	100.0%	Incarcerated	0	0.0%
1 Other Visit	1	100.0%	1 Other Visit	0	0.0%			
2 Other Visits	0	0.0%	2 Other Visits	0	0.0%			
3 Other Visits	0	0.0%	3 Other Visits	0	0.0%	Active Duty Military	0	0.0%
4 Or More Other Visits	0	0.0%	4 Or More Other Visits	0	0.0%			

REFERRAL TO FLF'S OFFICE/SHC // REFERRAL FROM FLF'S OFFICE/SHC

	To		From			To		From	
Brochures/Pamphlets	0	0.0%			Local Child Support Agency	1	100.0%	0	0.0%
Clerk's Office/Other Court Staff	0	0.0%	0	0.0%	Mediation Service	0	0.0%	0	0.0%
DV Adv./Battered Women's Shelter	0	0.0%	0	0.0%	Other Community-Based Organization	0	0.0%	0	0.0%
Family Court Services	0	0.0%	0	0.0%	Other Facilitator	0	0.0%	0	0.0%
Friend/Family	0	0.0%			Self	0	0.0%		
Housing Service	0	0.0%	0	0.0%	Small Claims Advisor	0	0.0%	0	0.0%
Judge/Commissioner	0	0.0%			Website/Internet	0	0.0%	0	0.0%
Lawyer Referral Service/Private Atty.	0	0.0%	0	0.0%	Other	0	0.0%	0	0.0%
Legal Aid/Legal Services	0	0.0%	1	100.0%					
Total Number of Customers This Report:	1				Referral Denominator	1		1	

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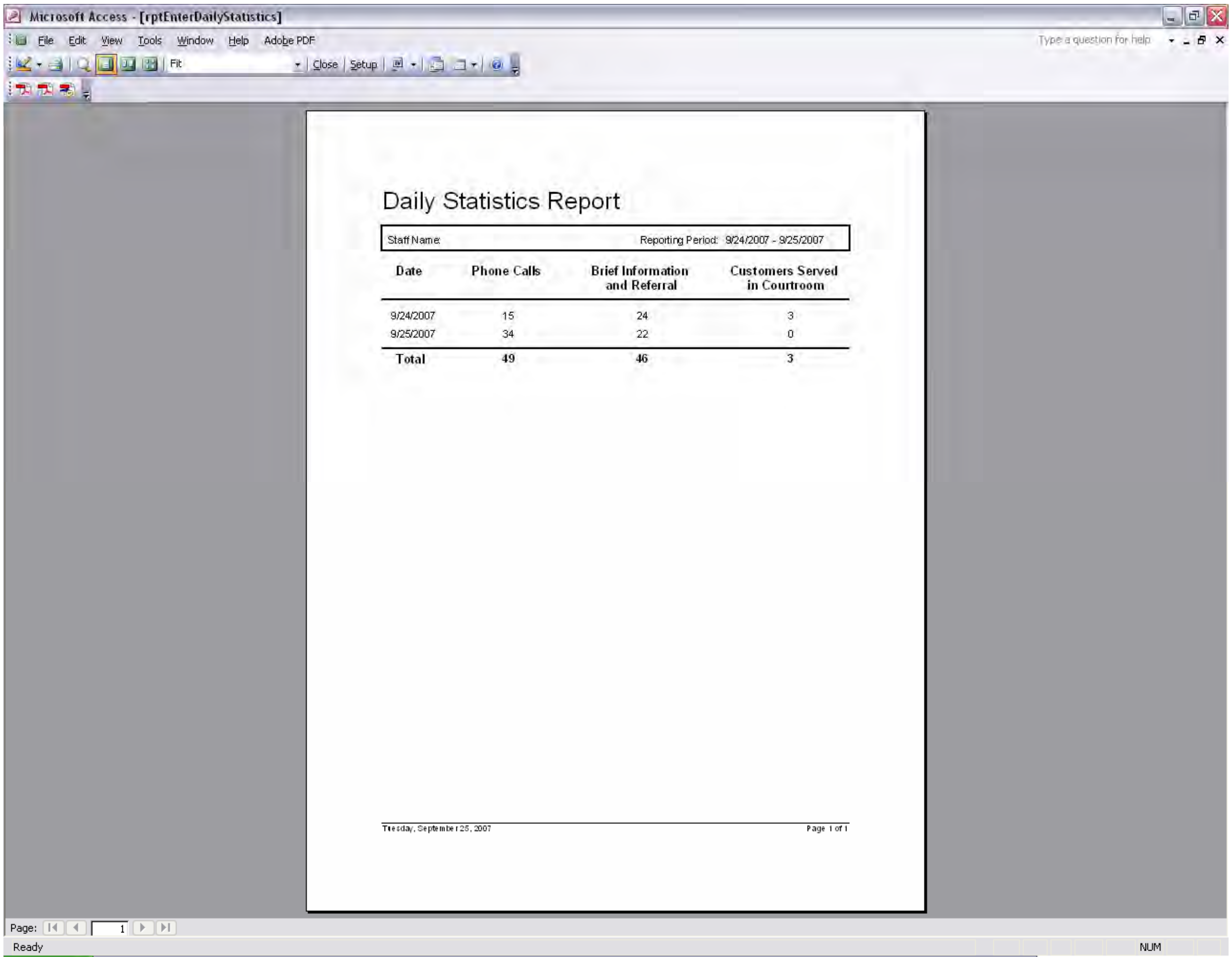
If a customer received both Title IV-D and self-help services, their data will appear on both demographics reports.

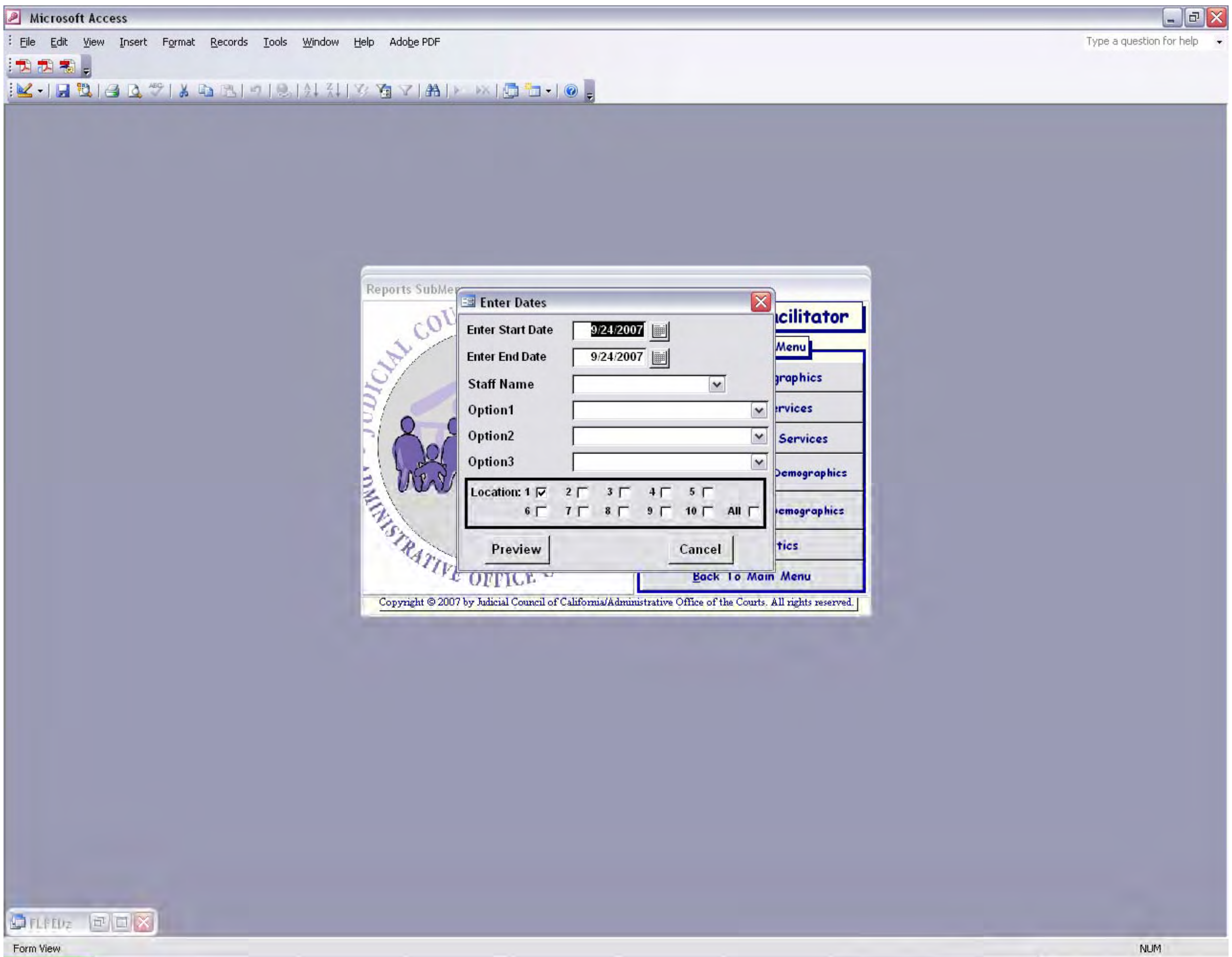
Daily Statistics Report

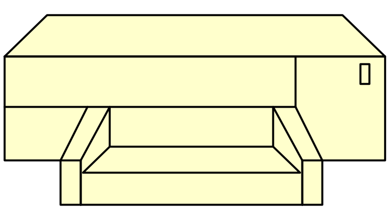
This report includes an itemized list of statistics for Phone Calls, Brief Information and Referral, and Customers Helped in Courtroom for the date range selected (data from the Enter Daily Statistics form in the main menu).



Printing Reports

Print reports by selecting **Reports** in the main menu. In the **Reports Submenu**, select each type of report individually. The following screen will appear each time asking for a date range. Enter the start and end dates for the surveys entered. Check off your site number for **Location**. Select **Preview**. When the report appears, select the print icon in the upper-left corner to print.





Faxing Quarterly Reports to the AOC

For the Title IV-D Program, each site must print out *all* six reports per quarter and fax them to the AOC at 415-865-4297 (ATTN: Senior Research Analyst). Do not filter the reports by Staff Name or Options. Just check off your location (site) number and enter the appropriate start and end date range for the current reporting period.

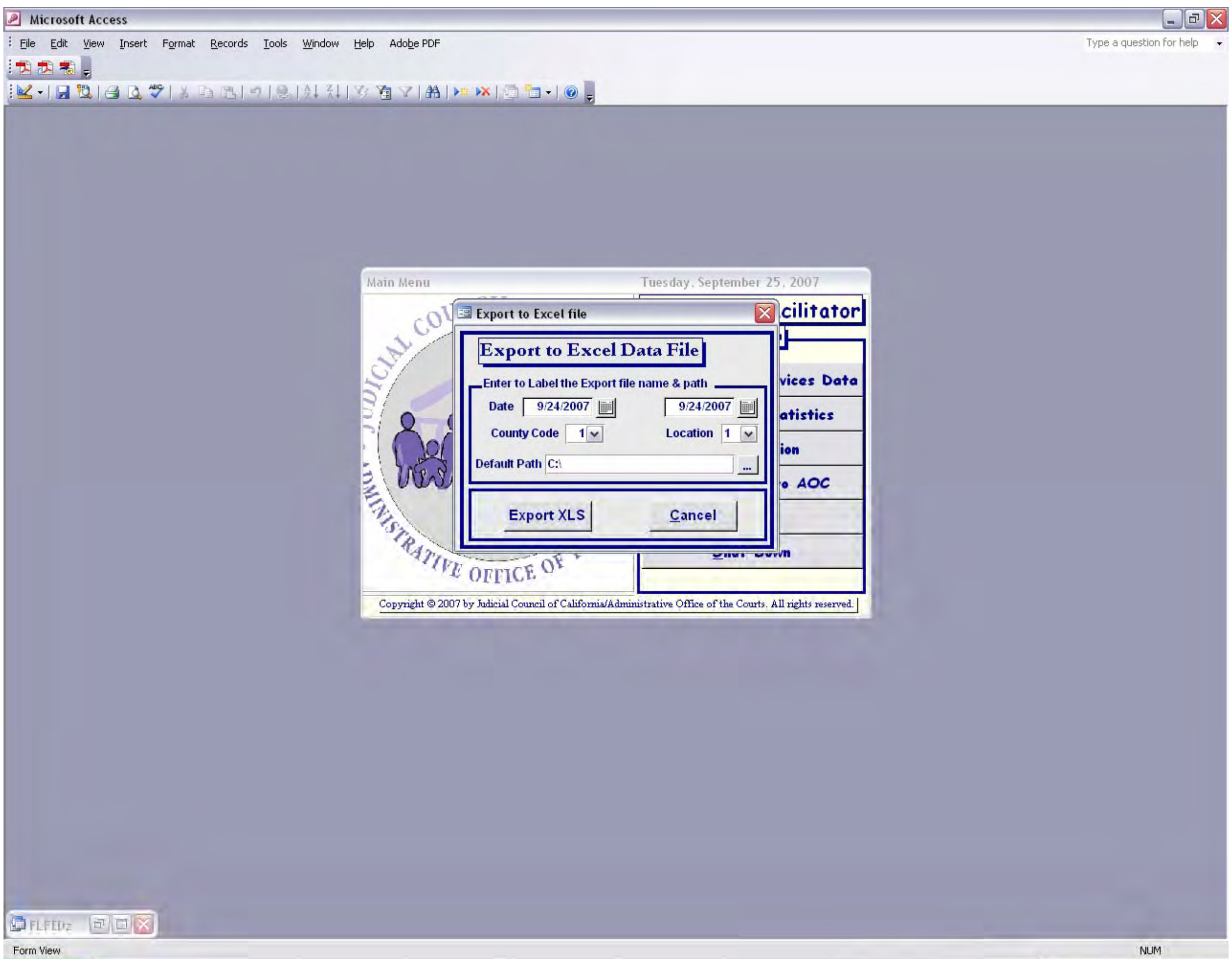
The other drop-down menus shown are for user-defined reports. For instance, a county can filter reports by **Staff Name** (a drop-down menu will appear with the names entered in Default Configuration).

Notice the three **Option** drop-down menus. These are user-defined from the Customer Intake form (see pages 22-23 for examples). The categories created for each variable will appear in the drop-down menus for **Option1**, **Option2**, and **Option3**.

For Enter Daily Statistics, the menu will allow you to select only a start and end date range.

Exporting Data to the AOC

1. Select **Export Data to AOC** in the Main Menu, and the following window will appear.

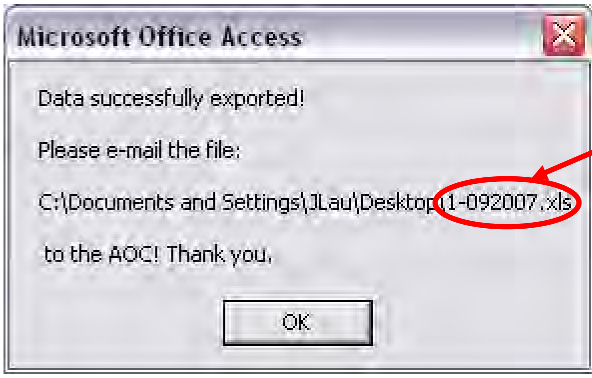


2. Enter the start and end dates for the current reporting period (see calendar on page 29) and make sure that your county code and location (site) number are correct.

Tip: The two most common reporting errors are entering incorrect dates for the quarter and selecting the wrong location (site) number.

3. Click the build button next to **Default Path** (the three ellipses). You may select **Desktop** or another file location under **Browse for Folder**. Click **OK** and **Export XLS**.

4. You should receive a message stating that the data was successfully exported. The file should appear on your desktop. The Excel file name will be your county code followed by a hyphen and the number of the first month in the reporting period and four-digit year.



In this example, "1" is the county code for Alameda County and the first month of the date range selected was September ("09") in the year "2007."

5. For the Title IV-D Program, attach the Microsoft Excel spreadsheet in an e-mail addressed to AB1058@jud.ca.gov (Subject: Reporting Period-Your County Name and Site Number).

Quarterly Reporting Checklist for the Title IV-D Program

► Make sure that all surveys for the current reporting period have been entered into the FLFED system before submitting your report.

► Print the following reports and fax them to 415-865-4297:

- ► **Customer Demographics**
- ► **Family Law Services**
- ► **Non-Family Law Services**
- ► **Title IV-D Services Demographics**
- ► **Self-Help Services Demographics**
- ► **Daily Statistics**

►E-mail Microsoft Excel export to AB1058@jud.ca.gov.

► Include the current reporting period, your county name, and your location (site) number on all documents sent to the AOC.

Chapter 4: Data Dictionary

4.1 Customer and Services Data: Header Fields and Buttons

County Code: This item identifies your county name with a unique number and must be preset under Default Configuration.

Location: This item is your site number, which uniquely identifies your office within the county. It must be preset under Default Configuration.

Date: This item captures the date service was provided to the customer. The FLFED system will automatically generate the actual calendar date, so you must manually change this if you are entering the survey at a later date in time.

Staff Name: This item identifies the staff member who provided the service to the customer, not the person doing the data entry. In Default Configuration, your site can create a drop-down menu of names to select from on the Customer Intake form.

Staff Type: This item identifies the staff type of the staff member who provided the service to the customer. You can select from a drop-down menu.

UniqueID: This item is automatically generated by the computer to distinguish one customer record from another. You cannot edit this field. The number comprises your county code, location (site) number, the calendar date the record was created (you cannot change it to the actual date of service if you are entering the survey at a later date in time), and an auto-generated number created by the system. Please note that the auto-number is not the same as your record number. For instance, it will not start at 1. If you deleted a record, the system will skip that specific number because it no longer exists. You will use this unique identifier to retrieve a specific record with the Find button.

Edit/View Toggle Button: Select Edit to begin data entry. Select View to lock the form (you cannot edit in View mode).

Find: Select to find a record by UniqueID number. Please note that your cursor (I-beam) must be placed in the UniqueID text box during the search. In addition, when the Find and Replace window appears, the Look In menu should say UniqueID in order to complete a successful search and you should be in Edit mode.

Add: Select to add a new record (default settings will be prefilled). Do not use → or →* at the bottom of the form to create a new record. The default settings will not appear. Always use Add.

Delete: Select to delete an entire record. You will not be able to retrieve your information once you have made this selection.

Print: Select to print the current page, not the entire customer record.

Undo: Select to undo the last selection made.

Close: Select to return to the main menu.

4.2 Customer Intake: Customer Portion

1. **Gender:** Single response, mark only one. This item will serve as part of the general demographic profile of Office of the Family Law Facilitator and self-help center customers.

2. **Where You Live (Region):** Single response, mark only one. This item is used to ascertain the number of in-county and out-of-county, out-of-state, and out-of-country cases dealt with at each Office of the Family Law Facilitator and self-help center.

3. **Race/Ethnic Group:** Single response, mark only one. This item will help assess how effective Offices of the Family Law Facilitator and self-help centers are in reaching all racial and ethnic groups in the community. When selecting “Other,” please specify race/ethnic group. If the customer selects “Multiple Response,” he or she may check all that apply in question 4.

4. **Race/Ethnic Group:** Multiple response, check all that apply. This question will be answered if “Multiple Response” was selected in question 3 for race/ethnic group. This item will help assess how effective Offices of the Family Law Facilitator and self-help centers are in reaching all racial and ethnic groups in the community. When selecting “Other,” please specify race/ethnic group.

5. **Primary Source of Individual Income (Pay Source):** Single response, mark only one. This item indicates the primary potential means of financial support for a customer. This item can also indicate the employment status of a customer. When selecting “Other,” please specify pay source.

6. **Individual Monthly Income (Monthly Income):** Single response, mark only one. This item asks for the customer’s gross monthly income (not household income) before taxes from all pay sources, by dollar amount. Customers who are unable to report an exact amount should use their best estimate.

7. **Language Most Comfortably Spoken (Language):** Single response, mark only one. This item should capture the customer’s native language or the language that the customer speaks at home. This item will serve to assess whether customers’ language needs are being met. When selecting “Other,” please specify language.

4.3 Customer Intake: Facilitator Portion

8. **Mode of Service:** Single response, mark only one. This item indicates the type of service delivery the customer received.

9. **Place of Service (Place):** Single response, mark only one. Self-represented litigant legal assistance programs go by a number of different titles. This definition attempts to specifically identify the location of services regardless of how an individual court or legal assistance program refers to itself. For example, some Offices of the Family Law Facilitator refer to themselves as the Self-Help Center. For the purpose of this question:

    Family Law Facilitator's Office refers to a place where services are provided by a court-based assistance program that receives Title IV-D (AB 1058) funding alone or in combination with any funding sources, and

    Self-Help Center refers to a place where services are provided by a court-based or non-court-based legal assistance program that does not receive Title IV-D (AB 1058) funding and is not incorporated within an Office of the Family Law Facilitator.

10. **Other (Incarcerated/Active Duty Military):** Multiple response, check all that apply. These two items are part of the general demographic profile of Office of the Family Law Facilitator and self-help center customers.

11. **Customized Options:** Optional. These items allow the site to define its own variables and track responses on up to three questions that are not captured in any other part of the survey (e.g., age of customer, number of children, zip code, etc.).

12. **Number of Visits to a Family Law Facilitator's Office/Self-Help Center:** Single response, mark only one. This item indicates the total number of visits to an Office of the Family Law Facilitator or self-help center in California for assistance on any case that the customer was involved in. This question helps distinguish between first-time customers to an Office of the Family Law Facilitator or self-help center and those who have visited before on any issue or matter.

13. **Number of Visits Regarding This Case/Pending Matter:** Single response, mark only one. This item refers to how many times the customer has visited the office regarding the current request or response to a request pending before the court.

14. **Referrals:** Multiple response, check all that apply, two-part question. For multiple-response questions, survey administrators must ensure that *all* responses are read or heard by all respondents.

    A. Who Referred You Here Today (Referral To FLF's Office/SHC): This item will show how customers discovered the program. When selecting "Other," please specify referral source.

B. Where You Referred the Customer To Today (Referral From FLF's Office/SHC): This item attempts to note all of the possible referrals a customer has obtained for further assistance or information. When selecting "Other," please specify referral given.

4.4 One-on-One Family Law

One-on-One Family Law: Family law services and assistance provided on an individualized level.

Customer Status This Case: While the terminology of "custodial parent" and "non-custodial parent" is somewhat controversial, this data collection project has chosen to continue using these terms for statistical purposes because these terms continue to be in widespread use in Title IV-D programs nationwide. This question applies only to Title IV-D Services.

Custodial Parent: Refers to the parent who is the recipient of child support payments or who is seeking child support payments, and

Non-Custodial Parent: Refers to the parent who has an obligation to pay child support or from whom child support payments are being sought.

Title IV-D Services: Services provided to a customer whose issues involve child support, paternity, or health insurance in an active case with a local child support agency. This category does not include the following information, which is captured in other parts of the database: Phone Calls, Brief Information and Referral, and Customers Served in Courtroom.

Self-Help Services: Any family law-related services provided to a customer that are **not** related to paternity/support issues involving an active local child support agency case.

4.5 One-on-One Non-Family Law

One-on-One Non-Family Law: Non-family law services and assistance provided on an individualized level.

Plaintiff: Refers to customer who initiated the filing of the case and is or will be designated as the plaintiff in the court case caption.

Defendant: Refers to customer who is the responding party in the overall case and is designated as the defendant in the court case caption.

4.6 Family Law Workshops and Non-Family Law Workshops

Workshop: Services provided in a group setting that includes a group presentation. A workshop may include a component of individualized services such as individually reviewing participants' forms for completeness. However, individualized services provided to a group of people in a single setting with no group presentation are not considered a workshop, but would be listed as one-on-one services.

Total Number of Customers Helped by Distributing Forms Only: Use this daily count for any customer where the only assistance provided is distributing forms with no assistance in completion.

Help with Completing FL-191 Provided to Private Family Law Customers: Use this daily count for any customer who is assisted in completing the *Child Support Case Registry* (form FL-191). Please note that an Office of the Family Law Facilitator will never need to complete an FL-191 form for a case in which the local child support agency is providing services, as that information will be transmitted to the state electronically by the agency.

4.7 Daily Statistics

Phone Calls: Use this daily count for any customer where brief information and referral services or other brief services were provided only by telephone. This should not include telephone calls for merely giving out directions to the office, setting up appointments, or extensive services. If extensive services are provided by telephone, you must complete a Customer Intake form.

Brief Information and Referral: Use this daily count for any customer where the sole service provided was written informational materials, contact information for other agencies or resources, or other services where the time spent completing a Customer Intake form would exceed the time spent providing the service.

Customers Served in Courtroom: Use this daily count for any customer who was assisted in a courtroom and for whom a survey was not collected.

Appendix A:
Frequently Asked Questions

Appendix A: Frequently Asked Questions

Why should I collect data?

While the AOC recognizes the challenges involved in collecting data, it is important to note that the data collection is a *requirement* mandated by our funding agency, the Department of Child Support Services (DCSS). Failure to collect data will result in serious consequences and jeopardize a county's funding. The AOC will work with individual counties to ensure that compliance to data collection requirements are met, but the responsibility of routine data collection belongs to each county.

What if I don't like some of these questions?

Deviations from the current version will result in noncompliance with methodological standards and with the requirement for uniformity, both of which contribute to low-quality data and are unacceptable. Should anyone have issues with any of the items, please keep track of that item and contact the AOC. These concerns should be substantiated with data.

Whom do I contact if I am interested in seeing my neighboring county's data? What if I want to use the data for a personal project (outside of the Title IV-D Program)?

Unfortunately, we are unable to distribute data (from any county except your own). Although such data might serve as a resource, the Judicial Council has not made a department-wide determination on the accessibility of county-level data from one county to the next. For this reason, the AOC will not distribute another county's Title IV-D data. Once data for all counties have been compiled, the AOC will create a state profile.

Meanwhile, each county is entitled to its own county's data for the purposes of improving the quality of its Title IV-D program and can use the reporting function in the FLFED system as a local management tool.

Appendix B:
Customer Intake Form

* County Code | * Location | * Date

Staff Name | Staff Type

* Required Fields

UniqueID

View | Find | Add | Delete | Print | Undo | Close

Customer Intake

1. What is your gender?

- ◯ Male
- ◯ Female

2. Where do you live?

- ◯ This County
- ◯ Another County in California
- ◯ Another State
- ◯ Another Country

3. What is your race or ethnic group? (Single Response Section)

- ◯ American Indian/Alaska Native
- ◯ Asian
- ◯ Black/African American
- ◯ Hispanic/Latino
- ◯ Native Hawaiian/Other Pacific Islander
- ◯ White
- ◯ Multiple Response (Go to Question 4)
- ◯ Other

4. If you selected Multiple Response in Question 3 for Race/Ethnic Group, check all that apply below:

- ☐ American Indian/Alaska Native
- ☐ Asian
- ☐ Black/African American
- ☐ Hispanic/Latino
- ☐ Native Hawaiian/Other Pacific Islander
- ☐ White
- ☐ Other

5. What is the primary source of your individual income?

- ◯ None--No Income
- ◯ Employment
- ◯ Unemployment Benefits
- ◯ Public Assistance, CalWORKS, TANF
- ◯ Retirement, Social Security, Pension
- ◯ Disability (Non-Retirement)
- ◯ Other

6. What is your individual monthly income before taxes?

- ◯ No Income
- ◯ $1000 or less
- ◯ $1001 to $2000
- ◯ $2001 to $3000
- ◯ $3001 to $4000
- ◯ $4001 to $5000
- ◯ More than $5000

7. What language do you feel most comfortable speaking?

- ◯ English
- ◯ Spanish
- ◯ Armenian
- ◯ Cambodian
- ◯ Cantonese
- ◯ Hmong
- ◯ Korean
- ◯ Mandarin
- ◯ Russian
- ◯ Vietnamese
- ◯ Other

THIS SECTION (QUESTIONS 8-14) IS FOR STAFF USE ONLY

8. What is the mode of service?

- ◯ In-Person Drop-In
- ◯ In-Person Appt.
- ◯ Telephone
- ◯ Fax/Mail/E-mail
- ◯ Videoconference

9. What is the place of service?

- ◯ Family Law Facilitator's Office
- ◯ Self-Help Center

10. Other

- ☐ Is the customer currently incarcerated?
- ☐ Is the customer currently active duty military?

11. Customized Questions

Option1

Option2

Option3

12. How many times has the customer been to a FLF's Office/SHC in California?

- ◯ This is My First Visit
- ◯ 1 Other Visit
- ◯ 2 Other Visits
- ◯ 3 Other Visits
- ◯ 4 Or More Other Visits

13. How many times has the customer been here regarding this case/pending matter?

- ◯ This is My First Visit
- ◯ 1 Other Visit
- ◯ 2 Other Visits
- ◯ 3 Other Visits
- ◯ 4 Or More Other Visits

14. Referrals (Check all that apply)

A. Who referred the customer here today?

- ☐ Brochures/Pamphlets
- ☐ Clerk's Office/Other Court Staff
- ☐ DV Advocate/Battered Women's Shelter
- ☐ Family Court Services
- ☐ Friend/Family
- ☐ Housing Service
- ☐ Judge/Commissioner
- ☐ Lawyer Referral Service/Private Attorney
- ☐ Legal Aid/Legal Services
- ☐ Local Child Support Agency
- ☐ Mediation Service
- ☐ Other Community-Based Organization
- ☐ Other Facilitator
- ☐ Self
- ☐ Small Claims Advisor
- ☐ Website/Internet
- ☐ Other

B. Where did you refer the customer to today?

- ☐ Clerk's Office/Other Court Staff
- ☐ DV Advocate/Battered Women's Shelter
- ☐ Family Court Services
- ☐ Housing Service
- ☐ Lawyer Referral Service/Private Attorney
- ☐ Legal Aid/Legal Services
- ☐ Local Child Support Agency
- ☐ Mediation Service
- ☐ Other Community-Based Organization
- ☐ Other Facilitator
- ☐ Small Claims Advisor
- ☐ Website/Internet
- ☐ Other

Appendix C:
One-on-One Family Law Form

* County Code ____ * Location ____ * Date ____

Staff Name ____ Staff Type ____

* Required Fields

UniqueID

Edit | Find | Add | Delete | Print | Undo | Close

One-on-One Family Law

Customer Status This Case

- [ ] Custodial Parent
- [ ] Non-Custodial Parent

Title IV-D Services

- [ ] Answer
- [ ] Assessment of Complex Case for Referral
- [ ] Compromise of Arrears Program (COAP)
- [ ] Establish Child Support
- [ ] Fix Non-Set Sums
- [ ] License Revocation
- [ ] Mediation of Support Issues
- [ ] Medical Support
- [ ] Modify Child Support
- [ ] Other Paternity
- [ ] Preparation of Order
- [ ] Set Aside-CCP 473
- [ ] Set Aside-FC 3690/3691
- [ ] Set Aside-Paternity
- [ ] Set Aside-Presumed Income
- [ ] Set Aside-Other
- [ ] Spousal Support
- [ ] Support Arrears
- [ ] Other Title IV-D Service ____

TIME SPENT ON ALL TITLE IV-D SERVICES ____

Self-Help Services

- [ ] Access to Visitation
- [ ] Adoptions
- [ ] Child/Spousal Support
- [ ] Child Custody and Visitation
- [ ] Divorce
- [ ] Domestic Violence-Petitioner
- [ ] Domestic Violence-Respondent

Mediation ____

- [ ] Other Self-Help Service ____

TIME SPENT ON ALL SELF-HELP SERVICES ____

Appendix D:
One-on-One Non-Family Law Form

* County Code | * Location | * Date
Staff Name | Staff Type

* Required Fields
UniqueID

Edit | Find | Add | Delete
Print | Undo | Close

One-on-One Non-Family Law

Customer Status This Case

- ○ Plaintiff
- ○ Defendant

TIME SPENT ON ALL ONE-ON-ONE NON-FAMILY LAW

Civil	Probate	Miscellaneous
☐ Civil Harassment	☐ Conservatorship	☐ Expungements
☐ Elder Abuse	☐ Guardianship-Objection	☐ Immigration
☐ General Civil	☐ Guardianship-Request	☐ Traffic
☐ Landlord	☐ Guardianship-Other	☐ Other
☐ Limited Civil	☐ Simple Probate	
☐ Name Change	☐ Other	
☐ Small Claims		
☐ Tenant		
☐ Other		

Appendix E:
Family Law Workshops Form

* County Code | * Location | * Date

Staff Name | Staff Type

* Required Fields

UniqueID

Edit | Find | Add | Delete | Print | Undo | Close

Family Law Workshops

Date of Workshop

	# Workshops	Total Time (Minutes)	Total # Attendees
Child, Spousal, Medical Support/Paternity			
Custody/Visitation			
Dissolution/Separation			
Domestic Violence			
Order to Show Cause			
Other			
TOTAL			

Total Number of Customers Helped by Distributing Forms Only

Help with Completing FL-191 Provided to Private Family Law Customers

Appendix F:
Non-Family Law Workshops Form

* County Code | * Location | * Date

Staff Name | Staff Type

* Required Fields

UniqueID

Edit | Find | Add | Delete | Print | Undo | Close

Non-Family Law Workshops

Date of Workshop

	# Workshops	Total Time (Minutes)	Total # Attendees
Civil Harassment			
Conservatorship			
Elder Abuse			
Expungements			
General Civil			
Guardianship-Objection			
Guardianship-Request			
Guardianship-Other			
Landlord/Tenant			
Limited Civil			
Name Change			
Simple Probate			
Small Claims			
Traffic			
Other			
TOTAL			

INSTRUCTIONS ON HOW TO WINZIP THE FAMILY LAW FACILITATOR ELECTRONIC DATABASE (FLFED) FOR QUARTERLY REPORTING TO THE AOC

Revised March 10, 2008

Family Law Facilitator Electronic Database Technical Assistance

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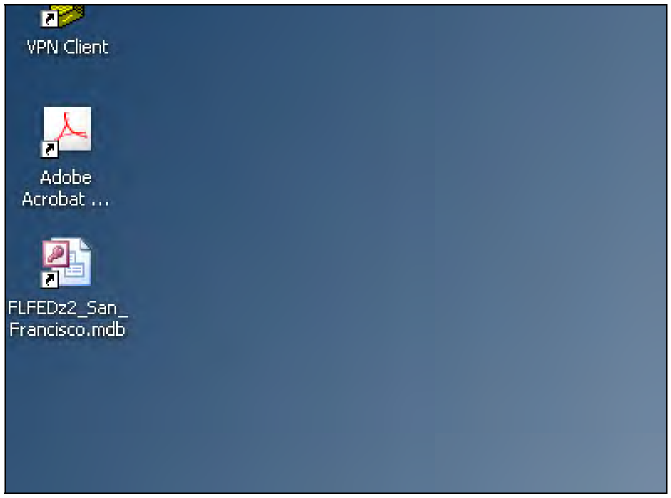
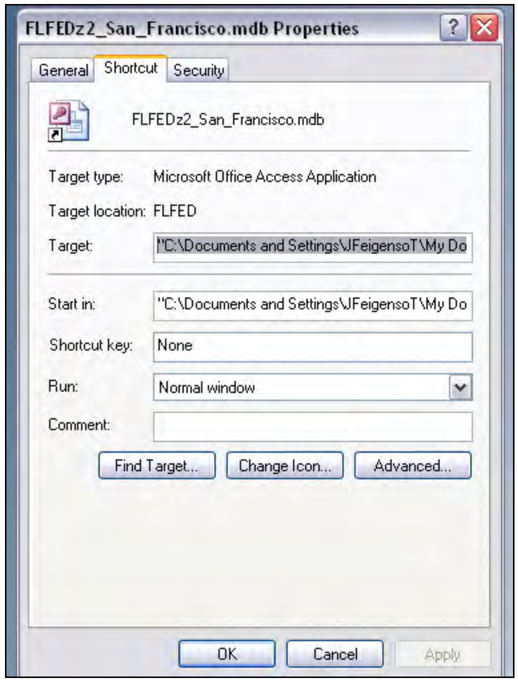
A. For Staff Using Microsoft Outlook or a Similar E-Mail Program

1. Locate the FLFED icon on your computer. If you have a shortcut on your desktop, please proceed with the steps below. (An arrow in the lower left corner of the icon will indicate if it is a shortcut or not.) If it is not a shortcut, skip to Step 4.

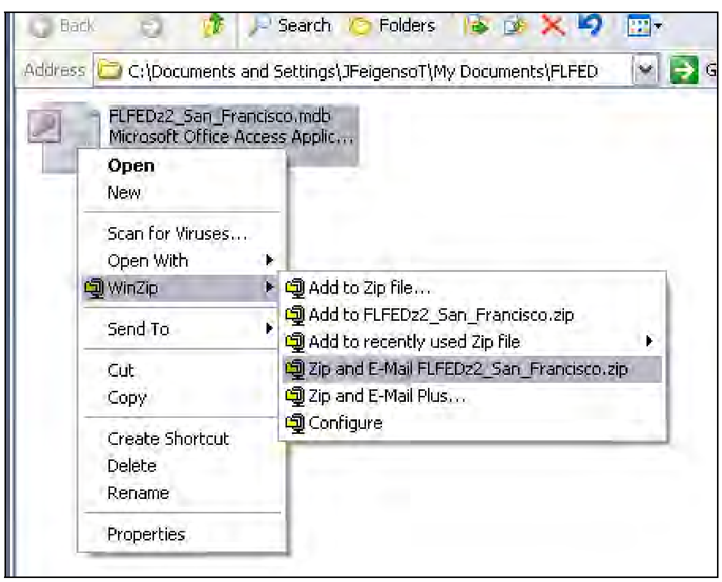


2. Right-click on the FLFED shortcut icon and left-click on 'Properties.'

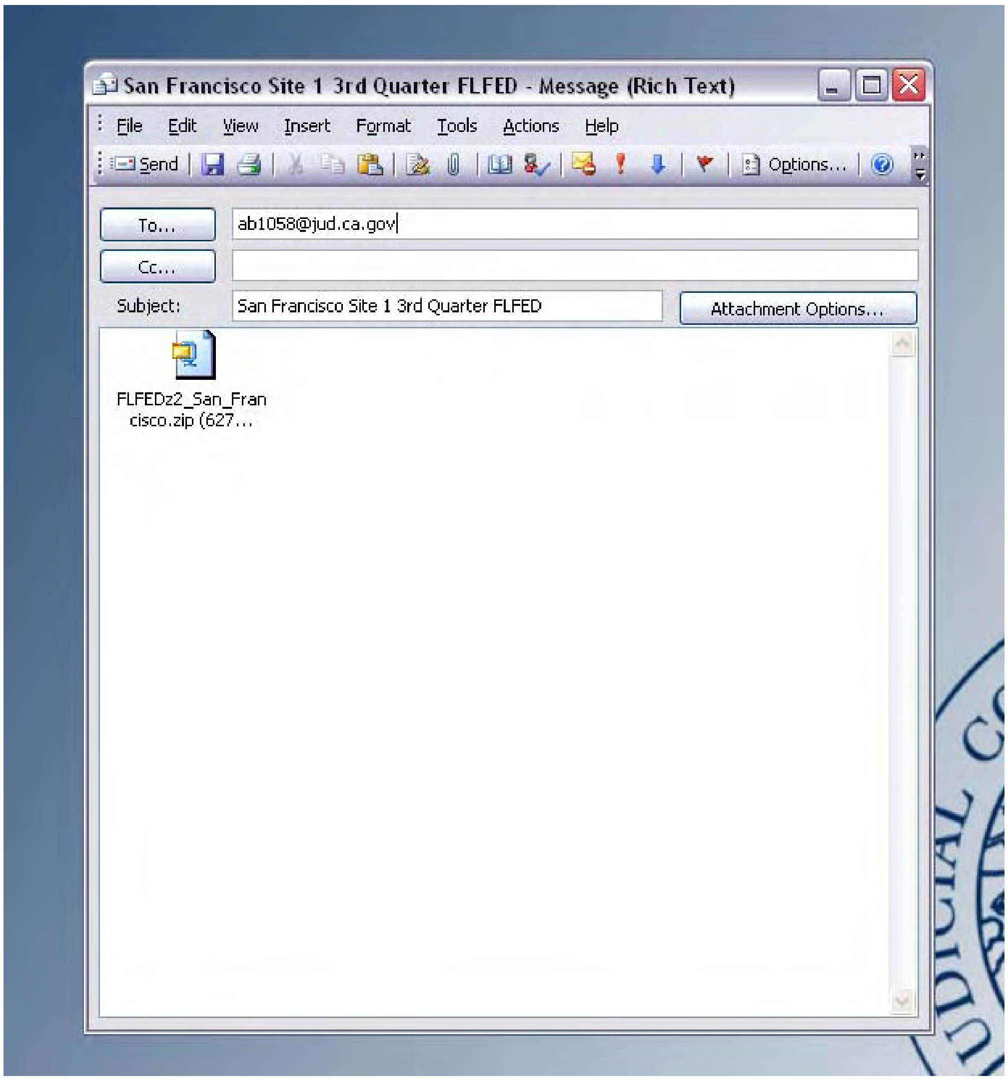
3. In the Properties box, select ‘Find Target…’ which is located below the Comment field. By clicking this button, the location of the actual FLFED file will be found and a window containing it will appear.



4. Right-click on the file itself and place your cursor over ‘WinZip.’ Left-click on the option ‘Zip and E-Mail (file name).zip.’ Please note that on some computers, you may have to select ‘Send To,’ then left-click on the option ‘Compressed (zipped) Folder.’

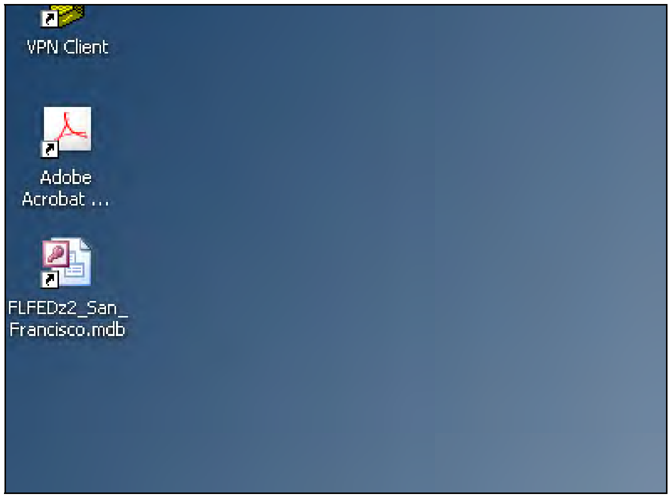


5. An e-mail message window similar to the one below will open and the zipped FLFED file will automatically be attached. In the 'To' field type in AB1058@jud.ca.gov and in the subject line please include your county's name and the current reporting period. Press 'Send,' and you're done! If you do not receive a confirmation e-mail from the AOC within 72 business hours, please contact Jamie Lau directly.



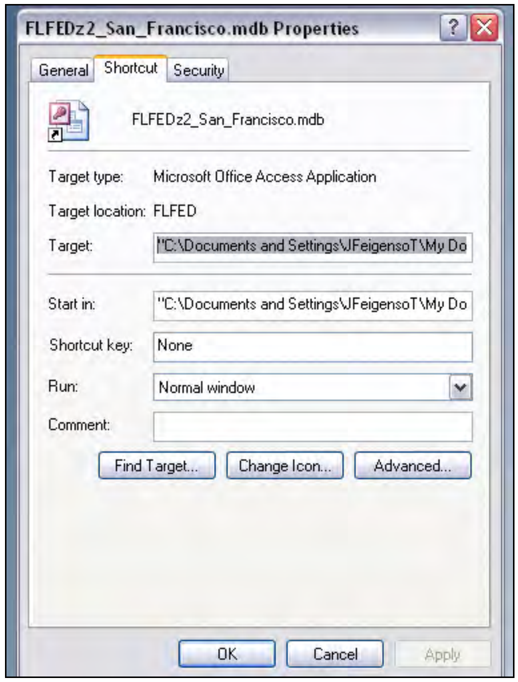
B. For Staff Using Webmail (AOL, MSN, Gmail, Yahoo, etc…)

1. Locate the FLFED icon on your computer. If you have a shortcut on your desktop, please proceed with the steps below. (An arrow in the lower left corner of the icon will indicate if it is a shortcut or not.) If it is not a shortcut, skip to Step 4.

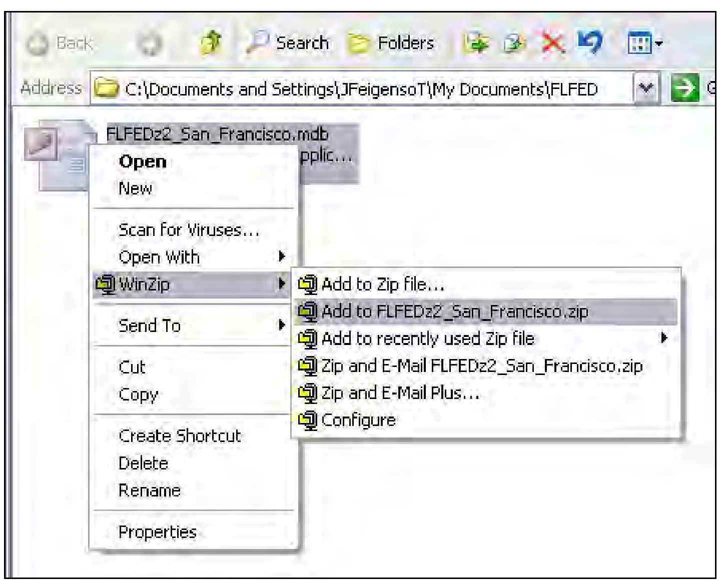


2. Right-click on the FLFED shortcut icon and left-click on 'Properties.'

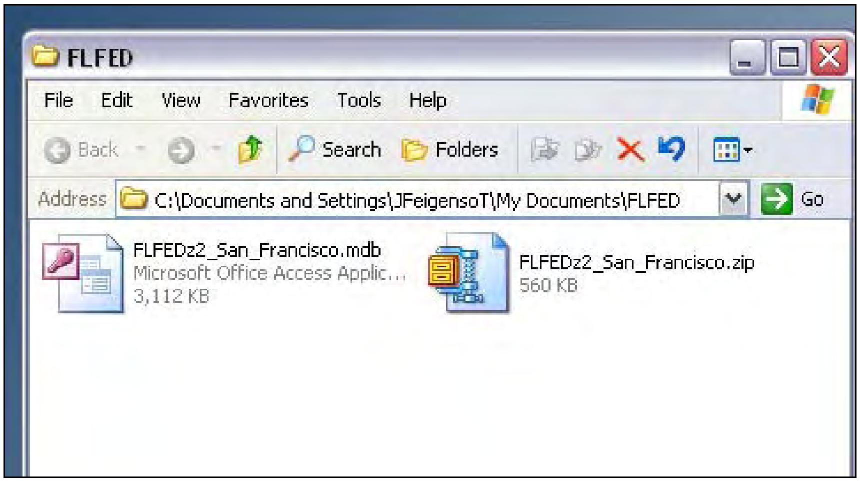
3. In the Properties box, select ‘Find Target…’ which is located below the Comment field. By clicking this button, the location of the actual FLFED file will be found and a window containing it will appear.



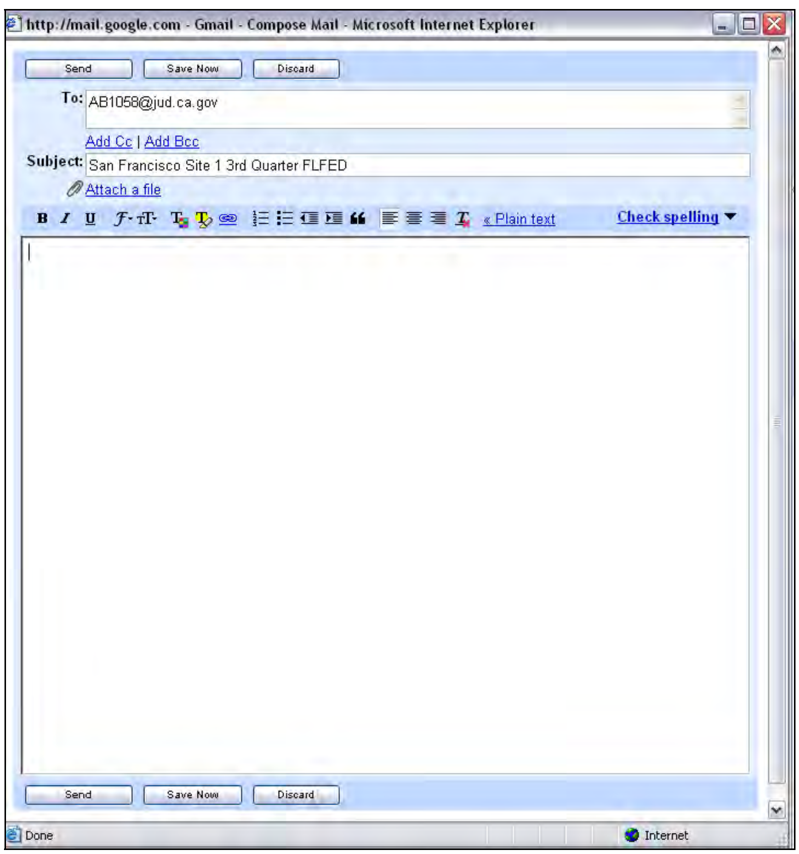
4. Right-click on the file itself and place your cursor over ‘WinZip.’ Left-click on the option ‘Add to (file name).zip.’



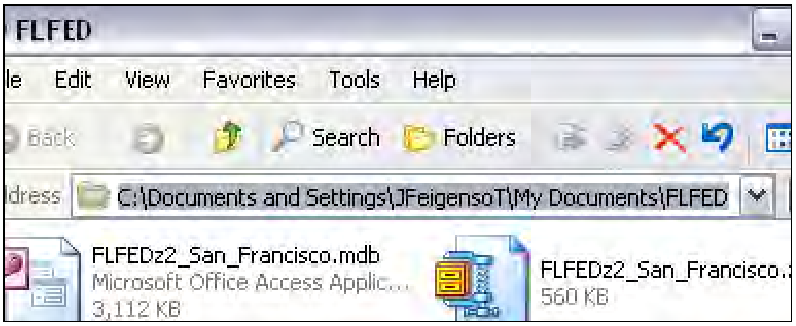
5. A WinZip file containing FLFED will appear in the same folder (the icon is a file cabinet held in a vice). Do not close this window as it will be helpful later on.

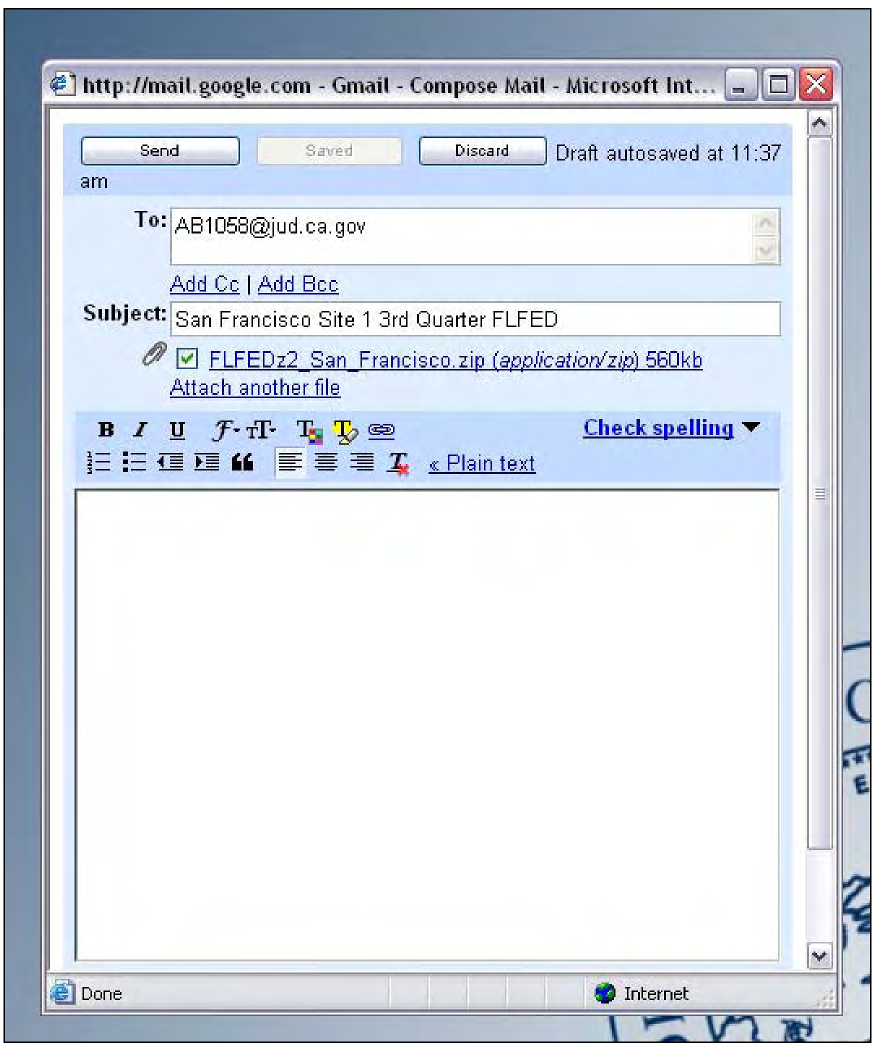


6. Open up your e-mail account using a web browser such as Internet Explorer. In the example below, a Gmail account is being used. Select 'Compose Mail.' In the 'To' field type in AB1058@jud.ca.gov and in the subject line please include your county's name and the current reporting period.



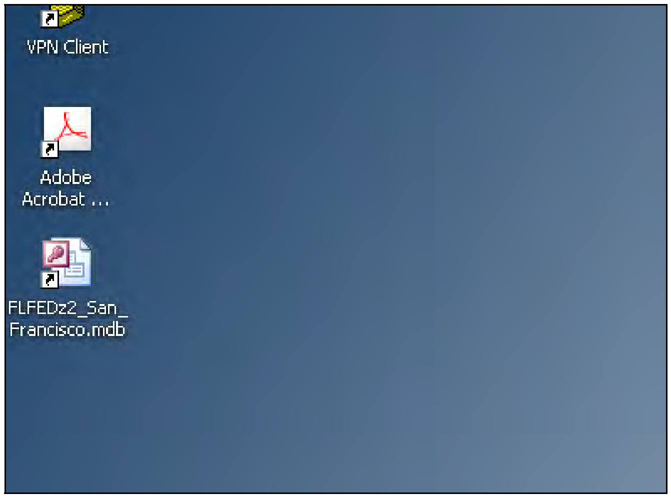
7. Because each webmail is set up differently, the final step of attaching the WinZip file to the e-mail will differ slightly. In Gmail, for example, pressing the ‘Attach a file’ button will bring up a small window to select the file for attachment. The easiest method for this part is to look at the file address for the zip file created in Step 5 (see the first picture below). Locate the zipped FLFED file and attach it to the e-mail message. Press ‘Send,’ and you’re done! If you do not receive a confirmation e-mail from the AOC within 72 business hours, please contact Jamie Lau directly.



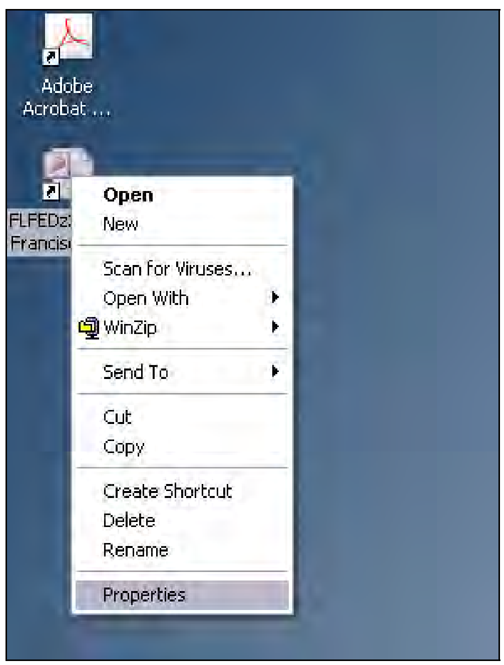


C. For Staff Posting FLFED to the AOC File Transfer Protocol (FTP) Site

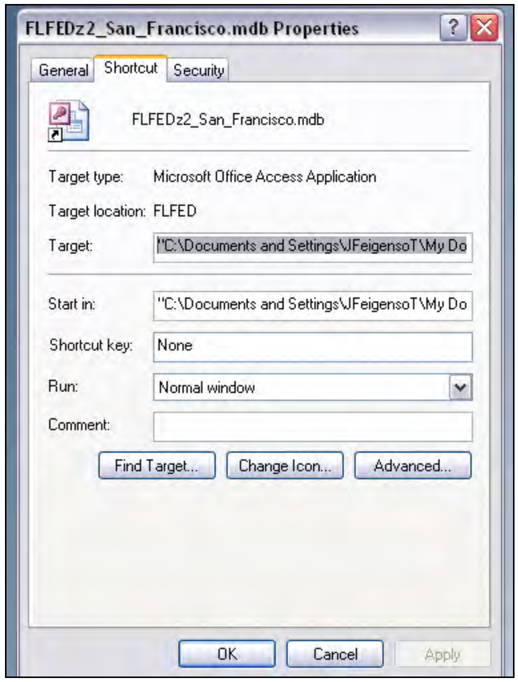
1. Locate the FLFED icon on your computer. If you have a shortcut on your desktop, please proceed with the steps below. (An arrow in the lower left corner of the icon will indicate if it is a shortcut or not.) If it is not a shortcut, skip to Step 4.



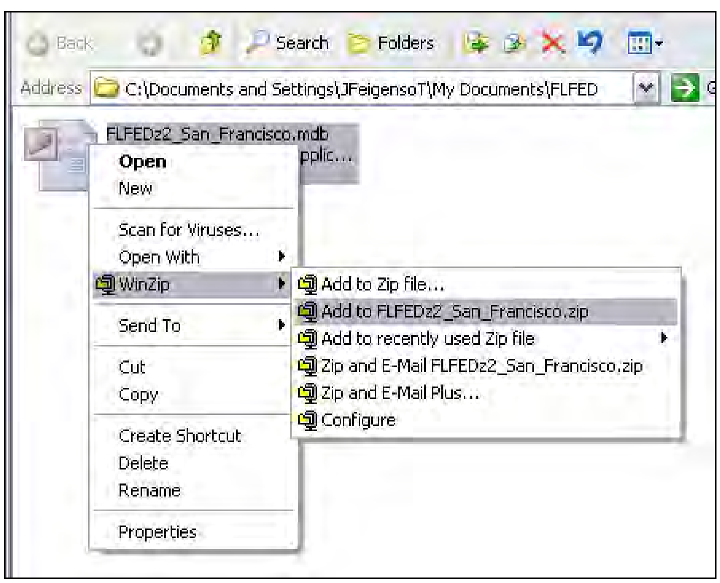
2. Right-click on the FLFED shortcut icon and left-click on 'Properties.'



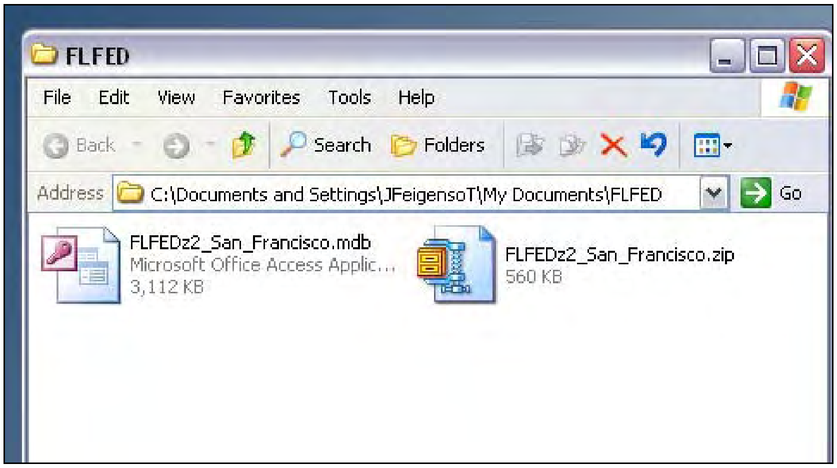
3. In the Properties box, select 'Find Target…'which is located below the Comment field. By clicking this button, the location of the actual FLFED file will be found and a window containing it will appear.



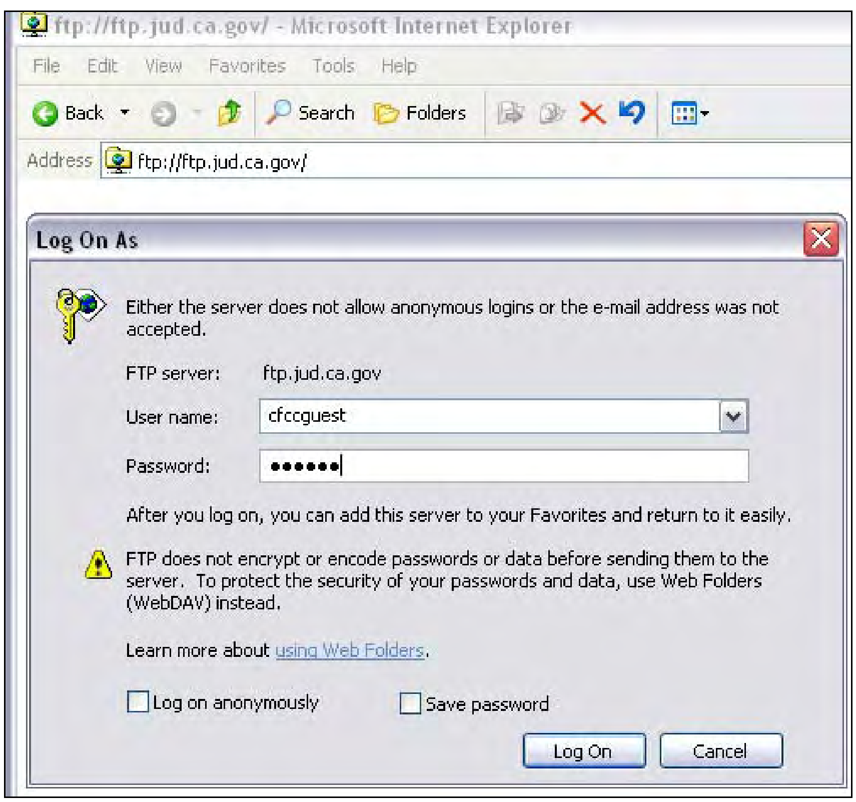
4. Right-click on the file itself and place your cursor over 'WinZip.' Left-click on the option 'Add to (file name).zip.'



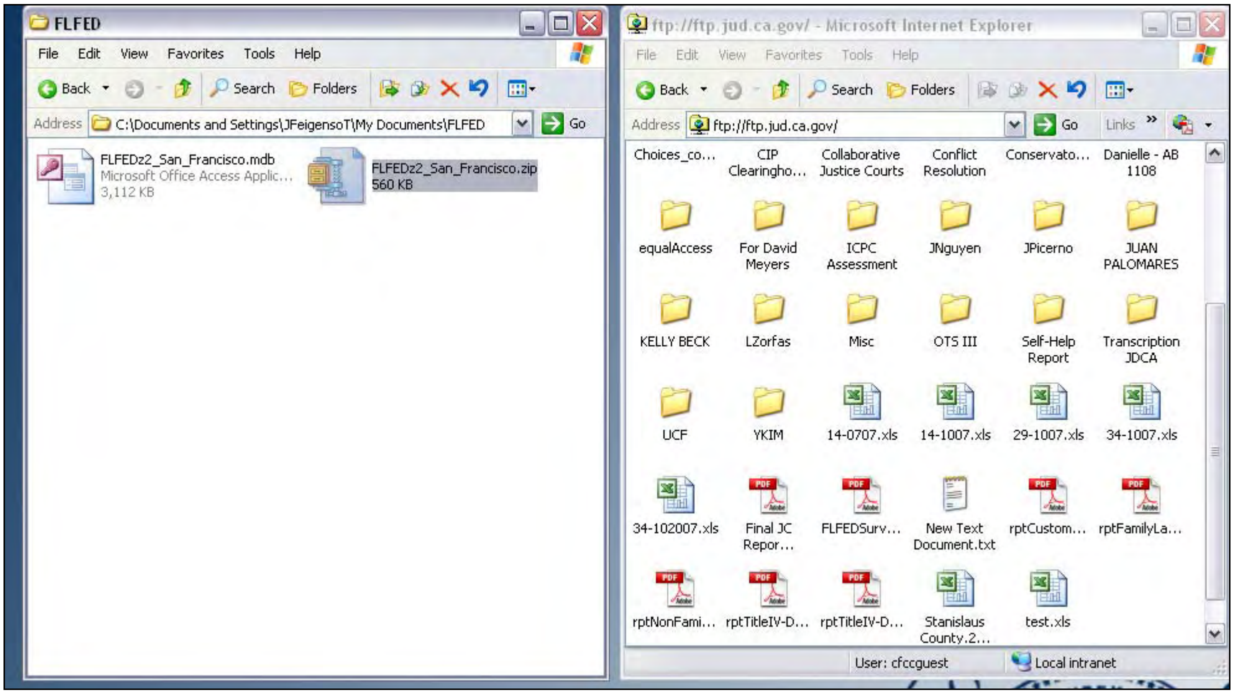
5. A WinZip file containing FLFED will appear in the same folder (the icon is a file cabinet held in a vice). Do not close this window as it will be helpful later on. If the zip file does not contain your county's name, please rename the file by right-clicking on the name and selecting 'Rename.' Make sure to keep the '.zip' at the end of the file name.



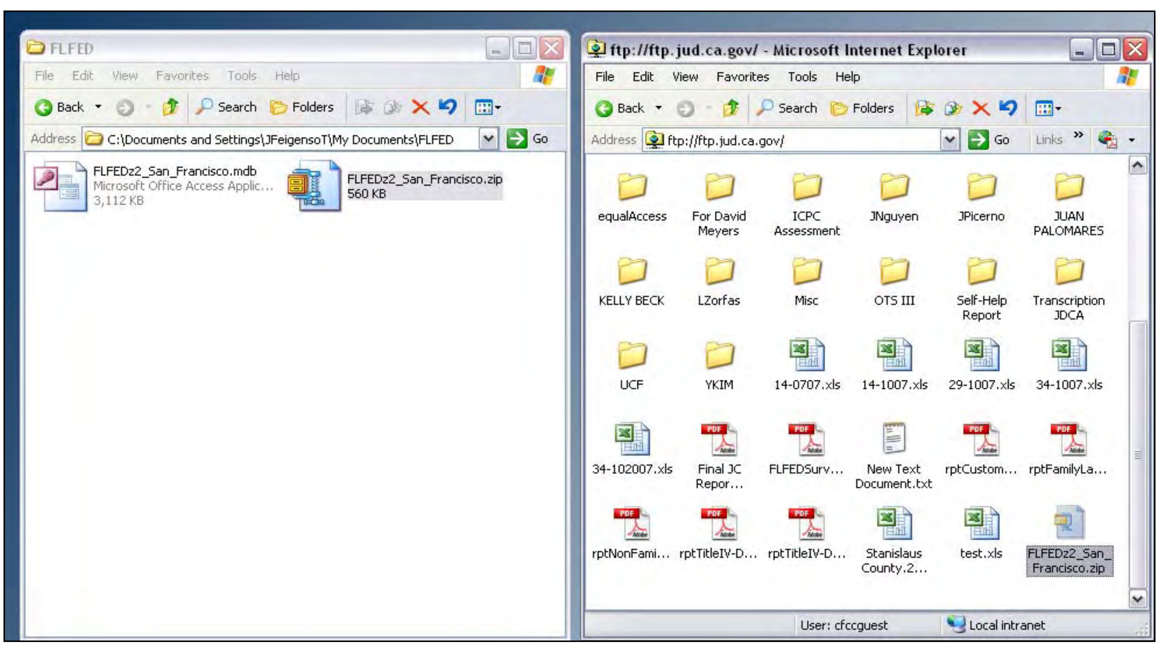
6. Open up a web browser such as Internet Explorer and type in the following address: **ftp://ftp.jud.ca.gov.** A login screen will appear (see picture below). Please use **cfccguest** as the User Name, and **123456** as the Password. Select 'Log On' to proceed.



7. Resize both the FTP window and the folder showing the zipped FLFED application so they are both side by side for easier access.



8. Left-click on the zipped FLFED icon and while holding down the button, drag the file over to the FTP window and release the mouse button. The last step is to contact the AOC at AB1058@jud.ca.gov indicating that you have posted your file to the FTP site. If you do not receive a confirmation e-mail from the AOC within 72 business hours, please contact Jamie Lau directly.



D. For Staff Who Have Multiple Databases in the Same Network Location

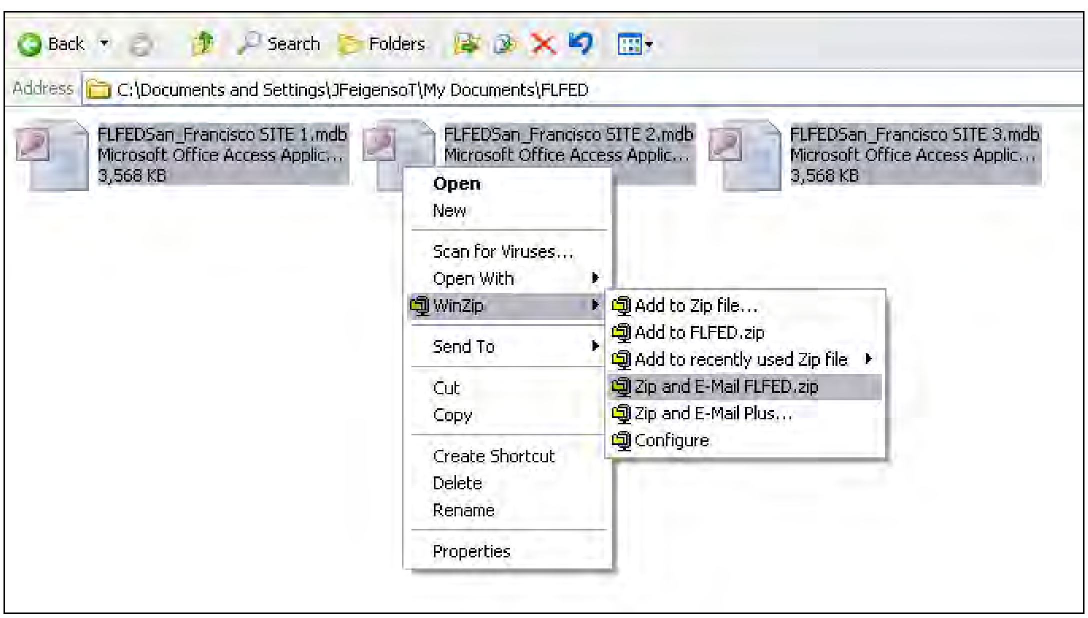
(If your county has multiple databases but each site will be sending in the file separately, please refer to sections A through C of this guide.)

1. Locate each FLFED icon on your computer. If you have a shortcut on your desktop, please proceed with the steps below. (An arrow in the lower left corner of the icon will indicate if it is a shortcut or not.) If it is not a shortcut, skip to Step 4.

2. Right-click on the first FLFED icon and left-click on 'Properties.'

3. In the Properties box, select 'Find Target…' which is located below the Comment field. By clicking this button, the location of the actual FLFED file will be found and a window containing it will appear.

4. Either select all the databases at once by highlighting one icon and pressing Ctrl + A, or manually select the FLFED files by holding down the Ctrl key and left-clicking on each file with your mouse. Right-click on any of the highlighted files, and place your cursor over 'WinZip.' If you are using Microsoft Outlook, follow Steps 4 and 5 starting on page 3. If you are using webmail (AOL, MSN, Gmail, Yahoo, etc…), follow Steps 4 through 7 starting on page 6. If you will post the file to the AOC FTP site, follow Steps 4 through 7 starting on page 10.



E. For Staff Who Have Multiple Databases in Different Folders on the Network

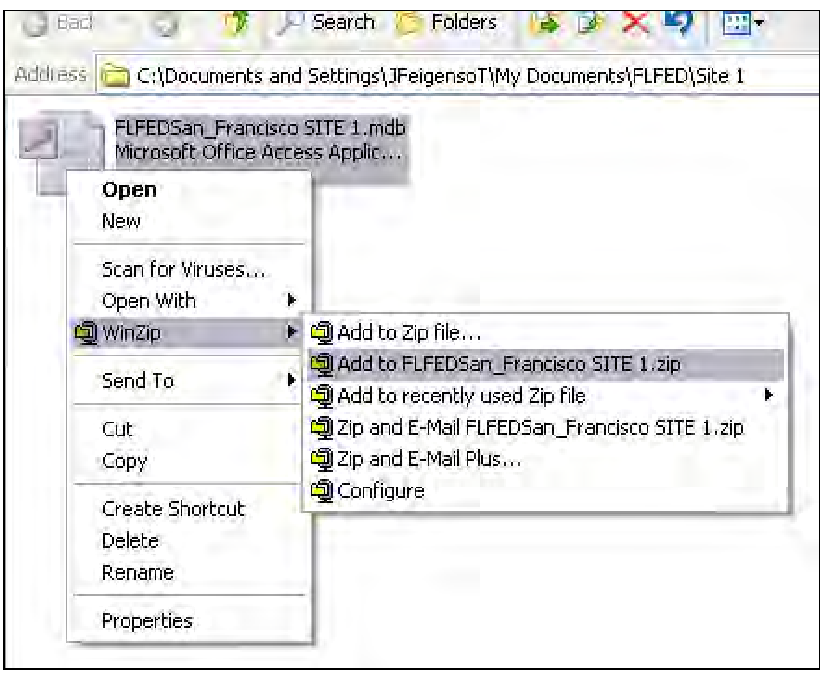
(This section applies to counties that have multiple databases, but each database resides in a different folder or network location. These steps help consolidate the effort to add multiple databases to one WinZip file.)

1. Locate each FLFED icon on your computer. If you have a shortcut on your desktop, please proceed with the steps below. (An arrow in the lower left corner of the icon will indicate if it is a shortcut or not.) If it is not a shortcut, skip to Step 4.

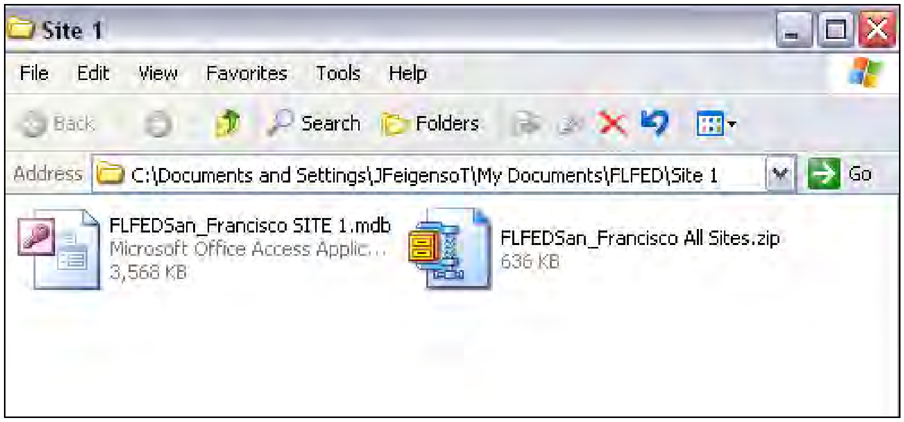
2. Right-click on the first FLFED icon and left-click on 'Properties.'

3. In the Properties box, select 'Find Target…' which is located below the Comment field. By clicking this button, the location of the actual FLFED file will be found and a window containing it will appear.

4. Right-click on the file itself and place your cursor over 'WinZip.' Left-click on the option 'Add to (file name).zip.'

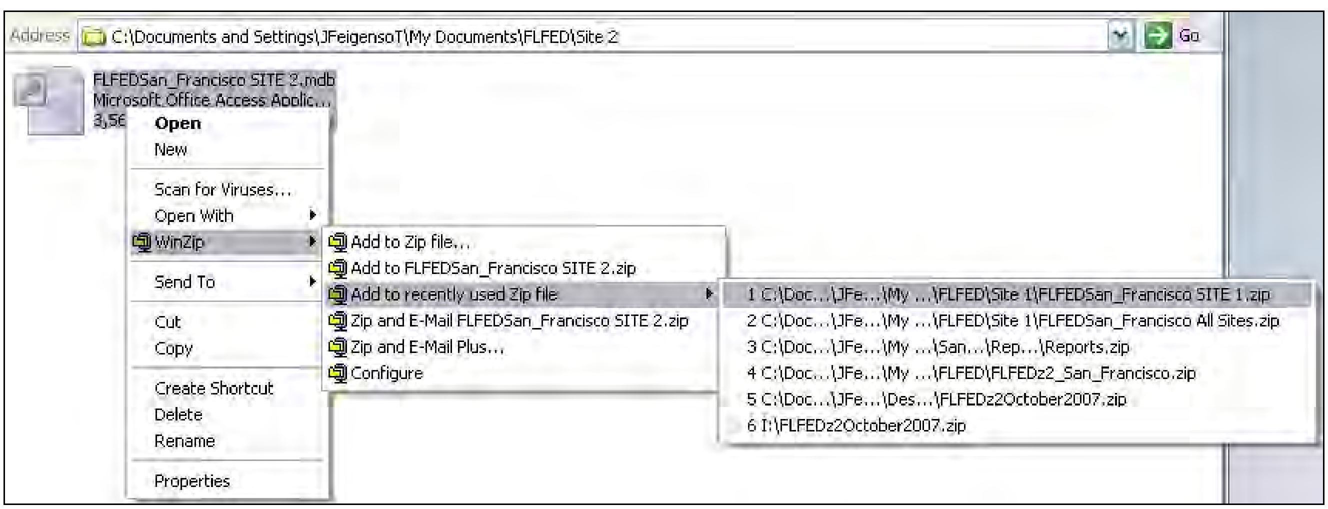


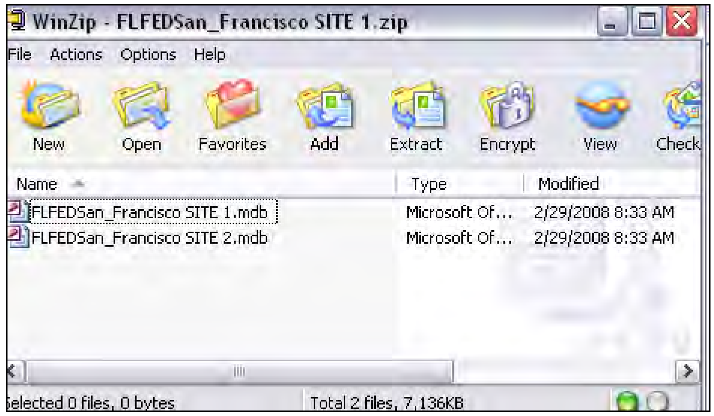
5. A WinZip file containing FLFED will appear in the same folder (the icon is a file cabinet held in a vice). Do not close this window as it will be helpful later on.



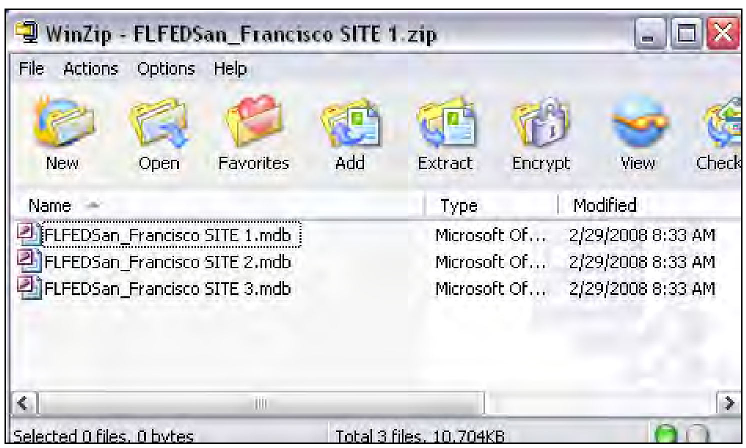
6. Repeat Steps 2 and 3 for the next database.

7. Once the window appears containing the second database, right-click on the file itself and place your cursor over 'WinZip.' Left-click on the option 'Add to recently used Zip file,' which will bring up another menu. In the example below, the file labeled 'FLFEDSan_Francisco SITE 1.zip' should be the zip file created for the first database. Click on this and the second database will be added to the same zip file containing the first database.





8. If you have more than two databases, repeat the above steps until all the databases have been added to the WinZip file. Once this is complete, open up the WinZip file to check that the files were added correctly. It should look similar to the screenshot below. Close the file when done.



9. Right-click on the zipped file and select 'Rename.' Change the name of the WinZip file to include your county's name followed by 'All Sites.' Make sure to keep the '.zip' at the end of the file name.

10. If you are using Microsoft Outlook, right-click on the WinZip file and place your cursor over 'WinZip.' Left-click on the option 'E-Mail (file name).zip.' If you are using webmail (AOL, MSN, Gmail, Yahoo, etc…), follow Steps 6 and 7 starting on page 7. If you will post the file to the AOC FTP site, follow Steps 6 through 8 starting on page 11.