



# SELF-HELP ONLINE WORKSHOP REGISTRATION

*Superior Court of California, County of Monterey*

## THE PROBLEM

Historically, interested participants and self-represented litigants had to physically visit the Self-Help Center located in Monterey during regular Court business hours.

The registration processes were manual, time consuming for both litigants and staff, paper oriented, and limited accessibility to the public.

*For Example: Self-represented litigants in King City had to drive 65 miles to register for the Self-Help services located in Monterey.*



## THE SOLUTION

The Court designed, developed and implemented an innovative web based technology solution - one that would

- Expand access to the workshop services offered by the Monterey County Superior Court's Self-Help Center to our community and the public from anywhere, anytime using the Internet.
- Leverage the Court's technological investment in the existing public website infrastructure to further the goals of the Judicial Council's Equal Access Project designed to provide assistance to self-represented litigants.
- Automate and streamline the Self-Help Workshop Registration processes resulting in operational efficiencies and overall cost savings.

## BENEFITS

The Self Help Online Registration module applies modern technology to significantly enhance the workshop registration processes for the stakeholders: the public and the Self-Help Center employees.

- Effective use of technology centralizes workshop registration data, enables easy schedule changes, and automates and streamlines the workshop registration process for the Self-Help Center employees.
  - Efficient use of the Internet expands accessibility for the public to view, and register for Self-Help workshops from anywhere, anytime using the Internet.
- Exposes the public to other aspects and information on the Court's public website while utilizing the self-help registration function.

"The registration function has been a great benefit to the Self-Help Center by affording the public a guaranteed, expedited way of ensuring an appointment, and by freeing up staff time to assist other litigants."

-- Peggy Hill, Family Law Facilitator

In addition to the immediate outcomes and benefits, the Self-Help Online Workshop Registration Module offers valuable long-term benefits. A prime example is the mining of historic data to forecast future workshop offerings (type and frequency) in alignment with the needs of the self-represented litigants. Other important long-term benefits include the Self-Help Center's resource forecasting and enhanced reporting.

## IMPACTS

- Successful launch of the Self-Help Online Workshop Registration Module [www.monterey.courts.ca.gov/SelfHelp/Workshops](http://www.monterey.courts.ca.gov/SelfHelp/Workshops)
- Self-Help Center employee time is significantly reduced by 5-10 minutes per sign-up due to the automation of the process
- Percentage of online registrations since the program launch are as follows:

