

Self-Help Tracking and Reporting Survey (STARS)

SELF HELP/AB1058 DATA COLLECTION
HANDBOOK 2018



JUDICIAL COUNCIL
OF CALIFORNIA

OPERATIONS AND PROGRAMS DIVISION
CENTER FOR FAMILIES, CHILDREN & THE COURTS

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Chapter 1: Instruction Guide

1.1 Introduction

The Self Help Tracking and Reporting Survey (STARS) is an online program that allows family law facilitator (FLF) and self-help staff to easily enter basic information about their customers and the services they provided. This program replaces the Family Law Facilitator Electronic Database (FLFED). It also allows courts to review reports on services they provided. This information collected will be used to report statewide statistics to the Department of Child Support Services, and to inform Judicial Branch policy and budget decision-making.

Questions for the survey were developed based on a summit and extensive review by family law facilitators and self-help providers.

STARS uses the Qualtrics Survey Data platform, which is licensed to the Judicial Council. There is no cost to the local court for implementing the new reporting system. STARS is available through a unique internet link sent to each court by the Judicial Council. Confidential data is not collected through this system. Time metrics and workload data are collected through time sheets and RAS data collections. Courts have access to their own data and statewide aggregate information, but not to other courts' data.

This system is compatible with PC, mobile devices, including tablets, phones, and devices that use browser-based operating systems, such as Android, Windows 10 and Apple OS. No other software installation is required to use this platform.

1.2 Main Menu

To access STARS, please check with your FLF/Self Help Center manager or supervisor. Your manager should already have a dedicated link that you can use to begin entering service data.

Data Collection Modules:

The full data collection tool consists of the following questions or data entry fields and optional responses.

Q1. Date of Service:

This item captures the date service was provided to the customer. The STARS system will automatically generate the actual calendar date, so you must manually change this if you are entering a survey for an earlier date.

Ref.#. Survey Reference Number: 237291813

Q1. Date of Service:

Q2. County:

By default, this field identifies the location where services are provided, documented and reported. If there are multiple SHC/FLF service locations, please check with your program manager to obtain or confirm you have the correct dedicated data entry link to the STARS tool.

Q2. County:

Q3. Has the customer visited this self-help center before?

- ✓ Single response, mark only one.
- ✓ This question helps distinguish between first-time customers to this center and those who have visited before on any issue or matter.

Q3. Has the customer visited this self-help center before?

Yes

No

Customer Doesn't Know

Q4. Language customer feels most comfortable speaking

- ✓ Single response, mark only one.
- ✓ This item should capture the language that the customer feels most comfortable speaking. This item will flag the need for service and help assess whether customers' language needs are being met. When selecting "Other," please specify the language. There are 87 languages listed in alphabetical order in the "Other" section.
- ✓ **Please ask this question to all customers regardless of the language spoken at point of contact.** This is not intended to collect data on the language the services are provided to court customers. **The intent is to collect data on the language the customer feels most comfortable speaking.**

Q4. Language customer feels most comfortable speaking
(If not listed, select "Other")

English	Armenian
Spanish	Persian/Farsi
Chinese/Cantonese	Cambodian
Chinese/Mandarin	Hmong
Filipino/Tagalog	Russian
Vietnamese	Arabic
Korean	Other

Q4.1a. Language customer feels most comfortable speaking
(Select from drop down list)

Q4.1b. If language is not listed above, enter language name here

Q4. Language customer feels most comfortable speaking

The screenshot shows a web browser window displaying a survey form. On the left, a dropdown menu is open, listing various languages: Albanian, Amharic, Bantu, Bengali, Bielorussian, Bisayan, Bulgarian, Burmese, Chamorro, Croatian (highlighted in blue), Cushite, Czech, Danish, Dutch, and Fijian. Below the list is an empty text input field. On the right, the survey form is visible, featuring a red button labeled 'Other' and a grey button labeled 'Arabic'. Below these buttons, the text 'feels most comfortable speaking' is partially visible. At the bottom of the form, there is a section for 'Q4.1b. If language is not listed above, enter language name here' with an empty text input field.

Q5. Customer's Zip Code

- ✓ Enter the customer's HOME zip code in the zip code field.
- ✓ Check "Customer **does not have** a zip code" if the customer does not have a zip code.
- ✓ Check "Customer **did not provide** a zip code" if customer does not know or want to provide zip code.

Q5. Customer's Zip Code

Zip code

94102

Customer **does not have** a zip code

Customer **did not provide** a zip code

Q6. Did the customer look online for legal information before coming to this office?

This section seeks to find out if the court customer, prior to visiting the self-help center, visited any websites seeking legal assistance. Examples include::

- ✓ California Courts' Self Help site
- ✓ Court website
- ✓ Nolo
- ✓ Legal Zoom
- ✓ Reddit
- ✓ Avvo

Q6. Did the customer look on-line for legal information before coming to this office?

Yes

No

Customer doesn't know

Q7. How service is provided

This item indicates the way the service was provided (Check all that apply).

Q7. How service is provided: (Select all that apply)

<input checked="" type="checkbox"/> In-person <i>(One-on-one services or workshop)</i>	<input type="checkbox"/> CoBrowsing <i>(remote asst. browsing)</i>
<input type="checkbox"/> Telephone	<input type="checkbox"/> Mail <i>(Correspondence)</i>
<input type="checkbox"/> Text message	<input type="checkbox"/> Video Conference <i>(i.e., Skype, Zoom, etc.)</i>
<input type="checkbox"/> E-mail	<input type="checkbox"/> Other: <input type="text"/>
<input type="checkbox"/> Live Chat	

Q8. IV-D triage conducted

IV-D Triage is defined as very brief (5 minutes or less per customer) Family Law Facilitator services such as providing basic information on court processes, distribution of court forms, making a referral or screening the customer to determine eligibility for services and type of services needed.

Q8. IV-D triage conducted

<input checked="" type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Don't Know

Q9. Services provided (select all that apply)

This question is intended to capture information about the service delivery method for services provided. Staff should select all that apply.

Courtroom Services

Courtroom services include assisting bench officers in the courtroom by answering litigant questions, explaining forms and documents, and explaining outcomes or making referrals. It can be difficult to collect customer data in the courtroom setting. If staff cannot collect customer data on customers who were assisted in the courtroom they should be included under Daily Statistics as Customers Served in Courtroom.

Settlement Assistance/Mediation

Settlement assistance includes in-person service and assistance provided at the same time to both sides of a case to reach an agreement in the case.

Services provided in a language other than English

Use if the program was able to assist the LEP litigant in the language that they were most comfortable speaking. This may be provided by an interpreter, bilingual staff or volunteers, LanguageLine or similar service.

Workshop

Workshops are services provided in a group setting that include a group presentation.

- ✓ They may include a component of individualized services such as individually reviewing participants' forms for completeness.
- ✓ They do not include short presentations (less than 15 minutes) on general information about the availability and/or logistics of services followed by individualized assistance with forms and/or analysis of the legal issues facing a customer. Such services should be tracked as one-on-one services.

Q9. Services provided: *(Select all that apply)*

Forms and/or Documents	Order After Hearing or Judgment
Information provided <i>(Legal and/or Procedural)</i>	Services provided in a Language Other than English
Courtroom Services	Workshop
Settlement Assistance/Mediation	Other:

Q9.1 Forms/Documents Services provided: (Select all that apply)

Help with Document Assembly

- ✓ Assisting litigants to use Guide & File, LawHelp Interactive (Hotdocs) or similar programs

Help with E-filing

- ✓ Providing instructions on how to e-file, answering questions, troubleshooting problems with computer programs, or assisting litigants to e-file from center computers

Q9.1. SHC Forms/Documents: (Select all that apply)

Review Forms	Make Copies/Organize Documents/Mailings
Provide Forms and/or Info Packets	Help with Document Assembly (<i>HotDocs, Guide and File</i>)
Help with Completing Forms	Help with E-filing

Q10. Service(s) customer receives

IV-D Services Only

- ✓ Services provided to a customer whose issues involve paternity, child support order establishment, modification, enforcement or health insurance on a case that is currently receiving services from a local child support agency.

Non IV-D Services Only

- ✓ Any assistance other than IV-D cases. This is any other type of service that is provided by the Self-Help Center or Family Law Facilitator that is not eligible for AB1058 funding as defined above.

IV-D and/or Non IV-D Services

✓ Check for those customers receiving services for both IV-D eligible and other services

Q10. Service(s) customer received

IV-D Services Only

Non IV-D Services Only

IV-D and Non IV-D Services

Q11. IV-D Services Provided (select all that apply)

Identify the type of IV-D issues in which assistance was provided.

Q11.
IV-D Services provided: *(select all that apply)*

Modify Child Support	License Revocation
Support Arrears	Spousal Support
Establish Child Support	Paternity
Preparation of Order	Set Aside
Medical Support	Other Title IV-D service
Answer	

INSTRUCTIONS: END of IV-D.

If the only services that were provided were IV-D governmental child support services, this is the end of the survey.

.....

Q12. Family Law Service(s) provided: (Select all that apply)

Identify the type of case in which assistance was provided.

- ✓ This category covers 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

Q12. Family Law Service(s) provided: (Select all that apply)

Adoption	Domestic Violence-Respondent
Child Support (Non IV-D Services)	Parentage (Non IV-D Paternity)
Child Custody and/or Visitation	Spousal or Partner Support
Divorce	Other Family Law:
	<input type="text"/>
Domestic Violence-Petitioner	

Q13. Civil Service(s) provided: (Select all that apply)

Identify the type of issues in which assistance was provided.

Q13. Civil Service(s) provided: (Select all that apply)

Civil Harassment - Petitioner	Civil Harassment - Respondent
Landlord/Tenant - Landlord	Landlord/Tenant - Tenant
Small Claims – Plaintiff	Small Claims - Defendant
Consumer Debt	Elder Abuse
Name Change	Other Limited Civil
General Civil	Other:
	<input type="text"/>

Q14. Probate Services provided: (Select all that apply)

Identify the type of issues in which assistance was provided.

Q14. Probate Service(s) provided: *(Select all that apply)*

<input checked="" type="checkbox"/> Guardianship – Petitioner	<input type="checkbox"/> Limited Conservatorship
<input type="checkbox"/> Guardianship – Objector	<input type="checkbox"/> Probate
<input type="checkbox"/> Conservatorship	<input type="checkbox"/> Other: <input type="text"/>

Q15. Expungements/Traffic Service(s) provided: (Select all that apply)

Identify the type of issues in which assistance was provided.

Q15.
Expungements/Traffic: Other Miscellaneous non IV-D Services provided *(Select all that apply)*

<input checked="" type="checkbox"/> Expungements	<input type="checkbox"/> Other: <input type="text"/>
<input type="checkbox"/> Traffic	

End of data collection elements. To enter a new customer encounter, on the Survey Completion window, click on the link and you will be provided with a new data entry form.

Survey Completion

---- You have reached the END of the SURVEY----

[Click here to submit and continue entering survey data.](#)

Q1. Date of Service:		If IV-D Only (Complete Q1–Q11.1) If IV-D and Non IV-D services or Non IV-D only (Complete applicable sections Q1–Q16)

Q3. Has the customer visited this self-help center before?		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Customer Doesn't Know
Q4. Language customer feels most comfortable speaking:		
<input type="checkbox"/> English		
<input type="checkbox"/> Spanish		
<input type="checkbox"/> Cantonese		
<input type="checkbox"/> Mandarin		
<input type="checkbox"/> Filipino/Tagalog		
<input type="checkbox"/> Vietnamese		
<input type="checkbox"/> Korean		
<input type="checkbox"/> Armenian		
<input type="checkbox"/> Persian/Farsi		
<input type="checkbox"/> Cambodian		
<input type="checkbox"/> Hmong		
<input type="checkbox"/> Russian		
<input type="checkbox"/> Arabic		
<input type="checkbox"/> Other:		
Q5. Customer's Zip Code:		
Zip Code:	<input style="width: 150px; height: 25px;" type="text"/>	
Customer does not have a Zip Code <input type="checkbox"/>		
Customer did not provide a Zip Code <input type="checkbox"/>		

Q6. Did the customer look online for legal information before coming to this office?		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Customer Doesn't Know

Q7. How service is provided: <i>(Select all that apply)</i>		
<input type="checkbox"/> In-person <i>(One-on-One Services or workshop)</i>		
<input type="checkbox"/> Telephone		
<input type="checkbox"/> Text [SMS]		
<input type="checkbox"/> E-mail		
<input type="checkbox"/> Live Chat		
<input type="checkbox"/> CoBrowsing <i>(remote asst. browsing)</i>		
<input type="checkbox"/> Mail <i>(Correspondence)</i>		
<input type="checkbox"/> Video Conf. <i>(Skype, Zoom, etc.)</i>		
<input type="checkbox"/> Other:		
Q8. IV-D triage conducted		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't know
Q9. Services provided: <i>(Select all that apply)</i>		
<input type="checkbox"/> Forms and/or Documents <i>(Select all that apply)</i>		
<input type="checkbox"/> Review Forms		
<input type="checkbox"/> Provide Forms and/or Info Packets		
<input type="checkbox"/> Help with Completing Forms		
<input type="checkbox"/> Make Copies/Organize Documents/Mailings		
<input type="checkbox"/> Help with Document Assembly		
<input type="checkbox"/> Help with E-filing		
<input type="checkbox"/> Information provided		
<input type="checkbox"/> Courtroom Services		
<input type="checkbox"/> Settlement Assistance/Mediation		
<input type="checkbox"/> Order After Hearing or Judgment		
<input type="checkbox"/> Services provided in a Language Other than English		
<input type="checkbox"/> Workshop		
<input type="checkbox"/> Other:		

Q10. Service(s) customer received:

- IV-D Services only
- Non IV-D Services only
- IV-D and Non IV-D Services

Q11. IV-D Services Provided: *(Select all that apply)*

- Modify Child Support
- Support Arrears
- Establish Child Support
- Preparation of Order
- Medical Support
- Answer
- License Revocation
- Spousal Support
- Paternity
- Set Aside
- Other Title IV-D service

Q12. Family Law Service(s) provided:*(Select all that apply)*

- Adoption
- Child Support (non IV-D Services)
- Child Custody and/or Visitation
- Divorce
- Domestic Violence – Petitioner
- Domestic Violence – Respondent
- Parentage *(Non IV-D Paternity)*
- Spousal or Partner Support
- Other Family Law

Q13. Civil Service(s) provided: *(Select all that apply)*

- Civil Harassment – Petitioner
- Civil Harassment – Respondent
- Landlord/Tenant – Tenant
- Landlord/Tenant – Landlord
- Small Claims – Plaintiff
- Small Claims - Defendant
- Consumer Debt
- Elder Abuse
- Name Change
- Other Limited Civil
- General Civil
- Other:

Q14. Probate Services provided:*(Select all that apply)*

- Guardianship – Petitioner
- Guardianship – Objector
- Conservatorship
- Limited Conservatorship
- Probate
- Other:

**Q15. Expungements, Traffic: Other
Miscellaneous non IV-D Services provided:***(Select all that apply)*

- Expungements
- Traffic
- Other:

1.3 Statistics and Workshops

Statistics and Workshops Report

Self-Help Centers and Facilitators offices are busy places and sometimes you won't be able to capture the information for every person you serve every day. In order to make sure that we are able to report on actual number of persons served, it is important that we at least have a record of those additional people served.

It may be easiest to just keep track and enter that information on the Daily Statistics and Workshop Tool while it is fresh in your mind. If everyone records the people that they assisted and were not able to complete a Customer Survey for each day, those totals will be collected – and that's all your center will need to do.

If you have another method of keeping track of those persons, that should be submitted at least once per month, on the first Friday of the month, to make sure that the information is current.

Your center may want to designate one person to keep track of all workshops and # of persons attending those workshops or might have the person who led the workshop just enter that information for the workshops they provided.

Monthly Statistics and Workshops Report

If you don't enter the information in on a daily or more regular basis, Court staff at each Self-Help Center/FLF office will need to submit the monthly statistics and workshop count report by close of business on the **first Friday of each month** so that monthly reports can be run with comparable numbers.

You can submit this by using a dedicated “Monthly Statistics and Workshop” hyperlink.

Monthly Vs. Daily Statistics and Workshop Tools

If you use the Daily Statistics and Workshop dedicated tool—you can just enter that information at the end of the day, or as soon as possible thereafter. Programs that use the daily reporting tool do not need to submit a monthly report. Any data entered via the daily reporting dedicated link, will by default create and submit (on your behalf) the required monthly report. It is very important that if you use the daily reporting tool, all information needs to be entered real-time and/or completely entered by no later than the first Friday of each Month.

Note: The daily statistics and workshop tool can be extremely useful in ensuring daily stats are accurately collected and packaged into monthly reports for JCC dissemination. If you use the Daily reporting tool to track and submit total counts daily, your court program does not need to submit a monthly report.

Daily Statistics and Workshops Tool

Daily Statistics are recorded for all customer contacts **not included in the Customer Survey**.

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 or changing an appointment time.
- ✓ If the phone call is longer than 5 minutes or so, please try to complete the Customer Information Form for the interaction, rather than just checking this box.

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 (those without individual customer service form)

- ✓ Use this daily count for any customer who was assisted in a courtroom and for whom a survey was not collected.

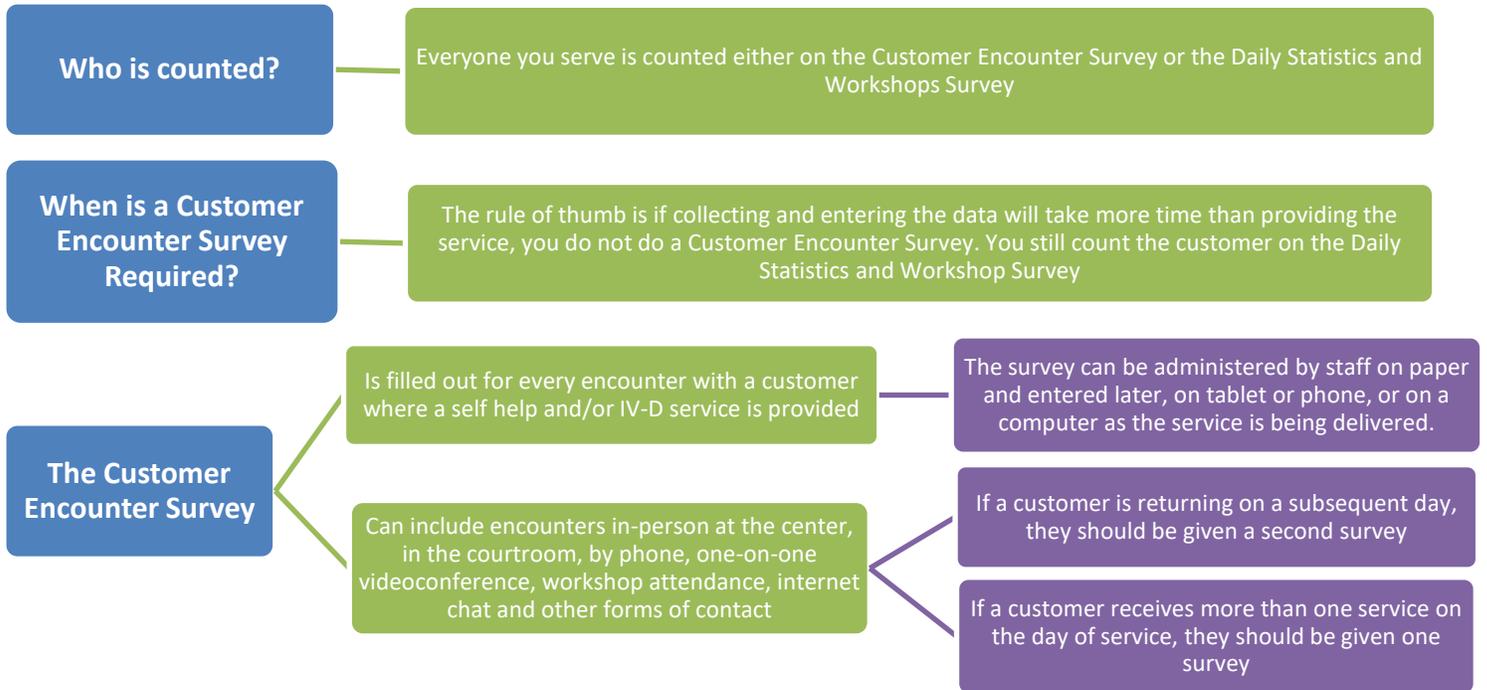
Workshop Attendees

- ✓ Workshop attendees who were not included in the Customer Survey.

Customers not recorded:

- ✓ Use this daily count for persons assisted, but for whom a Customer Survey was not completed.

1.4 Self Help Center/AB1058 Survey Application at a Glance



1.5 Daily Statistics and Workshop Instructions



Daily Statistics and Workshops (v1-D091818)

Q1. County:	
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Q2. Daily Statistics Reporting	
If extensive services are provided by telephone, brief information and referrals, or service to customers in the courtroom, please complete the Customer Information Form for each encounter.	Data Entry Field
Today's Date:	
# of Phone Calls:	
# of Brief Information and Referral(s):	
# of Customers Served in the Courtroom:	
# of Workshop attendees not included in the Customer Survey:	
# of Customers not recorded:	

Q3. Family Law Workshops (Enter information as applicable for each program type).			
	# of Workshops	Total Time (Minutes)	Total # of Attendees
Adoption			
Child Support (non IV-D Services)			
Child Custody and/or Visitation			
Divorce			
Domestic Violence–Petitioner			
Domestic Violence–Respondent			
Parentage			
Spousal or Partner Support			
Other Family Law			

Q4 Non Family Law Workshops (Enter information as applicable for each program type).			
(Enter information as applicable for each program type).	# of Workshops	Total Time (Minutes)	Total # of Attendees
Civil Harassment–Petitioner			
Civil Harassment–Respondent			
Landlord/Tenant–Tenant			
Landlord/Tenant–Landlord			
Guardianship–Petitioner			
Guardianship–Objector			
Conservatorship			
Limited Conservatorship			
Elder Abuse			
General Civil			
Name Change			
Probate			
Small Claims–Plaintiff			
Small Claims–Defendant			
Expungements			
Traffic			
Other (16)			

Monthly Statistics and Workshops (v1-M091818)

Q1. County:	
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Q2. Monthly Statistics Reporting	
If extensive services were provided by telephone, brief information and referrals, or service to customers in the courtroom, please complete the Customer Information Form for each encounter.	Data Entry Field
Reporting Month:	
# of Phone Calls received during the reporting month:	
# of Brief Information and Referral(s) during the reporting month:	
# of Customers Served in the Courtroom during the reporting month:	
# of Workshop attendees not included in the Customer Survey during the reporting month:	
# of Customers not recorded during the reporting month:	

Q3. Family Law Workshops (Enter information as applicable for each program type if held during the reporting month).			
	# of Workshops	Total Time (Minutes)	Total # of Attendees
Adoption			
Child Support (non IV-D Services)			
Child Custody and/or Visitation			
Divorce			
Domestic Violence–Petitioner			
Domestic Violence–Respondent			
Parentage			
Spousal or Partner Support			
Other Family Law			

Q4 Non Family Law Workshops (Enter information as applicable for each program type if held during the reporting month)

(Enter information as applicable for each program type).	# of Workshops	Total Time (Minutes)	Total # of Attendees
Civil Harassment–Petitioner			
Civil Harassment–Respondent			
Landlord/Tenant–Tenant			
Landlord/Tenant–Landlord			
Guardianship–Petitioner			
Guardianship–Objector			
Conservatorship			
Limited Conservatorship			
Elder Abuse			
General Civil			
Name Change			
Probate			
Small Claims–Plaintiff			
Small Claims–Defendant			
Expungements			
Traffic			
Other (16)			