

Self-Help Center (SHC) Financial & Data Reporting

I. Ways the SHC Program Receives Data (5 min.)

- Phoenix Financial Reports
- SHC: Narrative Survey and Customer Counts
- FLFED: Customer Counts (show screen shot of data page used by SHC program)

II. Fiscal Reporting (10 min.)

- How to code expenses so we see the charge
- Charging AB 1058 to SHC
- Coding all SHC program expenses vs. coding only MOU- funded expenses
- What we see (screen shots of how coding translate into our review)

III. Narrative Progress Reports

How to Report Narrative Data for the SHC Program (10 min.)

- How to Report Based on Type of Operations (Screen shot of Survey Monkey question)
 - Stand Alone SHC
 - Expanded (combined) FLF and SHC Operations
 - Mixed- Center Operations
- Consolidated vs. Separate reports for all multiple locations
- Data consistency within each court
 - Appoint a data coordinator to aggregate before reporting
 - Establish a common protocol for your centers
 - Use the same protocol each quarter

IV. Service/Encounter Data Tracking (10 min.)

New Method for SHC Customer Counts on SHC Quarterly Reports (10 min.)

- Workshops
- Individuals Assistance
- Brief Encounters
- Forms & Pamphlets Only

Practical Exercise #2: Day in the life of an SHC (10 min.)

- Breakout group exercise
- Group Responses/Discussion

Group Feedback/Discussion: Doable Data Snapshots (15 min.)

Self-Help Center Reporting
Daily Counts at Standalone Centers
Scenario-Exercise

Count the encounters for the day in the life of an SHC?

- 25 people attended a workshop on OSC's that included both child support and child custody.
- 20 people were helped individually for more than 5 minutes each
- 15 people only made appointments for a workshop, 5 of them took the needed forms and instructions prior to that appointment, total time for each was under 5 minutes
- 10 asked self help related questions that took 5 minutes or less to address
- 5 people called on the phone and were referred to other agencies or the court website (3 of these people each took under 5 minutes to help and 2 took more than 5 minutes each
- 5 people only asked directions to other court divisions
- 5 people were repeat customers who only stopped in to ask/verify directions to the correct courtroom or mediation center
- 5 people who received assistance earlier in the week returned for additional assistance of more than 5 minutes
- Self-help staff assisted 8 litigants in the courtroom to finalize their case
- Self-help employees staffed a booth at an Asian Pacific Cultural Festival at which 50 people took brochures

What were the counts for the day?

Full in Person Encounters (>5 minutes)	Brief In-Person Encounters (<5 minutes)	Served in Courtroom	Phone Calls (>5 minutes)	Phone Calls (<5 minutes)	Correspondence (mail, fax, email)	Workshops	Narrative Info