Self-Help Tracking and Reporting Survey (STARS)

SELF HELP/AB1058 DATA COLLECTION HANDBOOK 2018
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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.

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.
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.

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.
Q4.1a. 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
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.

![Zip Code Input](image1)

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

![Online Information Options](image2)
Q7. How service is provided

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

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.
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.
Q9.1 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

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.

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.

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

Identify the type of issues in which assistance was provided.
Q14. **Probate Services provided: (Select all that apply)**
Identify the type of issues in which assistance was provided.

![Probate Service(s) provided: (Select all that apply)](image)

Q15. **Expungements/Traffic Service(s) provided: (Select all that apply)**
Identify the type of issues in which assistance was provided.

![Expungements/Traffic Service(s) provided: (Select all that apply)](image)

**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](image)
<table>
<thead>
<tr>
<th>Question</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1. Date of Service:</td>
<td></td>
</tr>
<tr>
<td>Q3. Has the customer visited this self-help center before?</td>
<td>☐ Yes ☐ No ☐ Customer Doesn’t Know</td>
</tr>
<tr>
<td>Q4. Language customer feels most comfortable speaking:</td>
<td>☐ English ☐ Spanish ☐ Cantonese ☐ Mandarin ☐ Filipino/Tagalog ☐ Vietnamese ☐ Korean ☐ Armenian ☐ Persian/Farsi ☐ Cambodian ☐ Hmong ☐ Russian ☐ Arabic ☐ Other:</td>
</tr>
<tr>
<td>Q5. Customer’s Zip Code:</td>
<td>Zip Code:</td>
</tr>
<tr>
<td>Customer does not have a Zip Code ☐</td>
<td>Customer did not provide a Zip Code ☐</td>
</tr>
<tr>
<td>Q6. Did the customer look online for legal information before coming to this office?</td>
<td>☐ Yes ☐ No ☐ Customer Doesn’t Know</td>
</tr>
<tr>
<td>Q7. How service is provided: (Select all that apply)</td>
<td>☐ In-person (One-on-One Services or workshop) ☐ Telephone ☐ Text [SMS] ☐ E-mail ☐ Live Chat ☐ CoBrowsing (remote asst. browsing) ☐ Mail (Correspondence) ☐ Video Conf. (Skype, Zoom, etc.) ☐ Other:</td>
</tr>
<tr>
<td>Q8. IV-D triage conducted</td>
<td>☐ Yes ☐ No ☐ Don’t know</td>
</tr>
<tr>
<td>Q9. Services provided: (Select all that apply)</td>
<td>☐ Forms and/or Documents (Select all that apply) ☐ Review Forms ☐ Provide Forms and/or Info Packets ☐ Help with Completing Forms ☐ Make Copies/Organize Documents/Mailings ☐ Help with Document Assembly ☐ Help with E-filing ☐ Information provided ☐ Courtroom Services ☐ Settlement Assistance/Mediation ☐ Order After Hearing or Judgment ☐ Services provided in a Language Other than English ☐ Workshop ☐ Other:</td>
</tr>
</tbody>
</table>
**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

Who is counted?
Everyone you serve is counted either on the Customer Encounter Survey or the Daily Statistics and Workshops Survey

When is a Customer Encounter Survey Required?
The rule of thumb is if collecting and entering the data will take more time than providing the service, you do not do a Customer Encounter Survey. You still count the customer on the Daily Statistics and Workshop Survey

The Customer Encounter Survey
Is filled out for every encounter with a customer where a self help and/or IV-D service is provided
- The survey can be administered by staff on paper and entered later, on tablet or phone, or on a computer as the service is being delivered.
- If a customer is returning on a subsequent day, they should be given a second survey
- If a customer receives more than one service on the day of service, they should be given one survey

Can include encounters in-person at the center, in the courtroom, by phone, one-on-one videoconference, workshop attendance, internet chat and other forms of contact

1.5 Daily Statistics and Workshop Instructions

The Daily Statistics and Workshops
This survey is filled out once a day
- Enter daily counts for customer contacts that did not generate a customer survey: brief services and settings where it was not feasible to gather survey information
- Enter the count of workshop attendees for whom no customer survey was collected
- Enter the daily log of workshops. Include all workshop attendees in this count, whether or not a customer survey was collected
## Daily Statistics and Workshops (v1-D091818)

### Q1. County:

### Q2. Daily Statistics Reporting

<table>
<thead>
<tr>
<th>Data Entry Field</th>
<th>Today's Date:</th>
<th># of Phone Calls:</th>
<th># of Brief Information and Referral(s):</th>
<th># of Customers Served in the Courtroom:</th>
<th># of Workshop attendees not included in the Customer Survey:</th>
<th># of Customers not recorded:</th>
</tr>
</thead>
</table>

### Q3. Family Law Workshops (Enter information as applicable for each program type).

<table>
<thead>
<tr>
<th>Program Type</th>
<th># of Workshops</th>
<th>Total Time (Minutes)</th>
<th>Total # of Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adoption</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child Support (non IV-D Services)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child Custody and/or Visitation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Divorce</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Domestic Violence–Petitioner</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Domestic Violence–Respondent</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parentage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spousal or Partner Support</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Family Law</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Q4 Non Family Law Workshops (Enter information as applicable for each program type).

<table>
<thead>
<tr>
<th>Program Type</th>
<th># of Workshops</th>
<th>Total Time (Minutes)</th>
<th>Total # of Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil Harassment–Petitioner</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Civil Harassment–Respondent</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Landlord/Tenant–Tenant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Landlord/Tenant–Landlord</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guardianship–Petitioner</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guardianship–Objector</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Conservatorship</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Limited Conservatorship</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elder Abuse</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Civil</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name Change</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Probate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small Claims–Plaintiff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small Claims–Defendant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expungements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Other (16)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Q1. County:**

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**Q2. Monthly Statistics Reporting**

<table>
<thead>
<tr>
<th>Data Entry Field</th>
<th>Reporting Month</th>
<th># of Phone Calls received during the reporting month:</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td># of Brief Information and Referral(s) during the reporting month:</td>
<td></td>
<td></td>
</tr>
<tr>
<td># of Customers Served in the Courtroom during the reporting month:</td>
<td></td>
<td></td>
</tr>
<tr>
<td># of Workshop attendees not included in the Customer Survey during the reporting month:</td>
<td></td>
<td></td>
</tr>
<tr>
<td># of Customers not recorded during the reporting month:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**Q3. Family Law Workshops (Enter information as applicable for each program type if held during the reporting month).**

<table>
<thead>
<tr>
<th># of Workshops</th>
<th>Total Time (Minutes)</th>
<th>Total # of Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adoption</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child Support (non IV-D Services)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child Custody and/or Visitation</td>
<td></td>
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<tr>
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<tr>
<td>Domestic Violence–Petitioner</td>
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<tr>
<td>Domestic Violence–Respondent</td>
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<tr>
<td>Parentage</td>
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<tr>
<td>Spousal or Partner Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Family Law</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Q4 Non Family Law Workshops

(Enter information as applicable for each program type if held during the reporting month)

<table>
<thead>
<tr>
<th>Program Type</th>
<th># of Workshops</th>
<th>Total Time (Minutes)</th>
<th>Total # of Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Civil Harassment—Petitioner</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Civil Harassment—Respondent</td>
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<tr>
<td>Landlord/Tenant—Tenant</td>
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<tr>
<td>Landlord/Tenant—Landlord</td>
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</tr>
<tr>
<td>Guardianship—Petitioner</td>
<td></td>
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<tr>
<td>Guardianship—Objector</td>
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<td></td>
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<tr>
<td>Conservatorship</td>
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<tr>
<td>Limited Conservatorship</td>
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<tr>
<td>Elder Abuse</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>General Civil</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Name Change</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Probate</td>
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<td></td>
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<tr>
<td>Small Claims—Plaintiff</td>
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<td></td>
<td></td>
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<tr>
<td>Small Claims—Defendant</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expungements</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Traffic</td>
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<td></td>
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<tr>
<td>Other (16)</td>
<td></td>
<td></td>
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</tbody>
</table>