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### News on California Courts' Online Self-Help Center

Here are some tools in the [California Online Self-Help Center](#) to help you provide information to your self-help center customers while they wait for assistance:

- Mediation videos to help customers with a small claims, eviction, civil harassment or debt collection case understand the benefits and drawbacks of mediation and of going to court to resolve their dispute:
  - [Small Claims](#) (also available in Spanish, Russian and Vietnamese)
  - [Eviction](#) (also available in Spanish and Russian and Vietnamese)
  - [Civil Harassment](#) (also available in Spanish)
  - [Debt Collection](#) (available soon in Spanish and Vietnamese)
- Interactive websites, [Families Change](#) and [Changeville](#), to provide information on divorce and separation for kids, teens, and parents.
- A video on [Orientation to Family Court Mediation and Child Custody Recommending Counseling](#).
- [Juvenile Dependency Court Orientation](#) video (available in [Spanish](#)).
- [Juvenile Delinquency Court Orientation](#) video.
- Fee waiver "bubble instructions" to help customers start filling out forms while they wait. See [FW-001 Instructions](#) (in [Spanish](#)) and [FW-003](#) (in [Spanish](#)).
- Print out step-by-step instructions for filing different cases, such as a [domestic violence restraining order](#), [divorce](#), [child custody](#), [child support](#), [name change](#), and many more (all available in Spanish as well on each page's mirror Spanish page).

We hope you find these tools of help. If you have other ideas for how you use the Online Self-Help Center while you provide services to your customers, let us know.

### News on the Equal Access Project

Thank you to all of you who provided us information regarding which materials from your court to take down and which ones needed updating, and for sending all the new materials your centers have produced. We have started uploading the new or updated materials you have provided. We are also still working on the painstaking process of reorganizing the site to improve its usability and searchability. We will continue to provide more updates to you as we make more significant progress in this area. As always, if you have feedback you have not yet shared with us, please do so.

Finally, if there are any materials you would like assistance in developing or translating, or if you want to find out what other courts have done and cannot find the information on these sites, please feel free to contact [bonnie.hough@jud.ca.gov](mailto:bonnie.hough@jud.ca.gov).