

STARS Customer Information Form Quick Guide

Q1 Date of Service

- Overwrite only when you are entering records from a previous day.
- There is no validation on this field so please double-check your entry. Out-of-range dates may be dropped from reports.

Q2 County

- **REPORT** - County where service is provided, **not** where the customer lives or has an open court case.
- Do **not** change. (If correct link is used, it will default to your county/job site.)

Q3 Been to "this" self-help center?

- Captures whether customer has been to your self-help center location before.
- Special situations:
 - ✓ Offsite occasionally: use your regular link.
 - ✓ Regularly at another site: request a dedicated link.
 - ✓ Remote services: Ask whether the customer has had in-person or other contact with your self-help center before.

Q4 Language most comfortable speaking

- **REPORT** - Customer's language that they are most comfortable speaking (e.g., language they speak at home), **not** the language in which service is provided.

Q5 Zip Code

- Distinguish between customer who doesn't have a zip code and customer who won't provide a zip code.
- **REPORT** - Residence zip code if customer has both residence and mail zip codes.

Q7 How service is provided

- **REPORT** - All methods of service since this is important workload data.

Q8 IV-D triage

- From initial point of contact, the service **must** be 5 minutes or less.
- **DO NOT REPORT** - The needs assessment phase of a one-on-one service as IV-D triage. The needs assessment is considered part of a one-on-one service.

Q9 Services provided

- Capture all services provided since reporting will count total services provided in addition to total customers.

Orders After Hearing

- **REPORT** - Even if you can't capture the demographics (for example, orders after hearing that come from the courtroom.)

Document Assembly

- Document assembly refers to online programs such as HotDocs and Guide and File.
- **REPORT** - Assistance to customers in organizing their forms as, "Make Copies/Organize Documents/Mailings."

Workshops

- **DO NOT REPORT** - Helpers, interpreters, or other court personnel as attendees.

Report:

- All customers who received extended services of more than 5 minutes.
- IV-D, self-help and hybrid (IV-D and self-help) workshop participants.

Do Not Report:

- Brief encounters that are 5 minutes or less, including IV-D triage, that take more time to enter than the time spent on the service. Those go on the Daily Statistics and Workshop Report

Returning Customers:

- Complete only one survey for customers returning on the same day (if possible).
- Complete a new survey for customers returning on a subsequent day.