



2008-2009 Ralph N. Kleps Award Recipient

SELF-HELP ONLINE WORKSHOP REGISTRATION

The Problem

Historically, interested participants and self-represented litigants had to physically visit the Self-Help Center located in Monterey during regular Court business hours to register for workshops.

The registration processes were manual, time consuming for both litigants and staff, paper oriented, and limited the accessibility of the public.

For Example: Self-represented litigants in King City had to drive 65 miles to register for the Self-Help services located in Monterey.



The Solution

The Court designed, developed and implemented an innovative web based technology solution - one that would:

- Expand access to the workshop services offered by the Monterey County Superior Court's Self-Help Center to our community and the public from anywhere, anytime using the Internet.
- Leverage the Court's technological investment in the existing public website infrastructure to further the goals of the Judicial Council's Equal Access Project designed to provide assistance to self-represented litigants.
- Automate and streamline the Self-Help Workshop Registration processes resulting in operational efficiencies and overall cost savings.

Benefits

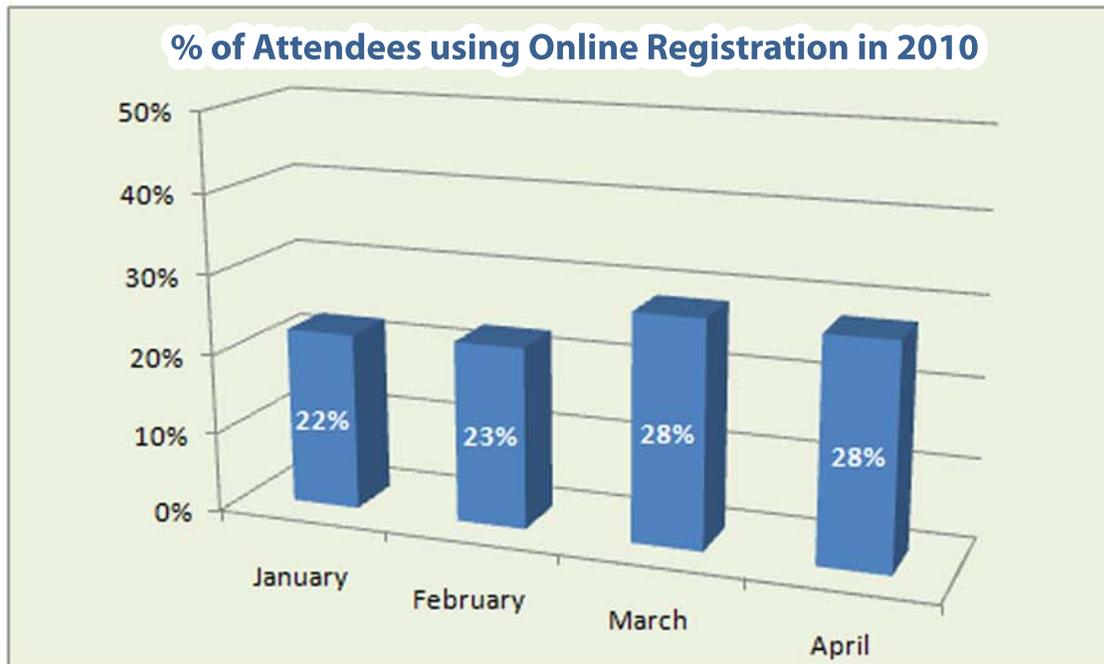
The Self Help Online Registration module applies modern technology to significantly enhance the workshop registration processes for the stakeholders: the public and the Self-Help Center employees.

- Effective use of technology centralizes workshop registration data, enables easy schedule changes, and automates and streamlines the workshop registration process for the Self-Help Center employees.
- Efficient use of the Internet expands accessibility for the public to view, and register for Self-Help workshops from anywhere, anytime using the Internet.
- Exposes the public to other aspects and information on the Court's public website while utilizing the self-help registration function.

In addition to the immediate outcomes and benefits, the Self-Help Online Workshop Registration Module offers valuable long-term benefits. A prime example is the mining of historic data to forecast future workshop offerings (type and frequency) in alignment with the needs of the self-represented litigants. Other important long-term benefits include the Self-Help Center's resource forecasting and enhanced reporting.

Impacts

- Successful launch of the Self-Help Online Workshop Registration Module www.monterey.courts.ca.gov/SelfHelp/Workshops
- Self-Help Center employee time is significantly reduced by 5-10 minutes per sign-up due to the automation of the process
- Percentage of online registrations this calendar year:



Contact

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Self-Help Center: Workshops & Document Checks

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The Monterey Superior Court's Self-Help Center offers workshops about family law matters including divorce, child custody, support and visitation. All workshops are conducted by the Family Law Facilitator or a Staff Attorney.

The small group setting (5-7 participants) allows adequate time to discuss individual questions and to complete individual forms.

It is essential to arrive at least ten minutes early and with all information (including your case number) and paperwork relating to your case. Latecomers will be asked to reschedule for another day.

No children are allowed at the workshops.

All workshops are held in the Monterey Self-Help Center on the first floor of the Monterey Courthouse located at 1200 Aguajito Road in Monterey.

The Self-Help Center's **Child Custody, Visitation and Support Workshops** are **Tuesdays** and **Thursdays** from 2:00 PM to 4:00 PM.

The Self-Help Center's **Dissolution (Divorce) Workshops** (to start or complete a divorce action) are **Wednesdays** from 2:00 PM to 4:00 PM. We also have a Dissolution (Divorce) Workshop for **new filings only** on the 2nd and 4th Wednesday of the month from 10:00 AM to 11:30 AM.

The Self-Help Center also offers **Document Reviews** to review all of your paperwork before you file to catch any mistakes or missing paperwork and avoid paperwork returns from the court.

The Self-Help Center's **Document Reviews** in English are on **Tuesdays, Thursdays and Fridays** at 1:00 PM. Document Reviews in Spanish are on Tuesdays and Thursdays at 1:00 PM.

Workshops and Document Reviews are by appointment only.

You may sign-up on-line, call (831)647-5800 extension 3005 for an appointment or make an appointment in person at the Self-Help Center.

Document Reviews - English	Reviso de Documentos - Espanol
1:00pm to 2:00pm Tuesdays, Thursdays and Fridays Please make only one appointment at a time. Multiple sign-ups will be removed. <input type="button" value="Register Now"/>	1:00pm to 2:00pm martes, jueves y viernes Si espanol es su idioma preferido. Primary Spanish speakers only, please. <input type="button" value="Register Now"/>
Workshop - Child Support, Custody & Visitation - English	Taller - Custodia, visitacion y soporte de ninos - Espanol
2:00pm to 4:00pm Tuesdays and Thursdays Please make only one appointment at a time. Multiple sign-ups will be removed. <input type="button" value="Register Now"/>	2:00pm to 4:00pm martes y jueves Si espanol es su idioma preferido. Primary Spanish speakers only, please. <input type="button" value="Register Now"/>

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Workshop - Dissolution (Divorce) - English

2:00pm to 4:00pm

Wednesdays

Existing cases only, new filings should attend the New Dissolution (Divorce) Workshop offered the 2nd and 4th Wednesdays of the month.

Please make only one appointment at a time. Multiple sign-ups will be removed.

 [Register Now](#)

Taller - Divorcio (Divorce) - Espanol

2:00pm to 4:00pm

miercoles

Si espanol es su idioma preferido.

Primary Spanish speakers only, please.

 [Register Now](#)

King City Appointments

8:30am to 11:30am

Make an appointment for the Self-Help Center's new hours at the King City courthouse.

 [Register Now](#)

King City citas en espanol

8:30am - 11:30am

Make an appointment for the Self-Help Center's new hours at the King City courthouse.

 [Register Now](#)

New Dissolution (Divorce) Filings

10:00am to 11:30am

2nd and 4th Wednesdays

This workshop is for new dissolution filings only. It is only offered in English.

Please make only one appointment at a time. Multiple sign-ups will be removed.

 [Register Now](#)