

TULARE COUNTY SUPERIOR COURT
SELF-HELP RESOURCE CENTER
TELEPHONE SERVICE INFORMATION

Telephone assistance is offered all day, five days a week at the Self-Help Center. Callers initially hear an automated attendant with a number of informational options. If the caller wants to speak directly with someone, the call is assigned on a random call pattern to staff. If the call goes unanswered, it is directed to a general voicemail. Voicemail messages are retrieved once each day and distributed equally to clerical, paralegal and attorney staff. There are seven people on staff, but one or two are assigned away from the main office each day (i.e. the courthouse or our DCSS satellite office). Telephone service is only offered from the main office.

Calls are counted on the FLFED system each day. Routine information (dates and time of classes, directions to the office etc.) are available through the automated attendant, but if a caller selects the “live person” option anyway, those routine calls are *not* included in the daily phone call count.

One Year of Calls -

1st quarter 2009 - 2256 calls
4th quarter 2008 - 2558 calls
3rd quarter 2008 - 3317 calls
2nd quarter 2008 - 3461 calls

The drop in calls occurs at the time the automated attendant use began. So although routine calls were not counted, a significant number of people get enough information from the automated attendant to not need a “live person” call.

In a rural county with little public transportation, telephone assistance is a vital service delivery method for the Self-Help Center.