

Legal Self-Help Webinar Workshops – A New Way to Deliver Facilitator Services

23rd Annual AB 1058 Child Support
Training Conference
August 27–30, 2019

1926

Introduction

- Presenters
 - Lidia Almaguer
 - Facilitator – Supervising Attorney
 - Joanna Renteria
 - Facilitator – Court Attorney
- Ventura County Self-Help Centers
 - Hall of Justice
 - Family Law Facilitator's Office
 - Juvenile/Probate Courthouse
 - Family Resource Center



Innovation Grant

- How to reach more litigants
outside of walk-in services



Webinar Video



Technology Solutions



- Webinars
- On-Demand Videos
- HotDocs
- Website

Equipment



- **Logitech Webcams** for audio and visual
- **Zoom** video software to run multiple webinars simultaneously
- **Calendly** online scheduling software for registration
- Microsoft **PowerPoint** for webinar presentation
- **Google Forms** for webinar feedback questionnaires
- Dedicated **office** to host the webinars (computer, phone, and backdrop for webinars)

How to Register for a Webinar



Registration Process

<https://calendly.com/vcselfhelpcenter>



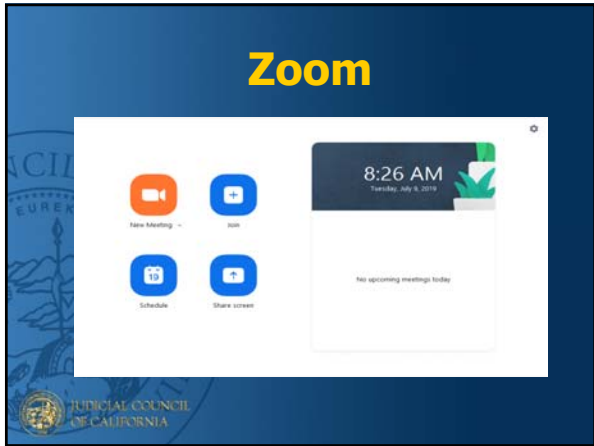
Ventura Superior Court Legal Self-Help Webinars

Welcome to our Legal Self-Help Webinar Registration. Please explore the webinars being offered and register for those you are interested in. A computer will, or without a webcam, tablet, or smartphone is required if you need to participate.

- **How to File for Divorce/Legal Separation** ▶
This webinar will offer assistance by reviewing laws, processes and forms to PREPARE a divorce, legal separation or nullity. Ask for those that have a case already.
- **Request for Order: How to obtain or modify court orders** ▶
This informational webinar will offer assistance in establishing or modifying child custody, visitation and support orders for minor children.
- **Family Law Q&A Session** ▶
This webinar provides legal information and assistance in family law cases. REQUIREMENT: Please submit your questions ahead of time when you register.

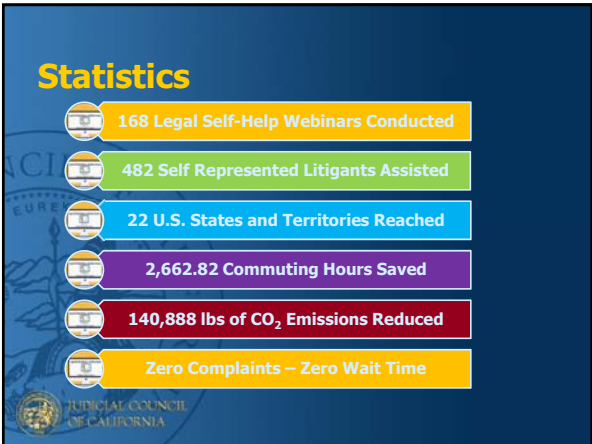
How to Participate in a Legal Self-Help Webinar

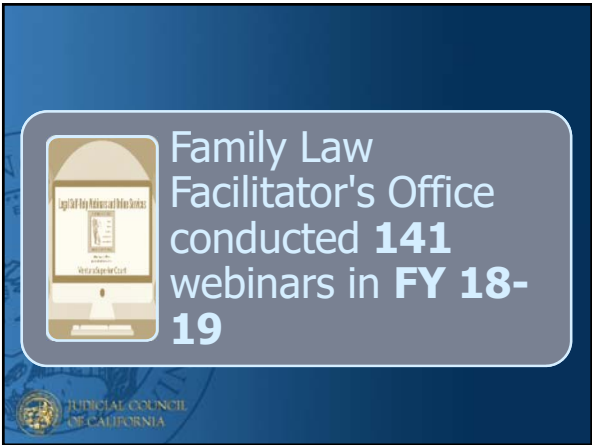






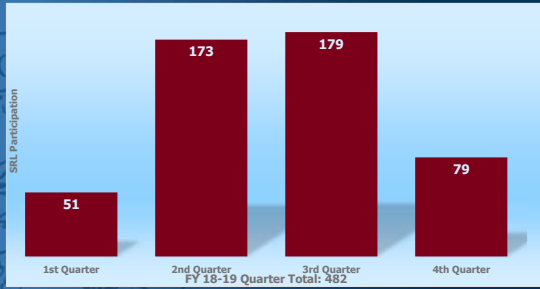








FY 18-19 SRL Webinar Participation



WEBINAR FEEDBACK

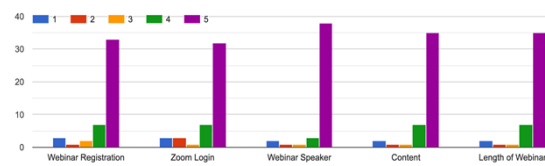
Statistical data to improve webinar services



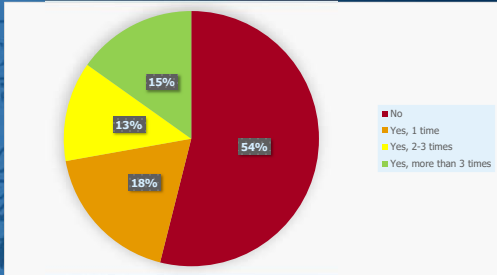
WEBINAR FEEDBACK

IMMEDIATELY FOLLOWING WEBINAR

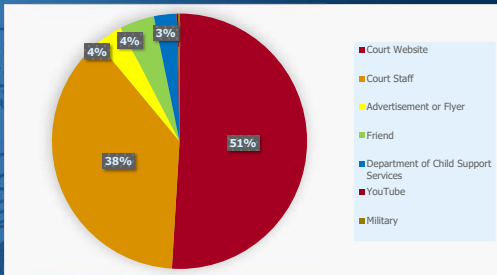
How satisfied were you with:



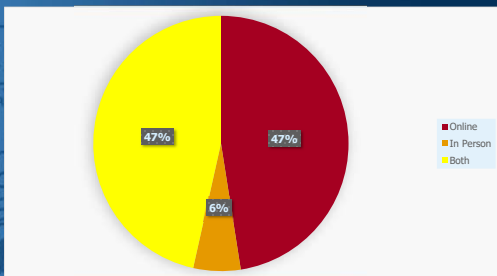
Have you ever received assistance at a Ventura Self-Help Center?



How did you hear about our webinars?



Do you prefer self-help assistance online or in person?



Did the webinar meet your expectations?

The webinar was very thorough and thorough. At first, when trying to complete and gather the forms myself I opened very overwhelmed. But after the listening to the webinar it clarified a lot of questions and requires that I had.

It was so much better than having to deal with parking and security and long lines, I was seated in my law environment. I had all the materials at hand. I still human interaction, but I didn't have to wait in a line or drive anywhere.

It's really convenient for those of us who have busy schedules or who can't make it down physically. I am currently going to school full time, and my schedule has me on campus throughout the day.

Both are helpful. I like online because my schedule is very hectic and it was nice to not get help from notes.

Yes. The facilitator gave me step by step instructions, and answered my questions in detail. Far exceeded my expectation.

This is great! Don't stop having these!

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RESOURCES

- <http://www.ventura.courts.ca.gov/>
- <https://calendly.com/vcselfhelpcenter>
- <https://forms.gle/DG9dXH6SgFqmpeu86>
- <https://zoom.us/j/6876882129>
- <https://zoom.us/j/9233414675>
- <https://www.vyond.com/>

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QUESTIONS

Alfonso Martinez
 Managing Attorney – Professional Services
 Ventura Superior Court
 800 South Victoria Avenue, Room 307
 Ventura, CA 93009
 805-289-8737
Alfonso.Martinez@ventura.courts.ca.gov

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