

## TOOLS TO HELP YOU PLAN FOR THE FUTURE

### Assessing Your Court's Facilitator Program



Presented By: Melanie Snider



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## WHY SHOULD PROGRAMS SELF-ASSESS?

Build a better mousetrap  
and the world will beat a  
path to your door.

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## CA SELF-HELP CENTERS SELF-ASSESSMENT TOOL



### The Tool Includes 12 Program Quality Components:

Component 1	Operations, integration with the court
Component 2	Scope of services
Component 3	Education
Component 4	Ethics
Component 5	Staffing
Component 6	Professional Development
Component 7	Technology
Component 8	Language Access and Cultural Competency
Component 9	Access for litigants with Disabilities
Component 10	Cross-Court and Statewide Collaboration
Component 11	Continuity, Collaboration and Volunteers
Component 12	Program Innovation and Future

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## GUIDING PRINCIPLES OF SELF-HELP

- ▣ The tool was developed based on the significant work of partners and leaders throughout the state who authored the following Judicial Council of California Reports:
- ▣ *Statewide Action Plan for Serving Self-Represented Litigants, 2004*
- ▣ *Guidelines for the Operation of Self-Help Centers in California Trial Courts, 2011*
- ▣ *Strategic Plan for Language Access in the California Courts, 2015*
- ▣ *Commission on the Future of California's Court System, 2017*
- ▣ *Information Technology Advisory Committee, Strategic Plan for Technology 2014-2017*
- ▣ *Information Technology Advisory Committee, Tactical Plan for Technology, 2017-2018*

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## Expanding the Self-Assessment Tool



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## SOURCES FOR GUIDING PRINCIPLES OF AB 1058 CHILD SUPPORT PROGRAM

- CA FAMILY CODE SECTIONS 4250-4253;
- CA FAMILY CODE SECTIONS 10000-10015;
- 42 USC SECTIONS 601 et seq
- AB 1058 Child Support Commissioner and Family Law Facilitator Program Grant Manual

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**COMPONENT 13 - FAMILY LAW EDUCATION SERVICE**

Line Item	Quantity	Description	Amount
1			
2			
3			
4			
5			

Total		Total Amount/Maximum Available	
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**SHIFTING GEARS: THE EQUAL ACCESS WEBSITE**





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**THE NEW EQUAL ACCESS WEBSITE**

**Equal Access Project**  
Providing Materials for Providers of Legal Self-Help Service



<p><b>Program Operations</b></p> <p>Looking for information about operating your website or need help creating a new self-help site?</p> <p><a href="#">See More About Program Operations</a></p>	<p><b>Legal Instructional Materials</b></p> <p>Need to reference instructional materials for self-empowered litigants?</p> <p><a href="#">Find Legal Instructional Materials</a></p>	<p><b>Pro Bono/Volunteers</b></p> <p>Invitation a tool for judges to help encourage pro-bono work along with pro-bono materials for volunteers.</p> <p><a href="#">Learn More About Pro Bono Volunteers</a></p>
<p><b>Technology Resources</b></p> <p>Search for information on other technology resources available to court self-help centers?</p> <p><a href="#">See Technology Resources</a></p>	<p><b>Conferences and Trainings</b></p> <p>Interested in meeting and hearing from other self-help centers?</p> <p><a href="#">Check Out Conferences &amp; Trainings</a></p>	<p><b>Local Self Help Efforts</b></p> <p>Want to know more about the California courts efforts in serving self-empowered litigants?</p> <p><a href="#">Read More California Self-Help Efforts</a></p>




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QUICK START GUIDE-WHAT DOES A NEW FACILITATOR NEED TO KNOW?

**Program Operations**

**Building your Staff**


**Recruiting and Hiring**  
See tools other self-help centers have used to hire staff

**Staff Training Materials**  
Documents and samples of training materials to train self-help staff

**Running A Self Help Center**

**New Self-Help Center Quickstart Guide**  
Quickstart materials for opening or re-opening a self help center.

**Self-Help Tracking and Reporting Survey**




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California Judicial Branch Home


**Equal Access Project**

Starting a

Idp Id # Dz #

Idf Idwru # ilfh

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IDEAS?





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QUESTIONS? COMMENTS?

CONTACT ME- LET'S TALK!

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