

STARS

Self-Help Dashboard

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Presenters

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- Jack Madans, RAD
- Melissa Poulos, Sutter Superior Court

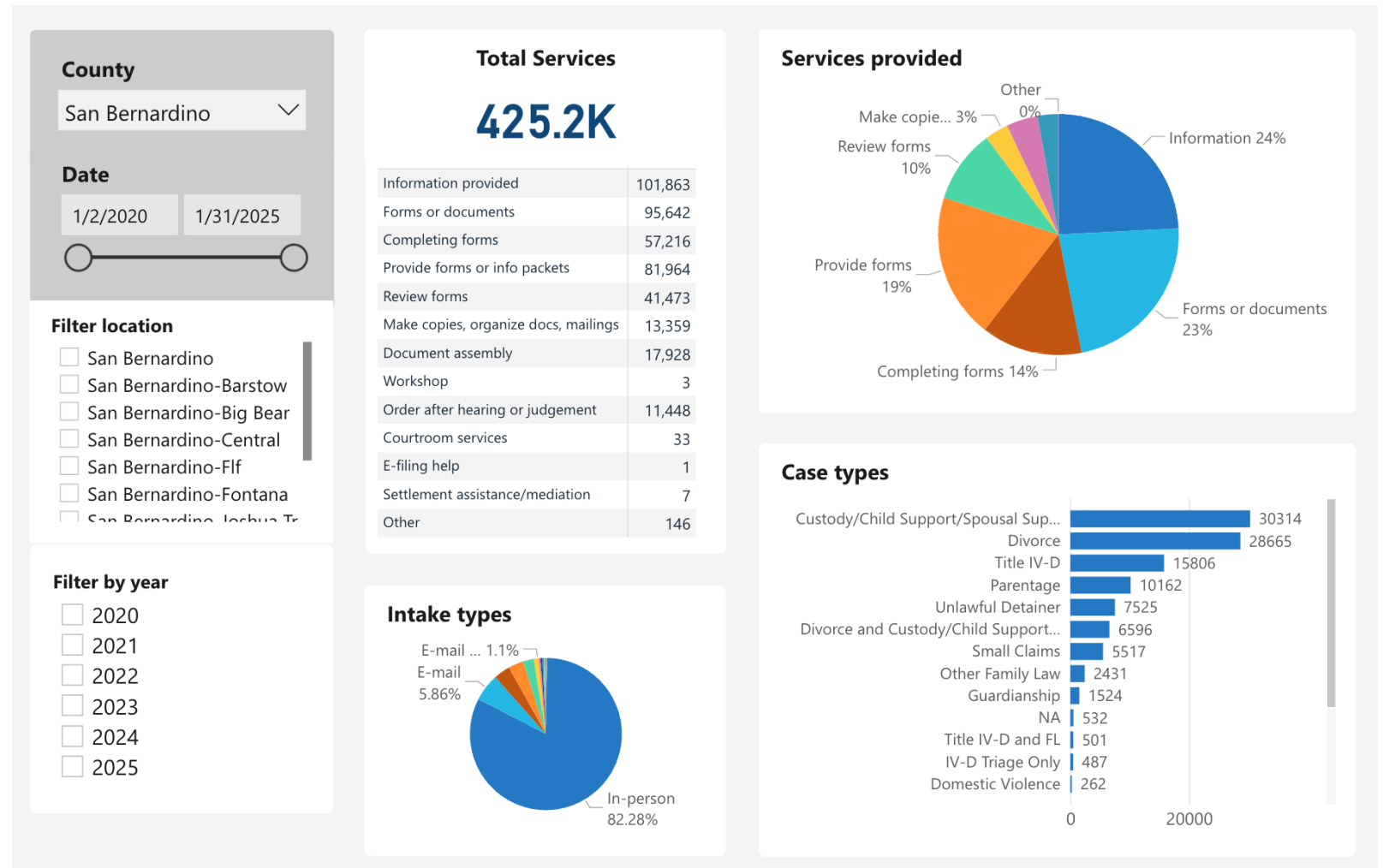
Background

- What is STARS?
- Why did we need a dashboard?
 - Data needs
 - Data gaps
- Why display all court data?

Background: Self-Help Dashboard Pilot

- Showing courts the data they submitted to improve reporting
- Designing the dashboard to answer top of mind questions
- Clarify data collection ambiguities

23 Courts enrolled in pilot!



How may the data be used

- Benefits to Courts
 - Real-time
 - Helps with staffing and providing services
 - Fosters collaboration amongst courts
 - Empowers courts

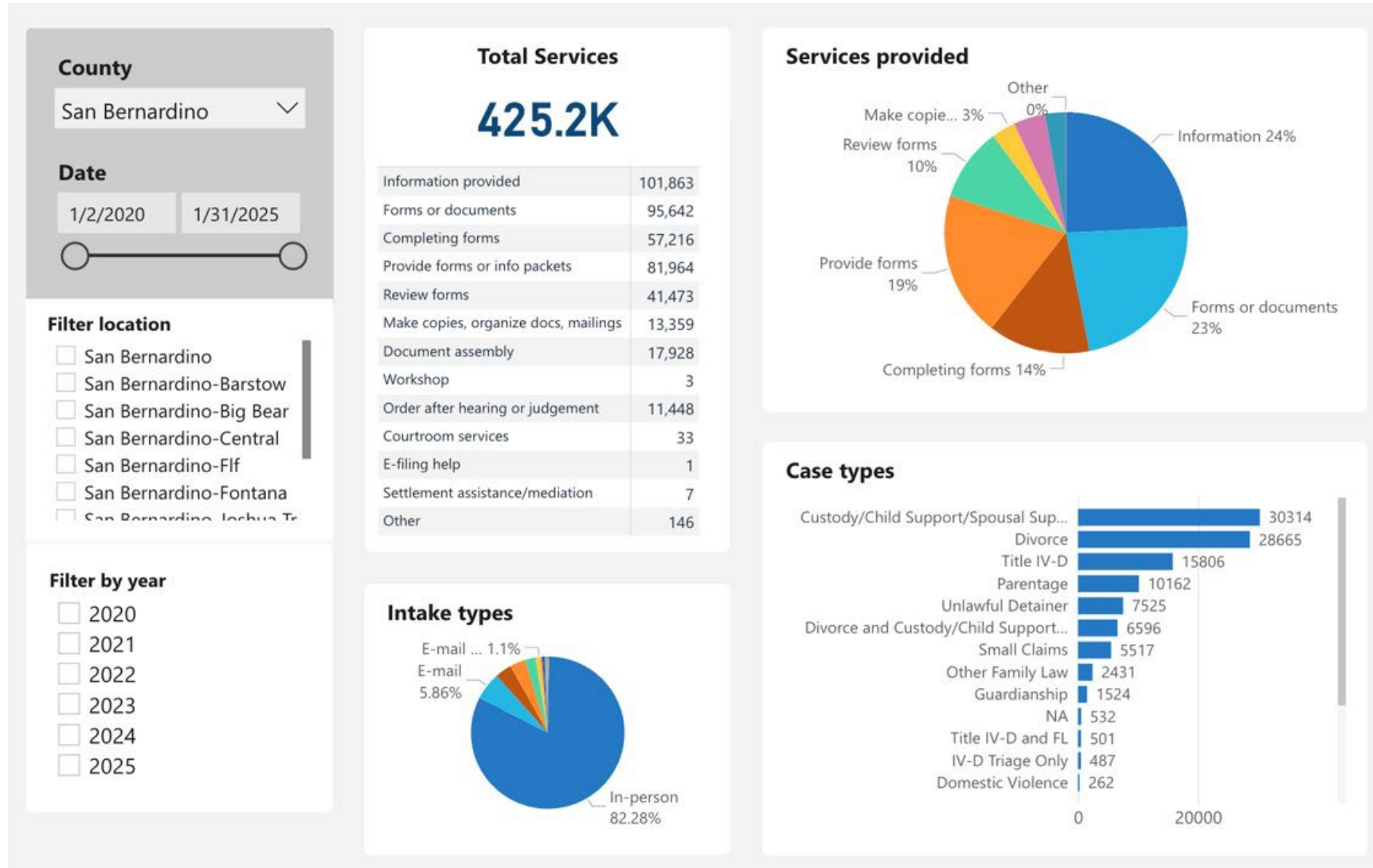
What the Dashboard is not

- No impact on funding
 - Does not impact reallocations
- No performance tracking
- Not publicly accessible

How Judicial Council uses data

- Annual Reports to DCSS
- Legislative Reports
- Funding of additional programs
- Identifying subject matter experts

Dashboard Walkthrough



Analyzing The Data

- What can courts see within this visualization?
- “Testimonial” from actual court user
 - Melissa Poulos, Sutter Superior Court

Why consider changes to STARS?

- Five years since it's first release. The world changed, STARS did not.
- Dashboard created an opportunity to check in on SH's experience of STARS.
- RAD/CFCC partnership increases technical capacity.

General Findings

- Significant opportunities to better structure survey to make data less error-prone and more conclusive
- SH assisters don't ask - or infer answers – to questions they think are intrusive or low value
- Collecting data about workshops on daily/monthly AND CI is counter intuitive, not well suited to remote services, and risks double counting

Findings: CI Survey

- Data issues: open text responses allow for multiple ways of describing locations, zip codes, and dates
- No way of reporting services for CARE Act
- Multiple options for intake type make it low value

Findings: CI Survey, cont.

- Language questions feel unclear or intrusive; staff often deduce rather than ask directly
- Courts reported guessing or skipping the “Did you look online first?” question
- Ambiguity about definition of form services

Changes to the existing STARS survey

- Table discussion
 - Paper surveys are on each table
 - Will the data be easier to gather?
 - How will you use your court's data?
 - Pick a spokesperson to share with the group

Best Practices

- Quiz!
- Without discussion
- On a piece of paper:
 - List 5 reasons why the dashboard was created

Best Practices

- Why is valid data important?
- What is valid data?
- How can you ensure that the data you collect is valid?

Best Practices

- Training tips for data collection:
 - Close in time to service provided
 - Capture ALL services provided
 - Refer to User Manual for terminology

Best Practices

- How can you use the dashboard?
 - Staffing
 - Services
 - Hours