



## SELF-ASSESSMENT TOOL FOR QUALITY PROGRAMS

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COORDINATOR  
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SUPERIOR COURT






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## SELF-ASSESSMENT TOOL

California Self-Help  
Centers' Self-Assessment  
Tool for Quality Programs  
Draft  
2018

PUBLISHED JULY 2018  
Superior Court of California, County of Butte  
and Judicial Council of California




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## QUALITY

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	Routes for Dispute Resolution
Component 10	Cross-Court and Statewide Collaboration
Component 11	Community Collaboration and Volunteers
Component 12	Program Innovation and Future




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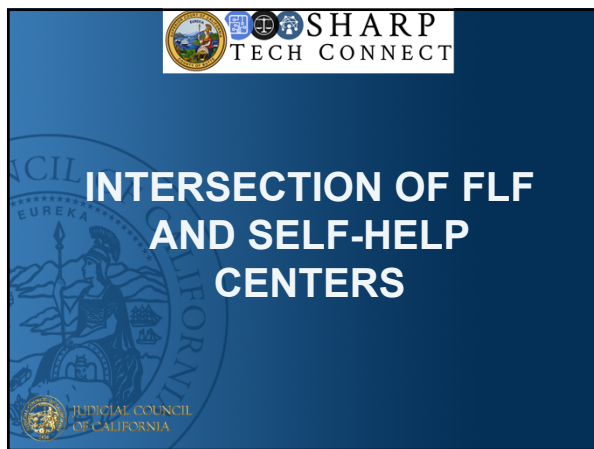
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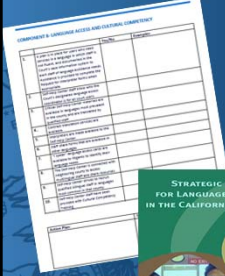


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# LANGUAGE ACCESS

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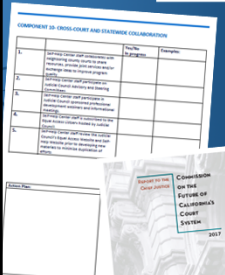


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# CROSS-COURT COLLABORATION

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# INTERSECTION OF FLF AND SELF-HELP CENTERS

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SHARP  
TECH CONNECT



# IDEAS



JUDICIAL COUNCIL OF CALIFORNIA

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**WELCOME TO SHARP:  
SELF-HELP ASSISTANCE  
AND REFERRAL  
PROGRAM**

We are a team of dedicated legal professionals who aspire to provide exceptional, accessible, and fair justice services to all.

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SHARP  
TECH CONNECT

## LET'S COLLABORATE!

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