1.3 Statistics and Workshops

Statistics and Workshops Report

Self-Help Centers and Facilitators offices are busy places and sometimes you won't be able to capture the information for every person you serve every day. In order to make sure that we are able to report on actual number of persons served, it is important that we at least have a record of those additional people served.

It may be easiest to just keep track and enter that information on the Daily Statistics and Workshop Tool while it is fresh in your mind. If everyone records the people that they assisted and were not able to complete a Customer Survey for each day, those totals will be collected – and that's all your center will need to do.

If you have another method of keeping track of those persons, that should be submitted at least once per month, on the first Friday of the month, to make sure that the information is current.

Your center may want to designate one person to keep track of all workshops and # of persons attending those workshops or might have the person who led the workshop just enter that information for the workshops they provided.

Monthly Statistics and Workshops Report

If you don't enter the information in on a daily or more regular basis, Court staff at each Self-Help Center/FLF office will need to submit the monthly statistics and workshop count report by close of business on the **first Friday of each month** so that monthly reports can be run with comparable numbers.

You can submit this by using a dedicated "Monthly Statistics and Workshop" hyperlink.

Monthly Vs. Daily Statistics and Workshop Tools

If you use the Daily Statistics and Workshop dedicated tool—you can just enter that information at the end of the day, or as soon as possible thereafter. Programs that use the daily reporting tool do not need to submit a monthly report. Any data entered via the daily reporting dedicated link, will by default create and submit (on your behalf) the required monthly report. It is very important that if you use the daily reporting tool, all information needs to be entered real-time and/or completely entered by no later than the first Friday of each Month.

Note: The daily statistics and workshop tool can be extremely useful in ensuring daily stats are accurately collected and packaged into monthly reports for JCC dissemination. If you use the Daily reporting tool to track and submit total counts daily, your court program does not need to submit a monthly report.

Daily Statistics and Workshops Tool

Daily Statistics are recorded for all customer contacts **not included in the Customer Survey**.

Phone Calls:

✓ Use this daily count for any customer where brief information and referral services or other brief services were provided only by telephone. This should not include telephone calls for merely giving out directions to the office or changing an appointment time.

✓ If the phone call is longer than 5 minutes or so, please try to complete the Customer Information Form for the interaction, rather than just checking this box.

Brief Information and Referral:

✓ Use this daily count for any customer where the sole service provided was written informational materials, contact information for other agencies or resources, or other services where the time spent completing a Customer Intake form would exceed the time spent providing the service.

Customers Served in Courtroom (those without individual customer service form)

✓ Use this daily count for any customer who was assisted in a courtroom and for whom a survey was not collected.
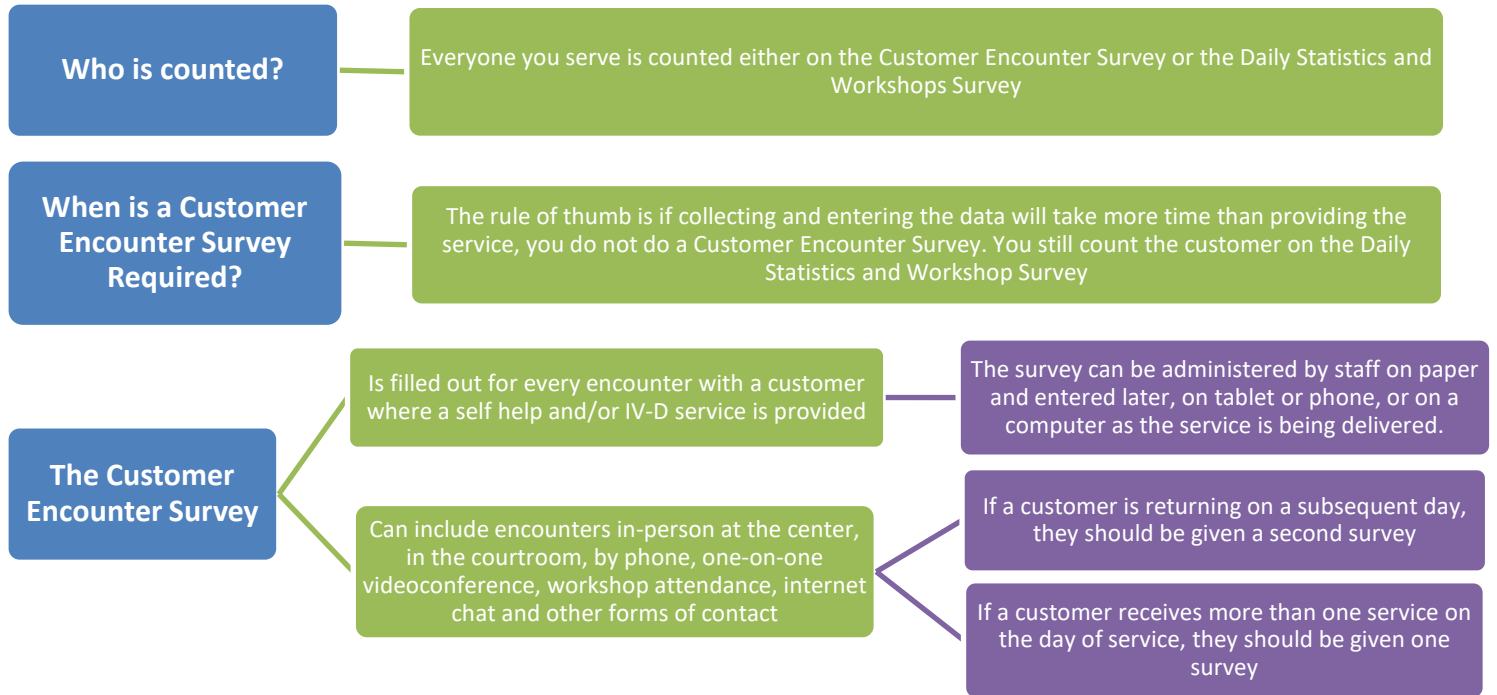
Workshop Attendees

✓ Workshop attendees who were not included in the Customer Survey.
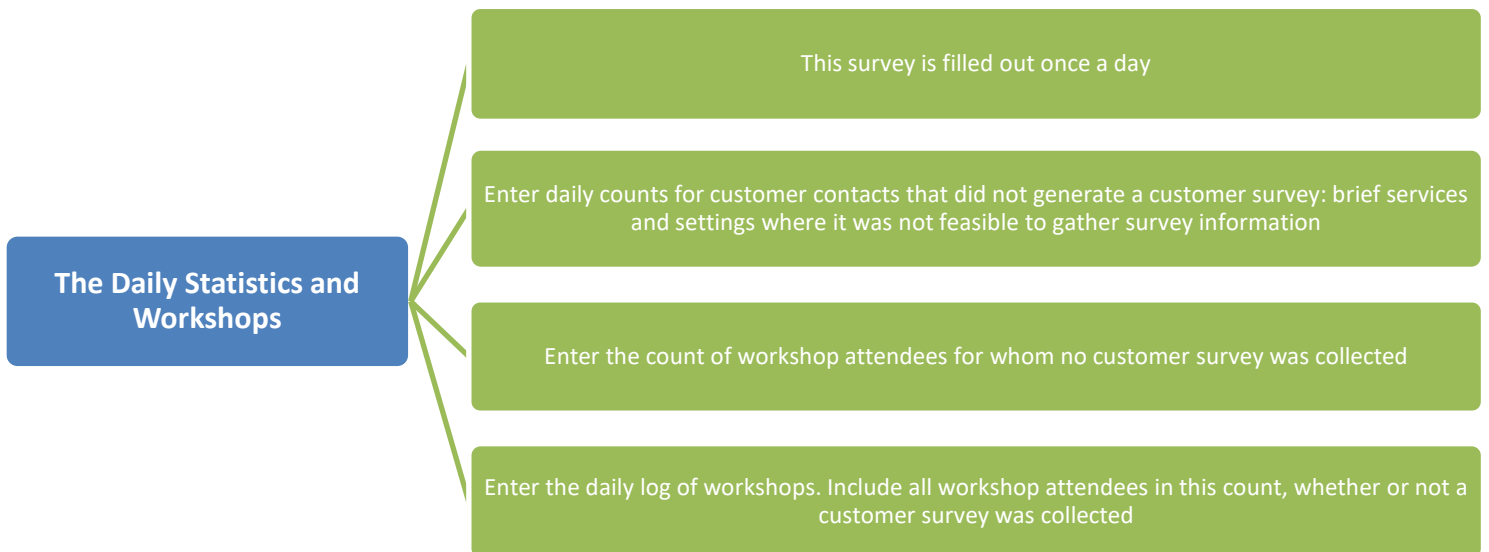
Customers not recorded:

✓ Use this daily count for persons assisted, but for whom a Customer Survey was not completed.

1.4 Self Help Center/AB1058 Survey Application at a Glance

Who is counted?

Everyone you serve is counted either on the Customer Encounter Survey or the Daily Statistics and Workshops Survey

When is a Customer Encounter Survey Required?

The rule of thumb is if collecting and entering the data will take more time than providing the service, you do not do a Customer Encounter Survey. You still count the customer on the Daily Statistics and Workshop Survey

The Customer Encounter Survey

Is filled out for every encounter with a customer where a self help and/or IV-D service is provided

The survey can be administered by staff on paper and entered later, on tablet or phone, or on a computer as the service is being delivered.

Can include encounters in-person at the center, in the courtroom, by phone, one-on-one videoconference, workshop attendance, internet chat and other forms of contact

If a customer is returning on a subsequent day, they should be given a second survey

If a customer receives more than one service on the day of service, they should be given one survey

1.5 Daily Statistics and Workshop Instructions

The Daily Statistics and Workshops

This survey is filled out once a day

Enter daily counts for customer contacts that did not generate a customer survey: brief services and settings where it was not feasible to gather survey information

Enter the count of workshop attendees for whom no customer survey was collected

Enter the daily log of workshops. Include all workshop attendees in this count, whether or not a customer survey was collected

Daily Statistics and Workshops (v1-D091818)

Q1. County:	

Q2. Daily Statistics Reporting	
If extensive services are provided by telephone, brief information and referrals, or service to customers in the courtroom, please complete the Customer Information Form for each encounter.	**Data Entry Field**
Today's Date:	
# of Phone Calls:	
# of Brief Information and Referral(s):	
# of Customers Served in the Courtroom:	
# of Workshop attendees not included in the Customer Survey:	
# of Customers not recorded:	

Q3. Family Law Workshops (Enter information as applicable for each program type).			
	# of Workshops	Total Time (Minutes)	Total # of Attendees
Adoption			
Child Support (non IV-D Services)			
Child Custody and/or Visitation			
Divorce			
Domestic Violence–Petitioner			
Domestic Violence–Respondent			
Parentage			
Spousal or Partner Support			
Other Family Law			

Q4 Non Family Law Workshops (Enter information as applicable for each program type).			
(Enter information as applicable for each program type).	# of Workshops	Total Time (Minutes)	Total # of Attendees
Civil Harassment–Petitioner			
Civil Harassment–Respondent			
Landlord/Tenant–Tenant			
Landlord/Tenant–Landlord			
Guardianship–Petitioner			
Guardianship–Objector			
Conservatorship			
Limited Conservatorship			
Elder Abuse			
General Civil			
Name Change			
Probate			
Small Claims–Plaintiff			
Small Claims–Defendant			
Expungements			
Traffic			
Other (16)			

Monthly Statistics and Workshops (v1-M091818)

Q1. County:	

Q2. Monthly Statistics Reporting	
If extensive services were provided by telephone, brief information and referrals, or service to customers in the courtroom, please complete the Customer Information Form for each encounter.	**Data Entry Field**
Reporting Month:	
# of Phone Calls received during the reporting month:	
# of Brief Information and Referral(s) during the reporting month:	
# of Customers Served in the Courtroom during the reporting month:	
# of Workshop attendees not included in the Customer Survey during the reporting month:	
# of Customers not recorded during the reporting month:	

Q3. Family Law Workshops (Enter information as applicable for each program type if held during the reporting month).			
	# of Workshops	Total Time (Minutes)	Total # of Attendees
Adoption			
Child Support (non IV-D Services)			
Child Custody and/or Visitation			
Divorce			
Domestic Violence–Petitioner			
Domestic Violence–Respondent			
Parentage			
Spousal or Partner Support			
Other Family Law			

Q4 Non Family Law Workshops (Enter information as applicable for each program type if held during the reporting month)			
(Enter information as applicable for each program type).	# of Workshops	Total Time (Minutes)	Total # of Attendees
Civil Harassment–Petitioner			
Civil Harassment–Respondent			
Landlord/Tenant–Tenant			
Landlord/Tenant–Landlord			
Guardianship–Petitioner			
Guardianship–Objector			
Conservatorship			
Limited Conservatorship			
Elder Abuse			
General Civil			
Name Change			
Probate			
Small Claims–Plaintiff			
Small Claims–Defendant			
Expungements			
Traffic			
Other (16)			