

# **Tool: CA Self-Help Centers' Self-Assessment Tool for Quality Programs (CA Courts 2018)**



## JUDICIAL COUNCIL OF CALIFORNIA

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OPERATIONS AND PROGRAMS DIVISION  
CENTER FOR FAMILIES, CHILDREN & THE COURTS

The California Self-Help Centers' Self-Assessment Tool for Quality Programs was developed as a strategic and tactical planning template to promote quality Self-Help Center Programs across California. The tool is designed to connect a wide range of initiatives within the Judicial Branch, and to intentionally develop systems to interconnect the larger court system with self-help programs.

The Tool is designed to:

- Support the development and refinement of a planning template that identifies immediate actionable steps as well as ongoing, and long-term program goals to support program quality.

- Engage key-stakeholders in the community, local court staff, and self-help center staff to facilitate important conversations about program quality and continuous program improvement.
- Serve as a self-assessment planning tool and not an external program evaluation tool.
- Support newly hired Self-Help Attorneys and Family Law Facilitators.

The Tool can be used:

- During staff meetings to facilitate professional development and inform ongoing planning needs.
- To facilitate internal court communication and planning, and collaboration efforts within the community.
- As a driver of program innovation and design.
- To inform multi-year strategic and annual tactical plans for self-help programs.

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 \(opens PDF\)](#)
- [Guidelines for the Operation of Self-Help Centers in California Trial Courts, 2011 \(opens PDF\)](#)
- [Strategic Plan for Language Access in the California Courts, 2015 \(opens PDF\)](#)
- [Commission on the Future of California's Court System, 2017 \(opens PDF\)](#)
- [Information Technology Advisory Committee, Strategic Plan for Technology 2014-2017 \(opens PDF\)](#)
- [Information Technology Advisory Committee, Tactical Plan for Technology, 2017-2018 \(opens PDF\)](#)

Last updated on July 28, 2020.

**Year published:** 2018

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