

## 2011 Self-Represented Litigants Conference

### Faculty Biographies

**HON. ABBY ABINANTI** has been a commissioner for the Superior Court of San Francisco County since 1994. She is also the tribal court judge for the Yurok Tribe. Judge Abinanti was in private practice from 1976–1992 and was the legal director and director of Lesbians of Color Project, National Center for Lesbian Rights from 1992–1994. She also served as directing attorney for California Indian Legal Services in Eureka. Judge Abinanti earned a B.A. from Humboldt State University and holds a J.D. from the University of New Mexico School of Law.

**TAMARA ABRAMS** is a senior attorney and family violence specialist with the Center for Families, Children & the Courts and has been employed by the AOC since September 1999. Before joining CFCC, she directed the legal services program at the Center for Domestic Violence Prevention in San Mateo County for five years. She was co-chair of the California Alliance Against Domestic Violence's Policy and Research committee and was active in the Legal Process Committee of San Mateo County's Domestic Violence Coordinating Council. Ms. Abrams received a juris doctorate from the University of California at Davis School of Law in 1991.

**JENIFFER ALCANTARA** is the Alternative Dispute Resolution Administrator for the San Francisco Superior Court. Jeniffer has worked with a variety of different ADR Programs including that of the San Mateo Superior Court and the Los Angeles Superior Court. Jeniffer received her Juris Doctorate from Pepperdine University School of Law and is a member of the California Bar. Jeniffer also received her Masters in Dispute Resolution at Straus Institute of Dispute Resolution at Pepperdine University. Jeniffer is a certified mediator and has mediated over one hundred disputes ranging from community conflicts to criminal and civil matters. Jeniffer teaches the theory and practice of mediation to law students as an adjunct professor at the University of San Francisco Law School.

**CHERYL ALLAIN-MEE** began practicing litigation law in Canada over 20 years ago. She started mediating in 1999, and since 2007 has also served as an arbitrator in the financial services and investment industry for FINRA (Financial Industry National Regulatory Authority). She received formal mediation training at the Straus Institute, Pepperdine University. Cheryl is a member of the Ventura County Superior Court committee which approves court-appointed mediators, is on the Ventura County Superior Court mediator panel, and is on FINRA's national panel of mediators. She was the president for the Ventura Center for Dispute Settlement for 2009 to 2011, a community-based non-profit organization in Ventura County founded in 1990 as an alternative to litigating disputes in court.

**HON. MARY ARAND** was appointed to the Santa Clara County Superior Court bench in December 2006. She became an APJ with the Family Court in January 2008, and is

now Supervising Judge of Family Court. Judge Arand graduated from Santa Clara University School of Law in 1979. For most of her legal career before joining the bench, Judge Arand specialized in business-related litigation, including disputes that involved contracts, trade secrets and other intellectual property issues, partnerships and corporations, securities fraud, government regulation of businesses, real property, and employment. While practicing with the law firm of McManis Faulkner & Morgan, she assisted with several complex family disputes that resolved issues of child and spousal support; annulment; the preparation and negotiation of complex marital settlement agreements; and property division, including limited partnerships, real property, and business interests.

**HON. APRIL ATTEBURY** is an Associate Judge/Tribal Court Administrator responsible for managing the daily operations of the Karuk Tribal Court – Children’s Division; Tribal Court-Appointed Special Advocate (CASA) Program; Karuk Peacemaker Mediation Forum and the Karuk Tribal Youth Program. She has been an employee of the Karuk Tribe for over 12 years in various capacities including Chief Clerk/Lead Mediator, CASA Program Administrator, Self Governance Director, Director of Indian Child Welfare and Family Services, Social Worker, Indian Child Welfare Act (ICWA) Specialist, ICWA Special Witness, CASA Case Supervisor, Community Health Representative and as a Head Start Assistant Teacher. She is from Siskiyou County, holds a B.A. from Humboldt State University and is an alumnus of the National Judicial College.

**DIANE AVENDAÑO** is the volunteer coordinator with Neighborhood Legal Services of Los Angeles County. Ms. Avendaño started her career at NLS in the Family Law Department and has worked on a variety of projects including developing non-profit corporations, small businesses and Self-Help Coordinator. For the past three years, Ms. Avendaño has been the volunteer coordinator the NLSLA. She oversees a program of 500 + volunteers.

**ALBERT BALINGIT** served as an attorney with the Department of Consumer Affairs from 1990 until his retirement in November 2010. One of his assignments was to work with the small claims court system. He assisted in the rewrite of the 1990 Small Claims Act. He rewrote the booklet “Small Claims Court: Dos and Don’ts,” and was one of the authors and editors of the Consumer Law Sourcebook for Small Claims Court Judicial Officers. From 1990 until the recent advent of on line training, he trained small claims pro tem judges throughout the state. He has served the Judicial Council on a number of committees: (1) An adviser to the Civil and Small Claims Committee since 1996; (2) A member of the Task Force on Self Represented Litigants; (3) A member of the Temporary Judges Task Force. Prior to joining the Department of Consumer Affairs, Albert tried cases in both trial court and administrative hearings for 15 years. He is a 1975 graduate of the University of California, Davis Law School.

**SHARON BASHAN** directs the Domestic Violence Limited Scope Representation (DVLSR) project, an award-winning limited scope program of Pro Bono Project Silicon Valley. In this role, she recruits attorneys to take domestic violence cases, oversees various aspects of the program, works with a myriad of community agencies to provide

holistic services to clients, and gathers measurable outcomes. Sharon also works to create new legal programs for Pro Bono Project Silicon Valley. In addition to her work with Pro Bono Project, Sharon is on the Board of Directors of Legal Aid Association of California (LAAC), the membership organization of legal services programs in California.

Sharon holds a B.A. in Sociology and Environmental Policy from the University of California at Santa Cruz. She completed her J.D. at Santa Clara University School of Law, where she was a Public Interest Scholar and B.T. Collins Scholar. During law school, Sharon served as Extern to the Honorable Judge Leonard Edwards, a nationally-renowned judge specializing in children's issues, and also worked at the Judicial Council of California's Center for Families, Children and the Courts. In addition, she possesses 15 years of experience in public interest, including work with the juvenile dependency system, a domestic violence agency, programs serving at-risk children and youth, and organizations addressing local environmental issues.

**PHILIP BERTENTHAL** oversees Bet Tzedek's expanding project assisting individuals in conservatorship and elder abuse proceedings at the Stanley Mosk Courthouse in downtown Los Angeles. Phil obtained his undergraduate degree from Grinnell College in Iowa and his J.D. from NYU in 1972. He started his legal career as a staff attorney at MFY Legal Services in New York and subsequently moved to Washington State where he worked for Evergreen Legal Services. He moved to California in 1980 and served as Supervising Attorney at the Youth Law Center in San Francisco. Subsequently, he became Litigation Director of Contra Costa Legal Services Foundation, a position he held for 13 years. After taking a year off from the practice of law to accompany his wife to Jerusalem while she attended rabbinical school, Phil moved to Los Angeles where he worked for the State Department of Social Services representing the Community Care Licensing Division. He returned to legal services practice in 2007 and has coordinated the downtown clinic since then.

**DIANE BRAS** has been the Family Law Facilitator of the Placer County Superior Court since 1997. She was previously a staff attorney for the court and graduated from McGeorge School of Law in Sacramento in 1988. She is now Managing Attorney for the court, overseeing Legal Research staff as well as self-help center operations.

**ALICE BUCK** is a Staff Attorney and Family Law Facilitator in the Family Court Division of the Superior Court of California, County of San Diego. She supervises a staff of ten including seven attorneys. She received her BA from San Diego State University, and her JD from the University of San Diego. Before going to law school, Ms. Buck was a high school English teacher, real estate broker and loan broker.

**HON. TANI CANTIL-SAKAUYE** was sworn into office as Chief Justice of California on January 3, 2011. She is the first Asian-Filipina American and the second woman to serve as the state's Chief Justice. Chief Justice Cantil-Sakaue has served for more than 20 years on California appellate and trial courts. In 1990, Governor George Deukmejian appointed her to the Sacramento Municipal Court and in 1997, Governor

Pete Wilson elevated her to the Superior Court of Sacramento County. On the superior court, she presided over both criminal and civil assignments. In 1997, she established and presided over the first court in Sacramento dedicated solely to domestic violence issues. In addition, then-Judge Cantil-Sakauye chaired the court's criminal law committee and was a member of the presiding judge's task force on domestic violence and the Home Court committee. In 2005, Governor Schwarzenegger nominated her to the Court of Appeal, Third Appellate District.

Chief Justice Ronald M. George appointed Justice Cantil-Sakauye to the Judicial Council of California in September 2008. She has served as vice-chair of the Executive and Planning Committee, vice-chair of the Rules and Projects Committee, chair of the Advisory Committee on Financial Accountability and Efficiency for the Judicial Branch, and cochair of the Judicial Recruitment and Retention Working Group. Chief Justice Cantil-Sakauye was also a member of the California Commission for Impartial Courts. She previously served as a member of the Judicial Council's Domestic Violence Practice and Procedure Task Force and chaired its Best Practices Domestic Violence subcommittee. She is president of the Anthony M. Kennedy American Inn of Court, an organization dedicated to promoting civility, ethics, and professionalism in the practice of law.

Born in 1959 in Sacramento, Chief Justice Cantil-Sakauye attended C. K. McClatchy High School (1977) and Sacramento City College (1978) before receiving her BA from the University of California, Davis, graduating with honors in 1980. After taking a year off to visit her ancestral homeland, the Philippines, the Chief Justice entered the UC Davis, Martin Luther King, Jr., School of Law in 1981. After receiving her JD in 1984, she worked as a deputy district attorney for the Sacramento County District Attorney's Office, where she prosecuted a variety of criminal offenses. In 1988, she served on the senior staff of Governor George Deukmejian in two capacities: as deputy legal affairs secretary and as a deputy legislative secretary.

**DEBORAH J. CHASE, J.D., CFLS, PH.D.** is a Senior Attorney with the California Judicial Council, Administrative Office of the Courts, Center for Families, Children & the Courts. She is a family law specialist certified by the State Bar of California with over 27 years in practice as an attorney. She also holds a doctorate degree in clinical psychology. Immediately before joining the AOC, Dr. Chase served as family law facilitator for the Superior Court of Alameda County, California. She is a past president of the California Family Law Facilitators' Association, and was a co-author of the first published article on the family law facilitator program, California's Family Law Facilitator Program: A New Paradigm for the Court. In 2002 she was named a California Lawyer of the Year by California Lawyer magazine for her work in the area of court-operated assistance to self-represented litigants. Dr. Chase has conducted and co-authored research on the role of judging in problem-solving courts and published articles on issues related to family law and pro se jurisprudence. She has participated in numerous educational programs including teaching civil and criminal domestic violence to new judges at the B.E. Witkin Judicial College. Dr. Chase has also served on many committees and task forces related to pro se assistance and family law including the

Judicial Council's Family and Juvenile Law Advisory Committee and the State Bar's Legal Services Trust Fund Commission.

**MALEA CHAVEZ** is a staff attorney at ACCESS, the Legal Self-help Center for the Superior Court of California, County of San Francisco. Malea has been with ACCESS since 2005. She is a native San Franciscan and received a Juris Doctor with a Public Interest Concentration from the University of California Hastings College of the Law. Malea was a founding member of the Hastings Race and Poverty Law Journal and has a strong commitment to social justice. She is currently the Outreach Coordinator for ACCESS and conducts two legal clinics a month serving monolingual Spanish-speakers in the San Francisco Mission District. Malea is a Mediator for the Small Claims Mediation Program for the San Francisco Superior Court with over ten years experience as a Mediator. She is also the Site Supervisor for the JusticeCorps program.

**KRYSTAL CHEA** has been a part of Los Angeles Superior Court's Justice Corp program for the past 3 years. She started as an undergraduate member, became a university representative her second year and is currently serving as a Justice Corp Fellow in the Pomona Courthouse. Krystal graduated from Cal Poly Pomona in 2010 and is planning to attend law school.

**JUDITH COKER** is a Staff Attorney at the San Diego Superior Court in Vista, California, who is also a licensed real estate broker. After graduating from Hastings College of the Law in San Francisco in 1991, Ms. Coker worked at a local civil litigation firm prior to joining the court in 1998. Judith is a native of San Diego who speaks Spanish fluently and received her undergraduate degree at UCSD. She has made numerous presentations and television appearances in an effort to increase public awareness of the resources available in the small claims system.

**REBECCA CRAEMER** is a Staff Attorney at the Civil Rights Litigation Project at the Disability Rights Legal Center in Los Angeles. As a staff attorney, Ms. Craemer has worked on high-impact cases addressing the access of individuals with disabilities to government programs and services, including the court system, police assistance and protection, education and government grants. Before working at the Disability Rights Legal Center, she managed a pro bono project at Advocates for Children of New York that addressed the individual education rights of families of children with special needs. Ms. Craemer is a 2002 graduate of UC Davis and a 2006 graduate of Brooklyn Law School, where she received a Sparer Fellowship for Public Interest work.

**SHERNA DEAMER** has been Manager of the Virtual Self Help Law Center for Contra Costa County since February 2003. One of the Judicial Council's five model projects, the Virtual Self Help Law Center explores how technology – specifically the Internet and videoconferencing equipment – can be used to address issues of access to justice and of quality court services for self-represented litigants. As Manager, Ms. Deamer oversaw the project's conceptual design, supervised implementation of its delivery systems, edited and obtained judicial approval on more than 1,500 pages of legal information for self represented litigants, produced instructional videos, and more. Ms. Deamer has made

presentations about the Virtual Self Help Law Center at conferences across the nation. She is a member of the Self-Represented Litigation Network's Self-Help Services working group, and was a member of California's Trial Court Limited English Plan Working Group in 2007. Before joining the court, Ms. Deamer worked as a writer, editor and project manager at the Bahá'í World Center in Haifa, Israel, for The Cousteau Society (part of the Underwater World of Jacques Cousteau) in Los Angeles, and for *Psychology Today* magazine.

**KATHLEEN DIXON** serves as Managing Resource Attorney and Family Law Facilitator for the Los Angeles Superior Court. Leaving private practice after 25 years in family law, Kathleen joined Los Angeles Superior Court in 2002 to focus on the development of collaborations for the Court with legal service providers, community organizations, and schools to leverage resources to expand and enhance services for self-represented litigants throughout Los Angeles County. Her work has included collaboration with three legal aid agencies to facilitate their operation of nine court-based self-help centers, and with these and other legal aid agencies to facilitate additional targeted partnership projects; co-creation of the JusticeCorps internship program in 2004 and its subsequent management in Los Angeles; and development and management of the Los Angeles Superior Court's three Resource Centers for Self-Represented Litigants. Since June 2008, management of the Family Law Facilitator Office has been added to these other responsibilities. Kathleen has since led the Facilitator program into unification with the Court's self-help program, and is increasing its collaboration with the legal aid self-help programs. Kathleen has been a frequent presenter on JusticeCorps and self-help related topics in local, state and national venues.

**STEPHANIE DOBIS** is a Family Law Paralegal for Riverside Superior Court. She has been employed with the Court for 4 years working with self-represented litigants in the Family Law Facilitator's Office. Prior to working for the Court, she worked in private law offices throughout Orange County. Stephanie graduated from California State University Fullerton with a Bachelor's of Arts in Political Science.

**JULIE DODGE** serves as the Family Law Facilitator, Managing Self Help Attorney and ADR Administrator for the Stanislaus County Superior Court Self Help Center and Small Claims Advisory Service. In 2006 she was invited to join the court as part-time employee to develop the Self Help Center. Operating on the principle "if you build it, they will come" she widened the scope of self help services complimenting those services already provided by the Family Law Facilitators office, leading to an eventual and logical merger of the two departments. In efforts to meet the increasing needs of court customers in toughest of economic times, she was able to augment and centralize services by adding in the small claims advisory service, community mediation services and a landlord/tenant clinic. The Self Help Center has truly evolved into the "HUB" of self help services in Stanislaus County.

**STEPHANIE DOLAN** has focused the last 9 of her 15-year legal career representing Indian tribes and individuals. Stephanie was a managing attorney with California Indian Legal Services in 2003 and 2004, before going into private practice in 2005. In addition

to her legal consulting and advocacy, Stephanie is also the Executive Director of the Northern California Tribal Court Coalition, a tribally-chartered nonprofit organization which is working to promote and strengthen Tribal justice systems to restore balance and order in Tribal communities, while honoring sovereignty and cultural values in our region.

**SHARI DUNCAN** is 2005 graduate of California Paralegal College. She has worked the past 6 years as a paralegal in various self help centers located in the rural counties of Amador, Calaveras and El Dorado. Prior to becoming a certified paralegal, Shari interned at the Placer County Superior Court Self Help Center. Upon certification in 2005, she began working at Legal Services of Northern California as a paralegal for the Motherlode Pro Per Project. Shari worked for the Placer County Superior Court as a paralegal with the court based Self Help Center from 2007 to 2008 and has since returned to Legal Services of Northern California to resume her position at the Motherlode Pro Per Project. Shari travels to El Dorado, Calaveras and Amador counties each week to assist self represented litigants with forms completion and court procedures. In addition to her duties as a self help paralegal, Shari also acts as the Small Claims Advisor for Alpine, El Dorado, Amador, Calaveras and Placer Counties.

**KATHRYN M. EPPRIGHT** is an attorney with the Central Coast law firm, Andre, Morris & Buttery, in its San Luis Obispo office. Kathy specializes in employment litigation and counseling. In addition to her private practice, Kathy has been active in efforts to improve access to the legal system. In 2003, Kathy was appointed to the California Commission on Access to Justice and was the Commission's co-chair from 2006-2007. This past year, Kathy co-chaired the Commission's Rural Access Advisory Committee, which published its report *Improving Civil Justice in Rural California* in September of 2010.

**KRISTEN ERICKSON-DONADEE** is a Child Support Attorney with the Sierra Nevada Regional Department of Child Support Services, and currently on loan to the California Department of Child Support Services. Kristen is a graduate of the UC Davis School of Law.

**CHARLES EVANS** is a staff attorney with Consumer Law Unit of the Legal Aid Foundation of Los Angeles. For the past three years, Charles has overseen the Consumer Law Unit's Foreclosure Prevention Project, and now oversees LAFLA's Pro Se Bankruptcy Clinic. Charles has been litigating home ownership and unfair debt collection cases in varying capacities since 2005. Charles received his Bachelor of Arts degree from the California State University, Los Angeles, and his Juris Doctorate degree from Loyola Law School, Los Angeles.

**JAMES F. FEUTZ, ESQ.,** is the Mediation Advisor for the San Francisco Superior Court's Self-Represented Litigants' Mediation Program in which he coordinates all aspects of the Program's community outreach, information, training and facilitative services and mediates pre-hearing and day-of hearing disputes. Mr. Feutz served for over

10 years as a mediator in San Francisco Probate Court's pro bono mediation program and has over 30 years litigation and ADR experience as a private practitioner.

**ANA MARIA GARCIA** is a supervising attorney at Neighborhood Legal Services of Los Angeles County (NLSLA), one of the largest non-profits in Los Angeles. She oversees a network of 9.5 self-help centers – the largest comprehensive network of court based self-help centers in the nation. NLSLA's network provides self-help services to over 10,500 litigants every month. In addition to volunteering for several community organizations, she is Past-President of the Latina Lawyers Bar Association. She is a member of the Elkins Task Force and the Elkins Implementation Task Force and is the co-chair of the Rules and Forms Committee. Ms. Garcia was recently appointed to the Task Force on Self-Represented Litigants and is a member of the State Bar's Standing Committee on the Delivery of Legal Services. Finally, Ms. Garcia is a member of the Los Angeles County Bar Association's Access to Justice Committee.

**MARK GARCIA** has been with the AOC since February 2000, where he spent five-and-a-half years as a Senior Budget Analyst in the Office of Budget Management. He has since been working on self help and language access issues in both the Court Interpreters and Equal Access Programs. Mr. Garcia's professional career spans more than 30 years of public service with the State of California, including seven years as the Assistant Legislative Representative for the Department of Fish and Game, and two years as the Chief of External Affairs for the Office of Oil Spill Prevention and Response. His areas of focus have been in budget and policy analysis. Mr. Garcia received his bachelor's degree in combined social sciences (history, political science, and economics) from California State University at Sacramento.

**XOCHITL GARCIA** is a newly admitted attorney. She ran the Greater Bakersfield Legal Assistance self-help litigants program assisting family law litigants in the preparation of their moving papers and how to present their case in court for the past three years, seeing approximately 350 litigants each year. Ms. Garcia is a graduate of the Thomas Jefferson School of Law in San Diego.

**RUTH GEOS** is the Head Reference Librarian for the San Francisco Law Library, and Branch Manager of the Financial District Branch law library location. She is also a California attorney. The San Francisco Law Library serves all members of the public by providing information and resources on the law. While they cannot give legal advice, the Reference Librarians assist by helping to locate print and online resources and by making referrals to local and community legal services agencies. Contact the Law Library at 554-6821 or access its web page and catalog at [www.sflawlibrary.org](http://www.sflawlibrary.org) Ruth may be reached directly at 554-6842 or [ruth.geos@sfgov.org](mailto:ruth.geos@sfgov.org)

**STEPHEN GOLDBERG** is currently a Staff Attorney at Legal Services of Northern California in Sacramento. He specializes in public benefits, housing, medical coverage and child support issue, with a particular emphasis on administrative hearing practice. Stephen previously worked at Legal Services of Northern California in Woodland, Northern California Lawyers for Civil Justice, Legal Center for the Elderly and Disabled,

the Coalition of California Welfare Rights Organizations and the Sacramento Regional Human Rights/Fair Housing Commission. Stephen is also an instructor in the paralegal program at American River College and was previously an adjunct professor at University of California Davis King Hall School of Law.

**HON. SUSAN L. GREENBERG** is a judicial officer, serving as Commissioner for the San Mateo County Superior Court. She was appointed to the bench in January of 2000. She presently handles matters involving traffic violations, family law, and small claims. She has previously handled calendars for Drug Court, Treatment Court, Criminal, Unlawful Detainer Cases, Lanterman-Petris-Short Act hearings, and Assignments from Master Calendar. She became a practicing attorney in 1984, handling matters including general civil litigation, business transactions, real property litigation and transactions, criminal law, family law, personal injury law, and estate planning and probate. Susan began her legal career as a Deputy District Attorney in San Mateo County in 1984. She received her BA in economics/accounting and mathematics from Claremont Men's McKenna College in 1981. She received her JD from Hastings College of the Law in 1984.

**HON. ROBERT HARRISON** has handled limited civil, traffic, unlawful detainer, enforcement of judgment, pretrial remedies, and small claims assignments. He currently sits in the Small Claims Department at the Stanley Mosk Courthouse which processes approximately one-fifth of the entire small claims caseload for the County of Los Angeles. Prior to coming to the bench in 2006, Commissioner Harrison practiced civil litigation and estate planning for over 20 years. He graduated with a B.A. in psychology from UCLA and received his J.D. from Loyola University School of Law.

**MICHELLE HOPKINS** is a Supervising Attorney at the Los Angeles Superior Court's Resource Center for Self-Represented Litigants in downtown Los Angeles. She manages the technology projects for all of the Court's Self Help Centers. Since 2006 Ms. Hopkins has focused on the development of Law Help Interactive (LHI) automated document assembly programs for the Court. She has collaborated with the AOC to create LHI programs in the areas of divorce, paternity and civil harassment and has coordinated the expansion of these programs to other Self-Help Centers in Los Angeles County. Ms. Hopkins earned her Juris Doctor from the University of the Pacific, McGeorge School of Law and her Bachelor of Arts in Political Science and History from the University of California, San Diego.

**BONNIE ROSE HOUGH** is the Managing Attorney at the AOC, Center for Families, Children & the Courts. She has been employed by the AOC since 1997. She is the project manager for a variety of grants and programs to help the courts meet the needs of self-represented litigants. She serves as committee counsel to the Judicial Council of California's Task Force on Self-Represented Litigants and helped to staff the Elkins Family Law Task Force. Prior to joining the AOC, Ms. Hough was in private practice in family law. She was also a cofounder of the Family Law Center, a nonprofit legal services organization in Marin County, and served as its executive director for six years. Ms. Hough is a fellow with the Harvard Law School's Bellow-Sachs project on the future

of civil legal services. She has received awards from California Women Lawyers, the Legal Aid Association of California, California Central Legal Services, California Commission on Access to Justice and the Administrative Office of the Courts for her work to increase access to the courts for low-income persons. Ms. Hough received a J.D. from Hastings College of the Law, an M.P.A. from San Francisco State University, and a B.A. from the University of California at Santa Cruz.

**LORETTA LEORA HOWARD**, Program Coordinator, Bishop Paiute Tribe's Women's Legal Advocacy Program (WLAP), is an active member of the Lone Pine Paiute-Shoshone Tribe of California. Loretta took her graduate degree from the California School of Professional Psychology (CSPP), her undergraduate degree from the University of California, Los Angeles (UCLA), and received a Certificate of Completion from the Council on Legal Education Opportunity (CLEO) program in the areas of legal research and writing. More recently, Loretta received a certificate from the Development Project Management Institute with the Monterey School of International Studies. Loretta has worked for the State of California, County of Modoc, the Owens Valley Career Development Center's (OVCDC) Tribal TANF Program and the National Park Service (NPS). As a Returned Peace Corps Volunteer (RPCV), Loretta enjoys traveling and meeting people of different cultures.

**JANET K. HOWEIL-MAILLET** works as the Paralegal for the Bishop Paiute Tribe's Women Legal Advocacy Program (WLAP). The WLAP is a Tribal program to assist victims of domestic violence, dating violence, sexual assault and stalking. Janet's position enables her to assist victims with legal matters related to their abuse; completing legal forms, preparing for and accompaniment to court hearings, whether Tribal or Superior Court and providing information about court procedures. She is also trained as a crisis counselor. A graduate of Smith College, Janet received her law degree from Georgetown University Law Center and is licensed (inactive) to practice law in the State of Nevada. Janet has worked for California Indian Legal Service (CILS), Nevada Indian Legal Services (NILS), the Law Office of Abby Abinanti and the Law Office of Arthur J. Maillet as well as for Inyo Mono Advocates for Community Action (IMACA) and the Owens Valley Career Development Center (OVCDC).

**RACHEL HSIAO** is a Staff Attorney at Neighborhood Legal Services at the courthouse in Pomona, assisting self represented litigants in family and housing law matters. She conducts community outreach and supervises JusticeCorps and other volunteers. Prior to her employment with NLS, she was a volunteer attorney with the Pro Bono Project in Silicon Valley handling family law and domestic violence cases. She received her law degree from Santa Clara University and also studied law at the University of Hong Kong.

**HARRY JACOBS** is a Senior Attorney with the Center for Families, Children & the Courts (CFCC) and has been employed by the AOC since June 2002. His primary focus at CFCC is the use of technology to assist self-help centers to serve self-represented litigants. Before joining the AOC, Mr. Jacobs worked at CFCC as a consultant on a variety of projects including the California Courts Self-Help Center. Mr. Jacobs worked

on the Self-Help Center web site from May 2000 until May 2006. In May 2002, he received a master's degree from U.C. Berkeley's School of Information. Mr. Jacobs practiced law for many years with Morrison & Foerster in its San Francisco and New York offices. He attended law school at the University of California, Berkeley (Boalt Hall).

**MARY PINARD JOHNSON** is a Public Services Librarian at the Sacramento County Public Law Library. She received a BA in History from Northwestern University and an MLIS from the University of Texas at Austin. After a brief stint with a small state agency library, Mary joined the reference staff at the Sacramento County Public Law Library in 2002. In this position, she provides reference services to attorneys, self-represented litigants and the general public, works with a team of staff members to update and maintain the library's website, and teaches classes on legal research topics to attorneys and the general public. Mary has served as the editor of Northern California Association of Law Libraries' newsletter, *NOCALL News*, since 2005, and as Co-Coordinator of California's AskNow Law Service since 2007. She has also served as webmaster for both the AALL Copyright Committee and the Council of California County Law Librarians.

**HON. MARK A. JUHAS** has been hearing family law cases with the Superior Court of Los Angeles County since September 2002. He has served as faculty at the Statewide Self-Represented Litigants Conference, and Family Law Institute and has taught family law at the Southwestern School of Law. Judge Juhas currently sits on the Superior Court of Los Angeles County's Access and Fairness Committee, Community Services Committee, Self-Represented Litigants Working Group, and Family Law Committee. He was key faculty for the Harvard Conference on Judicial Education Regarding Self-Represented Litigants and serves as chair of the CJER Family Law Education Committee and as a member of the Judicial Council's Family and Juvenile Law Advisory Committee, Task Force on Self-Represented Litigants and the Elkins Family Law Implementation Task Force. He also serves as a member of the board of directors for the California chapter of the Association of Family and Conciliation Courts (AFCC) and on the board of directors of the Los Angeles County Public Law Library. Judge Juhas attended the Seattle University School of Law for his law degree.

**SCOTT JONES, M.S.W., M.S.G., M.B.A., L.C.S.W.,** is a senior business analyst with the Ventura Superior Court. Mr. Jones manages the Court's Elder Law Project and several grant projects for the court concerning older adults, elder abuse, and mediation. The projects include leading Ventura courts effort in a 10 California court collaborative grant concerning Civil Harassment Mediation programs, a Ventura Court Small Claims Mediation Research Project Grant, and a collaborative effort to develop a Elder Mediation Program in Ventura County with the Court and Ventura Center for Dispute Settlement and the Congress of California Seniors.

**DAVID KELLY** is the staff attorney for the Legal Resource Center in Lompoc, CA, where he provides information and assistance to self-represented litigants in civil matters. He works under the direction of the Legal Aid Foundation of Santa Barbara County. Mr. Kelly is a graduate of Boston College and the Santa Barbara College of Law. Prior to

becoming a lawyer, he worked in public service as a librarian for almost 20 years. He was recently elected President of the California Small Claims Advisors Association.

**HON. MARY KELLY** is an Administrative Law Judge II with the California Unemployment Insurance Appeals Board (CUIAB), a nurse attorney, and co-chair of the Administrative Agency Committee of the California Access to Justice Commission. Judge Kelly's administrative appeal hearings concern the grant or denial of unemployment and disability benefits, or the assessment of state taxes on businesses. Judge Kelly has heard thousands of self-represented appeals, and she has lectured to administrative law judges on best practices for self-represented parties in contested unemployment and disability administrative hearings. Judge Kelly previously taught courses on medical malpractice liability and liability of health care providers as an Adjunct Professor at Southwestern University Law School and liability of health care administrators as a lecturer at California State University, Long Beach. A former supervising trial deputy with the Federal Public Defender's Office for the Central District of California, Judge Kelly also had a private employment law practice and was a member of the Federal Indigent Panel for the Central District of California. Prior to commencing trial practice, Judge Kelly had a judicial law clerkship with the Honorable Arthur L. Alarcón, Judge of the Ninth Circuit Court of Appeals.

**SUZANNE KOEBLER** is the Interim Executive Director at the Conflict Resolution Center of Santa Cruz. Suzanne has been working in public and non-profit administration since 1995. Prior to joining CRC, Suzanne worked as an analyst for the County Health Services Agency, as Executive Director of Mental Health Client Action Network, and as a grant consultant at Cabrillo College. She trained with CRC as a Community Mediator in the spring of 2008. Suzanne divides her time between program management, administration and outreach.

**MARCIA KOSLOV** in June 2005 was appointed the seventh Director of the Los Angeles County Law Library. She began her career in 1971 with the Missouri Supreme Court Library, serving first as Assistant Librarian and then as Head Librarian. In 1974, she was appointed State Law Librarian of the Wisconsin State Law Library. During a 26 year tenure, she instituted many innovative changes, taking the library from two manual typewriters through the development of an automated library system to the Web. In January, 2000, Marcia was appointed to be the first Director of Knowledge Management of the National Center for State Courts. From 2002 through 2003 she served as Deputy Director, University of Texas, Tarleton Law Library. Marcia holds Master's degree in Library Science from the University of Missouri, Columbia, MO and is a Fellow of the Institute for Court Management of the National Center for State Courts. Throughout her career, Marcia has been active in local and national organizations. She is a frequent contributor to magazines and journals and a frequent speaker at meetings, seminars and conferences.

**RAQUEL M. KURONEN** is a Staff Attorney at the Legal Aid Foundation of Los Angeles, supervising the Inglewood Self-Help Legal Access Center ("Center"). She has been in this position for almost 7 years and worked as a public interest litigator for most of the 7 years prior. The Center handles landlord-tenant, contract, consumer, family law,

civil harassment, and domestic violence cases. Ms. Kuronen has provided training on Civil Harassment for the Los Angeles Superior Court staff and self-help staff in LA County and is one of the creators of the Hot Docs Civil Harassment program. She also created a family law OSC prep video for litigants to prepare themselves for Court. Before LAFLA, she worked at Bay Area Legal Aid (“BayLegal”) representing tenants in Unlawful Detainer cases and domestic violence survivors in complex Dissolution cases. While there, she also served as the Interim Managing Attorney of their Oakland office, co-created the Alameda County Family Law Task Force, addressing the gaps in legal services for domestic violence survivors, served on the Self-Represented Litigants Workgroup to identify the needs of pro pers to be addressed by the creation of the Oakland self-help center, sat on the Oakland Police Department’s Community TaskForce, raising issues about police response to domestic violence and tenant disputes, and served on the Oakland Code Enforcement Committee, focusing on increasing accessibility to housing inspections for persons with disabilities and non-English speakers. Ms. Kuronen obtained her B.A. from UCLA and her J.D. from Hastings College of the Law.

**HON. JAMES LAMBDEN** has been an Associate Justice on the Court of Appeal, First Appellate District, Division Two since 1996. He served as Judge of the Alameda County Superior Court from 1989-1996. Prior to his appointment to the bench he was a partner with the law firm of Fitzgerald, Abbott and Beardsley. Justice Lambden serves on the California State Bar’s Access to Justice Commission and as chair of the Judicial Council’s Access and Fairness Advisory Committee. He also serves on the Court Interpreters Advisory Panel. He was co-founder and counsel for Bay Area Center for Law and the Deaf (BACLAD).

**BETSY LEE** is a staff attorney at ACCESS, the Superior Court of California, San Francisco’s civil self-help center. She is fluent in Cantonese Chinese and provides legal outreach to the Chinese community in San Francisco. Prior to joining the ACCESS Center in 2008, she was a staff attorney at Bay Area Legal Aid representing survivors of domestic violence in family law matters. She also worked as a staff attorney at Bay Area Legal Aid’s Legal Advice Line. She received her J.D. from the University of San Francisco School of Law in 2002.

**JOANN H. LEE** is the directing attorney of the Asian and Pacific Islander (API) Community Outreach Unit of the Legal Aid Foundation of Los Angeles (LAFLA). For the past 11 years, Joann has provided direct legal services to the growing indigent API immigrant population in the Los Angeles area. Joann specializes in the areas of family and immigration law, with a focus on representing domestic violence, sexual assault, and human trafficking survivors before the courts and administrative bodies. Joann directs outreach efforts, media work, and projects designed to provide monolingual and limited-English proficient APIs improved access to legal services. She is also actively involved in national and local efforts to provide all individuals linguistic access to legal and social services. Joann received her J.D. from George Washington University Law School, and a B.S. from Northwestern University. She currently serves on the boards of the Korean American Bar Association of Southern California and the Korean Resource Center and

serves on the honorary board of the Center for the Pacific-Asian Family, a local domestic violence/sexual assault shelter serving API women and children.

**JANINE LIEBERT** is a Librarian, Programs & Partnerships, at the LA Law Library. She received her Master's Degree in Library and Information Science from UCLA. Janine joined the LA Law Library in 2007. Janine developed the self-help collection for the LA Law Library and has for the past two years assumed increasing responsibilities for developing the Library's resources and services for self-represented litigants. During her years as a law librarian, Janine has been very active in professional activities with a special emphasis on self-represented litigants. She is a member of the Self-Represented Litigation Network (SRLN) Law Librarians Working Group and serves on the Federal Pro Se Advisory Committee for the Federal Pro Se Clinic in Los Angeles. Janine has been very active within the Southern California Association of Law Libraries (SCALL) serving on the Public Access to Legal Information (PALI) Committee. Janine has also been very active within the American Association of Law Libraries (AALL) and is the incoming Vice-Chair/Chair Elect of the Legal Information Services to the Public (LISP) Special Interest Section (SIS). Janine teaches a number of legal research classes, including "Finding Forms," "Basic Westlaw," and "Introduction to Legal Research." She holds an undergraduate degree from Amherst College in Massachusetts and a master's degree from St. John's College in New Mexico.

**SEAN E. LILLYWHITE** has worked in the California court and legal system since 1985, when he became certified as a California Court Interpreter in the Spanish language. He received his bachelor's degree in International Business from California State University, Fullerton in 1989 and his Masters in Business Administration from the University of Phoenix, in 2007. Sean was appointed by the Chief Justice of California to serve as an interpreter member of the Court Interpreter Advisory Panel and served for two years before being promoted to his current position as Senior Administrative Analyst responsible for managing interpreter services for the Orange County Superior Court. In addition to managing interpreter services for the Courts, Sean also has experience managing interpreter services and translation projects in multiple languages for various organizations and language services providers in the private sector. In 2007, Sean began directing the Court interpreter Internship on behalf of Orange County Superior Court in partnership with California State University, Fullerton. In 2008, Sean joined the University Extended Education faculty at California State University, Fullerton, as instructor in the Program Certificate in Legal Interpretation where he currently teaches a course titled "The Role of the Interpreter in the California Courts".

**MARIA LIVINGSTON** has been an attorney since 1980 and has served as the manager of the Self-Help Services Unit at the Orange County Superior Court since 2008. Prior to joining the Orange County Superior Court, Ms. Livingston worked for the Los Angeles Superior Court, serving as the Family Law Facilitator, and later worked with a team developing and managing its Self-Help Centers. Prior to becoming a facilitator, she worked as a sole practitioner in the areas of family law and real property, and previously served as a Deputy City Prosecutor for the City of Pasadena. Ms. Livingston has her bachelor's degree in Comparative Cultures from U.C. Irvine and a J.D. degree from

Loyola Law School, Los Angeles. She has been a Certified Mediator since 1995. Ms. Livingston is an appointee to the California State Bar Standing Committee for the Delivery of Legal Services and the Judicial Council AB1058 Budget Subcommittee, and has served on a number of working groups. She has presented on issues related to access to justice and navigating the legal system for self-represented litigants at a number of local, state and national events.

**CRISTINA LLOP** is a certified court interpreter and court consultant. She founded the ACCESS self-help center in the San Francisco Superior Court. Before that she was a Facilitator at the San Francisco's Family Law Facilitator's Office starting in December 1997. In July 2001, the San Francisco Facilitator's Office became part of the SF Unified Family Court Self Help Center, which provides legal assistance to families with most family law issues. She is bilingual and therefore has become intimately familiar with the particular needs of the Latino population in San Francisco, conducting presentations and workshops in community based organizations in the Mission District, a primarily Latino neighborhood in San Francisco. Prior to coming to the Facilitator's Office, Cristina worked at a non-profit agency focused on providing services to victims of domestic violence. In addition to being a staff attorney, she designed and implemented a Latina Outreach Project in Northern Alameda County, developing relationships with service providers in the Latino community in Oakland, and conducting restraining order clinics, workshops, and support groups at the service provider sites.

**BEATRIZ M. LOPEZ** works in the Orange County Superior Court's Self-Help Services Unit at the Central Justice Center and was in charge of the Court's Mediation for Self-Represented Litigants' Grant during 2009 and 2010. An experienced mediator, Ms. Lopez joined the Orange County Superior Court in 2006 after 16 years in private practice.

**JUDY LOUIE** is a native of San Francisco. From January 1993 to January 2000, Judy practiced with a San Francisco non-profit law firm representing survivors of domestic violence in the Asian Pacific Islander community in family law and immigration cases. Judy began working with self-represented litigants in January 2000 as an Assistant Family Law Facilitator at the San Francisco Superior Court's Family Law Self-Help Center. From August 2006 to present, she has been the Director of the San Francisco Superior Court's ACCESS Center providing self-help services in civil (non-family law) cases, including small claims, unlawful detainers, civil harassment restraining orders, name and gender changes, guardianships of the person, conservatorships of the person and step-parent adoptions. Today, ACCESS staff includes 1 director, 2 staff attorneys, 2 deputy court clerks, 1 mediation advisor and 15 volunteers. Due to budget cuts, 2 vacant staff attorney positions have not been filled.

**NINA MAGNO** is a Staff Attorney for Community Legal Services where she formerly volunteered for the organization's Domestic Violence Clinic while working in the private sector. She happily joined the organization in 2009 and has served as the Supervising Attorney for the Compton Self Help Legal Access Center. Mrs. Magno holds a Bachelor's of Arts in Human Development from the University of California, San Diego

and graduated from the University of California, Los Angeles School of Law with a concentration in Critical Race Studies.

**NANCY MARSHALL, LMFT**, is the co-founder and Executive Director of Domestic Violence Intervention Collaborative, a non-profit agency established in 2005 to fill gaps in court based domestic violence services. Ms. Marshall has over 20 years of experience working in the arena of domestic violence. In addition to providing individual and group therapy for victims of domestic violence, conducting court ordered domestic violence assessments, and consulting with Criminal, Family and Juvenile Dependency Court Systems, she has been instrumental in developing unique court based domestic violence services in Dependency and Family Courts in Santa Clara County.

**LINDA MCCULLOH** is a Senior Attorney in the Education Division/CJER of the Administrative Office of the Courts (AOC). She is also the ADA Resources Coordinator for the California judicial branch. She has been teaching programs on the Americans With Disabilities Act and requests for accommodations. She staffs the Access for Persons With Disabilities Subcommittee of the Judicial Council's Access and Fairness Advisory Committee and several working groups on access to the courts. Ms. McCulloh was a member of the State Bar Council on Access and Fairness and was Chair of the Education Subcommittee of the State Bar Committee of Legal Professionals with Disabilities. She is working with the State Bar on a disability video project. On a national level, she was on the Education Committee of the U.S. Access Board's Courthouse Access Advisory Committee.

She has conducted training and presentations to the California courts, Administrative Office of the Courts, the State Bar of California, the Society of Government Meeting Professionals, the National Association of Judicial Educators, the Practising Law Institute, County Counsel Association and many other organizations. Also, Ms. McCulloh was the key speaker on accessibility issues at many bar associations programs, including the Los Angeles County Bar, Alameda County Bar and the Beverly Hills Bar Associations. She has authored and co-wrote several publications including the State Bar of California's brochures on "I Have A Disability. What Are My Employment Rights Under the California Fair Employment & Housing Act" and "Disability Awareness: How To Accommodate Persons With Disabilities."

**TIMOTHY MCKINLEY** is the Managing Attorney at Greater Bakersfield Legal Assistance, overseeing a staff of nine attorneys and eight paralegals. Prior to coming to GBLA Mr. McKinley was in private practice in the Bay Area for seven years. Prior to that for twenty-six years he was with the Federal Bureau of Investigation as a special agent, supervisory special agent, and division counsel for the San Francisco Division of the FBI, covering an area from the California/Oregon border to the southern line of Monterey County, roughly one county deep along the bay and coast.

**JOSE MEJIA** is a Small Claims Court Advisor with the Department Consumer Affairs, Small Claims Advisory Program in Los Angeles. He has been with the department since 2005 serving in a variety of functions. He was a member of the first Justice Corps

program in 2004 where he was assigned to the Pomona Self Help Center and the Downtown Family Law Information Center. During his time in the Justice Corps internship he assisted litigants in a variety of cases ranging from family law to landlord tenant cases. After graduating from the Justice Corps program he was hired as a Student Professional Worker and assisted the administrative staff with running the division. In 2007 he was hired as an Investigator and has been with the small claims unit since. Mr. Mejia speaks fluent Spanish. He is a graduate of California State Polytechnic University, Pomona with a Bachelors Degree in Business Administration.

**MARIA MINDLIN** holds a graduate degree from University of California, Davis in Education, with an emphasis in Language Acquisition and research in Reading Theory. She is a published author and trainer on Readability, Literacy and Plain Language and works with many of the Departments of the State of California to produce materials that are easy to read in English and excellent platforms for translation. Her seminars give attorneys the basic skills they need to evaluate and create effective forms and instructions.

**MONICA MITCHELL** is the Supervising Attorney for Self Help Services at the Superior Court, County of San Bernardino. The Self Help Program in San Bernardino focuses on family law, guardianship, landlord tenant and small claims cases in six different Resource Centers scattered around San Bernardino County. Approximately 80,000 litigants per year are serviced by the self help centers' staff. Ms. Mitchell has been practicing law since 1987 after graduating summa cum laude from Loyola Law School in Los Angeles. She began her employment with the Superior Court in 2000, working as a Judicial Staff Counsel providing research for bench officers.

**ROBYN M. MOLTZEN** is a Public Services Librarian at the Sacramento County Public Law Library. She received a BA in Humanities from California State University, Sacramento and an MLIS from San Jose State University. Robyn began her career as a library assistant with the Sacramento Public Library. In 2001, Robyn joined the staff at the Sacramento County Public Law Library as a library assistant, and upon earning her MLIS, was promoted to her current position of Public Services Librarian. As a librarian, Robyn provides reference services to attorneys, self-represented litigants and the general public, works with a team of staff members to update and create library resource guides, and teaches classes on legal research topics to attorneys and the general public. In addition, Robyn has served on the Placement Committee for the Northern California Association of Law Libraries since 2008.

**MARJORIE MURRAY** is a policy analyst specializing in housing policy, finance, and the law. At the California Department of Housing she worked with local governments to bring their housing plans into compliance with state law. At the Century Freeway Program in Los Angeles she negotiated with lenders to provide mortgage financing for the homes built under the program's federal Consent Decree. Fannie Mae then hired her to set up the first public finance department in its Los Angeles Regional office serving 11 Western States. The department aided local governments in issuing bonds to finance the

construction of thousands of units of multi-family housing throughout FNMA's Western Region. She is the founder of the Center for California Homeowner Association Law. She has a BA cum laude from College of Notre Dame, Belmont. Her graduate degrees are from the University of California, Berkeley.

**ERIC NAKANO** received his J.D. from the College of William and Mary in 2002. He originally entered into private practice, but the post-September 11, 2001 economy left him with some extra time which he filled by volunteering, and later working part-time with Voluntary Legal Services Program of Northern California. When Voluntary Legal Services of Northern California was tapped in 2006 to begin a civil law self-help center at the Sacramento County Superior Court, he was thrilled by the opportunity to make helping self-represented litigants his full-time job. He developed the initial service model for this self-help center which opened in early 2007. The civil self-help center was subsequently moved to the Sacramento County Public Law Library in June 2009. Since early 2007, he has assisted thousands of self-represented litigants with their cases, and taught hundreds of workshops including workshops on completing civil Answers, completing basic written discovery, requesting a court-ordered name change, as well as other common civil law procedures.

**GENEVIEVE NAVAR** is a staff interpreter for the Sonoma County Superior Court. She is certified for the California and Federal courts. She is a regular presenter on court interpreter ethics. She draws on over 20 years of experience interpreting in civil, criminal, corporate and community settings.

**HON. KATHLEEN O'LEARY** was appointed Associate Justice for the California Court of Appeal, Fourth Appellate District, Division Three (Santa Ana) in January, 2000. Prior to her appointment to the Court of Appeal, Justice O'Leary served as an Orange County Superior Court Judge from 1985 to 2000. She was that court's first female Presiding Judge from 1998 to 2000. She also served as Judge for the West Orange County Municipal Court from 1981 to 1985 and also served as this court's Presiding Judge. Throughout her judicial career, Justice O'Leary has been active in judicial administration and judicial education. She is past member and chair of the California Judicial Education and Research Governing Board and remains active in judicial education.

In 2003 she was presented with the California Judges Association Bernard S. Jefferson Award for Distinguished Service in Judicial Education. In 2003 she was presented with the California Judges Association Bernard S. Jefferson Award for Distinguished Service in Judicial Education. She served on the Judicial Council from 1993-1997 and was recognized by the Judicial Council as Jurist of the Year in 1999. The Orange County Bar Association awarded her the 2006 Franklin G. West Award, the OCBA's highest honor presented annually to an outstanding attorney or judge whose lifetime achievements have advanced justice and the law. She received the California Commission on Access to Justice's Benjamin Aranda III Access to Justice Award in 2007. She has been a member of a number of other judicial committees including the Task Force on Trial Court Funding, the Presiding Judges Advisory Committee and the Community Focused Court

Planning Steering Committee. Justice O'Leary is committed to working to improve the court system to facilitate easy access to the courts by those who face economic and language barriers. She currently chairs the Judicial Council's Task Force on Self-Represented Litigants.

**TRINIDAD OCAMPO** is a staff attorney with the Legal Aid Foundation of Los Angeles (LAFLA) as the supervising attorney of the Torrance Self Help Legal Access Center. She has been with LAFLA since 2008. Previously, she served as the site supervisor of Public Counsel's Pro Per Guardianship Clinic at the Stanley Mosk Courthouse, in Los Angeles. Ms. Ocampo received her J.D. from Southwestern University School of Law in 2006.

**SHAWNA L. PARKS** is the Legal Director at the Disability Rights Legal Center in Los Angeles. Ms. Parks has worked extensively on high-impact cases affecting the rights of people with disabilities. These include cases regarding the rights of people with disabilities in the criminal justice system, and the rights of children with disabilities in the juvenile justice system, as well as a wide variety of cases addressing access to government programs and services, such as the court system, educational institutions, and government benefits. Her work in this area has also encompassed cases addressing housing and homelessness for people with disabilities, and other issues directed at the needs of very low income people with disabilities. In light of this work, Ms. Parks was named a Southern California Rising Star by Superlawyers Magazine for 2006-2009, and in 2010 was named one of the Top 100 Women Litigators in California by the *Daily Journal*.

In addition to her litigation responsibilities, Ms. Parks is an Adjunct Professor at Loyola Law School where she supervises the DRLC's litigation externship program and co-teaches Disability Rights and Special Education Law. She is also a member of the DRLC's management team. Ms. Parks is a 1995 graduate of U.C. Berkeley, and a 1999 graduate of Boalt Hall School of Law at U.C. Berkeley, where she was a Notes and Comments editor for the *California Law Review*. Ms. Parks was also a Fulbright Fellow in Budapest, Hungary from 1999 to 2000. Prior to joining DRLC Ms. Parks was an Equal Justice Works / Cotchett-Furth Fellow and Staff Attorney at Disability Rights Advocates in Oakland, California, and an associate at the civil rights law firm of Schonbrun DeSimone Seplow Harris & Hoffman, where she focused on cases addressing race and gender discrimination.

**JOSHUA PASSMAN** has worked with Bet Tzedek's Conservatorship/Elder Law self-help clinics since the summer of 2010. He runs the clinics in the Pasadena and Norwalk courthouses. Josh's relationship with Bet Tzedek began in 2006, when he worked as a summer clerk. In July of 2009, Josh returned to Bet Tzedek to work as a Volunteer Attorney, preparing and arguing Public Benefit and Unlawful Detainer cases. For his excellent work, he received Bet Tzedek's Volunteer of the Year award in 2010. Josh is a Los Angeles native, attending Crossroads High School and then Pitzer College in Claremont, where he majored in Sociology. He received his J.D. degree from Southwestern Law School.

**TAMMY PENG** is a supervising attorney for the Asian Pacific American Legal Center's Orange County office. Based in Los Angeles, APALC is the country's largest non-profit legal services and civil rights organization serving Asian Americans and Pacific Islanders. Tammy works with the ever-growing and diverse API population in Orange County, also home to the largest number of Vietnamese outside of Vietnam, on issues ranging from immigration and language access to education and hate crimes. Tammy has served as vice chair of the Refugee Forum of Orange County, a coalition of community-based organizations and service providers targeting the county's refugee community, and is currently a member of the Advisory Board of OCA-OC, American Red Cross OC Chapter's API Advisory Council, Congresswoman Loretta Sanchez's AAPI Advisory Committee, the State Bar of California's Standing Committee on Delivery of Legal Services, and Orange County Bar Assn.'s Community Outreach, Diversity and Equal Justice, and Pro Bono committees.

**TINA RASNOW** is an emerita attorney with the Ventura County Bar Association's Volunteer Lawyer Services Program. Prior to her retirement she worked as a senior attorney for the Ventura County Superior Court where she developed and coordinated its Self-Help Legal Access Center and Homeless Court programs. She serves on the California Judicial Council's Access and Fairness Advisory Committee, and on its Task Force on Self-Represented Litigants. Ms. Rasnow has authored articles in local newspapers and professional periodicals on access to justice and diversity issues, including a law review article *Traveling Justice: Providing Court Based Pro Se Assistance to Limited Access Communities*, published in the February 2002 Fordham Urban Law Journal. She is the 2008 recipient of the American Bar Association Section of Dispute Resolution's Lawyer as Problem Solver Award.

**GLENN RAWDON** is Senior Program Counsel for Technology with the Legal Services Corporation. He is responsible for helping legal services programs with their technology efforts and with the administration of the Technology Initiative Grants program. Before coming to LSC in 1999, he was a managing attorney at Legal Services of Eastern Oklahoma for five years and before that, he was in private practice. He has served as co-chair of the Law Office Management section of the Oklahoma Bar Association and was a member of the Legal Technical Advisory Counsel of the ABA.

**SHARON A. REMLEY** has been the Inyo County Family Law Facilitator and Director of the Inyo Legal Self-Help Center since 2007. Previously, she was an associate attorney in a small litigation firm in Mammoth Lakes, CA. She has a J.D. degree from Southwestern Law School in Los Angeles, California, and a B.A. from the University of California at Davis.

**GABRIELA REYES** is a Court Paralegal for Self Help Services at the Superior Court, County of San Bernardino, Victorville District. The Self Help Program in Victorville focuses on family law, guardianship, landlord tenant and small claims. Mrs. Reyes provides assistance to the Spanish-speaking customers that visit the Resource Center. Mrs. Reyes has been working in the legal profession since 2000. Mrs. Reyes received her

paralegal certificate from the University of California, Riverside in 2006. She began her employment with the Superior Court in 2007.

**JANE RIBADENEYRA** joined the Legal Services Corporation in 2009 as a program analyst for the Technology Initiative Grant (TIG) program. She oversees grant projects to develop and replicate technologies that improve client access to high quality legal information and pro se assistance throughout the United States and its territories. She worked at the National Legal Aid & Defender Association from 2000-2009 and has over 20 years of experience in nonprofit management, including membership marketing, information technology, online community development and project management. She received a B.A. in public policy from Duke University.

**PATRICIA RICH** is currently a Family Law Facilitator working with the Riverside Superior Court. She has been with the court for 11 years as both a Family Law Facilitator and Legal Research Attorney. She graduated from Western State University of Law too many years ago to remember. Her undergraduate degree is in Computer Technology and she used to teach computers in high school. This is where she obtained her love for technology and teaching.

**LOLLIE A. ROBERTS** is the Supervising Family Law Facilitator for the Superior Court of California, County of Sacramento. Previously she worked for Child Support Services of Arizona and in private practice. Prior to attending law school, she taught elementary school. Ms. Roberts has a bachelor's degree from the University of California, San Diego and a Juris Doctor from Santa Clara University School of Law. Ms. Roberts serves on the Judicial Stakeholders Work Group with the Department of Child Support Services and was a member of the Business Executives Group for the development of the California Child Support Automation System (CCSAS). Ms. Roberts is a member of the Self Represented Litigants Network and participates on the Courtroom Services working group and also served on the AB1058 pod of the Family Law Resource Guidelines Project coordinated by the Administrative Office of the Court.

**SANDRA RUBIO** is the Executive Director of the Ventura Center for Dispute Settlement which is a non-profit in Ventura County. VCDS provides a very broad range of mediation, arbitration and conciliation services at very low cost to the public as well as a higher level of the same services to the local business community. Sandra assisted in implementing mediation services for small claim and civil harassment cases offered at the courthouse in Ventura County as well as developing the Peer Mediation Jamboree, an annual youth program for middle school students which aims to assist in violence prevention by training students to handle conflict constructively. Sandra has received formal mediation training through the VCDS/Pepperdine University program.

**SUSAN RYAN** is the Managing Self-Help Attorney for Riverside Superior Court, where she supervises the court's Self-Help Center and Office of the Family Law Facilitator. Ms. Ryan previously worked as a Family Law Facilitator and Small Claims Legal Advisor. Prior to coming to the court, Ms. Ryan worked in public entity law, including as a Deputy

City Attorney for the City of Escondido, where she was a civil litigator. Ms. Ryan graduated from National University School of Law in 1993.

**GLORIA M. SÁNCHEZ** is the Small Claims Advisor and Probate Facilitator for Contra Costa County. She has been the Small Claims Advisor for the court since 2006; and was the Civil Advisor until 2009. In addition to her advisor's and facilitator's responsibilities, she has developed material for the small claims and court procedures webpages for the Virtual Self-Help Law Center, the technology model project granted by the AOC based in Contra Costa County Superior Court. She practiced law for several years in a Los Angeles firm and in a general civil partnership from which departed to teach Constitutional Law, 1<sup>st</sup> and 14<sup>th</sup> Amendments and Mediation as a full-time law professor. She worked as a court investigator for the San Luis Obispo County Superior Court before joining the Contra Costa County Superior Court. She has addressed a variety of legal topics in written articles for Spanish language newspapers and on appearances at television and radio stations with Spanish-speaking audiences. She is a graduate of UC Irvine and Boalt Hall. She enjoys painting and jewelry- making.

**MIREYA SANCHEZ** works as a Self Help Assistant at the Self Help Program for the Superior Court, County of San Bernardino. The San Bernardino Self Help Program focuses on family law, guardianship and landlord/tenant issues. Mireya's duties include assisting the public with providing legal information and referrals as well as reviewing and preparing Court forms. Mireya Sanchez began as a Legal Processing Assistant at the Superior Court of San Bernardino County after obtaining her Paralegal Certification in March 2005. Mireya is one of the Self Help's bilingual staff and offers assistance to the Spanish Speaking community on a daily basis.

**HON. RONALD H. SARGIS** was appointed to the bankruptcy bench in the Eastern District of California on January 14, 2010. Prior to his appointment, Judge Sargis practice law with the Sacramento law firm of Hefner, Stark & Marois, LLP concentrating in the areas of bankruptcy, commercial law, and creditors' rights. Judge Sargis served as lead general counsel at Hefner, Stark & Marois, LLP for the California Association of Collectors, representing the collection industry, individual collection agency, and creditors on a wide variety state and federal legislative and regulatory matters. He represented clients in the California Superior, District Court of Appeal, and Supreme Court; Bankruptcy and Districts Courts in a number of states, the Ninth Circuit Court of Appeals; and in regulatory proceedings in a number of states and with the Federal Trade Commission.

Judge Sargis received his A.B. degree from Stanford University and his J.D. degree, with distinction, from the University of the Pacific, McGeorge School of Law. He served as a judicial law clerk for the Honorable Loren S. Dahl, U.S. Bankruptcy Court, Eastern District of California, from 1982-1983, before going into private practice. While in private practice he was a member of the Commercial Law League of America and was certified through the CLLA as a creditor's rights specialist. Judge Sargis was a regular presenter of programs concerning federal and state licensing and regulatory issues, debt enforcement, business practices, and state legislation affecting the collection industry.

**AMINA C. SCOTT** assists pro per litigants with using various forms of technology to handle their legal matters. She obtained her Paralegal Certificate from South Coast College in Orange, CA in 2006. She is currently a Paralegal at the Legal Aid Society of Orange County's Legal Resolutions Center. She facilitates the use of ICAN! and Legal Genie and provides assistance through Legal Aid's Lawyer Referral Service and Orange County's Small Claims Advisory Program. She has provided clinical trainings to pro per litigants in a variety of areas including, Small Claims, Family Law, Civil Harassment and Landlord/Tenant.

**JANICE SHURLOW** works for the Los Angeles Superior Court as a Family Law Facilitator providing self-represented litigants access to justice. A graduate of Loyola Law School, Janice has over twenty years of experience working in higher education and non-profit agencies including over ten years working to end violence against women. She has written training manuals and conducted numerous trainings on legal issues in domestic violence and child abuse.

**ALEJANDRA SIROKA** attended the National University of Córdoba where she earned two degrees: Public English/Spanish Translator and Teacher of the English Language. At present, she is certified as a court interpreter in the Federal and California state court systems; works as a communication consultant facilitating trainings and coaching on effective communication to interpreters and professionals who work with interpreters and speakers of other language; acts as the Northern District Director of Professional Development for CFI (California Federation of Interpreters) ); and belongs to the pool of instructors at San Francisco State University in its Court and Medical Interpreting program. Alejandra is also pursuing a Master's Degree program on Transformative Leadership at the California Institute of Integral Studies.

**JASON H. STEIN** is the ADR Administrator for the Superior Court of California, County of Alameda. He previously coordinated the Self-Represented Litigants' Mediation Program at the Superior Court in San Francisco and has been an Adjunct Professor at the University of San Francisco School of Law's Civil Mediation Clinic. He has worked as a Staff Attorney at the San Francisco non-profit AIDS Legal Referral Panel, a Citizen's Complaint Officer for the San Francisco Rent Stabilization and Arbitration Board, and a mediator in private practice. Mr. Stein has also served as a mediator for the Superior Court Voluntary Mediation Program, Judge Pro Tem for the Superior Court, and as an arbitrator for the San Francisco Department of Human Services Homeless Grievance Policy Program.

**SARA STURTEVANT** is the ADR Coordinator for the Superior Court of California, County of Monterey and is also the Program Director for the Monterey College of Law – Mandell-Gisnet Center for Conflict Management. Previously, she worked as a paralegal for the Monterey Superior Court's Self-Help Center. She has a law degree from New College of the law and extensive experience working with self-represented litigants.

**HON. TOM SURH (Ret.)** is a graduate of UC Berkeley and Boalt Hall School of Law and has been a legal aid attorney, a county bar administrator and a solo practitioner in the

areas of family law, immigration law, and juvenile dependency trials and appeals. In 1997, he was hired as one of the first Family Law Facilitators for the Alameda County Superior Court, and was appointed as a Court Commissioner in 2002. After presiding in Department 504 in the Hayward court handling juvenile dependency, domestic violence and harassment civil restraining orders, and small claims, he retired in December 2010. Commissioner Surh has been a longtime member of the Judicial Council's Civil and Small Claims Committee, and has chaired the Small Claims Subcommittee.

**AMY SYED** is a small claims adviser for Los Angeles County. In this capacity, she counsels litigants on complex small claims procedures which include filing or defending claims, and collection procedures. Ms. Syed participates in training junior staff and volunteers, including Justice Corp members, on Small Claims policies, procedures and resources. She is assisting in updating the Department's Website, brochures, and recorded phone scripts. Ms. Syed is very knowledgeable about other services and resources available to litigants in- and outside the Department. As an alternative to litigation, she consistently "connects" litigants with resources that may assist them in resolving consumer fraud, identity theft, and real estate fraud cases. Before becoming a small claims adviser, she worked in the Department's Consumer Protection and Dispute Settlement units, where she investigated and resolved consumer complaints. Prior to joining the Department, Ms. Syed worked as a behavioral therapist and consultant for children with autism. Ms. Syed graduated with Bachelor of Arts in psychology and political science from the University of Karachi, Pakistan. She received an Associate of Science degree in child development from the College of Canyons, Valencia, California.

**WILLIAM T. TANNER** has provided trainings on a variety of topics for the Administrative Offices of the Court, the State Bar of California, and the Superior Court of Orange County. He received a J.D. from University of the Pacific, McGeorge School of Law in 1994 and a B.A. in Philosophy/Law and Society from University of California, Riverside in 1991. He is currently a Directing Attorney and oversees the Legal Resolutions Center, Small Claims Court Advisory Program of Orange County, Legal Aid's Lawyer Referral Service and aspects of I-CAN! and Legal Genie. Further, he oversees the training of approximately forty interns each year, including, lawyers, and paralegal and law students. He teaches a variety of courses at Mount San Antonio College and University of California, Irvine Extension, including, Legal Aspects of Real Estate, Property Law, Landlord Tenant, Civil Litigation and Ethics. For the past eight years he has been a member of the Civil Small Claims Advisory Committee of the Judicial Council and a Temporary Judge in Orange County.

**DIANE TRUNK** earned her J.D. from University of Southern California Law School in 1992 and her B.A. from Sarah Lawrence College in 1986. She is an attorney with Neighborhood Legal Services of Los Angeles County (NLS). Since February, 2006, Diane has been the Coordinator of the new Domestic Abuse Self-Help (DASH) Project at NLS. DASH operates five court-based clinics in Los Angeles County. In its first eight months, DASH assisted over 2,000 victims of domestic violence with their restraining order applications. Before coming to NLS, Diane worked in private practice and worked as a research attorney for the Los Angeles Superior Court.

**W. PATRICK ULIBARRI** is currently a paralegal at the Law Offices of Sanford Parke. He has been involved in residential mortgage lending since 1994. He works exclusively in the area of mortgage foreclosure litigation and work-out strategies. In the past couple of years he has presented on loan modifications including the Obama Administration's Making Home Affordable modification program for the Superior Court, County of Orange, at UCI, Mt San Antonio College, and various other forums including the Administrative Offices of the Court's Conference for Self-Represented litigants.

**HON. JUAN ULLOA** was elected to the Superior Court of Imperial County in an open election in November 1994. He had been serving as juvenile court referee since 1992. He has served as presiding judge of the juvenile court since 1995, even while otherwise assigned. He had extensive experience as court-appointed counsel for parents and children in dependency and delinquency courts. He helped to establish Court Appointed Special Advocates of Imperial County, which has been serving dependent children since 1997. He was instrumental in the establishment of the Imperial County Peer Court for first-time, nonviolent delinquent offenders. He has coached and judged High School Mock Trial competitions for 20 years. Judge Ulloa was an attorney and directing attorney for California Rural Legal Assistance from 1975 until 1982. Before his election to the bench, he was a solo practitioner, with extensive experience in the formation, management, and dissolution of nonprofit and private corporations and grass-roots advocacy groups. His primarily family and civil practice evolved into a mostly criminal defense practice when he worked as a contract indigent defense attorney for Imperial County. He is proud of the fact that he has presided on every bench and over every calendar in Imperial County, including family law, civil, and criminal assignments. He has been a leader in court reform efforts and in the establishment of the ongoing collaborative relationship between the Superior Court of Imperial County, the family court of Baja California in Mexicali, Mexico, and the Mexican Consulate in Calexico, California. Judge Ulloa received his bachelor's degree in anthropology and Mexican-American studies from the University of California, Riverside in 1972, and his J.D. from UCLA.

**VANESSA URIBE** is the Director of the El Dorado County Law Library. She is also a regular conference presenter and contributor to library publications. Prior to her position in El Dorado County she worked as a law librarian at the Placer County Law Library and as an Adult Literacy Coordinator for the Roseville Public Library system. She received her Master's degree in Library Science from Drexel University in Philadelphia.

**MONICA L. VANTOCH** is a Mediating Attorney and Trainer who dedicates her practice exclusively to divorce mediation, based in Santa Cruz, California. She developed the Family-Law Affordable Mediation (FAM) Project through the Conflict Resolution Center, acts as a trainer and supervising attorney. She has developed her mediation skills by helping hundreds of parties reach resolution, and in doing so has created a systematic, thorough, and efficient method. She has been noted for her calming effect and natural skill facilitating dialogue. She focuses her sessions on useful legal information, and structured, balanced dialogue, so that you and your spouse have all of the information

you need to make your own fully-informed decisions. As a divorce lawyer, she uses negotiation strategies to help resolve your divorce efficiently and cost-effectively, out of court whenever possible.

**WILLIAM C. VICKREY** is the Administrative Director of the California courts, a state constitutional position he has held since 1992. In that capacity he is the executive director of the Administrative Office of the Courts and the secretary to the Judicial Council, the constitutionally created policy-making body of the California courts. Mr. Vickrey directs the operation of services to California's judicial system in the areas of finance; education; human resources; government relations; trial and appellate court judicial services; legal services, and emergency response services. Since his appointment in 1992, Mr. Vickrey has been responsible for many improvements in the state judicial system for the enhanced public access to justice for all Californians.

Mr. Vickrey served as a member of the national, nonpartisan Pew Commission on Children in Foster Care (2003-04); and was President of the national Conference of State Court Administrators and Vice-Chair of the National Center for State Courts' Board of Directors (1998-99). He was the 1999 recipient of the Judicial Council's Distinguished Service Award for outstanding leadership in judicial administration and for significant contributions to the California courts. He is a past recipient of the Warren E. Burger Award (1995), one of the highest honors from the National Center for State Courts, for his significant contributions to the field of court administration. In 2009, he was inducted in the Warren E. Burger Society. He also received the James Larson Award (1984) from the Utah Corrections Association for outstanding contributions to that field. He and Chief Justice George received Government Technology's 2007 annual award for Innovation and Vision in Government which recognizes government executives who have demonstrated sustained commitment, vision, and leadership to bring innovation to government services and processes. Prior to his arrival at the AOC, Mr. Vickrey was the State Court Administrator for the Utah Administrative Office of the Courts (1985-1992); the Executive Director for the Utah Department of Corrections (1983-1985); and Director for the Utah State Division of Youth Corrections (1980-1983).

**JENNIFER WALTER** is a Supervising Attorney with the Center for Families, Children & the Courts and has been employed by the AOC since 1995. Ms. Walter supervises a number of juvenile projects, including the Judicial Review and Technical Assistance Project, the Indian Child Welfare Act Initiative, and the Court Improvement Project's curriculum development. Ms. Walter is also a co-counsel to the Family and Juvenile Law Advisory Committee and staffs the Child Welfare Council. Ms. Walter participated in redrafting juvenile delinquency foster care statutes in California. Prior to joining the AOC, she was a directing attorney of Legal Advocates for Children and Youth, a nonprofit law office for children in Santa Clara County. Prior to that, she was a staff attorney at Legal Services for Children in San Francisco. Before becoming a lawyer, Ms. Walter worked with high school dropouts in New York City. Ms. Walter graduated from the University of San Francisco, School of Law in 1988 and received her bachelor's degree in linguistics from the University of California, Berkeley in 1982. She is author of "Averting Revictimization of Children: State Funding Needed for Independent Counsel Representing Children in Juvenile Court" (CFCC Journal, 1999). Ms. Walter has served

as a delegate for the Bay Area Lawyers for Individual Freedom at the State Bar Conference of Delegates and currently serves on the Children and Families Services Review Steering Committee in California. Ms. Walter lives with her partner and their daughter in Half Moon Bay, and serves on the city's Disaster Preparedness Council.

**CATHERINE WARD, ESQ.**, is the Lead Mediator and ADR Program Coordinator for the Lake and Mendocino Superior Courts. She is also the Court Programs Director for RECOURSE Mediation Services, the community based mediation non-profit organization in Sonoma County. She has mediated over 4000 community and litigated cases, as well as trained community and court connected mediators for over ten years. Committed for over 30 years to improving access to justice for self-represented people, Ms. Ward started the Workers' Rights Clinic for The Employment Law Center in San Francisco; developed tribal court systems for the Native Americans of Nevada; and supervised students in the Community Legal Information Center at Chico State University. She has also taught at JFK, Golden Gate and New College Law Schools, St. Mary's College and in the Sonoma State University's Conflict Resolution Program. A member of the ADR Committees for the Sonoma, Lake and Mendocino Superior Courts, Ms. Ward received a Sonoma Superior Court's Pro Bono Services Award and an award from the Sonoma Bar Association for her mediation work at the Court.

**JULIA WEBER, J.D., MSW**, is a supervising attorney with the AOC, Center for Families, Children & the Courts. She has been employed by the AOC since August 1999. Ms. Weber serves as co-counsel to the Family and Juvenile Law Advisory Committee. She serves as staff to the Elkins Family Law Implementation Task Force and works on a variety of projects related to family law, child custody, court coordination, and domestic violence. Before joining the AOC, Ms. Weber had a private practice as an attorney representing children in St. Louis, Missouri. In addition to working with the courts in California, her policy work has included serving as project coordinator for St. Louis City's Family Violence Council, developing the city's first plan for implementing a coordinated community response to domestic violence and assisting Monsanto in creating one of the first international employee policies addressing family violence. She also worked with the courts in St. Louis County as a child custody mediator. Ms. Weber received her J.D. and MSW from Washington University where she also taught undergraduate courses on race, gender and law and violence against women and served as an advisor to students pursuing dual degrees in law and social work.

**HERB WHITAKER** is currently the Managing Attorney of the Mother Lode Regional Office of Legal Services of Northern California located in Auburn. Herb began his legal services career in Louisiana in 1978, before moving to Micronesian Legal Services, where he worked in the Truk Islands and Northern Mariana Islands, and then on to LSNC in 1989. Herb's LSNC office has always provided assistance to self-represented litigants, both in-house and by sponsoring pro bono volunteer and contract attorney outreach programs in rural counties, and since 2000 the Mother Lode Office has contributed the pro per assistance programs for the Placer, El Dorado, Alpine, Amador, and Calaveras Courts. Herb also serves as the Co-Chair of the Rural Task Force of the Commission on Access to Justice.

**HON. CLAUDETTE WHITE** was appointed to the position of Chief Judge for the Quechan Tribal Court on May 05, 2006 and then reappointed by the Quechan Tribal Council for a second term beginning May 2010. Her undergraduate studies were completed at Arizona Western College in Yuma, Arizona and Northern Arizona University in Flagstaff, Arizona where she earned her Bachelors of Science in Criminal Justice, being the first from her family to graduate from college. While in attendance there, she also minored in Sociology. Judge White attended the Sandra Day O'Connor School of Law at Arizona State University in Tempe, Arizona where she earned her Juris Doctorate and a Special Certificate in Indian Law in 2005. She has also attended and completed the Limited Jurisdiction Judges Orientation education requirements for Arizona Judges which was facilitated by the Arizona Judicial College.

Judge White is an enrolled member of the Quechan Indian Tribe and also descends from the Cocopah and Digueno Mission Indian Tribes of California and Arizona. She has resided on the Quechan Indian Reservation located in Ft. Yuma, California, almost her entire life. She served on the Quechan Tribal Council from 1995-1998 and claims the honor of being one of the youngest members ever elected. Judge White is active with the Arizona Indian Judges Association where she serves as the President of the Association.

**ALAN WIENER** is an Attorney with the Administrative Office of the Courts (AOC) Office of the General Counsel. His responsibilities include serving as staff to the Alternative Dispute Resolution (ADR) Subcommittee and the Small Claims and Limited Cases Subcommittee of the Judicial Council's Civil and Small Claims Advisory Committee. Alan is also the AOC program manager for the Civil Mediation and Settlement Program Grants project, which provides funding and technical assistance to help superior courts plan, implement, and improve mediation and settlement programs for unlimited and limited civil cases and small claims, unlawful detainer, and civil harassment proceedings.

**CARREY WONG** has been a Staff Attorney at Neighborhood Legal Services of Los Angeles County since September 2005. She currently works on NLS's Pasadena Self Help Legal Access Center three days a week, and works at NLS doing outreach to the Asian Pacific Islander community the other days. Prior to joining NLS, Carrey clerked at the Asian Law Caucus, the Ninth Circuit Court of Appeals, and the Los Angeles Superior Court for Judge Teresa Sanchez-Gordon. She received her J.D. from UC Hastings in 2005, graduating in the top 1/3 of her class with a concentration in civil litigation and a Public Interest Law Certificate from the Public Interest Clearinghouse. Carrey is fluent in Cantonese and Mandarin.

**MICHAEL L. WRIGHT** is the program manager for the California judicial branch child support program and is the supervising attorney for the Child Support Commissioner and Family Law Facilitator Unit at the California Judicial Council, Administrative Office of the Courts, Center for Families, Children & the Courts. Mr. Wright has been employed by the California Administrative Office of the Courts (AOC) since 2000. In his work with the AOC he has overseen a number of collaborative ventures

with the state Title IV-D agency in areas of automation, development of statewide standardized policies and practices, rules of court and state regulations, grant application and pilot project oversight. Mr. Wright has presented on collaboration between the courts and child support agencies at the 2nd National Symposium on Children, Courts and the Federal Child Support Enforcement program, as well as many other venues. Prior to his work at the AOC, Mr. Wright was the supervising deputy district attorney for the Marin County District Attorney/Family Support Division. Mr. Wright is a graduate of the University of San Francisco School of Law and has a bachelor's degree in political science from Indiana University.

**RICHARD ZORZA** is an attorney and independent consultant who has worked for the past fifteen years on issues of access to justice. He is the coordinator of the national Self Represented Litigation Network, see [www.selfhelpsupport.org](http://www.selfhelpsupport.org), and has acted as a consultant to the Harvard Law School Bellow-Sacks Project on the Future of Access to Civil Justice, [www.bellowsacks.org](http://www.bellowsacks.org), and works in support of the national LawHelp network of access to justice websites, [www.lawhelp.org](http://www.lawhelp.org). His book, *The Self-Help Friendly Court: Designed from the Ground Up to Work for People Without Lawyers*, was published by the National Center for State Courts in 2002. His article *The Disconnect Between the Requirements of Judicial Neutrality and Those of the Appearance of Neutrality when Parties Appear Pro Se: Causes, Solutions, Recommendations, and Implications*, 17 GEORGETOWN JOURNAL OF LEGAL ETHICS, 423 (2004) is widely used to define the structure of thought on the topic. He coordinated the National Judicial Conference on Self-Represented Litigation held at Harvard Law School in November of 2007, the launching conference of the Court Leadership Package on Self Represented Litigation, in the fall of 2008, and a national conference on Public Libraries and Access to Justice in January of 2010. He is the recipient of the 2008 American Judicature Society Kate Sampson Access to Justice Award. Additional information and publications are available on his website, [www.zorza.net](http://www.zorza.net). He blogs at [www.accesstojustice.net](http://www.accesstojustice.net).