



2011 California Conference on Self-Represented Litigants

Meeting the Needs of the Public During Tough Economic Times

**June 8-10, 2011
Milton Marks Conference Center
455 Golden Gate Avenue, Lower Level
San Francisco, CA 94102**



**ADMINISTRATIVE OFFICE
OF THE COURTS**

CENTER FOR FAMILIES, CHILDREN
& THE COURTS

WEDNESDAY, JUNE 8

PRECONFERENCE TRAINING SESSIONS

9:00–10:30 **Registration and Networking / Continental Breakfast**

10:30–4:30 **All day sessions with break for lunch from 12 – 1 (Lunch provided)**

P 1 **Civil Harassment Nuts and Bolts**

(Benicia room)

This all-day workshop is designed to give a general overview of the law and procedure related to civil harassment restraining orders, including the increased demand for assistance by SRL's in this field. It will also discuss the benefits and risks of civil harassment mediation; how to assess the propriety of mediation and make referrals; how to conduct civil harassment mediation, draft settlement agreements and orders, and enforce them. It will report on the program models from lead and collaborating courts, provide and exchange of materials and share information about resources to develop or improve upon successful civil harassment mediation programs. New methods to help self represented litigants prepare pleadings for civil harassment orders and how to prepare for hearings will also be presented.

Cheryl Allain-Mee, Immediate Past President, Ventura Center for Dispute Settlement

Michelle Hopkins, Supervising Self-Help Attorney, Los Angeles Superior Court

Harry Jacobs, Senior Attorney, Administrative Office of the Courts

Scott Jones, Senior Business Analyst, Ventura Superior Court

Raquel Kuronen, Staff Attorney, Legal Aid Foundation of Los Angeles

Sandra Rubio, Executive Director of the Ventura Center for Dispute Settlement

Hon. Tom Surh (Retired), Commissioner, Alameda Superior Court

Alan Wiener, Attorney, Administrative Office of the Courts

P 2 **Small Claims Boot Camp**

(San Diego Room / Auditorium)

This all-day workshop is designed to give a general overview of the small claims process. New small claims advisors, self-help staff, clerks and others who are likely to receive questions from the public about small claims would benefit from attending. Small claims courtrooms are filled with consumers. Topics include: bad checks, habitability, escrow funds, treble damages, tow statutes, and advertising issues. The session will explain and explore common and uncommon ways to collect a civil money judgment.

Bill Tanner, Directing Attorney, Legal Aid Society of Orange County

Amy Syed, Small Claims Adviser, Los Angeles County

David Kelly, Small Claims Adviser, Santa Barbara County

Judith Coker, Small Claims Adviser, San Diego County

Albert Balingit, Staff Counsel, California Department of Consumer Affairs

P 3 Domestic Violence
(Monterey Room)

This all-day workshop will provide skills to help self-help center staff, legal services and family court services staff assist both petitioners and respondents in domestic violence cases. It will include discussion of the basics of domestic violence and its impact, how to help litigants prepare effective declarations, how to provide services in the courtroom, and how to cope with the stress associated with working on these cases. It will also review discuss screening strategies for mediation or other settlement efforts and identify ways to address power imbalances and ensure a safe environment for settlement discussions.

Tamara Abrams, Senior Attorney, Administrative Office of the Courts
Diane Trunk, Attorney, Neighborhood Legal Services, Los Angeles
Julia Weber, Supervising Attorney, Administrative Office of the Courts

THURSDAY, JUNE 9

8:30–10:00 **Registration and Networking / Continental Breakfast**

10:00–10:50 **Introduction and Welcome Plenary**
(Auditorium)

*Hon. James Lambden, California Commission on Access to Justice
presents awards of merit to:*

*Miyé Goishe, Hastings College of the Law and
Linda Daeley, Superior Court of Orange County*

*Hon. Tani Cantil-Sakauye, Chief Justice of California (via video)
Hon. Kathleen O’Leary, Chair, Task Force on Self-Represented Litigants
William C. Vickrey, Administrative Director of the Courts*

11:00–12:30 **Workshop Session 1**

1 A **Meeting the Needs of the Spanish Speaking Self-Help Customer**
(Santa Barbara Room)

This session will examine the cultural experiences underlying communications with Spanish-speaking litigants, and demonstrate some practical communication ideas from the perspective of the bilingual self help center staff person, including a discussion of the role of the interpreter in a self help center.

*Malea Chavez, Staff Attorney, ACCESS Self-Help Center, San Francisco Superior Court
Genevieve Navar, Interpreter, Sonoma County Superior Court
Gabriela Reyes, Paralegal, San Bernardino Superior Court
Mireya Sanchez, Self-Help Assistant, San Bernardino Superior Court*

1 B **Enhancing Services to Self-Represented Litigants through Free or Low Cost Technology**
(Auditorium)

As tough economic times make the need for self-help services increase while service providers’ budgets decrease, free and low-cost technologies for self-help centers and law libraries can stretch tight services and budgets. Implementing easy, inexpensive technologies free up staff time, enable distance services, and allow greater SRL outreach. Gain a practical review with examples of free and low cost technologies such as GoAnimate, Audacity, and Meebo that self-help centers, law libraries, and other SRL services can quickly adapt to their specific organizations, as well as share with others.

*Mary Pinard Johnson, Law Librarian, Sacramento County Public Law Library
Robyn Moltzen, Law Librarian, Sacramento County Public Law Library*

Workshop Track Legend

A: Communication & Language Access B: Technology C: Family Law D: Small Claims and Limited Civil
E: More Legal Issues F: Self-Help Program Structure and Development G: Mediation and Settlement Services

1 C Addressing Domestic Violence in Native American Communities

(San Diego A)

Receive an overview of tribal and non-tribal self help programs in California, including practical information on how to provide culturally appropriate, safe and confidential advocacy and support. Learn about improved access to courts and services to Native Americans impacted by domestic violence and sexual assault who live in primarily isolated and rural communities, and how these services are provided by the Northern California Tribal Courts Coalition in Humboldt and Del Norte Counties, and in Inyo and Imperial Counties, while sharing strategies that work in your communities.

Hon. April Attebury, Chief Tribal Court Judge, Karuk Tribal Court

Ms. Stephanie Dolan, Director, Northern California Tribal Courts Coalition

Loretta Howard, Women's Legal Advocacy Program Coordinator, Butte Paiute Tribe

Janet Maillet, Paralegal, Butte Paiute Tribe

Sharon Remley, Executive Director, Inyo Legal Self-Help Center

Hon. Juan Ulloa, Judge, Imperial County Superior Court

Jennifer Walter, Supervising Attorney, Administrative Office of the Courts

Hon. Claudette White, Chief Tribal Court Judge, Quechan Tribal Court

1 D Bankruptcy Issues

(Benicia Room)

This discussion will cover issues regarding the interplay of the bankruptcy court and small claims court. This will include the nuts and bolts of making a small claims judgment based upon fraud non-dischargeable in bankruptcy court.

Hon. Ronald Sargis, Magistrate, U.S. Bankruptcy Court, Eastern District of California

1 E Assisting Self-Represented Litigants Facing Administrative Agency Hearings – Resources for Your Customers

(San Diego B)

Many SRL's find themselves having to prepare for an administrative hearing process before coming to court. This session will provide an overview of key administrative agencies, and how to prepare SRL's for administrative hearings before these boards, including helpful resources.

Ruth Geos, Reference Librarian, San Francisco County Law Library

Stephen Goldberg, Staff Attorney, Legal Services of Northern California.

Hon. Mary Kelly, Administrative Law Judge, Unemployment Insurance Appeals Board

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1 F Self-Help – A Work in Progress

(Monterey Room)

This interactive workshop focuses on California’s evolution of self-help services over the last several years. Discuss the reasons for transformation and how to make adjustments to programs, including staff changes, volunteer and partner changes, evolving self-help ethics standards, delivery and case type changes.

Kathleen Dixon, Self-Help Administrator, Los Angeles Superior Court

Julie Dodge, Managing Self-Help Attorney, Stanislaus Superior Court

Ana Maria Garcia, Supervising Attorney, Neighborhood Legal Services of Los Angeles

Judy Louie, Director, San Francisco Superior Court ACCESS Center

Monica Mitchell, Supervising Self-Help Attorney, San Bernardino Superior Court

1 G New Ways to Handle Civil Harassment Cases - Self-Help and Mediation Assistance for Civil Harassment Litigants

(San Diego C)

This session will explore how mediation can be used in civil harassment cases to improve outcomes for the parties and save court resources. Collaborations between courts and mediation providers help to address the growing number of civil harassment restraining order requests using existing program resources.

Michelle Hopkins, Supervising Self-Help Attorney, Los Angeles Superior Court

Raquel Kuronen, Staff Attorney, Legal Aid Foundation, Los Angeles

Tina Rasnow, Attorney, Ventura Superior Court Self-Help Center (retired)

Alan Wiener, Attorney, Administrative Office of the Courts

12:30 – 1:45 Lunch and Discussion Groups

A Law Librarians *(San Diego A)*

B Court Interpreters and Language Access Issues *(Lower Level Foyer)*

C. Small Claims Advisors *(Santa Barbara Room)*

D. Family Law *(Benicia Room)*

E. Court Administration *(Monterey Room)*

F. Mediation and Settlement Services *(San Diego B)*

G. National Discussion *(San Diego C)*

H. Technology *(Vallejo Room)*

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A: Communication & Language Access B: Technology C: Family Law D: Small Claims and Limited Civil
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2 A Partnering To Increase Access for Limited English Speaking Litigants*(Benicia Room)*

Learn how Orange County Superior Court partnered with the Asian Pacific American Legal Center to develop an interpreter internship program and the first Vietnamese language Self-Help workshops.

Maria Livingston, Self-Help Services Unit Manager, Orange County Superior Court
Sean Lillywhite, Manager, Orange County Superior Court
Tammy Peng, Supervising Attorney, Asian Pacific American Legal Center

2 B Developing Online Tools to Assist SRLs: The FAQ Approach*(Bodega Computer Rooms (3rd Floor))*

This program will demonstrate innovative technology projects to strengthen partnerships, and will feature web-based FAQ's (Frequently Asked Questions) that increase and enhance SRL services. Partnerships, technology innovation, content development and leveraging existing resources all play a role in creating web-based FAQ's and this program will describe successful models that have implemented these strategies, including best practices for replication.

Sherna Deamer, Manager, Contra Costa Superior Court
Janine Liebert, Reference Librarian, Los Angeles Law Library
Bill Tanner, Directing Attorney, Legal Aid Society of Orange County

2 C Domestic Violence – A Collaborative Approach to Addressing the Needs of SRLs Seeking or Responding to Orders*(San Diego A)*

This workshop addresses the legal and safety concerns of SRL's seeking or responding to restraining orders in Family Court. Presenters will provide an overview of a unique, collaborative court based program providing direct social services during restraining order hearings while linking to legal services as needed or requested.

Sharon Bashan, Director of DV Limited Scope Representation, Pro Bono Project
Nancy Marshall, Executive Director, Domestic Violence Intervention Collaborative

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2 D Mortgage Modifications, HAMP, and Foreclosure Litigation
(Auditorium)

Presenters will review mortgage modifications, the Obama administration's Making Home Affordable modification program (HAMP) and discuss the guidelines and standard qualification waterfall tests. The second half of the sessions will be spent looking at foreclosure litigation and close with a review of Orange County's unique 90-day Stay Order and process.

Bill Tanner, Directing Attorney, Legal Aid Society of Orange County
W. Patrick Ulibarri, Legal Assistant, Law Offices of Sanford Parke

2 E Teaching Basic Civil Discovery in a Workshop Setting
(San Diego C)

See how the Sacramento County Public Law Library assists SRL's with the fundamental concepts of civil discovery in a workshop setting. The staff attorney for Self-Help Center will demonstrate key elements of this workshop, and provide practical materials, advice and anecdotes useful to implementing your own program. The workshop will review the most common types of written civil discovery as well as the procedural deadlines that apply to that discovery. It will provide you with tools to communicate to self-represented litigants in a group setting using handouts, PowerPoint, and/or slides the basic procedures for propounding and responding to the most common types of written discovery in civil lawsuits. It will provide answers to the most common questions about discovery asked by self-represented litigants, and identify several reference resources to assist with less-common questions.

Eric Nakano, Civil Self-Help Center Staff Attorney, Voluntary Legal Services Program of Northern California

2 F Collaborative Workshops- Legal Services/ Facilitators – How to Set Them Up, How to Make Them Work
(Monterey Room)

Join an interactive discussion on how self help centers and facilitators can collaborate and utilize shared resources to create and conduct SRL workshops in order to provide better quality service. This panel will bring their unique insight, experience, and perspective, as well as provide tips including how to utilize Justice Corps interns and fellows in the process.

Krystal Chea, Justice Corps Fellow, Los Angeles
Rachel Hsiao, Staff Attorney, Neighborhood Legal Services of Los Angeles
Janice Shurlow, Family Law Facilitator, Los Angeles Superior Court

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2 G Strategies for Presenting Mediation Opportunities to Self-Represented Litigants – What Works

(Santa Barbara Room)

This interactive program will present effective strategies for informing and enabling SRL's to take full advantage of available mediation options at each stage of small claims and limited civil litigation proceedings, including pre-filing, pre-hearing, day-of-hearing and post-trial. Learn how to assist SRL's from different social-economic, cultural and educational backgrounds with mediation, and identify the types of disputes most resilient to mediation and explore strategies for overcoming resistance.

Jim Feutz, Mediation Advisor, San Francisco Superior Court

Beatriz Lopez, Self-Help Attorney, Orange County Superior Court

Gloria Sanchez, Small Claims / Civil Advisor, Contra Costa County Superior Court

Jason Stein, Mediation Program Coordinator, Alameda County Superior Court

Cathy Ward, Mediator/ADR Program Coordinator, Lake County Superior Court

3:30–5:00

Workshops Session 3

3 A Interacting and Communicating with a Person with a Disability

(San Diego A)

This workshop will demonstrate how to effectively serve the self-represented with disabilities, including applicable laws and court rules governing accommodations requests. Learn about appropriate terminology and court forms, as well as tips for effective communication with persons with different disabilities. This workshop qualifies for MCLE: one hour Elimination of Bias in the Legal Profession.

Linda McCulloh, Senior Attorney, Administrative Office of the Courts

3 B Finding Forms – What Free Resources are Available at the Law Library

(Bodega Computer Rooms (3rd Floor))

Learn about form resources publicly available to self-represented litigants at county public law libraries. Los Angeles County Law Library's Finding Forms instructor will provide an overview of the most frequently used California print and electronic resources for forms. Discussion will focus on providing legal reference to SRL's, including examples of typical SRL requests for forms.

Janine Liebert, Reference Librarian, Los Angeles Law Library

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3 C Preparing Litigants for Hearings and Trials in Family Law Cases

(Auditorium)

This workshop will discuss how programs can help litigants prepare for hearings and trials including teaching how to introduce evidence, make offers of proof, conduct direct and cross-examination and act in the courtroom in family law cases. Examples of videos developed by self-help centers to explain these concepts will be previewed.

Xochitl Garcia, Attorney, Greater Bakersfield Legal Services

Hon. Mark A. Juhas, Judge, Los Angeles Superior Court

Raquel Kuronen, Staff Attorney, Legal Aid Foundation, Los Angeles

Timothy McKinley, Managing Attorney, Greater Bakersfield Legal Services

3 D Homeowners Association Law and Small Claims Court: A Mixed Bag

(Monterey Room)

Recent changes to California's Davis-Stirling Common Interest Development Act allow homeowners to sue in small claims court to recover assessments paid under protest to their HOA's, but SRL's are having mixed success. Learn how to help SRL's navigate the complex laws governing assessment collections and court procedures, including statutes allowing homeowners to sue in small claims court. Special challenges for the Limited English Speaker or non-English speaking homeowner, and for frail seniors, along with strategies used by the Center for Homeowner Association Law (CCHAL) to overcome these obstacles will be covered.

Marjorie Murray, President/CEO, Center for California Homeowner Association Law

Tina Rasnow, Attorney, Ventura Superior Court Self-Help Center (retired)

3 E Improving Civil Justice in Rural California: Issues, Recommendations and Best Practices

(San Diego C)

This program will highlight the findings of the Rural Task Force of the Commission on Access to Justice, published in their report *Improving Civil Justice in Rural California*. The report includes a survey of some of the ways that legal aid offices and self help centers are overcoming the challenges of rural areas, as well as demographic information about rural California and recommendations for addressing the inequities of rural legal services funding.

Kathryn Eppright, Co-chair, Rural Task Force, Commission on Access to Justice

Herb Whitaker, Co-chair, Rural Task Force, Commission on Access to Justice

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3 F The Volunteer Cycle – From Recruitment to Training and Retention

(Santa Barbara Room)

This Interactive group discussion will focus on the importance of volunteers, including how to identify potential sources for volunteers, recruitment strategies, training methods and best practices for volunteer retention. The panelists will offer unique perspectives based on their respective positions with court and legal services programs.

Diana Avendano, Volunteer Coordinator, Neighborhood Legal Services

Nina Magno, Staff Attorney, Community Legal Services

Trinidad Ocampo, Attorney, Legal Aid Foundation of Los Angeles

3 G Transforming the Way We Communicate

(Benicia Room)

Introduces techniques based on the Non-Violent Communication model developed by Dr. Marshall Rosenberg, PhD, used throughout the world to effectively and directly communicate to prevent and resolve conflicts. By emphasizing clear and compassionate dialogue, this approach to communicating with others will enhance communicative skills and provide tools to help the public better understand the court system and services available to them, thereby enabling improved decision making capability.

Alejandra Siroka, Regional Director, California Federation of Interpreters

5:00–6:30

Knowledge Fair and Reception hosted by AOC Staff

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FRIDAY, JUNE 10

8:00–8:45 **Continental Breakfast and Networking**

8:45 – 10:15 **Workshops Session 4**

4 A **Non-English Speakers – How to Reach Them, How to Serve Them**
(San Diego A)

Share in this interactive discussion on services provided to Limited English Proficient (LEP) court users, including cultural as well as linguistic barriers in accessing court services. The panelists bring a unique range of perspectives from both Northern and Southern California and from court and legal services based programs. Learn about providing service in the courthouse as well as holding clinics in targeted communities, and tips and strategies for service as well as outreach.

Malea Chavez, Staff Attorney, San Francisco Superior Court ACCESS Center
Betsy Lee, Staff Attorney, San Francisco Superior Court ACCESS Center
Joann Lee, Director of API Outreach, Legal Aid Foundation of Los Angeles
Carrey Wong, Attorney, Neighborhood Legal Services of Los Angeles

4 B **Grant Seeking? A Little Goes a Long Way in Technology**
(Bodega Computer Rooms (3rd Floor))

A report on the success of partnering opportunities designed to assist public librarians in serving SRL's through small (\$975) mini-grants arising out of the 2010 Conference on Public Libraries and Access to Justice, including success stories and a discussion of how small grant support can go a long way in increasing access to legal services for SRL's with an emphasis on the wider impact for California. This session will also review the Legal Services Corporation (LSC) Technology Initiative Grants (TIG) program.

Marcia Koslov, Executive Director, Los Angeles Law Library
Glenn Rawdon, Program Counsel for Technology, Legal Services Corporation
Richard Zorza, Director, Self-Represented Litigation Network

4 C **Setting Up a Family Law Settlement Program for Self-Represented Litigants**
(Monterey Room)

This program will demonstrate how Riverside Superior Court combined resources from self-help, family law facilitators, court operations, and the private bar to develop a successful family law Voluntary Settlement Program for self-represented litigants.

Stephanie Dobis, Riverside Superior Court
Patty Rich, Family Law Facilitator, Riverside Superior Court
Susan Ryan, Family Law Facilitator, Riverside Superior Court

Workshop Track Legend

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4 D Enforcing Civil and Small Claims Money Judgments

(Auditorium)

This workshop will cover the basics of enforcing a civil money judgment, including debtor exams, writs, wage garnishments, and levies, as well as preparation of the common forms, including writs and memorandums of post-judgment costs.

Bill Tanner, Directing Attorney, Legal Aid Society of Orange County

4 E Implementing an Effective Self-Help Conservatorship Clinic in the Courts

(Benicia Room)

Learn how to start and run a Self-Help Conservatorship Clinic with an emphasis on basic procedures for intake, petition preparation and effective strategies for ensuring that SRL's complete the process and obtain Letters of Conservatorship, based on the highly successful Bet Tzedek model that assists 700-800 SRL petitioners each year.

Philip Bertenthal, Self-Help Clinic Coordinator, Bet Tzedek Legal Services

Josh Passman, Self-Help Clinic Coordinator Bet Tzedek Legal Services

4 F Plain Language Writing – Basic

(San Diego C)

Learn how to create materials that litigants will want to read and can understand. This workshop will explain the basics of readability and provide lots of before and after examples to help explain the concepts of plain language writing.

Maria Mindlin, Language Specialist, Transcend

4 G Are You Practicing Cultural Humility?

(Santa Barbara Room)

This session introduces the concept of cultural humility as we encounter a multicultural population seeking self-help services. Besides providing culturally competent services, cultural humility allows us to develop a lifelong commitment to self-evaluation, to redressing power imbalances between providers and consumers, and to developing mutually beneficial and nonpaternalistic partnerships with the communities we serve. Rather than learning to identify and respond to sets of culturally specific traits, using cultural humility the service provider develops and practices a process of self-awareness and reflection.

Alejandra Siroka, Regional Director, California Federation of Interpreters

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5 A Court Interpreters 101: Understanding the Role of Court Interpreters*(San Diego A)*

Considers the various kinds of interpreters, the role of court interpreters, including interpreter ethics and protocols to be followed, and a brief explanation of the basic modes of interpretation, and the flow of an interpreting session when working with an interpreter. An interactive discussion will focus on misperceptions commonly held by other participants in the court process, from other providers to court users.

Genevieve Navar, California Federation of Interpreters

Alejandra Siroka, Regional Director, California Federation of Interpreters

5 B Creative Ways to Use Technology to Enhance Services and Efficiency in Self-Help Programs*(Bodega Computer Rooms (3rd Floor))*

This workshop will discuss self-help center approaches that use technology to assist self-represented litigants. These approaches include San Diego's on-line appointment system for workshops, Placer's use of NEMO/queue software for keeping track of litigant waiting for assistance, online assistance for litigants through the ICAN system operated by the Legal Aid Society of Orange County, LawHelp Interactive programs available for use by staff and litigants at self-help centers and other locations, and the use of WebEx and Skype by self-help center staff to assist litigants who can't come to a self-help center.

Diane Bras, Family Law Facilitator, Placer Superior Court

Alice Buck, Family Law Facilitator, San Diego Superior Court

Harry Jacobs, Senior Attorney, Administrative Office of the Courts

Monica Mitchell, Self Help Director, San Bernardino Superior Court

Lollie Roberts, Family Law Facilitator, Sacramento Superior Court

Amina Scott, Legal Aid Society of Orange County

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5 C Child Support Services – What Self-Represented Litigants Need to Know

(Monterey Room)

Learn about the free family law services for SRL's offered by the California Department of Child Support Services (DCSS), including assistance with establishing paternity and child support, modification, and enforcement of child and spousal support. Child support services can assist parents in their management of child support responsibilities, as well as utilize a range of enforcement remedies for non-compliance unique to DCSS.

Kristen Erickson-Donadee, Staff Counsel, California Department of Child Support Services

5 D Small Claims Legal Update

(Benicia Room)

Find out about new laws, cases, Judicial Council rules and forms affecting small claims courts.

Albert Balingit, Attorney Emeritus, Department of Consumer Affairs (retired)
Alan Wiener, Attorney, Administrative Office of the Courts

5 E Defending Debt Collection Cases: To Answer or Not to Answer, That is the Question

(Auditorium)

This session will review the options for how to respond to lawsuits for common consumer debts so SRL's can make an informed decision of whether to file a response. Learn why many collection actions lack legal merit, as well as best practices for responding should the SRL choose to do so, including raising crucial affirmative defenses, handling discovery, settlement and presenting in Court.

Charles Evans, Staff Attorney, Legal Aid Foundation of Los Angeles
Raquel Kuronen, Staff Attorney, Legal Aid Foundation of Los Angeles

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5 F National Self-Represented Litigation Network – What’s Happening Throughout the U.S.?

(San Diego C)

The National Self-Represented Litigation Network brings together court, private and pro bono bar and legal aid practitioners in self-represented litigation and other key players including law and public librarians, researchers, and administrators to work on issues such development of best practices in self-help services and case management, promoting limited scope representation by attorneys, enhancing research on effective practices in handling cases with self-represented litigants, reaching out to public librarians, developing educational materials for judges, and sharing resources regarding language access. This is a chance to find out about new developments and ask questions about what is happening throughout the United States.

Richard Zorza, Director, National Self-Represented Litigation Network

5 G Family Law Affordable Mediation Project: Sustainable, Low-Cost Divorce Mediation

(Santa Barbara Room)

This session will showcase the Family Law Affordable Mediation (FAM) Project utilizing volunteer mediators to provide low-cost services to SRL’s in family law. Modeled along the lines of a law clinic with one supervising attorney overseeing a team of volunteers, FAM method services are provided to a broad segment of the community, allowing SRL’s to reduce use of court resources while providing essential legal information to enable them to make informed decisions.

Suzanne Koebler, Executive Director, Conflict Resolution Center of Santa Cruz County

Sara Sturtevant, Conflict Management Program Director, Monterey School of Law

Monica Vantoch, Supervising Attorney, Conflict Resolution Center of Santa Cruz County

12:00–1:30 Lunch and Discussion Groups

A Law Librarians *(San Diego A)*

B Court Interpreters and Language Access Issues *(Lower Level Foyer)*

C. Small Claims Advisors *(Santa Barbara Room)*

D. Family Law *(Benicia Room)*

E. Court Administration *(Monterey Room)*

F. Mediation and Settlement Services *(San Diego B)*

G. National Discussion *(San Diego C)*

H. Technology *(Vallejo Room)*

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6 A Improving Language Access at Your Court*(San Diego A)*

This session will showcase tools to identify languages spoken in your county, assess current procedures and solutions for serving limited English proficient court users, and highlight best practices in Language Access Plans. You will leave with tools to assess language access needs at your court, as well as resources to help meet those needs.

Maria Mindlin, Language Specialist & CEO, Transcend

6 B Cool New Technology Ideas for Self-Help from Across the U.S.*(Bodega Computer Rooms (3rd Floor))*

A recent study found that 40% of low-income persons no longer have land line, relying entirely on cell phones. What do we do to be sure this large portion of the population has access to our self-help materials? How do we “go mobile” ourselves? This session will explore optimizing web materials for mobile browsers, using text messaging, and developing web apps. In addition it will explore the new venues for reaching out through social media.

Glenn Rawdon, Program Counsel for Technology, Legal Services Corporation

Jane Ribadeneyra, Program Analyst for Technology Initiative Grant Program, Legal Services Corporation

6 C AB 1058 Update - What’s New in the Child Support World?*(Benicia Room)*

Find out the latest on implementation of medical support and incarcerated parent’s legislation, developments with the child support guidelines and low income families, early intervention and outreach strategies and much, much more. A must for those who deal with child support issues.

Michael Wright, Supervising Attorney, Administrative Office of the Courts

6 D Small Claims Commissioners Roundtable and Panel Discussion*(Monterey Room)*

Discussion of hot issues in small claims – your opportunity to hear from experienced bench officers.

Hon. Susan L. Greenberg, Commissioner, San Mateo Superior Court

Hon. Robert Harrison, Commissioner, Los Angeles Superior Court

Hon. Tom Surh (Retired), Commissioner, Alameda Superior Court

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6 E Ensuring Access to the Courts for Self-Represented Litigants with Disabilities
(Santa Barbara Room)

This program will focus on the rights of SRL's with disabilities, as well as practical solutions to ensuring equal access to legal services and the courts for those with disabilities. The session will cover basic legal obligations of the courts with respect to people with disabilities, as well as commonly encountered problems and practical solutions for SRL's with disabilities. Issues to be covered include physical access barriers, communication access, service animals, accommodations (including using the court's MC 410 form), among others, as well as requests for counsel or other assistance as an accommodation for SRL's with disabilities.

Rebecca Craemer, Attorney, Disability Rights Legal Center
Shawna Parks, Legal Director, Disability Rights Legal Center

6 F Ethical Issues in Handling Cases with Self-Represented Litigants
(Auditorium)

A review of the principles underlying California's policy on what court self-help and other staff can and cannot do to assist self-represented litigants. This will include a review of the Guidelines for the Operation of Self-Help Centers in California and the principles behind them with experienced self-help center attorneys. The presentation will involve an initial presentation of the principles followed by discussion of the scenarios with the audience.

Dr. Deborah Chase, Senior Attorney, Administrative Office of the Courts
Lollie Roberts, Family Law Facilitator, Sacramento Superior Court

6 G Working with Spanish Speakers in the Mediation Process
(San Diego C)

Gain insight into how Spanish-speaking participants tend to view the mediation process, behave in mediation, and examine ways in which these participants may not get involved in the mediation process in the ways intended. Learn how to ensure the mediation process is more effective, culturally appropriate for Spanish speakers, allowing for meaningful participation, full understanding, and outcomes that meet everybody's needs.

Jeniffer Alcantara, ADR Administrator, San Francisco Superior Court
Malea Chavez, Staff Attorney, San Francisco Superior Court ACCESS Center
Alejandra Siroka, Regional Director, California Federation of Interpreters

3:00 – 3:30 Closing Plenary – Next Steps
(Auditorium)

Bonnie Hough, Managing Attorney, Administrative Office of the Courts
Richard Zorza, Director, Self-Represented Litigation Network

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