The Idiot's Guide to Starting a Legal Self-Help Center

- **How to decide what legal issues to help with?**
  - Most popular (family, small claims)
  - Most time-sensitive (ex. UD Answers)
  - Potential results most onerous (ex. Unlawful Detainer, restraining order, emergency custody/visitation)
  - Most difficult to fill out (ex. guardianship)
  - Most helpful to Court due to volume (ex. divorce/family)
  - What's funded (Small claims)
  - Everything

- **Legal Advice v. Legal Information**

- **Who to hire?**
  - Skills, personality, volunteer qualities

- **How Judicial Officers can help You**
  - Referrals
  - Understanding about your limits helping people
  - Keeping SHC staff "in the loop"

- **Service Delivery**
  - Triage
  - One-on-one
  - Workshop
  - Clinic
  - Referrals to other agencies

- **Volunteers**

- **Space**
  - In Court <u>or</u> Not in Court?

- **Practical tidbits/A Day in the Life...**
  - Start small/part-time
  - Don't worry about advertising
  - Allow for staff administrative time
  - Build in quality control
  - Materials!! – creating samples, organizing packets, updating, copying
  - Angry customers
  - Handling e-mails
  - And more!

- **Self-Help Center Resources**
  - www.legalselfhelp.ca.gov
  - www.courtinfo.ca.gov/programs/equalaccess/
  - Rutter Group/CEB
  - Nolo Press & other self-help books
  - Other Self-Help Centers...