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Administrative Office of the Courts

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The points of view expressed at the conference and in the conference materials are those of the authors and presenters and do not necessarily represent the official positions or policies of the Judicial Council of California.

Statewide Conference on Self-Represented Litigants

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Neighborhood Legal Services of Los Angeles County

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Managing Attorney
Volunteer Legal Services Program
San Francisco Bar Association

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Senior Attorney
Administrative Office of the Courts

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Los Angeles Superior Court Litigant Assistance Attorney Manager of Self-Help Collaboration Project & JusticeCorps

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Family Law & Probate Divisions
Superior Court of California, County of Sacramento

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Administrative Office of the Courts

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ACCESS
Superior Court of California, County of San Francisco

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Administrative Office of the Courts

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Director
Center for Families, Children & the Courts
Administrative Office of the Courts

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Attorney
Administrative Office of the Courts

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Associate Justice of the Court of Appeal, Fourth Appellate District, Division Three

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Supervising Attorney
Santa Clara County Self-Service Center
Superior Court of California, County of Santa Clara

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*Attorney and Coordinator, Self-Help Legal
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Tuesday, March 14, 2006 at the AOC

Preconference Sessions

- 7:30–8:30 a.m. Continental Breakfast/Registration**
- 8:30 a.m.– Noon Roundtable discussions and updates for:**
1. Family Law Facilitators (open to Facilitator staff only) **San Diego**
 2. Law Librarians **Vallejo**
 3. Self-Help Center and Small Claims Attorneys **Santa Barbara**
 4. Self-Help Center Staff and Non-Attorney Small Claims Advisors **Benicia**
- (Includes break from 10:00-10:30 a.m.)**
- Noon–1:00 p.m. Lunch**
- 1:00–2:45 p.m.**
1. Effective Workshops **San Diego**
 2. Consumer Law, Small Claims Procedure and Practice **Auditorium**
- 2:45–3:15 p.m. Break**
- 3:15–5:00 p.m.**
1. Ethics for Self-Help Center Attorneys **Auditorium**
 2. Guardianship **Benicia**
- 3:15–4:15 p.m. FLF-LCSA Interagency Collaborations** **San Diego**
- 4:15–5:00 p.m. Access to Visitation** **San Diego**

Wednesday, March 15, 2006 at the AOC

- 7:30 – 8:30 a.m. Continental Breakfast/Registration**
- *All-Day Preconference Seminars (includes breaks and lunch)**
- 8:30 a.m.–4:15 p.m. Developing Your Evaluation Strategy for Your Self-Help Center** **Santa Barbara**
- 8:30 a.m.–4:15 p.m. Skills-Based Workshop: Communicating with Self-Represented Litigants** **Benicia**
- Preconference Workshops**
- 8:30–10:00 a.m.**
1. Landlord/Tenant Basics **Auditorium**
 2. Beyond Child Support - Expanding Family Law Self-Help Services **San Diego**
- 10:00–10:30 a.m. Break**
- 10:30 a.m.–Noon**
1. Guardianship **San Diego**
 2. Landlord/Tenant Basics **Auditorium**
- Noon–1:00 p.m. Lunch**
- 1:00–2:30 p.m.**
1. Conservatorships and Probate of Small Estates **San Diego**
 2. Consumer Law, Small Claims Procedure and Practice **Auditorium**
- 2:30–2:45 a.m. Break**

AT A GLANCE AGENDA

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- 2:45–4:15 p.m. 1. Ethics for Self-Help Center Attorneys **San Diego Auditorium**
2. Expungements and Basic Traffic
- 4:15–5:30 p.m. Attorney Roundtable **San Diego**

Thursday, March 16, 2006 at the Parc 55 Hotel

- 7:00–8:30 a.m. Breakfast/Registration **Fourth Floor Atrium**
- 8:30–9:15 a.m. Opening Remarks and the Impact of Self-Help **Parc Ballroom**
William C. Vickrey, Administrative Director of the Courts
Hon. Kathleen O’Leary, Justice, Courts of Appeal
- 9:15–10:45 a.m. Opening Plenary: What We Have Learned in the **Parc Ballroom**
Last Five Years
Moderator: Richard Zorza
Panelists: Hon. Aviva Bobb, Judge, Superior Court of California,
County of Los Angeles; Michael Roddy, Executive Officer,
Superior Court of California, County of San Diego; Hon.
Kathleen O’Leary, Justice, Courts of Appeal; Hon. Donna
Hitchens, Judge, Superior Court of California, County of
San Francisco
- 10:45–11:00 a.m. Break
- 11:00 a.m.–Noon Team Meetings **See Chart at Registration**
- Noon–1:30 p.m. Lunch **Parc Ballroom**
Speaker: Hon. Carlos Moreno, Justice, California Supreme Court

WORKSHOP TRACKS

- A. Service Delivery Techniques
- B. Addressing Needs of Special Populations
- C. Self-Help Center Operations
- D. Working with the Community to Expand Services
- E. Administration of Self-Help Programs
- F. Running the Pro Per Courtroom
- G. Special Issues in Self-Help Assistance

1:30–3:00 p.m. Workshops I

- I A How to Help Prepare Litigants for Hearings and Trials **Da Vinci**
- I B Providing Services to Non-English Speaking Litigants **Sienna**
- I C How to Start a Self-Help Center **Barcelona II**
- I D What’s the Latest on Unbundling and How You Can Work **Cervantes**
With Your Bar to Encourage It
- I E The Impact of Self-Help Centers on Caseload Management **Barcelona I**
- I F Effective Courtroom Communication: Improving Comprehension, **Aragon**
and Compliance by Self-Represented Litigants
- I G Decision Making and Solutions for Unintentional Bias **Michelangelo**

- 3:00–3:30 p.m. Break

3:30–5:00 p.m. Workshops II

- II A Distance Services - Using Hotlines, E-mail and the Web to Provide Services **Da Vinci**
- II B How to Create Plain Language Forms and Instructions **Cervantes**
- II C Operation and Expansion of Self-Help Center Services **Barcelona II**
- II D Self-Help Is Not for Everybody: Planning with Local Bars, Lawyer Referral Services and Legal Services Programs to Provide a Continuum of Service **Barcelona I**
- II E Staffing and Personnel Issues Including Volunteers (How to Get and Retain the Right People) **Michelangelo**
- II F Pro Per Days – Getting Support in the Courtroom **Sienna**
- II G Triage – Figuring Out How to Get People to the Right Service **Aragon**

5:30–7:30 p.m. Reception/Knowledge Fair **Fourth Floor Atrium**

Friday, March 17, 2006 at the Parc 55 Hotel

7:00–8:30 a.m. Breakfast **Fourth Floor Atrium**

8:30–10:00 a.m. Workshops III

- III A Effective Workshops **Michelangelo**
- III B Helping Litigants with Mental Health Problems **Aragon**
- III C Using Volunteers Effectively **Cervantes**
- III D Collaborations Between Self-Help Centers and Law Libraries **Da Vinci**
- III E From Their First Step into the Courthouse – Making the Courthouse Work More Effectively for Self-Represented Litigants **Sienna**
- III F Ethical Issues for Judges in Handling Cases with Self-Represented Litigants **Barcelona I**
- III G Self-Help Assistance: Research Findings and What They Tell Us About Good Practice **Barcelona II**

10:00–10:30 a.m. Break

10:30–Noon Team Meetings **See Chart at Registration**

Noon–1:30 p.m. Lunch **Parc Ballroom**
Speaker: Hon. Dave Jones, Chair, Assembly Judiciary Committee

1:30–3:00 p.m. Workshops IV

- IV A Mediation of Cases with Self-Represented Litigants **Sienna**
- IV B Substance Abuse **Aragon**
- IV C How to Use Focus Groups to Evaluate Your Services **Cervantes**
- IV D Reaching Out – Providing Services in the Community – Issues and Successes **Da Vinci**
- IV E Funding – How Other Courts Have Done It **Barcelona II**
- IV F Managing Pro Per Cases in the Courtroom **Barcelona I**
- IV G Helping Self-Represented Litigants with Appeals **Michelangelo**

3:00–4:00 p.m. Not Your Grandmother's Courts: Imagining the Future, Serving the Needs of Modern Court Users **Parc Ballroom**
Speaker: Hon. Laurie Zelon, Justice, Courts of Appeal

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County of Los Angeles*

Tuesday, March 14, 2006 at the AOC

Family Law Facilitators Roundtable (open to Facilitator staff only)

8:30 a.m.– Noon San Diego

Faculty: Michael Wright, Mary Anne Devine & Lorraine Torres

Title IV-D AOC Update (mediation as a new model)

Family Law Facilitator Program Expansion – panel and directed discussion

This workshop will explore the ways to expand Family Law Facilitator services beyond paternity and support. The workshop will provide ideas on how to develop a plan, how to estimate the cost of new staff and resources, and how to work with local court administrations to implement the plan.

Law Librarians Roundtable

8:30 a.m.– Noon Vallejo

Faculty: Marcia Bell & John Zorbas

Law librarians will have the opportunity to discuss amongst themselves issues they find most critical to their daily work. Topics involve collaboration with the courts and court-based self-help centers, and funding issues.

Self-Help Center and Small Claims Attorneys Roundtable

8:30 a.m.– Noon Santa Barbara

Faculty: Leigh Parsons, Cristina Llop. & Tina Rasnow

Attorneys will have the opportunity to discuss among themselves issues they find most critical to their daily work at the courts. Topics such as staffing, supervision, administration, relationships with judges and other court staff, and specific challenges related to the special needs of certain litigants will be among the matters raised for discussion.

Self-Help Center Staff and Non-Attorney Small Claims Advisor Roundtable

8:30 a.m.– Noon Benicia

Faculty: Evy Leviege, Trina Blackshire, Diana Avendano, Raquel Sandoval, Linda Wright, Michelle Hopkins, & Harry Jacobs

Paralegal and other court-based self-help center staff, and non-attorney small claims advisors will have the opportunity to discuss among themselves issues they find most critical to their daily work at the courts. Topics such as handling large numbers of litigants who may have unrealistic expectations of the program, handling of emergency legal matters, the need for constantly updated materials, and relationships with attorneys, judges and other court staff will be among the matters raised for discussion. There will also be a demonstration of developing technology for court-based self-help center staff during the last hour of the Roundtable.

Effective Workshops

1:00–2:45 p.m. San Diego

Faculty: Michael Wright, Theresa Gary, JoAnn Johnson & Diane Bras

How to develop effective workshops to maximize resources; successful practices, implementation strategies, and barriers. This workshop will be presented in three parts covering the experiences of three facilitators in different counties as they establish Family Law Workshops. Part one is “Making the transition to workshops,” part two is “Effective workshops” and part three is “Outsourcing/Networking Your Workshops With Other Facilities.” The presenters will also discuss the “dream facility” for presenting your workshop.

Consumer Law, Small Claims Procedure and Practice

1:00–2:45 p.m. Auditorium

Faculty: Albert Balingit, Bill Tanner, Cara Vonk, Scott Reep, & Jay Sacks

Program covers small claims procedure, demand letters, landlord-tenant security deposits, unlicensed contractors, little-known miscellaneous consumer statutes, delivery service practices & tips, and answers to your questions.

Ethics for Self-Help Center Attorneys

3:15–5:00 p.m. Auditorium

Faculty: Robert Hawley

This workshop will discuss the ethical issues faced by attorneys working in court-based self-help centers.

Guardianship

3:15–5:00 p.m. Benicia

Faculty: Monica Mitchell, Christina Griffin, & Eryn Shomer

The law, the procedure, and a practical approach for starting a new guardianship self-help program.

FLF-LCSA Interagency Collaborations

3:15–4:15 p.m. San Diego

Faculty: Michael Wright, Kristen Hoadley & Russell Bratburd

This workshop discusses San Francisco's Enhanced Parental Involvement Collaboration (EPIC) project which is funded by an OCSE SIP grant and is a joint project between the Department of Child Support Services, the San Francisco Superior Court and its Family Law Facilitator's office. The goal of the project is to increase participation of noncustodial parents in the paternity and support establishment process and reduce default judgments. This workshop will discuss the alternative establishment measures developed and implemented by the EPIC project.

Access to Visitation

4:15–5:00 p.m. San Diego

Faculty: Shelly La Botte & Deborah Mullin

Overview of this federally funded program and a model FLF Access to Visitation project. Help self-represented litigants to establish or modify their custody and visitation orders in a workshop setting. Discover tools you can use, including a PowerPoint presentation and copious written materials. Learn ideas to customize the presentation for your audience.

Wednesday, March 15, 2006 at the AOC

Developing Your Evaluation Strategy for Your Self-Help Center

8:30 a.m.–4:15 p.m. Santa Barbara

Faculty: James Mensing, Michell Nunez, Don Will, & Amy Nunez

This training will focus on designing and conducting focus groups, individual interviews, and other data collection strategies. The goal is for every program to leave the training with a detailed, workable plan for conducting their program evaluations. Participants will be provided with workbooks and materials to help them complete their plan. Evaluation experts will be available to assist in designing evaluations using focus groups, individual interviews, court case file reviews, and customer satisfaction surveys.

Skills-Based Workshop: Communicating with Self-Represented Litigants

8:30 a.m.–4:15 p.m. Benicia

Faculty: Kathleen Sikora & Kelly Tait

This skills-based course will explore elements of communication, including verbal, nonverbal, and listening skills, in the context of courtroom proceedings that involve self-represented litigants. Discussion will focus on communication strategies that strengthen the fact-finding process, enhance the litigant's perception of procedural fairness, and improve the likelihood of compliance with court orders. During the afternoon session, participants will demonstrate their communication skills, observe demonstrations by their judicial colleagues, and discuss their own demonstration privately with a communications expert through videotape playback and constructive critique.

Landlord/Tenant Basics

8:30–10:00 a.m. Auditorium

Faculty: Ronnette Ramos

This session will provide an overview of the basics in landlord/tenant law: determining the type of housing, landlord and tenant responsibilities, and termination of the tenancy and the eviction process.

Beyond Child Support - Expanding Family Law Self-Help Services

8:30–10:00 a.m. San Diego

Faculty: Alice Buck, Michael Wells, Christine Copeland & Lollie Roberts

When assistance in family law is expanded beyond the AB1058 limitation of child support and related issues, a court-based program must carefully define its role. In this workshop, family law facilitators who have expanded their programs will discuss how they analyze and limit the assistance they offer with issues such as property and debt division, custody, spousal support, pensions and other potentially complex issues in order to avoid giving advice or compromising the neutrality of the court.

Guardianship

10:30 a.m.–Noon San Diego

Faculty: Monica Mitchell, Christina Griffin, & Eryn Shomer

The Law, the Procedure, and a Practical Approach for Starting a New Guardianship Self Help Program.

Landlord/Tenant Basics

10:30 a.m.–Noon Auditorium

Faculty: Ronnette Ramos

This session will provide an overview of the basics in landlord/tenant law: determining the type of housing, landlord and tenant responsibilities, and termination of the tenancy and the eviction process.

Conservatorships and Probate of Small Estates

1:00–2:30 p.m. San Diego

Faculty: Mary Joy Quinn & Nancy Eberhardt

This workshop will provide an orientation to probate conservatorships, a description of two functioning self help clinics, an orientation to handling small estates after death, and practical tips for starting self help clinics and working with Probate Departments.

Consumer Law, Small Claims Procedure and Practice

1:00–2:30 p.m. Auditorium

Faculty: Albert Balingit, Bill Tanner, Cara Vonk, Scott Reep, & Jay Sacks

Program covers Small Claims Procedure, Demand Letters, Landlord-Tenant Security Deposits, Unlicensed Contractors, Little-known Miscellaneous Consumer Statutes, Delivery service practices & tips, and answers to your questions.

Ethics for Self-Help Center Attorneys

2:45–4:15 p.m. San Diego

Faculty: Robert Hawley

This workshop will discuss the ethical issues faced by attorneys working in court-based self-help centers.

Expungements and Basic Traffic

2:45–4:15 p.m. Auditorium

Faculty: Hannah Silk Kapasi & Jerry Washington

This workshop will describe the process and forms needed for expungement of criminal records and describe how self-help centers provide this service. It will also provide basic information on traffic laws including handouts and information on workshops offered by courts on the process of traffic court.

Thursday, March 16, 2006 at the Parc 55 Hotel

Workshops I

I A: How to Help Prepare Litigants for Hearings and Trials

1:30–3:00 p.m. Da Vinci 4th Floor

Faculty: Dale Wells, Ronnette Ramos & Katherine Alteneder

This workshop will describe 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 and landlord/tenant cases.

I B: Providing Services to Non-English Speaking Litigants

1:30–3:00 p.m. Sienna 3rd Floor

Faculty: Berta Bejarano, Carmen Ramirez, Cathy Westlund, Karin Wang, & Cristina Llop

With over 200 languages spoken in California, how can the courts ensure legal services are accessible to non-English speaking litigants? Participants will learn strategies and issues to providing services where resources are limited to underserved population.

I C: How to Start a Self-Help Center

1:30–3:00 p.m. Barcelona II 3rd Floor

Faculty: Leigh Parsons, Caron Caines & Diana Avendano

When starting a new court-based self-help center, many issues must be considered. Presenters from both family law and civil court-based self-help centers will discuss how they analyzed their local litigation demographics to determine what legal matters they would cover, identified necessary stakeholders, obtained necessary funding, conducted planning, made decisions about service delivery methods, and opened their doors.

I D: What’s the Latest on Unbundling and How You Can Work With Your Bar to Encourage It

1:30–3:00 p.m. Cervantes 4th Floor

Faculty: Sue Talia

Limited scope representation is one way to encourage attorneys to provide representation at hearings and trials, as well as in providing advice and preparation of pleadings. With a comprehensive risk management manual developed in collaboration with the State Bar including sample fee agreements, checklists, client handouts and other materials, it is becoming easier for attorneys to provide this service appropriately and economically. A growing number of lawyer referral services are developing panels of attorneys who are willing to provide unbundled services, which can be a great referral resource for self-help programs.

I E: The Impact of Self-Help Centers on Caseflow Management

1:30–3:00 p.m. Barcelona I 3rd Floor

Faculty: Lollie Roberts, Fariba Soroosh, Claire Williams & Susan Groves

Presenters will provide examples of ways in which expanded family law facilitator and other court-based self-help programs have contributed to the overall improvement of the court’s ability to manage cases involving self-represented litigants. Completion of judgments, creation of written orders, status conferencing, and assistance to the courtroom are examples of topics to be discussed.

I F: Effective Courtroom Communication: Improving Comprehension, and Compliance by Self-Represented Litigants

1:30–3:00 p.m. Aragon 4th Floor

Faculty: Kelly Tait

This session will cover elements of communication as they relate to effectiveness in the courtroom and beyond. Strategies for using language clearly, strengthening nonverbal communication, and listening effectively will be discussed, including approaches for increasing litigants’ compliance with court orders.

I G: Decision Making and Solutions for Unintentional Bias

1:30–3:00 p.m. Michelangelo 4th Floor

Faculty: Kathleen Sikora

This session will explore current research in the field of social cognition (the study of mental processes that give rise to social behavior) and its relevance to the courtroom. Through discussion of such concepts as social categorization and heuristics, ingroup favoritism/outgroup derogation, unconscious bias, and fundamental attribution error, faculty will suggest strategies for minimizing unintended bias in judicial decision making.

Workshops II

II A: Distance Services - Using Hotlines, E-mail and the Web to Provide Services

3:30–5:00 p.m. Da Vinci 4th Floor

Faculty: Katherine Altneder, Diane Bras, Christine Copeland, Jill Selvaggio, & Harry Jacobs
Experienced court-based self-help center attorneys discuss the benefits and pitfalls of using the telephone, e-mail, and web sites to help litigants. The program also includes demonstrations of web resources available to assist litigants.

II B: How to Create Plain Language Forms and Instructions
3:30–5:00 p.m. Cervantes 4th Floor

Faculty: Maria Mindlin

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 & After examples. Bring a difficult document and we'll show you how to make it easier!

II C: Operation and Expansion of Self-Help Center Services
3:30–5:00 p.m. Barcelona II 3rd Floor

Faculty: Susan Groves, Kathleen Dixon, Caron Caines & Diana Avendano

Presenters will cover the operation and growth process of expanded family law facilitator and other court-based self-help center programs. Ways in which these programs have been extended to provide services in caseload management and other court operations, the implementation of services in increasing numbers of court locations, and the use of the Justice Corps program in Los Angeles will be discussed.

II D: Self-Help Is Not for Everybody: Planning with Local Bars, Lawyer Referral Services and Legal Services Programs to Provide a Continuum of Service

3:30–5:00 p.m. Barcelona I 3rd Floor

Faculty: Neal Dudovitz, Donna Hitchens, Suzanne Whitlock & Lisa Reep

Speakers will describe best practices for local coordinated planning efforts with the dual goal of developing support for court-based self-help centers, and increasing the availability of actual legal representation where appropriate. This involves both expanding limited scope legal assistance and the level of pro bono involvement by the private bar.

II E: Staffing and Personnel Issues Including Volunteers (How to Get and Retain the Right People)

3:30–5:00 p.m. Michelangelo 4th Floor

Faculty: Maggie Cimino, Elena Simonian, Tina Burkhardt & Suzanne Morlock

One of the key challenges facing court administrators and self-help center managers is finding and keeping the right people for the job. What kinds of skills and traits should we be looking for? What training should we be offering (and what's available from the AOC)? How can we provide on-going supervision and support? What's the same and different with volunteers? How do you get the buy-in and participation of other court staff including clerks?

II F: Pro Per Days – Getting Support in the Courtroom

3:30–5:00 p.m. Sienna 3rd Floor

Faculty: Louise Bayles-Fightmaster, Mark Juhas, Trina Blackshire & Evy Leviege

Courts use specialized family law calendars for self-represented litigants increasing as a calendar and caseload management tool. By concentrating self-help support staff in courtrooms on these pro per days, assistance is provided to both the court and the litigants. Judicial officers and support staff who currently work with pro per day calendars will provide examples.

**II G: Triage – Figuring Out How to Get People to the Right Service
3:30–5:00 p.m. Aragon 3rd Floor**

Faculty: Lollie Roberts, Richard Zorza & Laurie Zelon

One of the key issues for self-help centers is trying to determine the appropriate level of service needed for assistance and identifying issues where litigants need additional help. This help can be legal - from on-line resources to legal aid to the private bar - or to appropriate social services resources. What techniques are programs using to get people to where they need to go? What solutions might technology offer? How can we train staff to do appropriate screening?

Friday, March 17, 2006 at the Parc 55 Hotel

Workshops III

III A: Effective Workshops

8:30–10:00 a.m. Michelangelo 4th Floor

Faculty: Suzanne Morlock, Michelle Hopkins & Carol Raimondi

There are a variety of workshop styles that can be effective for court-based self-help centers to use in delivering services to self-represented litigants. The use of a series of workshops designed to complete the dissolution process, videoconference workshops, and workshops in Spanish are discussed. Presenters exchange views on how to structure workshops, optimal size and what matters are most amenable to the workshop service delivery strategy.

III B: Helping Litigants with Mental Health Problems

8:30–10:00 a.m. Aragon 3rd Floor

Faculty: Lynn E. O'Connor, Daryl Inaba & Judy Hirsch

Attorneys and staff are reporting an increasing frequency of individuals coming to court-based self-help centers with serious mental health issues that present serious challenges to the programs. Learn more about the nature of serious mental health conditions and the types of problems often faced by the individuals suffering from them. Get tips on how best to handle requests for help from customers whose mental health problems will prevent them from being able to self-represent, or who present problems that are not legal in nature.

III C: Using Volunteers Effectively

8:30–10:00 a.m. Cervantes 4th Floor

Faculty: Mary Joy Quinn, Kathleen Dixon, & Debbie Lamb

Discussion of recruiting, training, retention, and effective use of volunteers. Three programs will be discussed: Los Angeles JusticeCorps project, San Francisco AARP probate volunteers, and Sonoma Former Grand Jurors.

III D: Collaborations Between Self-Help Centers and Law Libraries

8:30–10:00 a.m. Da Vinci 4th Floor

Faculty: Marcia Koslov, Annette Heath & Theresa Gary

This panel will discuss a variety of collaborations between law libraries and court-based self-help centers to increase resources, expand space and respond to the growing number and complexity of issues facing self-represented litigants.

III E: From Their First Step into the Courthouse – Making the Courthouse Work more Effectively for Self-Represented Litigants

8:30–10:00 a.m. Sienna 3rd Floor

Faculty: Clifford Ham, Judith Kerrin, Kim Turner & Marilyn James

Most self-represented litigants are infrequent court users. How can we look at our facilities, organization, procedures and staff training to be as effective as possible in addressing their needs?

III F: Ethical Issues for Judges in Handling Cases with Self-Represented Litigants

8:30–10:00 a.m. Barcelona I 3rd Floor

Faculty: John Greacen & Louise Bayles-Fighmaster

Handling cases involving self-represented litigants poses special challenges for judicial officers. This workshop will discuss the relevant canons and review the caselaw concerning a variety of issues concerning self-represented litigants including what assistance is allowed, what limitations are placed on judicial officers and practical techniques for dealing with recurring issues in the courtroom.

III G: Self-Help Assistance: Research Findings and What They Tell Us About Good Practice

8:30–10:00 a.m. Barcelona II 3rd Floor

Faculty: Deanna Piazza, James Mensing, & Richard Zorza

This session will review several recent evaluation efforts that have looked at the effectiveness of self-help services. In addition to presenting data about what we have learned, the presenters will focus on what the data mean for those who provide assistance to self-represented litigants.

Workshops IV

IV A: Mediation of Cases with Self-Represented Litigants

1:30–3:00 p.m. Sienna 3rd Floor

Faculty: Julie Bronson, Gretchen Seratta, Deborah Chase, Suzanne Morlock & Vici Taus

Assisting self-represented litigants reach agreements about the issues in their cases has become part of many expanded family law facilitator and other self-help programs. Presenters will discuss the role of court-based self-help centers in the early dispute resolution of cases in family law, small claims, unlawful detainer, civil harassment and more.

IV B: Substance Abuse

1:30–3:00 p.m. Aragon 3rd Floor

Faculty: Lynn E. O'Connor & Daryl Innaba

Handling cases of self-represented litigants dealing with alcohol and other substance abuse issues is a frequent matter court-based self-help centers. Learn about the physiology of addiction, how it really works, and what is actually involved in recovery. Gain understanding about the differences between various substances and their effects, and gain insight on how best to address such issues at a court-based self-help center.

IV C: How to Use Focus Groups to Evaluate Your Services

1:30–3:00 p.m. Cervantes 4th Floor

Faculty: James Mensing & Michell Nunez

Common methods of evaluation like satisfaction surveys and reviewing case files are informative, but often lack depth and detail. To develop a more complete understanding about the effectiveness of a service, particularly the meaning clients make of it and its effect on their lives, more qualitative approaches are needed. One such approach involves the use of focus groups for evaluation. This presentation will describe what a focus group is and how data collected during focus groups should and should not be used according to current research standards. Participants will also be provided with a list of what is needed to get started and examples of some pitfalls affecting successful implementation of focus group studies. Handouts include a workbook, references, and sample materials such as focus group scripts and final reports.

IV D: Reaching Out – Providing Services in the Community – Issues and Successes

1:30–3:00 p.m. Da Vinci 4th Floor

Faculty: Tina Rasnow & Cristina Llop

Providing community education is an excellent way to reach out to traditionally underserved community members – letting them know about court-based self-help resources and preventative legal assistance. Learn what creative outreach other courts have taken and what challenges they’ve overcome.

IV E: Funding – How Other Courts Have Done It

1:30–3:00 p.m. Barcelona II 3rd Floor

Faculty: Martha Wright, Bonnie Hough, Neal Dudovitz, Diane Bras, Claire Williams, & Dan Corsello

Learn about the various county, court, legal aid partnerships in obtaining funding to serve self-represented litigants. Panelists will discuss creative strategies and approaches in leveraging community, county, and private foundation funding.

IV F: Managing Pro Per Cases in the Courtroom

1:30–3:00 p.m. Barcelona I 3rd Floor

Faculty: Sue Alexander, Donna Petre & Mark Juhas

Managing calendars in which there are high percentages of cases involving self-represented litigants can present challenges for judicial officers and court staff. Examples such as what questions to ask litigants on the record, how to handle a variety of evidentiary issues, and how to keep the calendar moving will be among the issues discussed by this panel.

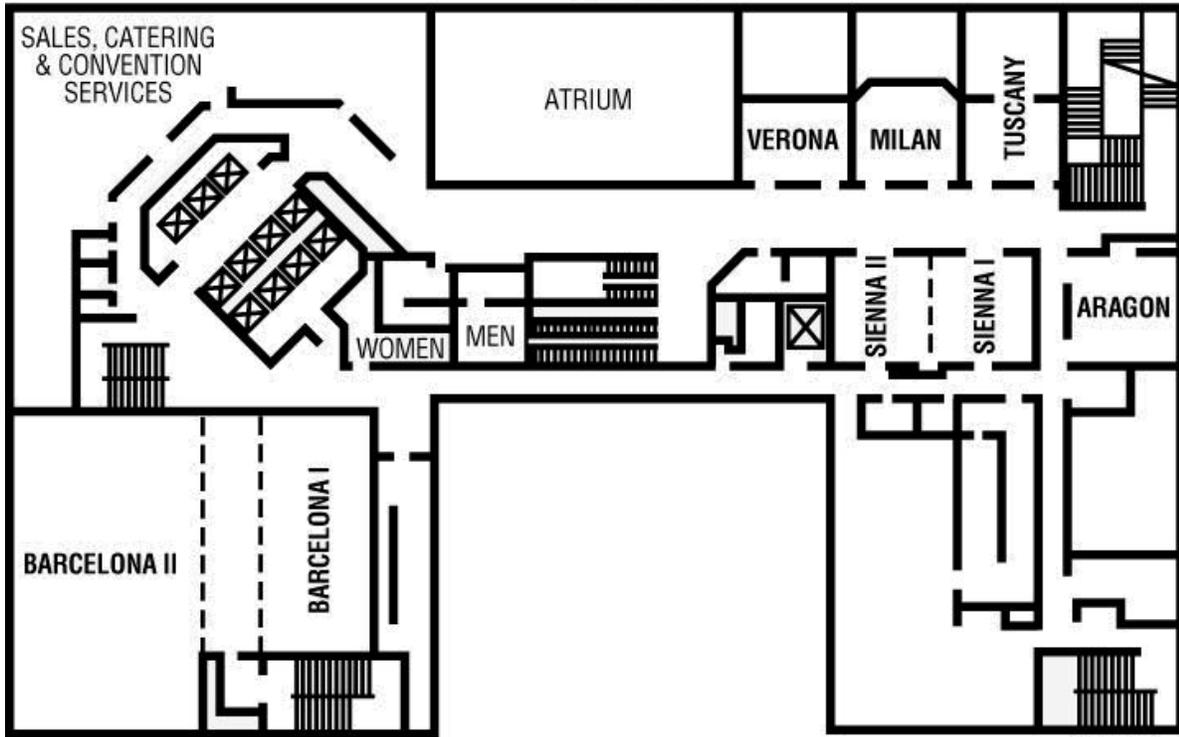
IV G: Helping Self-Represented Litigants with Appeals

1:30–3:00 p.m. Michelangelo 4th Floor

Faculty: Mary Eikel, Susan Gelmis, & Laurie Zelon

Increasingly appellate courts are recognizing the need to provide assistance to self-represented litigants so that they may access their appellate remedies. Examples will be provided from Unites States Court of Appeals for the Ninth Circuit, and from the California Court of Appeals.

THIRD FLOOR



FOURTH FLOOR

