

ACTION PLAN TO ASSIST SELF-REPRESENTED LITIGANTS

Assistance to self-represented litigants began in Nevada and Sierra Counties with the introduction of the Family Law Facilitator's Office in October 1997. From its initiation, this self-help center has served people in offices in Nevada City, Downieville, Loyalton, and Truckee. As part of its long-term strategic and operational plans, Nevada County established Public Law Centers in March 2001. Self-represented litigants in both Nevada and Sierra Counties are served from locations in Nevada City and Truckee.

This Action Plan continues with the strategic direction to increase public knowledge of and access to the Court system and services. It is the initial product of the Self-Represented Litigant Action Planning Team representing both Nevada and Sierra Counties. With a successful history of collaboration and shared resources, the two Courts convened the staff with the most knowledge of and service to self-litigants. The team's founding charter was to assess the current situation, collect public input, and develop a sustainable plan for assisting this growing group of court users. (See Attachment I for the list of team members.)

In preparation for the development of the plan, the team completed the following tasks:

- Collection of information about people served and the services provided (by the Courts and external agencies)
- A review of prior user and provider surveys
- Service provider survey
- Self-help center user survey
- Public workshop

The results of these activities quantified the current needs and qualified the team's ideas about how best to address those needs. Summaries of the findings are presented below as background to the plan.

Demographic Background

The need for local courts led to the 1851 act of the California legislature that formed Nevada and Sierra Counties, once parts of Yuba County. By the mid-1850s, Grass Valley, Nevada City, and Downieville were the third, fourth, and fifth largest cities in California behind San Francisco and Sacramento, as a result of the state's Gold Rush. Today both counties are considered small and rural, but a shared history underlies today's similarities and spirit of collaboration.

Establishing a profile of the individuals needing assistance helps the Courts better understand who they are serving. Relevant Census 2000 data are offered below. The percentages compare the specific item to the county, combined counties, and statewide totals. Attachment II presents relevant demographic data tables.

Related Findings

- Between 1990 and 2000, Nevada County total population grew 15%, Sierra County grew 8%, compared to the state, which grew 13%.
- Nevada and Sierra Counties have low ethnic diversity. However, Hispanics comprise 60% of the non-white population (10%). According to a study performed by USC, the Hispanic population in Nevada County increased 58% between 1990 and 2000. California's total Hispanic population grew 36% over the same period.
- The Counties' population is older, with a median age of 43 years compared to 33 for the state.
- Though there are fewer households with children under 18, a higher percentage of them are headed by women.
- Education attainment tracks well with the state, with more Nevada-Sierra residents finishing high school than average.
- Household and family income levels are below the state medians, though fewer are at poverty levels.

Information about People Served

To gain insight into the quantity of Court interactions and the nature of matters involving self-represented litigants, the team took a "snapshot" of Court data for **July 2002**. Those tables are presented in Attachment III. Comparing statistics collected by the Family Law Facilitator, Public Law Center, and the Courts helped to identify trends and needs for additional information. However, it is important to note that the data presented is offered as an approximation of self-represented litigants served monthly by each area of the Courts that interacts with the public.

Related Findings

- During July 2002, the Courts' staff addressed 876 requests for assistance from self-represented litigants.
- The requests for assistance from the Family Law Facilitator's office, 465 for July 2002, reflect services to litigants with pending *and* post-judgment cases.
- Public Law Center visit statistics, 411 in July 2002, do not capture information about assistance that avoids litigation. (Though the user survey indicates that approximately 50% of people seeking assistance avoid litigation – see below.)
- The Family Law Facilitator's demographic data snapshot for July 2002 indicates that that Hispanics place a higher percentage demand on services than their population ratio (8% vs. 6%). The Public Law Center does not collect demographic data on its intake.
- The Public Law Center cannot accurately quantify multiple-cases/multiple-visits. The Family Law Facilitator's Office does collect data that permits it to identify those individuals that have multiple cases and/or visit its self-help centers more than once for any case.

- There are currently no surveys or statistical reports that accurately represent the overall demand and expectation of Court resources by self-represented litigants.

Services Provided

Each of the court functions having contact with the public provides information and services to potential self-represented litigants. To determine what is currently being offered to pro per litigants, each function (the counters, the FLF, and the Public Law Center) inventoried the information, services, and referrals to other resources they make available to people needing assistance. This information is presented in Attachment IV.

Related Findings

- Services are comprehensive and cover the full range of assistance typically needed by self-represented litigants.
- The clerk's office and "word of mouth" are the most frequent means of learning about the services.
- The DA and Department of Child Support Services (DCSS) are significant referral sources for the Family Facilitator.

Prior Surveys

The Family Law Facilitator's office conducted two public surveys: (1) an evaluation of the Child Support Commissioner and the Office of the Family Law Facilitator by persons who had used the facilitator's office between October 1997 and August 2000 and (2) feedback from attendees of the "Latinos in the Sierra Symposium" held in January 2002, the majority of whom were service providers. The survey of people who used the Family Law Facilitator services included two questions for written comment: What could be done to improve the service of the Court and its personnel and what could be done to improve the service of the Facilitator and her personnel? Most of the responses were associated with the need for more staffing. Some exemplary responses were:

- Become more available
- Only work Nevada County
- Give paralegal more hours of work
- More staff
- More regular availability in Truckee
- Should be in Truckee more often
- More hours
- Faster service when phoned
- More time in Downieville
- Need more mediators

The symposium evaluation forms provided participants the opportunity to comment upon the objectives of the symposium and the focus on serving self-represented litigants. This

feedback was also useful input to the planning process, particularly for serving Spanish-speaking litigants. Related examples of the symposium feedback included:

- We really need more time on this topic
- Definitely important to understand culture in order to best serve our Hispanic clients
- I did not get a good sense of what access to the justice system is for average Mexicans
- Wanted to know more about what services are available to Spanish speaking residents
- Any conference that creates an atmosphere for open dialogue such as this is very beneficial
- Would like to see more of the documents in Spanish
- Resources, books, films/videos very helpful
- Need to be aware of cultural/bi-lingual issues, to speak the language is not necessarily enough, i.e. counseling
- Our community needs more education for service providers and the general public
- Ways to introduce tolerance and acceptance of Latinos in our area
- State resources, court programs that are inclusive of Spanish speakers (CASA, Family Law Facilitators, Domestic Violence workshops)
- Allow for group discussion and people to share things they are doing for their respective communities

Provider Survey

The objective of the provider survey was to gather additional perspectives on serving self-represented litigants. The survey was mailed to 84 contacts from lists of referral agencies maintained by the Courts. Twenty four surveys were returned. The respondents expressed the following as issues and opportunities:

- A need for pro bono/low cost representation
- Lack of funding, which creates a shortage of resources to serve pro per litigants
- Preparation to self-represent; awareness of complexities, court rules
- Wider distribution of existing services and information
- Better information and assistance from court clerks and judges
- Facilitation, mediation for non-family issues
- Meeting the various needs of the Hispanic community
- Increased, expanded family law facilitation
- Relationships (between Courts and agencies) as a means to address issues

The letter accompanying the survey also invited the service provider to attend the Public Workshop.

Self-Help User Survey

The objectives of the self-help center user survey were to better understand, from the perspective of the users, 1) how the centers were being used, 2) the effectiveness of the services, and 3) how the services might be improved. Three hundred surveys were mailed

to a random sample of individuals that had used the services of the Public Law Centers or the Family Law Facilitator's Self-Help Center. Twenty-three surveys were returned. Twelve Spanish-speaking users were interviewed over the telephone. Findings from this survey follow.

- The most frequent matter for which people sought help were family law-related
- Most people self-represented because they could not afford a lawyer
- The most frequently used service was one-on-one personal assistance
- About half of the respondents avoided litigation
- The most cited difficulties were knowing what to do and where to find help
- For Hispanics, language was the major difficulty
- Most respondents had used self-help more than once
- Respondents were positive about the centers and the staff
- Negative comments stemmed from resource issues (waiting too long, making appointments far in advance and still having to wait) or bad experiences (adversarial encounters, lack of real interest/care, lack of timely information)

The letter accompanying this survey also invited the individual to attend the Public Workshop.

Public Workshop

The objective of the Public Workshop was to present the findings of the planning project to date for public reaction and comment. Ten people, an even mix of providers and self-help center users, attended the workshop which was conducted on the evening of February 6, 2003. Workshop attendees believed the following issues need to be addressed in a plan to serve pro per litigants:

- Pro bono legal representation, assistance
- Funding to add staff to provide services
- Improve the distribution of information about Court services (such as civil mediation) and self-representation
- Meeting the needs of the Hispanic community
- Expanded clinics
- Court-appointed attorneys for special cases
- Partnership with external agencies to address these needs

1. Description of Needs:

Based upon the findings from the planning project's internal assessment and public outreach, self-represented litigants in the two counties have needs that fall within four categories.

More Staff to Provide One-to-One Assistance

The surveys and feedback from the workshop confirmed what the Courts already knew - that demand exceeds the supply of Court staff available to provide personal assistance at the self-help centers. This was also an issue for external service providers. Though the amount and availability of information and self-help is increasing for self-represented litigants, these resources are most effective when there is adequate staff to provide one-to-one assistance with forms preparation and review. This finding is identical to a conclusion in the Judicial Council/AOC report to the California State Legislature dated March 1, 2003 and titled *Family Law Information enters: An Evaluation of Three Pilot Programs*. The three pilot centers met the success criteria of the Family Law Information Center Act and the report points out that funding to provide adequate staffing for such assistance is a factor. The report also mentioned that each of the pilot centers included bilingual staff or interpreters to provide services in English and Spanish.

However, the underlying issue lingers – lack of funding to add this level of staffing. Because the purpose of this Action Plan is to identify and address needs that might be met by follow-on, one-time grant funding, it is difficult to make plans that require significant, on-going (budgeted) funding. Therefore, the programs described below will not address this important issue. However, members of the team believe it is important to document that gap in addressing the public's needs.

Awareness and Expansion of Services

Both service providers and self-help seekers wanted the Courts to do a better job of distributing information about the services available to pro per litigants. Even though the Courts expend significant funds to promote the Public Law Center, several community members were not aware of or were unclear about the services available to them. Those with access to the Internet expected more information there. Some suggested that there should be a guide or a clinic about using the services. Recognizing the effectiveness of the Public Law Center in Nevada City, community members in Truckee, Downieville, and Loyalton should have the same printed information available to them at local sites and access to PLC staff via a toll-free telephone number.

Self-Help Information in Spanish

Nevada County's Hispanic community is growing at almost twice the rate of the entire state (which has the fastest growth rate in the country). The AOC has translated domestic violence forms. The Family Law Facilitator's Office makes the following information available in Spanish:

- Income and Expense Declaration
- Family Law Facilitator Disclosure Form
- Declaration of Paternity
- Custody for children five years and younger
- Healthy Families booklet and application form
- WIC information sheet

- Kaiser Permanente information and locations
- What's Happening in Court (a coloring book for children with good information)
- How to go to Court without an Attorney
- A guide for Handling Dissolution, Legal Separation and Annulment
- How to Respond to a Restraining Order for Domestic Violence,
- Handbook for Respondent
- Domestic Violence Restraining Order videotape
- Handbook for Petitioners,
- How to Establish Parental Relationship for you and your children videotape
- California's Paternity Opportunity Program videotape

No self-help information for other matters has been translated to Spanish; therefore the Public Law Center has no information or form assistance for this population. The Family Law Facilitator employs a bilingual paralegal on a contractual basis who offers limited services, but there are no full-time, formal programs that address the unique needs of the Hispanic community.

Pro Bono, Low-Cost Representation

The pool upon which the two Counties' litigants can draw upon for pro bono or low-cost representation is extremely small but the demand for such help is increasing. There is no private bar at all in Sierra County. Nevada County Legal Aid, a service provider that offered legal assistance and advice, has recently shut its doors. But public feedback was strongest for help in this area. Many of the providers and court users view the justice process as adversarial, intimidating at the least. They believe that free or low-cost representation, or simply advocacy, helps to overcome this feeling of inadequacy and unfairness.

The general consensus of the planning team is that the growing disparity between the supply of legal services and the demand for it will increase the public's expectations of the Courts for assistance with self-representation. Two-thirds of the people who completed the self-help user survey were individuals that could not afford a lawyer. The approach to accessing the limited resources has been inconsistent between the Family Law Facilitators Office and the Public Law Center. The Family Law Facilitator has had success in matching litigants in need of such services with attorneys willing to assist. However, the Public Law Center has not been as successful in motivating the local bar to assist litigants pro bono in civil matters

Other Needs

In addition, there were three operational issues identified. First, the Courts could do a better job of **leveraging technology to meet some of the needs described above**. The existing websites are incomplete and lacking links to information that would be useful to self-represented litigant. There are also several technological solutions available that are designed to assist individuals with completing and filing forms that the Courts should investigate as additional resources. Second, **a consistent means of assessing self-help**

service delivery and effectiveness is lacking. The Family Law Facilitator's Office uses an AOC process of intake data collection and statistical reporting, which is adequate for their needs. But a similar process is unavailable for the Public Law Center and other Court departments interacting with self-represented litigants. Third, **Court interaction and partnering with community service providers and the local bar**, a potential means of addressing the on-going needs of self-represented litigants, is also inconsistent. The Courts need to establish formal methods and programs to measure and foster continuous improvement in how pro per litigants are being served.

2. Program Areas:

The Courts will investigate, develop and/or implement programs in the following five areas, **given the funding to do so:**

- Public Awareness and Expansion of Services for Self-Represented Litigants
- Self-Help Information in Spanish
- Pro Bono and Low-Cost Representation
- Technology Solutions for Self-Help
- Measurement of Service Delivery and Effectiveness
- Community Outreach and Partnerships

3. Program Action Plans:

a. Public Awareness and Expansion of Services to Self-Represented Litigants

Program Description:

Public awareness of services can be increased using several approaches. It can begin with the development of a Resource Guide for Self-Represented Litigants in Nevada and Sierra Counties. This Guide can offer a single source of information that describes available services and how to access and/or use them. This guide will also list pertinent forms, where and how to access the forms, and service available for assistance with completing forms. Secondly, a summary of the content of this Guide can be a clinic offered by the Public Law Center. A videotape of this clinic can be shown regularly on local public television stations and made available at all self-help centers. If a Resource Guide existed, much of the information could also be used as content for technology-related programs.

Program Partners:

Community legal services providers, government agencies, and the local bar are information and distribution partners for the Resource Guide. The Resource Guide is not

limited to Court-provided services. It will include referrals to other agencies that serve other needs of pro per litigants. For this reason, providers of resource guides for general community services may also be a resource.

Program Plan:

<i>Task</i>	<i>Target</i>
Identify existing guides that may serve as model	FY2003-2004
Compile Resource Guide	FY2004-2005
Publish Resource Guide	FY2004-2005
Update Resource Guide annually	On-going after introduction
Conduct and videotape Self-Help Resources Clinic	FY2004-2005
Establish schedule for public TV showings of Resources Clinic	On-going after introduction
Update and videotape Resources Clinic annually	On-going after introduction

b. Self-Help Information in Spanish

Program Description:

Translating the higher-demand information packets developed by the Courts for civil matters will be addressed by a process developed and managed by the Public Law Center. Feedback from the planning surveys and workshop indicate that information related to unlawful detainer, family law, and immigration is most needed by the Hispanic community. (The Family Law Facilitator has an effective process in place to address the translation of family law information and will continue to manage the translation of any additional family law resources.) In the longer term, the Resource Guide may also be a candidate for translation. However, the planning team will begin the program by investigating what information and forms have been translated, statewide, before embarking on a local project. After determining what local needs are still unmet, a pilot of a document translation process will be conducted as a test of an ongoing means of creating Spanish language information.

Program Partners:

The Courts will seek proposals from certified interpreters and/or translation services to assist with document translations. Partnerships with community-based organizations that serve Hispanic self-represented litigants can provide guidance and review during the translation projects as well as get this information to the people that need it in a timely manner.

Program Plan:

<i>Task</i>	<i>Target</i>
Locate an inventory of existing Spanish language information and forms (or participate on a regional	FY2003-2004

team or task force to list that inventory)	
Create a local inventory of those forms (including potential website links for the technology program)	FY2003-2004
Define, prioritize local requirements unmet by the repository	FY2003-2004
Fund, pilot, and implement a document translation project	FY2004-2005

c. Pro Bono and Low-Cost Representation

Program Description:

The Courts want to take a consistent approach in facilitating access to the limited assistance that might be available to individuals that can benefit most from pro bono or low-cost representation. To do so can begin with applying the Family Law Facilitator’s process as a similar approach for the Public Law Center. This program begins with developing relationships, getting a few attorneys involved on a limited basis, and expanding the assistance as relationships grow.

Program Partners:

The local bar and service providers can be partners for this program.

Program Plan:

<i>Task</i>	<i>Target</i>
Identify attorneys willing to participate in evening clinics (as an adjunct to the FLF schedule)	FY2003-2004
Add civil issues to evening clinics	FY2003-2004
Develop additional support, relationships with the help of participating attorneys	FY2004-2005
Dependent upon success of developing relationships, build a pool of civil attorney that can be match with litigants in need	FY2004-2005

d. Technology Solutions for Self Help

Program Description:

The existing websites are limited in the information provided to self-represented litigants. Much of the printed information available at the self-help centers is not accessible and links to related information are limited and often inoperable. This needs to be corrected and improved. In addition to being a means of providing information and forms, there are technology solutions now available that interactively assist individuals with completing forms, some have even been translated to Spanish. Kiosk- and Internet-based systems

walk court users through accessing, completing, and printing forms for family law and other civil matters. I-CAN kiosks have been implemented in several self-help centers that include capabilities for Hispanic and Vietnamese pro per litigants. San Mateo’s EZLegalFile offers Internet-based self-help services for filing forms for family law and other civil matters via the Internet. There are long-range plans to make this solution available in Spanish as well.

The Nevada and Sierra County Superior Courts will pursue technology-based solutions for assisting self-represented litigants beginning with enhancing the existing Court websites. The Courts will also investigate the functionality and effectiveness of the technology solutions for forms completion and/or filing to meet the needs of both English and Spanish speaking pro per litigants. If it is found that either of these solutions improves service in a cost-effective manner, the Court will incorporate the technology in longer-term plans.

Program Partners:

Court IT support will be important partners in leveraging the websites to add content and design better, more comprehensive links to all information available to self-represented litigants (including those that speak Spanish). Court IT management will also be asked to assist in the technology investigations. Other Courts using or developing self-help technology will be consulted regarding their experiences and long term plans for serving both English-speaking and non-English-speaking users.

Program Plan:

<i>Task</i>	<i>Target</i>
Document requirements for website enhancements	FY2003-2004
Implement website updates	FY2003-2004
Define functional requirements for a technology-based solution for forms completion	FY2004-2005
Evaluate existing self-help technology based upon local requirements	FY2004-2005
Fund, conduct trials of potential technology solutions	FY2004-2005

e. Measurement of Service Delivery and Effectiveness

Program Description:

A consistent means of gathering information about service delivery and usage at the self-help centers removes many assumptions and normalizes the variables considered when gathering statistics. Intake forms and/or surveys collected by the Public Law Center, Family Law Facilitator, and court clerks need to collect similar information. A separate

project is underway to implement consistent forms design and the technology for data collection, analysis and reporting. Services to self-represented litigants at the Public Law Center and counters are the first phase of this project. (The Family Law Facilitator’s Office already collects intake information mandated by the AOC.)

Program Partners:

None.

Program Plan:

<i>Task</i>	<i>Target</i>
Redesign and test self-help center survey form	FY2002-2003
Begin on-going collection and analysis	Ongoing

f. Community Outreach and Partnerships

Program Description:

Several service providers expressed an interest in continued dialog and partnership related to serving self-represented litigants. This interest appears to be the result of recognizing common goals, such as making information available, avoiding litigation, serving the Hispanic community, and advocating on behalf of litigants without attorneys. It also recognized that many self-represented litigants, especially those who do not speak English, are more comfortable seeking assistance from community-based organizations. Partnerships also present an opportunity for the Courts to provide information and some services through these organizations. It was agreed that this outreach needs to be a recurring process and that doing so continues to leverage the limited resources on both sides.

Program Partners:

As an outcome of the Community Workshop, two service providers, Northern California Legal Services and La Comunidad Unida, volunteered to become involved with actions resulting from this plan. This interest, along with feedback from providers that attended the Latinos in the Sierra Conference, indicates that other community organizations may be willing to participate in collaborations that address the needs of self-represented litigants. The Courts will begin by sharing this plan with service provider contacts to begin the dialog. Similar participation from the local bar is also a goal.

Program Plan:

<i>Task</i>	<i>Target</i>
Begin discussion with NCLS and La Comunidad Unida on approaches to establishing ongoing dialog with service providers	FY2002-2003

Develop a list of potential new partners (service providers and local bar)	FY2002-2003
Establish plan for meeting and ongoing review of the action plan	FY2003-2004
Initiate semi-annual workshops	FY2003-2004 and ongoing

g. Existing Resources That Will Be Used:

The members of the Self-Represented Litigant Action Planning Team will continue as resources to the Courts’ ongoing implementation of the Action Plan. The ideal team would represent the following functions:

- The Public Law Center
- The office of the Family Law Facilitator
- Court staff supervision
- Court administration
- Court IT management

The measurement program is currently funded by an innovation grant.

h. Additional Resources Needed:

Funding will be needed for each of the program plans described above. The following tasks require the most significant needs:

- Resource Guide development and printing
- Document translations
- Self-help technology trial
- Ongoing expenses for community outreach and programs

The project included the development of a preliminary budget in preparation for future grant opportunities. This budget is not included with the plan because the estimates are subject to change as more detailed project plans are developed.

i. Evaluation:

Evaluation is built into the Action Plan via the project underway to develop and implement consistent measurement of self-represented litigant services and their effectiveness. In addition, ongoing community outreach will provide a means to validate our findings and add various perspectives of issues and trends.

4. *State Support:*

The Administrative Office of the Courts and state budget authorities can support the Courts’ Action plan by making grants available to implement these unfunded program

plans. By developing and documenting this plan, the Courts now intend to actively participate in pursuing grants and other applicable funding sources to implement our plans. Meeting the public expectations voiced during the planning process can be addressed with additional staff, including bilingual employees, for the Office of the Family Law Facilitator and the Public Law Centers. This need is not included in this plan because it requires additional, ongoing funding addressed by other planning processes. However, additional resources will eventually be necessary to sustain much of the outcomes of this plan. As mentioned above, public expectations of the Courts are increasing.

There is other, non-funding-related support that the State can offer. Many of the Courts have similar issues and needs and some have begun to address them. For example, during the development of our plan, we learned that several Courts are translating information and forms to other languages. The AOC can create a repository of such information from which all Courts can benefit. In general, by comparing program areas addressed in Action Plans, collaborative projects can be sponsored and initiated. Members of this planning team are willing to participate in such activities.

5. Unique Approaches:

Our Action Plan and accomplishments to date are unique in their collaborative and resource-sharing aspects. The two Courts began serving self-represented litigants with the shared Family Law Facilitators office. The Courts are linked via video-conferencing technology that is used to share self-help services and played a key role in the development of this plan. The Courts also collaborate with County government to share Law Library resources and facilities. The unique challenge of this Plan is to further extend self-help resources into Sierra County.

6. Sustaining the Action Plan:

The Courts believe that the measurement, evaluation, and ongoing outreach included in the Action Plan will sustain it, given the funding to execute on key program areas.

7. Other Comments:

The Superior Courts of Nevada and Sierra Counties recognized and began to address the needs of self-represented litigants simultaneous to the initiation of the AOC's Self-Represented Action Planning Initiative. We appreciate this opportunity to embellish and document our plans.

ATTACHMENT I

SELF-REPRESENTED LITIGANT ACTION PLANNING TEAM MEMBERS

Paula Carli – Nevada County Court Executive Office

Mike Glisson – Nevada County Assistance Court Executive Officer

Jan Hamilton – Sierra County Court Executive Officer

Kent VanderSchuit – Director, Public Law Center

Joan Connelley – Legal Assistant, Public Law Center

Gretchen Serrata – Family Law Facilitator

Terry Houser – Legal Assistant, Family Law Facilitator’s Office

Consuelo Martin – Legal Assistant, Family Facilitator’s Office

Delores Spindler – Nevada County Civil Court Supervisor

Helen Davis – Nevada County Civil Court Supervisor

Olivia Herriford – Planning Consultant and Facilitator

ATTACHMENT II

DEMOGRAPHIC DATA

Population Distribution

	Nevada (%)	Sierra (%)	Combined (%)	California (%)
Total Population	92,033 (100)	3,555 (100)	95,588 (100)	33,871,648 (100)
Ethnicity				
White	83,098 (90)	3,210 (90)	86,308 (90)	15,816,790 (47)
Hispanic	5,201 (6)	213 (6)	5,414 (6)	10,966,556 (32)
Asian/Pacific Islander	796 (1)	9 (.3)	805 (1)	3,814,474 (11)
Native American	814 (1)	67 (2)	881 (1)	333,346 (1)
African American	259 (<1)	7 (<1)	266 (<1)	2,263,882 (7)
Other	2,124 (2)	56 (2)	2,180 (2)	2,916,482 (9)
Gender				
Male	45,617 (50)	1,795 (50)	47,412 (50)	16,874,892 (50)
Female	46,416 (50)	1,760 (50)	48,176 (50)	16,996,756 (50)
Age				
Under 5 years	4,305 (5)	147 (4)	4,452 (5)	2,486,981 (7)
5-9 years	5,784 (6)	221 (6)	6,005 (6)	2,725,880 (8)
10-14 years	6,896 (8)	287 (8)	7,183 (8)	2,570,822 (8)
15-19 years	6,358 (7)	244 (7)	6,602 (7)	2,450,888 (7)
20-24 years	3,561 (4)	100 (3)	3,661 (4)	2,381,288 (7)
25-34 years	8,027 (9)	312 (9)	8,339 (9)	5,229,062 (15)
35-44 years	14,114 (15)	540 (15)	14,654 (15)	5,485,341 (16)
45-54 years	16,467 (18)	613 (17)	17,080 (18)	4,331,635 (13)
55-59 years	5,819 (6)	236 (7)	6,055 (6)	1,467,252 (4)
60-64 years	4,652 (5)	226 (6)	4,878 (5)	1,146,841 (3)
65-74 years	8,354 (9)	336 (10)	8,690 (9)	1,887,823 (6)
75-84 years	5,939 (7)	209 (6)	6,148 (6)	1,282,178 (4)
85 years and over	1,756 (2)	84 (2)	1,840 (2)	425,657 (1)
Median age (years)	43.1	43.7	43.4	33.3

Social Characteristics

	Nevada (%)	Sierra (%)	Combined (%)	California (%)
Education Attainment				
Pop. 25 years and over	65,148 (100)	2,540 (100)	67,688 (100)	21,298,900 (100)
< 9 th grade	1,141 (2)	123 (5)	1,264 (2)	2,446,324 (12)
< 12 th grade	5,168 (8)	252 (10)	5,420 (8)	2,496,419 (12)
High school grad	15,517 (24)	730 (29)	16,247 (24)	4,288,452 (20)
Some College	20,141 (31)	776 (31)	20,917 (31)	4,879,336 (23)
Associate Degree	6,178 (10)	223 (9)	6,401 (9)	1,518,403 (7)
Bachelor's Degree	11,285 (17)	289 (11)	11,574 (17)	3,640,157 (17)
Graduate or Professional	5,718 (9)	147 (6)	5,865 (9)	2,029,809 (10)
Language spoken at home				

SUPERIOR COURTS OF CALIFORNIA

COUNTIES OF NEVADA AND SIERRA

Date Submitted - April, 2003

Contact Name, Phone - Kent VanderSchuit (530) 470-2596

	Nevada (%)	Sierra (%)	Combined (%)	California (%)
Pop 5 years and over	97,812 (100)	2,400 (100.0)	91,222 (100.0)	21,416,620 (100)
English only	82,188 (94)	3,194 (94)	85,382 (94)	19,014,873 (61)
Language other than	5,625 (6)	215 (6)	5,840 (6)	12,401,756 (40)
Spanish	3,657 (4)	109 (3)	3,766 (4)	8,105,505 (26)
Indo-European languages	1,617 (2)	95 (3)	1,712 (2)	1,335,332 (4)
Asian languages	268 (<1)	11 (<1)	279 (<1)	2,709,179 (9)

Economic Characteristics

	Nevada (%)	Sierra (%)	Combined (%)	California (%)
Employment Status				
Pop 16 years and over	73,812 (100)	2,843 (100)	76,655 (100)	25,596,144 (100)
Employed	41,553 (56)	1,515 (53)	43,068 (56)	14,718,928 (100)
Unemployed	2,071 (3)	157 (6)	2,228 (3)	1,110,274 (4)
Household Income				
Households	36,956 (100)	1,523 (100)	38,479 (100)	11,512,202 (100)
Less than \$10,000	2,592 (7)	208 (14)	2,800 (7)	967,089 (8)
\$10,000 to \$14,999	2,005 (5)	103 (7)	2,108 (5)	648,780 (6)
\$15,000 to \$24,999	4,387 (12)	196 (13)	4,583 (12)	1,318,246 (12)
\$25,000 to \$34,999	4,784 (13)	234 (15)	5,018 (13)	1,315,085 (11)
\$35,000 to \$49,999	6,305 (17)	299 (20)	6,604 (17)	1,745,961 (15)
\$50,000 to \$74,999	7,914 (21)	273 (18)	8,187 (21)	2,202,873 (19)
\$75,000 to \$99,999	3,997 (11)	117 (8)	4,114 (11)	1,326,569 (12)
\$100,000 to \$149,999	3,028 (8)	59 (4)	3,087 (8)	1,192,618 (10)
\$150,000 to \$199,999	1,025 (3)	25 (2)	1,050 (3)	385,248 (3)
\$200,000 or more	919 (3)	9 (<1)	928 (2)	409,551 (4)
Median household income (dollars)	45,864	35,827	40,846	47,493
With Social Security income	12,158 (33)	489 (32)	12,647 (33)	2,565,234 (22)
With public assistance income	909 (3)	55 (4)	964 (3)	563,409 (5)
Family Income				
Families	26,142 (100)	990 (100)	27,132 (100)	7,985,489 (100)
Less than \$10,000	922 (4)	64 (7)	986 (4)	457,118 (6)
\$10,000 to \$14,999	830 (3)	52 (5)	882 (4)	365,527 (5)
\$15,000 to \$24,999	2,567 (10)	126 (13)	2,693 (10)	834,317 (10)
\$25,000 to \$34,999	3,293 (13)	141 (14)	3,434 (13)	873,396 (11)
\$35,000 to \$49,999	4,585 (18)	233 (24)	4,818 (18)	1,207,938 (15)
\$50,000 to \$74,999	6,431 (26)	207 (21)	6,638 (24)	1,615,410 (20)
\$75,000 to \$99,999	3,305 (13)	91 (9)	3,396 (13)	1,034,671 (13)
\$100,000 to \$149,999	2,641 (10)	51 (5)	2,692 (10)	955,377 (12)
\$150,000 to \$199,999	796 (3)	19 (2)	815 (3)	310,407 (4)
\$200,000 or more	772 (3)	6 (<1)	778 (3)	331,328 (4)
Median family income (dollars)	52,697	42,756	47,727	53,025
Poverty Status				
Families Below Poverty	1,446 (6)	89 (9)	1,535 (6)	845,991 (11)

SUPERIOR COURTS OF CALIFORNIA**COUNTIES OF NEVADA AND SIERRA**

Date Submitted - April, 2003

Contact Name, Phone - Kent VanderSchuit (530) 470-2596

	Nevada (%)	Sierra (%)	Combined (%)	California (%)
level				
Families below poverty level with children <18	992	82	1,074	699,159
Individuals living below poverty level	7,332	397	7,729	4,706,130

ATTACHMENT III

JULY 2002 CASE AND USAGE DATA

Family Law Facilitator Cases July 2002

The Family Law Facilitators Office serves individuals who may have pending or post-judgment matters.

FLF Case Types

Case Type	Respondents	% Total
Family Law Act	256	55
Uniform Parentage Act	28	6
Domestic Violence Prevention Act	6	1
DA	87	19
Other	4	1

Requested FLF Assistance Regarding

Matter	Respondents	% Total
Child Support	208	45
Determining Child Support	64	14
Getting Back Your License	11	2
Spousal Support	44	10
Child Custody	94	20
Child Visitation	57	12
Physical Violence/RO	5	1
Divorce	57	12
Establishing Paternity	16	3
Responding to Served Papers	8	2
Guardianship	4	1
Other	11	12
Don't Know	147	36
Refused	2	<1

Public Law Center Usage Statistics July 2002

Case/Matter Type	People Assisted
ADOPTION	3
CONTRACT DISPUTE	22
NAME CHANGE	8
CIVIL HARASSMENT	21
PERSONAL INJURY	2
SMALL CLAIMS	88
FAMILY LAW	25

Case/Matter Type	People Assisted
TRAFFIC	6
PROBATE/ESTATE PLANNING	18
CONSERVATORSHIP	5
GUARDIANSHIP	8
NEIGHBOR DISPUTE	3
REAL ESTATE DISPUTE	14
LABOR/EMPLOYMENT	5
UNLAWFUL DETAINER	47
CIVIL MATTER	22
CRIMINAL	19
OTHER	95
TOTAL	411

Pending Cases in July 2002

Case Type	Nevada	Sierra	Total	% of all filings
Family dissolution adoption/restraining order/miscellaneous paternity custody/child support*	1,371	69	1,440	
Civil/personal injury/other	73	14	87	
Probate/conservatorship	145	2	147	
Small Claims	431	4	435	
Unlawful Detainer	159	4	163	
Appeals (misdemeanor)	9	0	9	
Criminal writs, etc	54 (both divisions)	0	54	

* These case numbers do not reflect post-judgment activity or the 5474 open Department of Child Support Services (DCSS) cases, of which 200 are in Sierra County.

ATTACHMENT IV**SERVICES AND REFERRAL INFORMATION***Counter Services*

This is a list of forms and packets made available at the clerk's office in each division in Nevada County. This information is also available at the Public Law Center and the Family Law Facilitators Office in Nevada County. In Sierra, the Judicial Council forms are available at the counters and self-help libraries. A list of books and videos available from at the Family Law self-help center is also available at all counters.

<u>Matter</u>	<u>Information Available</u>
Adoption	Packet
Child Custody	Packet (motion/osc); referral to facilitator, videos, Nolo books
Child Support	Packet (motion); referral to facilitator, videos, Nolo books
Civil Harassment	Packet; referral to Women's Coalition
Contract Dispute	Judicial Council Forms provided
Debt Collection	Judicial Council Form provided
Divorce	Packet; referral to facilitator, Nolo Press and other books, videos
Domestic Abuse	Packet; referral to Women's coalition, Nolo Press and other books, videos
Immigration	No Assistance
Juvenile Law	Judicial Council Forms
Name Change	Packet; referral to legal services, Nolo Press "how to" books
Personal Injury	Judicial Council Forms; referral to Legal Services
Small Claims	Packet; referral to Legal Services, Nolo book
Traffic	Some local form packets; appeals, etc.
Probate/Estate Planning	Judicial Council Forms; referral Legal Services
Conservatorship	Judicial Council forms
Guardianship	Judicial Council forms
Neighbor Dispute	Packet (civil harassment)
Labor/Employment	Judicial Council forms
Unlawful Detainer	Packet; referral Legal Services
Civil Matter (general)	Judicial Council forms
Criminal	Judicial Council forms; local forms; referral legal Services
Wills	Nolo books
Trusts	Nolo books
Estate Planning	Nolo Book
Bankruptcy	Nolo book

Public Law Center Services

CASE TYPE	SERVICES PROVIDED FOR EACH CASE TYPE									
	Verbal One/One Assistance	Printed Forms	Packet w/Inst	Books	Computer Access to forms	Access to Internet	Pamphlets	Clinics	Tapes	Referral to other agencies
Adoption										
Contract Dispute										
Name Change										
Civil Harassment										
Personal Injury										
Small Claims										
Family Law										
Traffic										
Probate/Estate Planning										
Conservatorship										
Guardianship										
Neighbor Dispute										
Real Estate Dispute										
Labor/Employment Dispute										
Unlawful Detainer Landlord/Tenant										
Civil Matter										
Criminal Matter										
Real Property Transfer *										
Domestic Violence Restraining Order*										
Bankruptcy*										
Identity Theft*										

Family Law Facilitator Services

Issues (Assistance Needed)	Assistance Provided	Forms Assistance Provided
Establishing Paternity	Prepare CS Calculation	Fee Waiver
Child Support	Mediate Support Issues	Petition/Complaint
Spousal Support	Draft Stipulations	OSC/Motion: Initial CS Order
Wage Assignment	Court File Order	OSC/Motion: Mod of CS Order
Support Arrears	Prepare Order	OSC/Motion: Other Initial Order
Getting Back License	Special Master Services	OSC/Motion: Other Modification
Child Custody	Assist Court with Research	Income & Expense Declaration
Child Visitation	Provide Educational Materials	Answer
Time Share Log	Distribute Court Form	Responsive Papers
Divorce	Assist with Completing Forms	Stip & Orders
DA	Referrals	OAH
Foster Care/Guardianship	Conform & File	Wage Assignment/Enforcement
Adoption	Contact w/ LCSA/DA	Case registry
Set Asides – Paternity	Contact w/ Other FLF	Ex Parte
Set Asides – VDOP	Contact w/ Other Agencies	License Revocation Review
Set Asides – Child/Spousal Sup.	Other Financial Mediations	Prepare Settlement Conf Stmt
Set Asides – Other	Other	Judgment
Other		Proof of Service
		Other

How Self-Represented Litigants are Referred to Court Services

PUBLIC LAW CENTER REFERRALS

Referred by:	JULY
ATTORNEY	7
LAW LIBRARY	2
CLERK'S OFFICE	92
DISTRICT ATTORNEY	3
PUBLIC DEFENDER	6
FACILITATOR	2
JUDGE	2
WALK-IN	42
RETURN PATRON	80
FRIEND	26
MEDIA	22
LEGAL SERVICES OF N. CA	4
LAW ENFORCEMENT	11
CPS/SOCIAL SERVICES	1
NCLA	9
VETERANS' SERVICES	
WEBSITE	1
RECORDER	18
OTHER	79
TRUCKEE COURT	4
TRUCKEE ATTORNEY	
TOTALS	411

FAMILY LAW FACILITATOR REFERRALS

Referred By:	Number of Respondents	% Total
Judge/Commissioner	38	8
Court Staff	20	4
Clerk's Office	55	12
DA/Child Support Agency	59	13
Attorney	29	6
Friend	37	8
Family Court Services	18	4
Other Facilitator	6	1
Facilitator Pamphlets	6	1
Child Protective Services	5	1
Law Enforcement	0	0
Other	35	8
Don't Know/(or no answer)	198	47
Refused	5	1