

**SUPERIOR COURT OF CALIFORNIA, COUNTY OF SISKIYOU**

Action Plan to Assist Self-Represented Litigants

Progress report to the AOC, 4/25/02

<b>Plan #</b>	<b>Objective</b>	<b>Responsible Individual</b>	<b>Comments</b>	<b>FY 01-02 Grant Funds Expended</b>	<b>Court satisfaction with services</b>
1	Video conferencing and filing in outlying branches.	William Jaynes	Court looked at a Federal Department of Commerce technology grant. Court determined that it was not feasible to pursue this option. Court will look for more local/appropriate funding for this project. The Court will need to find a cost/effective source given the costs of this projected service as an ongoing annual cost and the demand given the size of court population. Additional attention must be given to fund the on-going transmitting and maintenance expenses. A possible partner could be the local junior college, College of the Siskiyou's, which has equipment available and currently transmits accredited and subsidized classes to two far outlying communities. This must be evaluated given the need for court neutrality.		N/A; no progress yet.
2	Developing and expanding "Front-End" services.	P. Conroy Facilitator	Jill Goodwin contracted with the Court to do a research project analyzing information for and services to self-represented litigants to identify what is currently locally available and what are the unmet needs; and to develop brochures and Court Internet site pages describing Court processes. We have received her preliminary draft report. In the report she describes the various county and Court programs and the current services they provide to pro per clients. She also discusses areas in which we need more services for this population of clients. We hope to provide more information to pro pers by producing written educational and informational materials. We are exploring finding additional grant funding to assist us with this process.	\$4,000 of grant funds used for independent contractor to research and compile inventory and prepare report on project.	Contractor was dedicated, motivated, and provided a comprehensive report. The Court is very satisfied.
3	Refurbish computers to	P. Conroy	Through a State library grant, we have obtained the use of a new computer and training for staff. The computer is to be used for research		Satisfied with new computer

	use in the Self-Help Clinic.		via internet and access to free legal research sites. The self-help clinic (operated by the Facilitator) was designated as a branch of the law library (as there was no room at that site for this second computer station). This computer access will be open to the public and to attorneys to use as in the County Law Library. The Facilitator is attending training May 24-25 <sup>th</sup> and will bring the computer back. We expect it to be set up by the first of June. This is a second computer for public access to be set up in the Self-Help Clinic. The first public access computer was installed in the County Law Library located in the main courthouse.		from Sate Library grant now available to self represented litigants during facilitator's clinics.
4	Expanding Self-Help Clinic hours.	William Jaynes	<p>The Court filled a clerk position for the Facilitator Self-Help Clinic in May 2001. As a result, the clinic has expanded hours from 14 hours to 18 hours in Yreka, 3 to 6 hours in Weed, 4 hours for Tulelake and Dorris. Also the clinic has had an individual from the STEP Youth Participant Program for 11 hours a week for six months. The Facilitator will continue to communicate with STEP about placing an individual if one is qualified through STEP (a local employment assistance collaborative program).</p> <p>The Facilitator had an individual from the Welfare to Work program and will continue to let the Human Resources Department know that an individual could be placed at the Self-Help Clinic. The clinic prefers to have placed individuals through these programs (or could consider through other programs, community service), if the individuals met a level of literacy and have skills to assist others.</p> <p>The clinic also has Legal Solutions available on the public computer so individuals can prepare their documents. The Facilitator has ideas for software Marital Settlement Agreement on the computer but does not have the time under the current circumstances to develop these programs. There is a sample form that individuals can adapt to their personal cases. Siskiyou County is also interested in adapting the Riverside PowerPoint program that individuals can use to educate themselves regarding the legal processes. The existing Riverside program does require a level of computer literacy that many customers to the Siskiyou County Self-Help</p>		The Court is very satisfied with progress to date.

			<p>Clinic do not possess.</p> <p>Average contact 77 per month in 1999. 2001 total contacts 2804 which is an average of 233.67 per month</p>		
5	Relocate Self-Help Clinic next to County Law Library.	Board of Supervisors	The County Facilities Committee and the AOC Facilities Committee are both developing courthouse remodeling/construction plans.		N/A; no progress yet.
6	Community Education Programs	P. Conroy	There are three AOC videos that are being shown on the Yreka Community TV see #11. Our contacts at the TV station ask for more videos, so the team is working towards identifying other video resources that can be shared with the community.		Initially satisfied, but needs more work.
7	CLE Programs on Unbundled Legal Services and ADR.	Comm. Masunaga	<p>CLE program was held in Oct 2001. The Court in collaboration with the Siskiyou County Bar Association and the Legal Secretaries Association hosted this program on “Unbundled Legal Services, Ethical Issues Working with Self-Represented Litigants, Settlement Techniques and Alternative Dispute Resolution.” Robert Hawley, Deputy Executive Director of the State Bar, Sue Talia, CFLS and member of the State Bar Commission on Access to Justice, Hon. Jack Halpin from Shasta County Superior Court, Linda Seinturier, CFLS and Collaborative Attorney, were the primary panelists for this program. The program was approved for 6 hours of MCLE credits, of which 3 hours were for legal ethics.</p> <p>This was a timely program, as the State Bar had just released its taskforce report on self-represented litigants and the ethical issues involved. Robert Hawley brought copies of the report with him to discuss and distribute. Sue Talia, CFLS, offered the practical expertise of an attorney who had implemented unbundled services in her own practice.</p> <p>The Siskiyou County Bar Association would like to have an annual CLE collaboration due to the need and success of this program. The Siskiyou County Bar Association provided funds for the speakers and</p>	\$1,205.94 were used from the self-represented litigants grant to cover primarily meeting facility as well as minimal food and beverage expenses.	The Court is very satisfied with partnership development, workshop presenters and attendance. Some local attorneys have begun offering some unbundled services.

			other expenses and Legal Secretaries Association provided the secretarial services for advertising, enrolling participants, maintaining the CLE records and the preparation of materials for the program.		
8	Child waiting room facilities and child care.	P. Conroy	A Family Law Childcare Task Force was created to discuss the feasibility of establishing a Childcare program that would fill the need created when parties come to the Family Law Court, the Court Mediator's Office or the Family Law Facilitator's Office with children. The task force has received a \$2000. local Family Interagency Services Council mini-grant, and \$11,000. grant from the AOC to assist with the program. The basic concept of the program entails the use of Childcare Vouchers to assist parents in paying for childcare, as the Court has no space available with which to establish an internal child waiting room facility. The Director of the Siskiyou Child Care Council has offered assistance with the disbursement of funds to child care providers. A sample Voucher has been created, and a public telephone is in the process of being installed to support this project. The issue of liability has been a major obstacle, but at this point it appears that according to an AOC Attorney, the parents could sign a waiver of liability, and if only the parents determine <u>where</u> they will take their child/ren for childcare, the program's viability is possible. Final details of the program are being developed, and expected to be completed within the next couple of months.		Satisfied with progress to date. This program is particularly difficult due to the lack of infrastructure and available partners within Siskiyou County.
9	Develop educational materials on courtroom procedures, etiquette and topics of interest.	P. Conroy	Facilitator prepared a flyer on conducting oneself in court. This is distributed through the self-help clinic and available on the counter in the Family Law Branch. The Facilitator is drafting other forms as time permits. The grant funds expended in Plan #2 above also evaluate and support the need for the development of educational materials. The Court has identified three of the brochures it currently uses that need to be translated into Spanish. These brochures describe the Family Court Services Mediation process, the Family Court Services Parent Orientation Program, and the Family Law Self-Help Clinic. These brochures are already in use and are available in the courthouse, in the Family Law Court Department, the Self-Help Clinic and at the Family Court Services	\$1,844 for translation costs to have existing brochures used for mediation and the Self-Help Clinic	The Court is satisfied, though there is more work to be accomplished.

			Office.	translated into Spanish.	
10	ADR Directory of what is available.	Jami Jacobson	Court has identified that the County Library is developing a directory of services for Siskiyou County. The Court will provide them with information concerning dispute resolution services available in the court system and promote inclusion of community-based services.		N/A; Library is just beginning process to establish directory.
11	Public TV to disseminate educational materials.	P. Conroy	Facilitator obtained three videos from the AOC and its permission to have these shown on the local public access TV. The videos are for representing oneself in court, DV restraining orders for petitioners and DV restraining orders for respondents. They have been shown on Yreka Channel 4 public access TV. The Facilitator has requested a schedule of when they are going to be shown so the schedule can be available at the Self-Help Clinic and the Family Law Branch Court. The Yreka Channel 4 prefers to have new programs so the board does have to decide if they will commit to a regular schedule to show these AOC videos. Yreka Channel 4 is receptive to additional materials. Still working on having these videos shown on the Mt. Shasta public access TV with a distributed regular schedule. In addition, the Court is attempting to identify video resources available from other courts that can be used in Siskiyou. The Court has utilized the AOC's PINetwork to search for resources of videos in English and Spanish that already exist.		Initially satisfied, needs more work.
12	Recycle file folders for self represented litigants to use.	Jami Jacobson	The Court has implemented a new file folder system as of 2000. When old cases are set for court hearings, the court clerk removes the old folders and case specific information. These old folders are then available to be recycled for use by self-represented litigants through the Self-Help clinic to assist them in organizing their materials and documents.		The Court is satisfied.