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**S.H.A.R.P.  
SELF HELP  
ASSISTANCE  
& REFERRAL  
PROGRAM  
&  
OFFICE OF THE  
FAMILY LAW  
FACILITATOR**

*A SERVICE PROGRAM OF THE  
SUPERIOR COURTS OF  
BUTTE, TEHAMA, AND LAKE  
COUNTIES*

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Oroville, CA Courthouse



Chico, CA Courthouse

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Tehama County Red Bluff  
Courthouse



Lake County Clearlake Courthouse

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Offices in:  
Oroville, Chico, Red Bluff & Clearlake



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SHARP statistics for 2015

- Total number of contacts: January 1 - October 1: 24,193
- Includes:
  - Phone calls
  - Walk-in services
  - Self-Help and FLF appointments
  - Self-Help Workshops
  - FLF Day-of-court assistance

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In 2014/15 we added:

- ▶ Large Group Combined County Videoconferenced Workshops For Guardianship, Child Custody/Visitation and Child Support cases:
- ▶ AskSHARP email service
- ▶ Expanded language access through videoconferencing
- ▶ Shared electronic staff support materials (searchable self help center and instructional materials).

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## Ways We Assist Pro Per Litigants

### IN PERSON:

- ▶ Small (3-4) group workshop
- ▶ Large (up to 15) group workshop
- ▶ 1 on 1 for emergency issues
- ▶ BY EMAIL
- ▶ BY PHONE



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## Remote Delivery of Service Methods



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## Challenges: Communicating via E-mail

- ▶ People often do not communicate the necessary information



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## Challenges: Communicating Via E-mail

There can be a big gap of time between a first question and the next question, and the email does not capture the prior line of questioning so it must start all over again!!



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## Challenges: Communicating via Phone

▶ You cannot see the documents they filed or have been served with and they often do not know remember what they did or know what documents with which they have been served. New case management computer systems will address this problem.



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## Challenges: Snail Mail



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## Challenges: Videoconferencing

- ▶ Can be expensive
- ▶ LOUD
- ▶ Not as clear as face to face (but close)
- ▶ Depending on availability, dealing with bandwidth issues can be tricky (but they are capable of being handled!)



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## Benefits to Using Remote Delivery of Services

- ▶ People do not have to come to your office so:
  - ▶ THEY SAVE TIME



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## Benefits to Using Remote Delivery of Services



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## MORE Benefits!

- ▶ People can get help when and how it is convenient for THEM



- ▶ You can serve more people with less stress

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## Other Uses

- ▶ Staff Support
- ▶ Training
- ▶ Language/Translation issues



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## Cross County Support

- ▶ We can assist sites that have no legal assistance by allowing court staff or litigants in those areas access our remote services



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## Shared Scarce Resources

- ▶ By combining classrooms in the participating counties, we can maximize the use of our legal talent!



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## Videoconferencing in the Juvenile Justice World

- ▶ Technology is advancing rapidly, and courts are now understanding the benefits.
- ▶ We don't really use technology to the extent we could in this arena and there are many options that could help to alleviate some of the stresses like:

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## Ways to Improve Services Using Videoconferencing

- ▶ 1. Videoconferencing sessions explaining the dependency or delinquency process to parents



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## Ways to Improve Services Using Videoconferencing

- ▶ Allowing parents to visit with children safely, in addition regular visits or if in person is not currently available



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## More flexibility for staff

- ▶ Rather than have 1 person per office, staff can work in several offices per week-offering flexible staffing options.



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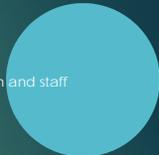
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## Since We Implemented Remote Delivery Methods

- ▶ We serve more people!
- ▶ We do it better!
- ▶ We actually take breaks now, our stress level is way down and staff are happy!
- ▶ The public is happy!



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