

**Self-Represented Litigants Action Plan
County of Placer**

**Placer County Superior Court
Executive Office
11554 C Ave
Auburn, CA 95603**

Acronyms used in this document

SRL = Self-Represented Litigant or someone going to court without having an attorney.

LSNC = Legal Services of Northern California

PCBA = Placer County Bar Association

SPJC = South Placer Justice Center

PDRS = Placer Dispute Resolution Services

Executive Summary:

The Placer County Self-Represented Litigants Action Plan will have a preventive focus, in addition to helping Self-Represented Litigants navigate the court system. Legal self-help resources will be located in all public libraries. Customers will be encouraged to seek legal advice to avoid problems as well as to manage litigation. Self-Help Centers will be opened at the SPJC courthouse and in outlying areas. The Self-Help Centers will assist customers with understanding the law; with filling out paperwork and navigating the justice system; and with accessing other legal and social services resources, including early dispute resolution.

I. Placer County geography, demographics, population density, current court locations, trends in court filings

Placer County encompasses 1,506 square miles and stretches 98 miles from the Sacramento Valley (in Roseville) eastward over the Sierras to the Nevada border. The largest population is in the valley area, which includes Roseville, Rocklin, Lincoln, and Loomis. Between 1999 and 2003, the county's population grew by 15.7%, in contrast to the state's overall growth rate of 7.4% for that same period. The greatest growth was in Roseville (18.3%), Rocklin (35.2%), and Lincoln (114.1%) (Source: Placer County Economic and Demographic Profile 2004, <http://www.placer.ca.gov/business/current-edp/2004-edp.pdf>) While the population is concentrated in the cities, there are many isolated communities with little access to the courts or to public transportation.

The county's population is largely white (83.4% in 1990) with the next largest groups being Hispanic (9.7%) and Asian/Pacific Islander (3%).

Currently, the court has 8 locations: Roseville (Traffic court and trials); Auburn (Historic Courthouse—civil filings and trials); Dewitt Center (family and criminal filings and criminal and juvenile courtrooms); Colfax (trials); Lincoln (trials); and Tahoe (civil, family, and criminal). The South Placer Justice Center (SPJC) is under construction at this time and slated to open in early 2006, at which time all courthouses and operations will close and move to SPJC, except Tahoe, the trial courtrooms at Historic Courthouse in Auburn, and the jail and Juvenile Hall courtrooms.

II. The SRLAP concept and process

This plan does not limit itself to solving “the court’s problem with self-represented litigants.” While SRLs do impact the court with their higher needs for assistance, the issue is not how to rid the court of this operational problem, but how the court can meet the legal self-help needs of the Placer County community.

Meeting the need for legal self-help is a broader focus than merely assisting self-represented litigants. SRLs are, by definition, people who are going to court—litigating—without being represented by an attorney. People who go to court to solve their problems are people who have not been able to prevent their legal problems or to solve them without going to court.

This plan, therefore, will have a Preventive Law focus—solving legal problems by preventing them from happening. After all, which is a better contract: the one that holds up in court or the one that prevented a dispute from arising in the first place? This preventive focus will benefit everyone—members of the public who avoid disputes, attorneys (and other

professionals) who get more business from clients seeking preventive advice and the court, which will have fewer disputes to deal with.

This plan was developed based on input from the public (survey sample in Appendix C); interviews with numerous attorneys, including the Small Claims Advisor; a visit to the Maricopa County Self-Help Center in Phoenix, Arizona; and a community meeting held on 12/16/2004 (list of attendees and meeting notes in Appendix A).

III. Challenges faced by potential users of self-help legal services

Our research identified the following obstacles and challenges to SRLs:

- Lack of typing/keyboarding skills (needed to fill out legal forms, draft letters, access information easily via internet or library system).
- Comprehension problems/low literacy levels: Many people have reading comprehension problems and cannot understand written information. Some cannot read to the end of a sentence before forgetting what the beginning of the sentence is about. Resources are overwhelmingly available primarily (or only) in written form.
- Hearing problems: The courts and other service providers are not set up to deal easily with either the elderly with failing hearing or the deaf/hearing impaired population. The court has an assistance device but it is fragile and expensive and is generally used only in the courtrooms. Other service providers do not have these devices. Customer interaction via writing takes much longer.
- Awareness of legal resources: There is no centrally maintained or distributed directory of legal resources available at this time.
- Unreasonable expectations/lack of knowledge of system: People are not aware of how the system works and believe that it will be much simpler or much more complicated than it actually is to solve their legal problem. Thus, they may not even try to access the system (in the belief that it will be too difficult) or will give up in frustration early on (having discovered that it is not as easy as expected). In addition, many are not aware of what can actually be accomplished and do not know what agencies or resources are available for their problems. Many people find “the system” very confusing to navigate. For example, concepts of “notice” and “service of process” are very hard to understand, and many people do not correctly serve legal papers. Many unrepresented civil litigants, not understanding the Summons or Notice of First Case Management Conference, appear at the first Case Management Conference, only to find out that their defaults were entered months previously.
- Inadequacy of current information available on the Internet: While the Internet (particularly www.courtinfo.ca.gov) contains much useful information, it does not have step-by-step instructions for cases other than family law and small claims.

- Court staff issues: Lack of bilingual staff at public counters and service areas; reluctance of staff to provide legal information; and the confusion between legal advice and legal information among court staff.
- Jurisdiction confusion: This is particularly acute in the Tahoe area, where county boundaries situate many Placer County residents closer to Truckee (Nevada County) than Auburn or Tahoe City (Placer County). This is a modest problem near the Sacramento County border, especially in Granite Bay, which includes both Placer and Sacramento counties. Also, the Nevada County community of Lake of the Pines, just over the Nevada County border, has Auburn addresses, and LOP residents are much closer to Auburn than to Grass Valley/Nevada City.
- Mental health problems: Many people with mental health problems have financial problems because they receive a small fixed income through disability. They cannot afford to hire an attorney. Working with this population to solve their legal problems is more time-consuming. An interviewer attempting to “diagnose” a legal problem must be patient and willing to work around meandering and sometimes delusional thought processes. This population finds it very difficult to communicate with legal professionals.
- Low technology skills: Much legal information is available on the web, but people who are not conversant with computers or have no computer or Internet access are unable to obtain information from the web.
- Language barriers: Placer has several pockets of Spanish-speaking population (Roseville, North Auburn, and Tahoe). There is also a Russian community in Citrus Heights/Roseville. Hearing-impaired people who use sign language also need assistance. Many providers do not have bilingual staff or translators available. There is a lack of bilingual staff at public counters in courthouses and public libraries, including the law library.
- Transportation: There are many outlying/isolated communities where transportation to population centers is a problem. Foresthill, Iowa Hill, Colfax, Weimar, Baxter, and Tahoe all have residents who have trouble traveling to Auburn. In addition, low-income residents of Roseville, Rocklin, Lincoln, and Loomis often have trouble getting to the courthouse in Auburn. For communities above the snowline, particularly the Tahoe area, transportation problems are exacerbated during the winter months when storms close passes and make travel unpredictable.
- Lack of materials to check out at local libraries: The County Law Library has an extensive collection of self-help books but they are all reference materials and can only be used on-site at the Law Library. Commonly used self-help books can be found at most branch libraries, but most are reference materials and do not circulate, so people cannot use them at home. In addition, the city library systems in Roseville and Lincoln are not well connected to the County Law Library.

- Work schedules: People who work Monday to Friday, 8 to 5, have difficulty accessing legal resources because they must take time off work. If they do not have vacation time, they may suffer financially when they attempt to access the system. The problem is particularly acute for those who live paycheck to paycheck or who are paid by the hour.
- Lack of financial resources: With attorneys' fees ranging from \$200-\$250/hour and higher, most of the population cannot afford to hire an attorney. Many pre-paid legal services offer very rudimentary, often inadequate or confusing services.
- Legal paperwork is confusing and intimidating: Even college-educated people find the Judicial Council Forms confusing and intimidating. People with lower educational levels find them almost completely incomprehensible.
- Reluctance of non-family law attorneys to sell "limited legal services:" "Unbundling," or Limited Legal Services, has been prevalent in Family Law for several years but is still a foreign concept to most other practitioners. Attorneys are reluctant to work on a consultation basis for a number of reasons: professional liability concerns expressed by their malpractice insurers; concern that clients will unknowingly omit crucial information in a brief consultation and thus get bad advice; concern that clients will not properly complete the processes that they have been directed to do; and the perception that limited legal services equals free legal services.

IV. Currently available resources

- Placer County Law Library: Open during regular business hours, plus Saturday for 4 hours and Monday and Tuesday evenings. Has well-stocked self-help library, knowledgeable and helpful staff, Internet access, and Judicial Council Forms access. The library is located in Auburn, across the street from the Historic Courthouse where civil, small claims, and probate filings are now accepted. When the court moves to SPJC, the County Law Library will no longer be adjacent to the clerk's office. While discussions are ongoing about potential locations for the Law Library in the vicinity of SPJC, there is no space in the SPJC building for a branch Law Library, other than computer terminals and limited materials in the Self-Help Center on the first floor.
- Language Line: The Language Line provides 24-hour, 7-day access to over-the-phone language interpretation for more than 140 languages. The Superior Court's current contract with the Language Line has a cost of \$2.20-\$2.60/minute for interpreter services during regular business hours.
- Public Defender's Office: By court appointment, primarily represents indigent criminal and quasi-criminal defendants, from arraignment through post-conviction relief. Does not deal with DMV issues or family law restraining orders or family law contempt cases (which are contracted out to a local family law attorney).

- Placer Dispute Resolution Services: Uses volunteer mediators as neutral third parties to facilitate communication between disputants so they can arrive at an agreement. Facilitative mediators do not give legal or professional advice and do not impose an outcome or resolution. Sliding-scale fees are based on gross annual household income for unrepresented parties. Fees for complex or multi-party disputes are higher. This service is particularly useful in neighbor/neighbor disputes including behavior; landlord/tenant issues; disputes which might otherwise be brought to small claims court; real estate; visitation; and small business disputes.
- Legal Services of Northern California (LSNC): Although their service area covers Amador, El Dorado, Nevada, Placer, Sierra, Calaveras, their office is located in Auburn and is thus relatively convenient to Placer County residents. LSNC provides legal consultations and advice and some representation to Placer, Nevada, and Sierra County seniors and low-income individuals. Issues handled are primarily poverty law: housing, public benefits, income maintenance (e.g. TANF benefits, some SSI issues). Representation is limited to citizens and documented immigrants. There are three attorneys in the office, including the Pro Per Project attorney, so resources are few in proportion to need. Does not provide service in Family Law other than through the Pro Per project and a monthly family law clinic staffed by a volunteer attorney. Provides forms packets and instructions for common eviction issues (Answers, Defaults, Lockout, Stay of Execution). Has four clinics per month at the Senior Centers in Roseville and Auburn to answer legal questions for senior citizens.
- LSNC's Pro Per Project: Paralegal and attorney ride circuit to Tahoe, Roseville, and Auburn providing civil self-help services (almost entirely family law) to SRLs of modest means.
- Lawyer Referral Service of Nevada County: The Nevada County Bar Association will be reactivating its attorney referral service effective 1/1/05; Placer County attorneys may list themselves on this service.
- Nevada County's Public Law Center and Law Library in Nevada City is currently the closest legal self-help resource for Tahoe area residents.
- Judicial Council Forms: These pre-printed, state-approved forms are extensive (although not comprehensive) in Probate and are comprehensive in Family Law, Domestic Violence and Civil Harassment. They are available in the Facilitator's Office, the Law Library, and at www.courtinfo.ca.gov/forms.
- Department of Child Support Services: Establishes paternity and collects child support at no charge to the support-receiving parent, and collects spousal support if there is also a child support award. Has significant automated enforcement tools not available to individuals.
- PEACE for Families: Domestic violence services, including restraining orders, counseling, education, and emergency shelter.

- Senior Legal Hotline: Run by LSNC. Limited to people 60 and over. Telephone consultation and advice for issues affecting seniors including: Social Security/SSI; Medi-Cal and Medicare; Wills/Trusts/Probate; Family Law; Powers of Attorney; age discrimination; consumer issues; housing; elder abuse; grandparents' rights.
- Fair Housing Hotline: Run by LSNC. Consultation and advice about fair housing issues (discrimination and basic landlord-tenant law).
- Department of Consumer Affairs website: Extensive information about many areas of consumer law. (<http://www.dca.ca.gov>)
- McGeorge Law Clinic/Community Legal Services: Through its Community Legal Services Clinic, Pacific/McGeorge School of Law provides representation to indigent individuals in a variety of civil litigation matters, including landlord/tenant disputes; divorce and child custody proceedings; unemployment insurance matters; and bankruptcy cases. Under the supervision of experienced attorneys, Pacific/McGeorge students represent clients in state and federal court and before administrative tribunals in Sacramento County.
- Legal Websites: There are many providing both substantive and procedural information, and referrals to service providers. The number of such sites and the information provided on them grow daily.
- Branch libraries: For many people, their local library is the first place they go to get information. Applegate, Auburn, Colfax, Foresthill, Granite Bay, Kings Beach, Loomis, Meadow Vista, Penryn, Rocklin, and Tahoe City, have branch libraries. There are city library systems in Lincoln (one branch) and Roseville (two branches). The County branch librarians are enthusiastic and helpful, although space for legal resources is at a premium.
- Small Claims Advisor: Provides telephone consultations two afternoons per week. The court currently spends about \$15,000/year for small claims advisor services.
- Retired attorneys/emeritus attorneys: These can be a wonderful source of volunteer assistance, and long-time practitioners often have a wide range of legal knowledge. The Sun City retirement communities in South Placer have significant numbers of retired professionals who still want to be active, contributing members of the community. This is an untapped resource in Placer County. The retirees may need to be recruited or managed through LSNC as part of an emeritus attorney program.
- Student interns: Paralegal interns are reasonably available from California Paralegal College in Auburn. There are law students in the Sacramento area from McGeorge School of Law, Lincoln Law School and other unaccredited schools. Recruiting them for internships in Auburn has been problematic except during the summer months when school is not in session. After the court moves to SPJC, this may be a much more usable resource. Additionally, if funding were available for work-study contracts as well as

volunteer or class-credit internships, the pool of potential volunteers would increase significantly, and students from other paralegal schools might be interested. Local colleges and universities can also provide a source of interns from students interested in careers in the justice system or social work.

- Placer Independent Resources Services: Advocacy for, and services to, people with disabilities.
- Local Legal Document Assistants and Unlawful Detainer Assistants: Formerly known as “independent paralegals,” these legal paraprofessionals provide document-preparation assistance to SRLs.

V. Proposed SRL assistance system

The following gaps were identified in the current system:

Lack of Judicial Council forms for common processes in civil, criminal.

Lack of organized list of unbundling attorneys in non-family law cases.

No compendium of resources.

No “Family Law Facilitator-type” services in areas other than family law.

The proposed self-help system addresses these gaps and coordinates with existing resources. Placer’s SRLAP is based on lessons learned from its Family Law Facilitator program. Adequate services to SRLs have three major components:

Education about substantive law, legal process, and obtaining advice

Forms/Procedure/Process assistance, information and referrals

Advice/consultation from private attorneys

Education

- SRLs, in order to adequately represent themselves, need to understand the law well enough to apply it to their own situation with the assistance of attorney advice and guidance. There are many books written for SRLs but not all people are able to easily comprehend written information. The “Do Your Own Divorce” video used in family law has been very successful in educating SRLs about divorce law and procedures.
- A wide range of materials will be made available in branch libraries, both books and videos/DVDs, both reference and circulating copies. Branch library staff will be trained in the range of materials available in the branches and at the county Law Library and, later, at the Self-Help Center when one is established. Special attention will be given to the Roseville and Lincoln libraries, which are separate library systems. The same materials will also be available in the Self-Help Center. If possible, these materials could be duplicated and sold, with proceeds used to help support the self-help program.
- Written materials: The Nolo Press series, with extra copies of the most often requested books (Collection of Judgment is a very popular topic). Written materials will be developed locally in consultation with representatives of literacy programs to ensure that the materials are simple and clear.

- Video and audio materials: Many video resources are already available. These will be reviewed to choose the best, clearest, and most informative since shelf space is at a premium in libraries. Periodic, well advertised public law forums on specific issues, using local attorneys who are experts in their subject matter, will be videotaped and made available as part of the self-help libraries.
- Additional Internet resources: All materials available in the self-help center should also be made available on the Internet, particularly locally produced and distributed non-Judicial Council forms and instructions.

The Self-Help Center

Services: The Self-Help Center will provide in-person and e-mail or web-based assistance with forms, processes, and procedures as well as referrals to educational, social service, and legal-advice resources, using the same service model as the current Family Law Facilitator’s Office. The Language Line can be used to assist customers for whom on-site interpreter services are not available.

There are Judicial Council forms for most common processes in family law, probate, unlawful detainer, and collections. However, there are no forms for many common processes in civil litigation, including motions and discovery (other than form interrogatories). There are no forms for commonly requested processes in criminal court, including modification of terms of probation; request for certificate of rehabilitation; petitions to reduce a felony to a misdemeanor post-judgment; and reinstatement of driver’s license. Forms and instructions need to be developed, if such are not available from other self-help centers in the state.

Locations: When the court moves to SPJC in 2006, a Self-Help Center will be located on the first floor of the courthouse. This is in addition to the Facilitator’s Office space on the second floor, which includes conference rooms for workshops. The Self-Help Center will be overseen by an attorney and staffed by volunteers and/or grant-funded positions as available. Branch centers, open a few hours per week, will continue in the following communities: Auburn (in the former Facilitator space on the 3rd floor of the Historic Courthouse); Foresthill (location to be determined, as the current self-help center space in Foresthill is scheduled to be returned to the County when SPJC opens); Colfax (in the Family Resource Center if possible); and Tahoe.

Until the SPJC relocation, the Self-Help Center will exist as a series of regular workshops to be held in the conference room in the Law Library, taking advantage of weekend and evening hours that are more convenient for the public and the library is less busy.

Structure: The SHC will be operated through collaboration between the Court, LSNC, the Law Library, other local agencies, and the local bar. This “multi-agency collaboration” model provides many opportunities for flexibility in staffing and fundraising. The court’s quality control over the running of the center will be provided by way of Memorandum of Understanding.

Availability of legal advice

Legal advice is crucial to the success of SRLs. Education about the law and information about process and procedure do not give SRLs the background and knowledge to make nuanced decisions about strategy, tactics and chances for success in court proceedings. A cadre of local

attorneys must be recruited who are willing to sell legal advice, or other discrete tasks, by the hour or on a per-task basis. There is already a list of “unbundling” attorneys available in family law. The list has grown from three in 1997 to fifty-nine today. Early in the development of the list, the Family Law Facilitator had to recruit heavily for the list; today attorneys call the office and ask to be put on the list because it brings them business.

“Unbundling,” or Limited Legal Services, has been prevalent in family law for several years now but is still a foreign concept to most other practitioners. Attorneys are reluctant to work on a consultation basis for a number of reasons: professional liability concerns expressed by their malpractice insurers; concern that clients will unknowingly omit crucial information in a brief consultation and thus get bad advice; the concern that clients will not properly complete the processes that they have been directed to do; and the perception that “limited legal services” equals “free legal services.”

The first two concerns are causally linked: a client who gets bad advice and loses is likely to hold the attorney responsible. The solution to this quandary is education of the SRL prior to the attorney consultation. An SRL who has studied up on the area of law and process at issue is more likely to understand the facts that are important, is more likely to ask the right questions, and is more likely to understand the answers. This has been the local experience in family law with. The Family Law Facilitator’s “Do Your Own Divorce” video, which is a 2-hour explanation of divorce law and process, gives litigants the information they need to get a useful attorney consultation in a relatively short period of time. One local practitioner, who specializes in advising SRLs, will not meet with a divorce litigant until s/he has watched the divorce video, explaining, “You’d just be wasting my time and yours.”

Replication of this kind of information (as part of the education component of this plan) will result in attorneys being more willing to advise SRLs. Additionally, experience has shown that clients who pay \$50-\$100 for a consultation and don’t get their desired outcome are far less likely to sue the attorney than clients who pay \$15,000-\$20,000 for full representation and don’t get the outcome they want.

The third concern—that litigants will not successfully complete procedures and processes— will be addressed by the existence of the Self-Help Center which will provide procedure and process information using the Family Law Facilitator model.

The fourth concern—that limited legal services equals *pro bono*—will be addressed with education of both attorneys and the client/SRLs. Advice is not free and SRLs should expect to pay for it, but the advice is cost-effective for those who follow through with self-representation.

The advice and direction private attorneys can provide that the Self-Help Center cannot are: discovery plans; trial preparation guidance; case analysis; cost/benefit analysis of litigation; strategic and tactical guidance.

Tahoe

Tahoe is geographically isolated and has few attorneys and paralegals/legal document assistants. Providing adequate legal self-help services in Tahoe has therefore been an extreme challenge. There was a short period when a Facilitator staff member was available in Tahoe one day per week, but she is no longer available. There are no civil self-help services in Tahoe aside from a volunteer attorney who provides services to SRLs of modest income one day per month. The ideal solution is in-person help at Tahoe at least one or two days per month, but experience has been that it is difficult to maintain this standard.

In the future, a regional two-county court is planned for the Tahoe/Truckee area. A Self-Help Center must be planned as part of that project and self-help services coordinated between Placer and Nevada Counties. This is several years in the future, however, and some services must be provided in the interim.

A teleconference link will be set up between Tahoe and Auburn (or SPJC) so that Tahoe SRLs can meet virtually face-to-face with staff of the Self-Help Center for assistance with forms and procedures. There is a videoconference link between Tahoe Court and Auburn Court, but the Auburn equipment is not accessible from the existing self-help facilities. Additional equipment must be purchased, and located in or near the Self-Help Center. Tahoe court clerks must be cross-trained in assistance to the Self-Help Center staff (e.g. pointing out where on a form the Self-Help Center staff is directing the SRL to fill in information.) The Language Line can be used in conjunction with teleconference for Spanish-speaking customers in Tahoe. When workshops are held at SPJC, Tahoe SRLs will be able to attend by teleconference. Students from the University of Nevada in Reno may provide a source of intern staffing, and fully trained staff or the supervising attorney can oversee via a video link to the main Self-Help Center.

Tahoe will, of course, need a full self-help section in its public library.

VI. Types of Law to be provided through the Self-Help System

The following areas of law have been identified by the public or by other agencies or participants in the planning process as being needed by the public. Others can be added in the future as demand indicates.

Landlord/Tenant: Both sides need information. Common issues are evictions, security deposits, and habitability issues. Many amateur landlords try to save money by writing their own agreements when the local Board of Realtors sells forms for a small fee. This is an area where education can prevent a lot of litigation.

Employer/employee

Worker's Compensation

Family Law (Tahoe has almost no resources and the rest of the county needs expanded hours)

Immigration, Bankruptcy, Patents/Trademarks/Copyright: Although the court does not deal with these Federal issues, there is a significant demand for information that should be provided in self-help libraries and through attorney referrals.

Birth Certificates: Issuance of delayed birth certificates for children, and Petitions to Establish Fact of Birth for older people who, for various reasons, do not have birth certificates (e.g. home birth, hospital burned down, etc.)

Criminal: Common issues that SRLs attempt to deal with are bench warrants, restraining orders, modifications of conditions of probation, driver's license suspensions, certificates of rehabilitation, sealing criminal records.

Neighbor problems: Common issues are boundaries, particularly in rural areas; noise; behavior; and water.

Restraining Orders: Domestic Violence, Civil Harassment, Elder Abuse, and Workplace Violence.

Guardianships and Conservatorships

Debt Collection: both creditors and debtors, including bankruptcy information.

Enforcement of judgments and court orders: Contempt and collections, particularly in Small Claims cases.

Wills, trusts, and estate planning and administration

General civil litigation: contract disputes, personal injury, real estate disputes.

Real estate issues: purchase and sale, boundary problems, lot line adjustments, easements, disclosure problems, CCRs/homeowner association/road maintenance disputes.

Juvenile delinquency and dependency: Information for parents and other interested persons. See Appendix B for survey results and Dependency Facilitator Proposal developed by the Placer County Juvenile Justice Commission.

Adoptions, especially step-parent adoptions

Name changes

Small claims: Because Small Claims jurisdiction is limited by the amount of the claim, not the subject matter, the types of dispute brought to Small Claims Court are limited only by the imagination of the litigants.

Traffic, particularly appeals.

Taxes: property taxes, IRS/FTB

Legal needs of small business: Collections; bad checks (retail); business entity selection (e.g. LLP, Corporation, Partnership, Sole Proprietorship); dissolution of partnership/termination of business; tax issues (deductions, audits, use of CPAs); probate/estate planning; real estate/purchase/lease (choosing lease provisions); SBA loans.

VII. Making the connection between people and legal resources

The existence of the self-help system must become common knowledge among Placer County residents. Concise, accurate, correct information about resources has to be easily available to people and agencies who contact individuals in need of self-help legal services.

A resource list will be developed, maintained and disseminated collaboratively by the court and the Law Library. The Law Library will maintain the list of resources. The court will develop a "self help" section of its court website and include the list of resources, with links to websites as available. A hard copy of the list will be distributed throughout the county, especially to agencies that have contact with potential users of self-help legal services, including: Family Resource Centers; local Law enforcement agencies, including Sheriff's substations; Health Department and other medical providers; code enforcement; city governments; Placer Dispute Resolution Services; local Chambers of Commerce and other business organizations; school districts; attorneys and legal document assistants (independent paralegals); churches; service agencies; mental health professionals; and Placer Independent Resource Services.

Periodically, the law librarian or a representative from the self-help center should visit these organizations to re-train personnel about the resources and update the resource list.

VIII. Funding/Staffing

Potential sources of funding and/or staffing for the self-help system are:

\$15,000 implementation funds from the AOC. These funds are not guaranteed for future years, but they have been available for the last four years.

\$15,000 (approximately) currently being paid for Small Claims Advisor services.

Proceeds from duplication and sale of video and audio resources. Because of statutory limitations on courts charging fees, this may have to be processed through a partner agency, such as LSNC

Partnership with Legal Services of Northern California's Pro Per Project and/or volunteer emeritus attorneys.

Student interns: volunteers or those earning class credit, from law schools, paralegal schools and college students interested in the justice system or social services students.

Work-Study students: A work-study contract with local law schools could provide law students on staff at a very low cost. An attorney must supervise work-study students.

IX. Changes needed in court processes or systems

- The Notice of First Case Management Conference needs to be simplified so that an ordinary person can read it and understand that legal papers must be filed well before the court date, and that the court date is for procedural matters only. The current Notice of First Case Management Conference is attached as Appendix D. Other local forms and documents the court uses to communicate with the public should be reviewed as well and modified to use plain english.
- Local rules should be changed to require that an information sheet on Placer's self-help system be served whenever papers are served on someone not represented by an attorney.
- The courts will continue to train the clerical staff on the self-help system so that SRLs will be referred to appropriate resources, and will continue to train the clerks on what kind of information they can properly give the public.
- Judges will be kept informed about the local self-help resources available so that SRLs who appear in courtrooms can be referred to appropriate resources.

Appendices:

Appendix A: List of attendees at 12/16/04 meeting and meeting notes

Appendix B: Dependency Facilitator interviews and proposal

Appendix C: Public questionnaire

Appendix D: Current Notice of First Case Management Conference

Appendix A

Attendees at 12/16/04 meeting:

Nancy Taggert, Juvenile Court
Chris Chrisman, Law Library
Stuart Kirsh, Library (Literacy)
Alex Constantino, Attorney
Dean Starks, Attorney
Kelli Borg, Criminal Court
Paul Guisande, Placer Independent Resource Services
Marla Hall, Placer Independent Resource Services
Robin Guthrie, Foresthill Library
Patricia Eckard, Criminal Court
Ed Koons, Attorney
Cynthia Spears, Placer Dispute Resolution Services
Karla Marquez-Patino, Child Abuse Prevention Council/Family Resource Centers
Patty Diaz, Family Resource Centers
Terry Ducharme, Civil Court
Karen Alford, Probate Court
Cris Hennessy, Family Resource Centers (Tahoe)
D. Mcculley, United Auburn Indian Community
Sharen Neal, National Association of the Mentally Ill
Herb Whitaker, Legal Services of Northern California
Diane Bras, Family Law Facilitator

Meeting Notes:

Resources

Law Library eve weekend hours, computers.
Tahoe DV assistance, criminal system explanation (TWC)
Language line
Public Defender's Office
PDRS
LSNC Consult, advice, representation to seniors, low income. Civil, no FL
Lawyer referral service (Placer/Nevada)
Judicial council forms
DCSS child support
Senior Legal Hotline
Fair housing hotline
Consumer affairs website
McGeorge Law Clinic
Legal websites
Branch libraries
Small claims advisor funding
Retired attorneys (how to recruit--LSNC?)
Law students and paralegal students--internships
Social service interns
Law Library at SPJC
PIRS disability resource

Tahoe

Needs live person--collaboration between ct/ff/linc
video links?
UNR as internship resource, community college?

Needs

PCBA low cost consult list with practice areas, cost
Need forms
Nolo books in libraries
Training inside court
Compendium of resources
 who updates? Co Law Library?
Videos, audio

How do people find out?

Law Day clinic?
call court
PCBA
Info to attorneys
Info on attorneys in courthouse--ethics problems?
Resource center (need more brochures)
Weblinks from court to resource sites
Law enforcement
Health Dept
Code enforcement
City governments
School districts
Sheriffs substations

Senior resource-type book?
Handout of resources
Kiosk in court, other places

Types of law

Landlord tenant, both sides
evictions
security deposits
habitability
Employer/Employee
Worker's Comp
Family Law (tahoe)
immigration information
Birth Certificates
Criminal
Bench warrants
Restraining Orders
Modification of Probation
Driver's License
Neighbor problems
boundaries
noise

water
Restraining order issues
Guardianships
Conservatorships
Debt collection
Enforcement of judgments
Trust questions

Challenges-

No SS #s
Typing/keyboarding skills
comprehension problems
hearing problems
finding out about resources
unreasonable expectations
mental health problems--hard to access attorneys and communicate
takes a lot of time to diagnose legal problems
Need help w/ websites
customer service time consuming
computer access, low technology skills
Language--spanish, russian, sign
low literacy levels
transportation
materials at libraries--check out
translation services
forms help
paperwork intimidating
hours of work--off hours
money

confusion

little knowledge about navigating system

Judicial attitudes about pro pers--fairness vs. equal treatment (not favoring pro pers)

Solutions

Training for people who have contact with public--who trains?

CMC notice--needs revision. People see court date and show up.

Central source triage--staff person trained in referrals--partner with CAPC

Outreach--who are service providers

Alameda facilitator distributes list of local LDAs.

**Appendix B
Dependency Facilitator Interviews and Proposal**

**PLACER COUNTY JUVENILE JUSTICE/DELINQUENCY PREVENTION
COMMISSION**

Juvenile Justice Surveys, March – May, 2003

Number of Surveys Conducted: 46 (Some were dual interviews, parent/child)
Includes the following:
Boys: 20 Girls: 8 Unspecified: 7
Parent of Boy: 11 Parent of Girl: 6 Parent of Unspecified: 7

Ages of Juveniles:

	Boys	Girls
10-12	1	0
13-16	15	7
17-19	12	1
Unknown	2	0

Area of County where the Juvenile lives:

<u>Placer County</u>	<u>Out of County</u>
Roseville: 9	El Dorado County: 1
Rocklin: 6	Nevada County: 1
Loomis: 4	Nevada: 1
South Placer: 3	Sacramento: 1
Lincoln: 4	Unspecified: 1
Sheridan: 2	
Auburn: 7	
Weimar: 1	
Colfax: 2	
Kings Beach: 2	
Truckee: 2	

Charges against the Juvenile:

Violation of Probation: 2	Trespassing: 1
Battery on School Ground: 2	Burglary: 3
Attempted Robbery: 1	Disturbing the Peace: 2
Vandalism: 4	Under Influence of Meth: 1
Truancy: 2	Sexual Assault: 2
Assault: 5	Stolen Vehicle: 1
Battery: 6	Receiving Stolen Prop.: 2
Theft: 7	DUI: 3
Grand Theft: 2	Hit and Run: 1
Distribution of Drugs: 2	Driving w/o License: 2
Threat Law Enforcement: 1	Fraud: 1
Money Laundering: 1	Drugs: 2
Possession of Drugs: 3	Drug Use: 1
Grand Theft Auto: 1	Assault w/ Deadly Weapon: 1

Weapons:	2	Gang Association:	1
Terrorist Threat:	1	In a Stolen Car:	1

The juvenile was:

Cited and released:	1
Cited and released to Parents:	20
Arrested:	19

From the first contact with law enforcement, how long was it until first appearance in Court?

2 days	4	1 week	1	7 months	3
3 days	3	2 weeks	5	1 year	1
4 days	2	2 months	7		
5 days	1	3 months	2		

Prior to first appearance in court, did the juvenile/parent understand the charges?

Yes	42
No	25

Did the juvenile know what to expect at the first appearance?

Yes	17
No	26

Was the juvenile/parent given any written information explaining the process?

Yes	18
No	26

Was that helpful?

Yes	7
No	4

What, if anything, could have made the process easier?

“More information about the process – there was a decided lack of communication.”

“Considering the charges (theft), drug testing seemed inappropriate.”

“More communication from public defender.”

“Would be helpful to know what to expect.”

“Nothing: Juvenile Hall called with the date, very helpful.”

“More contact with parents – especially by the attorney; parents pay for his services.”

“Offer a second call for juvenile in Juvenile Hall.”

“If parents could have seen child before appearance in court.”

“Talk to a human being to ask what’s going on and why, instead of a letter.”

“Assign a Public Defender earlier on in the process.”

“Should have talked to the parent before – juvenile was under the care of a psychiatrist.”

“Better explanation of what to expect.”

“Someone coming to the home to discuss and explain the process to the parents—

insufficient communication between parent, probation, public defender.”

“Let us know it was only an arraignment at the first appearance, and where it was.”

“Written information ahead of time.”

“No repeat appearances in court.”

“Ask parent for medical information about the juvenile, so mother knew he was taken care of.”

“Need a parent-court liaison who would be available in person, not by letter only.”

“Not getting into trouble in the first place!”

“Speed up the process.”

“Explained what I had to do – curfew, not getting into trouble, etc.”

“Independent study was bad.”

“Explanation – what the crime is, what to expect from the system.”

“Really could have used information regarding the system and what to expect.”

“Curfew at 6:00 P.M. is too early, and for too long. Having a Probation Officer that was really understanding – that helped.”

“Didn’t get to work all summer because juvenile expected to go to JDF and didn’t.”

“People didn’t listen to the juvenile’s story.”

“Not to have been told he was going to CYA when he wasn’t.”

“Give he a chance – she gets ‘nailed’ because she’s labeled and the authorities presume she’s been in trouble – Probation has no faith in her.”

“What to do when in court and how to talk to the judge.”

“Not being in Juvenile Hall.”

“My Mom – problem with understanding her daughter.”

“It’s hard to give specimens for testing.”

“Not having to come to the after-school program after requirements were fulfilled.”

Were there continuances which required more than one court appearance?

Yes 18

If so, who requested the continuance?

Judge 13 DA 1 Parent 1 Probation Officer 1

Why?

Psychological Evaluation 1

More Testing 1

More information 1

Was the juvenile placed on Probation?

Yes 31

For how long?

6 months 7

9 months 2

1 year 4

2 years 1

3 years 2

4 years 1

Did the terms of Probation meet your expectations?

Yes	10
No	17

Explain: Not the length of time the juvenile expected (much longer than expected).

Terms were not followed through; no consequences.
Didn't know what to expect.
Can't spend the night at a friend's house, even with parent's approval.

It's very hard – being expelled and a long way from home.
Brother had already been on Probation.
Keeps being put back on Probation because of non-compliance.

Juvenile

has the impression Probation doesn't want her to succeed.
Curfews, rules, random drug testing, no positive results.
Expected more severe sentence.
Being on Probation has kept juvenile out of trouble.

What suggestions, if any, might make the Probation experience more beneficial?

"More contact."
"Better access to a live person; better explanation of the process."
"Waiting hours with nothing happening."
"Good experience."
"Using layman's terms for understanding."
"More drug rehab courses; drug court most beneficial."
"Probation Department needs more help."
"They have good communication, very helpful, juvenile likes and trusts PO."
"Better availability of PO at all hours."
"Good that they offered drug testing."
"One of the good things that helps now is the unscheduled drug testing."
"More mature Probation officer – no profanity."
"Ability to stay the night. Better to be in a regular school; there are too many programs I

don't need – progress is too slow."
"Community School could be more challenging; less strict rules and needless drug testing."

"Be honest, stay out of trouble, work closer with PO, don't do drugs."
"POs were very helpful."
"Cops are too quick to jump on any violation."
"Explain better what would happen when on Probation."
"Not get into trouble."
"One Probation Officer, not being bounced around to various Pos, which is very difficult.

There are lots of assumptions about the juvenile when it's a new PO."
"Probation sentence was fair."
"Probation doesn't help – it just makes things worse."
"Let me off Probation on time."

“Victim impact is good – more programs like that, which have meaning.”

What suggestions, if any, would make the relationship with the Probation officer more beneficial?

“More one-on-one meetings; tell you more what you need to do to get off Probation.”

“Only one PO over three years, instead of three POs.”

“Everyone was helpful.”

“Nothing, PO and I get along – calls me occasionally.”

“Pretty cool as it is.”

“It’s okay.” “Good.” “It’s okay as is.”

PO, “Juvenile should be really up front and cooperative; come in for testing, meet with

show responsibility.”

“Just one, not four, POs, and switch only if you don’t get along.”

“Never met her!”

“The least contact possible with ‘authority’ figure.”

“Being on Probation has helped me in my relationship at home.”

“Seemed like PO didn’t like juvenile – message machine said “Do not leave messages.””

“She’s great.”

“Availability – PO doesn’t seem to take responsibility.”

“Communication.”

“Lose power trip, more understanding.”

“No program.”

“OK, so far.”

“Good, but too overworked.”

Grading for the following statements: 1= Disagree; 2=Slightly Disagree; 3= No Opinion; 4= Slightly Agree; 5= Agree; NA = Not Applicable.

Throughout the process, I understood the charges that were pending.
1 = 3 2 = 6 3 = 4 4 = 3 5 = 29 NA =
0

Throughout the process, I had plenty of opportunity to ask questions.
1 = 9 2 = 11 3 = 0 4 = 4 5 = 16 NA =
5

My questions were always answered to my satisfaction.
1 = 8 2 = 6 3 = 6 4 = 9 5 = 10 NA =
6

I was given enough time to discuss my case with my lawyer prior to hearings.
1 = 13 2 = 4 3 = 3 4 = 5 5 = 10 NA =
10

Placer County Juvenile Justice/Delinquency Prevention Commission
Proposal for Juvenile Court Facilitator

The Placer County JJ/DP Commission requests funding for the position of a Juvenile Court Facilitator to help parents of juvenile offenders, as well as their child, to overcome any barriers they perceive when faced with understanding and negotiating the Juvenile Justice System in our County.

We see this as a ten-hour per week commitment, at least initially, perhaps on a pilot basis. We also would like to see the person filling the position to be well-versed in the Juvenile Justice System, but not necessarily to be an attorney (the Facilitator may give legal information, but **not** legal advice). We estimate the costs to run \$13,000 to \$15,000 for a first year; the lower figure would apply if most of the materials could be donated or in-kind.

A description of the functions, duties, and time commitment for the position, as currently conceived, as well as a preliminary list of equipment needs, is as follows:

1. In-court presence:
 - Thursdays, from 1:30 – 3:30 in Department 12
 - During arraignments, answer questions and make appointments with parents/juveniles to meet with them later, if needed. 2hrs.

 2. Appointments with parents/juveniles:
 - One day a week, probably Fridays or Mondays at the Resource Center in Rocklin.
 - a. Listen to venting
 - b. Generate resources
 - c. Conduct internet research (use JJ/DP Website, for starters)
 - d. Define terms
 - e. Explain the process (a kind of road map)
 - f. Hand out literature, such as the Peer Court Juvenile Justice Handbook. 2hrs.

 3. Networking:
 - One day a week attend meetings of community groups and visit with representatives of referring agencies and community groups to share information about services. 2hrs.

 4. Office management:
 - Develop materials, make copies, etc., as needed. 2hrs.

 5. Record keeping and reporting, as needed. 2hrs.
-
- Total: 10hrs./week**

Equipment needs:

1. Office Space
2. Computer and printer with access to the internet
3. A desk and three chairs
4. File drawer
5. Telephone
6. Small budget for printing, paper, postage
7. Storage space (bookshelf) for resource materials

Rationale

The public is already well-informed, and fairly accurately so, about the workings of the adult justice system, through television programs, news reports, personal experience and other sources. However, there is very little understanding of the differences and specifics of the workings of the juvenile justice system. For example, the public is generally unaware of parental rights and responsibilities, the potential costs and other consequences of a child's getting involved in the system. This lack of awareness can cause additional frustration and anger in a parent who is suddenly and usually unexpectedly faced with having to confront reality, get beyond any denial, and navigate through the system; the resentment against the system which often results can also undermine the cooperation and support that a parent should rightly be lending to the goals of the system.

Goals

The goal of the position of a Juvenile Court Facilitator is to decrease friction between the parents/offenders and the juvenile justice system through an increased understanding of the system. Having parents "on board" from the beginning will reduce any feeling of alienation that otherwise might result in disrespect for authority. In addition, the Juvenile Court Facilitator will provide for greater efficiency and access to available services, such as Tough Love, crime victims programs, Pacific Educational Services, Golden Sierra Life Skills, and others. In the end, having everyone on the same page from the beginning will help the juvenile justice system achieve the goal of making good on any harm that was done, preventing future harm-doing, and having the offender take responsibility and be accountable for misdeeds. The earlier the families use needed services and get involved in making positive changes, the more likely they will work cooperatively with the court to correct problems and prevent potential escalation. An additional benefit might be that victims will take advantage of the information and services available through the Juvenile Court Facilitator, thus reducing their potential feeling of alienation in regards to the juvenile justice system.

Scope of Work

1. In-Court Presence

The Facilitator will be present during the full two-hour calendar to address initial concerns and questions of parents/juveniles as they are waiting in the court hallway for their arraignment hearing. Possible areas of concern are: what the parents/juvenile might expect in terms of process, timeline, costs, people involved in the case, any help available to them, and others. Addressing these issues early in the process can help allay their fears and misgivings about the system and *encourage understanding between them and those they will encounter in dealing with the system*. If there is a need for further information or help, the parents can make an appointment with the Facilitator to meet during posted office hours at the Youth Resource Center in Rocklin. The Facilitator will have available a brochure stating the kinds of information, resources and services available through the

Facilitator's office, so that even if the clients do not feel the service is needed at the time, they can contact the Facilitator at a later date, should they feel the need. (1)

2. Appointments with parents/juveniles

- a. **Venting:** When their child is in trouble, parents often are driven by fear, disappointment, anger and other strong emotions which they may take express to the wrong person or in a way which is not productive or helpful to their cause. The Facilitator's office is a safe place for these emotions to be expressed and for the venting to occur. The Facilitator can then serve as a coach to the parents and the juvenile to help them frame their needs in language that can be heard and appreciated by those who can do something about them.
- b. **Generate resources:** The Facilitator's good listening skills will lead to a determination of the types of resources the family might access in order to address their needs.
- c. **Conduct internet research:** The Facilitator will have a list of websites available for the clients, with a description of the information available on the sites. An example is the JJ/DP Commission's www.placerteens.org. These sites might give ready information regarding resources, legal issues, forms, terms, etc. The Facilitator will access these sites for the clients during the office appointment, if they do not have access to the internet themselves.
- d. **Define terms:** There is a virtual "foreign language" of terms connected with the juvenile justice system which may overwhelm the clients, particularly during the initial stages of their involvement. The Facilitator can provide a translation of terms into layman's language and help the clients feel more comfortable and know what to expect.
- e. **Have available a "road map"** which gives a detailed explanation both of the process and the probably timeline for the "average" case. The Facilitator can explain where delays or other changes might be expected.
- f. **Literature** will be readily available, free of charge, to the clients. This could include the Peer Court Juvenile Justice Handbook, an explanation of the JJ/DP Commission's role, resource brochures and others that the Facilitator finds to be needed and helpful.

3. **Networking:** One day a week for about two hours, on average, the Facilitator will attend meetings, such as Placer Greater Collaborative or Probation Officers meetings, or meet personally with providers of different services that will either be referring clients to the Facilitator or to whom the Facilitator's clients will be referred. The purpose of these meetings will be to establish rapport between providers, to share information, and to

encourage cross-referrals and networking, so that the clients will have full access to the system and the system will be providing an optimal level of service. This will also prevent frustration and potential aftermath of disappointment or anger.

4. Office management: Sufficient copies of materials and forms will have to be maintained and filed or displayed, new materials will have to be developed, as needed.

5. Record-Keeping and Reporting: As clients make appointments, the calendar will have to be maintained. Contact information about clients will have to be put into the file or computer. When clients keep appointments, a summary of what was discussed, materials distributed and the outcome will need to be noted and filed. If there is a need for the referral agency to be notified of what occurred, or of a referral that was made by the Facilitator, that agency will need to be contacted, by phone or other pre-arranged method. If the client needs a follow-up appointment, that will be noted in the calendar with a reminder of the purpose for the visit. Should a client not keep an appointment, there should be follow-up to find out why and if another appointment needs to be set.

In addition to the contact information kept on each client, which will be kept confidential, the Facilitator will make monthly public-access reports on number of clients served, referral sources, referrals out, and other statistics, as needed for ongoing measurement of outcomes.

Materials to be developed:

Forms for record-keeping on clients.

Reporting forms and feedback forms for outcome measurement.

An informative brochure on the services of the Juvenile Court Facilitator. (1)

List of resources, contact names and numbers, and a collection of brochures that explain the

breadth of services available through referral agencies/contacts.

List of internet websites to cover resources, legal terms/issues, forms, etc.

List of system terms translated into user-friendly and understandable language.

Develop a “road map” of the system and a timeline for the average case.

Other Considerations

Who is eligible: Those eligible to use the services of the Juvenile Court Facilitator will be juvenile offenders, parents, guardians, victims – anyone involved in the juvenile justice system in any way.

Number of Clients: It is difficult to predict how many of the families involved in new juvenile filings will take advantage of the services offered by the Juvenile Court Facilitator. A safe estimate is that somewhere between 25% and 40% of families involved in new juvenile filings will care to get involved.

Other services: 1) Should there be sufficient need, the Juvenile Court Facilitator may offer a monthly class (more often if needed) for parents and others involved in the juvenile justice system to explain how the system works and why. 2) The Facilitator may, over time, build up a cadre of volunteers, such as law students or criminal justice majors, or even parents who have been involved in the system, to help in the delivery of services. 3) Working with the Placer Peer Court Coordinator, Karen Green, the Facilitator may eventually make presentations to local schools to cover the most frequently asked questions that have come up when working with clients. The goal would be to give a greater understanding of how the system works and the practical matters of how being involved in the juvenile justice system would affect their lives.

**Appendix C
Public Questionnaire**

I might use legal self-help services: (Please circle)

Adoption	Contract Dispute
Name change	Civil Harassment
Personal Injury	Domestic Violence
Small Claims	Family Law
Traffic	Probate/Estate Planning
Conservatorship	Guardianship
Neighbor Dispute	Real Estate Dispute
Labor/Employment Dispute	Landlord/Tenant (Unlawful Detainer)
Civil Matter	Criminal
Immigration	Juvenile Delinquency
Bankruptcy/Debt Collections	Juvenile Dependency (CPS court)
Taxes/IRS/FTB	Other:

Do you have internet access? (circle)

at home at work school library friend NO

Do you receive any of the following? (circle)

SSI Disability TANF (welfare) Food Stamps Medi-Cal NO

Where do you live? (circle)

Foresthill Auburn Colfax Loomis Rocklin Roseville Penryn Lincoln
Tahoe elsewhere in Placer County outside Placer County

Appendix D
Current Notice of Case Management Conference
CASE NO.

NOTICE OF FIRST CASE MANAGEMENT CONFERENCE

Notice Is Given That The First Case Management Conference Has Been Scheduled As Follows:

DATE: **May 10, 2004**
TIME: **S-CV CASE NUMBERS WILL BE HEARD AT 8:30 A.M.**
M-CV CASE NUMBERS WILL BE HEARD AT 9:30 A.M.
DEPT: **1 - Historic Courthouse, 101 Maple Street, Auburn, California 95603**

Pursuant to California Rules of Court 212 (g)(1) and Local Rules of Court 20.1.8, you must file and serve a completed Case Management Statement (CM-110) at least fifteen (15) calendar days before the Case Management Conference. Failure to timely file the Case Management Statement will result in your filing being returned unfiled.

No appearance is required for the first Case Management Conference. **Please refer to Local Rule 20.1.8.** Case Management Conference notes will be available 12 calendar days prior to the hearing date on the court's website at www.placercourts.org. (Click on CMC Notes).

At the First Case Management Conference the Court will make pretrial Orders which may include the following

- (A) An order redesignating the Case Management Class of Civil Case currently assigned.
- (B) Exempting the case from dispositional time goals.
- (C) An order referring the case to arbitration.
- (D) An order transferring the case to Limited Jurisdiction.
- (E) An order assigning the case to a particular judge for all purposes.
- (F) An order assigning a trial date.
- (G) An order assigning the case as a short cause trial matter.
- (H) An order identifying the case as one which may be protracted.
- (I) An order identifying the case as one which may be amenable to early settlement.
- (J) An order establishing a discovery cut-off.
- (K) An order scheduling the exchange of expert witness information.
- (L) An order scheduling a mandatory settlement conference.
- (M) An order scheduling a final case management conference.
- (N) Other orders to achieve the interests of justice and timely disposition of the case.

SANCTIONS

If you do not comply with the time guidelines as set forth in local rule 20.1.8 the court may reject your Case Management Statement, impose sanctions, dismiss the case, and strike the answer.

IF YOU DESIRE TO SCHEDULE A TELEPHONIC APPEARANCE, YOU MUST CONTACT COURT CALL TOLL FREE, AT 888-882-6878, AT LEAST TWO (2) COURT DAYS PRIOR TO THE APPEARANCE

NOTICE TO ALL CIVIL LITIGANTS

Unless the Court orders otherwise, the Court does not provide Court reporters for civil law and motion hearings and Case Management Conferences at the court's expense. Any litigant who wants a record of a law and motion matter or a case management conference must arrange for the presence of a court reporter at his/her expense. See California Rules of Court 891.

