

## 2009 Self-Represented Litigants Conference

### Faculty Biographies

**Misty Abdelmagied** is a Staff Attorney working for Neighborhood Legal Services in Los Angeles. She has worked at their Antelope Valley Self Help Center for one year. Ms. Abdelmagied attended law school in Florida and was a law clerk at Legal Services of Greater Miami for two years assisting primarily in the Housing Unit. She also volunteered extensively with ACLU working with former felons to restore their civil rights. She was in private practice in San Luis Obispo/Santa Barbara Counties for a year and a half dealing with Criminal Defense, Juvenile Defense, Civil, Medical Malpractice and Elder Abuse cases. Ms. Abdelmagied also worked in the Corporate Law Department of a Property Management firm handling Unlawful Detainers and Civil Cases.

**Tamara Abrams** is a Senior Attorney and Family Violence Specialist with the Center for Families, Children & the Courts and has been employed by the AOC since September 1999. Her current projects include staffing the Judicial Council's Domestic Violence Practice and Procedure Task Force, advising the Family and Juvenile Law Advisory Committee and the Judicial Council on revisions to domestic violence court forms and rules of court, staffing the California Leadership Group on Domestic Violence and Child Well-Being, and managing the \$1.75 million family law – domestic violence interpreter grant. Prior to joining CFCC, she directed the legal services program at the Center for Domestic Violence Prevention in San Mateo County for five years. She was co-chair of the California Alliance Against Domestic Violence's Policy and Research committee and was an active member in the Legal Process Committee of San Mateo County's Domestic Violence Coordinating Council. In her prior legal life, Ms. Abrams practiced corporate and securities law with Ware & Friedenrich in Palo Alto. Ms. Abrams received her juris doctorate from the University of California at Davis, School of Law in 1991. In her spare time, she parents her twin 4-year old boys.

**Hon. Steven Austin** has been a Judge of the Superior Court, Contra Costa County, since 1998. Judge Austin serves as the Co-Chair of the California Commission on Access to Justice and is a member of the Judicial Council's Access and Fairness Standing Advisory Committee. He is a member of CJER's Fairness Education Committee and regularly makes presentations on access to justice issues including the difference between legal information and advice.

**Albert Balingit** is a staff attorney with the Legal Services Unit of the State Department of Consumer Affairs and also the Coordinator of the Dispute Resolution Office since 1990. As a staff attorney, he specializes in Small Claims. He worked on the Small Claims Act of 1990 and wrote numerous sections of the Small Claims Cleanup Bill of 1992. He is one of the principal authors of the Consumer Law Sourcebook for Small Claims Judicial Officers. He is a consultant to the California Center for Judicial Education for its California Judges Benchbook, Small Claims Court and Consumer Law and the Benchguide. He is the California Department of Consumer Affairs' liaison with the Small Claims Advisor Association. Albert is a member of the

Judicial Council's Civil and Small Claims Committee and has served on the Temporary Judges Working Group and the Task Force on Self-Represented Litigants. Albert formerly conducted training program for small claims court judges. He has been a small claims pro tem judge in Sacramento since 1986. Albert graduated from the University of California, Davis School of Law in 1975.

**Tim Benton** began his court career in 1987 and currently serves as the Chief Information Officer for the Superior Court, County of San Mateo. Tim is responsible for the overall strategic direction, growth and management of all technology-related processes for the Court. Tim has overseen the tremendous growth in the use of technology in the courts and has completed many successful and highly visible projects, such as the development and deployment of EZLegalFile. Prior to his court career, Tim worked in various technical positions in private industry. Tim holds a BS in Information Systems.

**Hon. Susan Bernardini** currently serves as a judge for the Superior Court of California, County of Santa Clara. For the past two years, Judge Bernardini has presided over family law and domestic matters and is currently the Supervising Judge of the Family Division. In addition to her regular family law calendars, Judge Bernardini also oversees treatment court for parents with substances abuse issues. Upon graduating from law school, Judge Bernardini served as an instructor of legal research and writing at the Santa Clara University Law School. In 1987, Judge Bernardini began working as an attorney with the Santa Clara County Public Defender's Office, where she remained for 14 years before being elected to the Superior Court in November 2000. Judge Bernardini earned her B.A. from the University of California, Santa Cruz and her J.D. from Santa Clara University.

**Diane Bras** has been the Placer County Family Law Facilitator since 1997 and was a staff attorney for the Placer County Superior Court for eight years before that. She actually knew almost nothing about family law when she started as a Facilitator! She started in a converted storage room and has been gradually empire-building ever since; she now has an assistant Facilitator, two full time court staff paralegals and a half time paralegal from Legal Services of Northern California, in addition to an ever-changing cast of volunteers and interns. In addition to managing the Legal Help Center (AKA the Facilitator's Office), Diane also oversees the court's legal research staff. Diane is still not sure how she managed to land a job where she gets paid for having so much fun.\

**Jacquelyn Brown** received her J.D. in 2005 from Pepperdine University School of Law, where she also completed ADR training at the Strauss Institute for Dispute Resolution. Jacquelyn began practicing at a private firm in Redwood City, handling probate matters and general civil cases, including real estate, contract, corporate, and landlord/tenant issues. In 2007, Jacquelyn joined the San Mateo County Family Law Facilitators Office and Self-Help Services. She created and presents civil Self-Help workshops, serves as the Court Settlement Officer to facilitate settlements on the Unlawful Detainer calendars, presents divorce workshops, and assists litigants with family law issues.

**Deborah J. Chase, J.D., Ph.D.** is a Senior Attorney with the California Judicial Council, Administrative Office of the Courts, Center for Families, Children & the Courts. She is a family law specialist certified by the State Bar of California with over 27 years in practice as an

attorney. She also holds a doctorate degree in clinical psychology. Immediately before joining the AOC, Chase served as family law facilitator for the Superior Court of Alameda County, California. She is a past president of the California Family Law Facilitators' Association, and was a co-author of the first published article on the family law facilitator program, *California's Family Law Facilitator Program: A New Paradigm for the Court*. In 2002 she was named a California Lawyer of the Year by California Lawyer magazine for her work in the area of court-operated assistance to self-represented litigants. Dr. Chase has conducted and co-authored research on the role of judging in problem-solving courts and published articles on issues related to family law and *pro se* jurisprudence. She has participated in numerous educational programs including teaching civil and criminal domestic violence to new judges at the B.E. Witkin Judicial College. Dr. Chase has also served on many committees and task forces related to *pro se* assistance and family law including the Judicial Council's Family and Juvenile Law Advisory Committee and the State Bar's Legal Services Trust Fund Commission.

**Stephanie Choy** is the managing director of the Legal Services Trust Fund Program (LSTFP) at the State Bar of California. She graduated from UCLA Law School in 1983, and practiced law for 16 years before finding her passion in the legal aid community. Stephanie was executive director of the Public Interest Clearinghouse until 2007, when she moved to her current position. The LSTFP is responsible for managing \$28 million in IOLTA and Equal Access Fund grants to almost 100 legal aid programs in California, including \$1.6 million in discretionary grants to fund Legal Aid partnerships with court programs for self-represented litigants.

**Maggie Cimino** is the Special Consultant for Design, Consulting, and Partnering, and has been employee by the AOC Education Division since 2001. In addition to her work at the AOC, she has provided educational consulting services for the Macedonia Modernization Project, Argentinean Judges Association, Kentucky Judicial College, Nevada Supreme Court, Ohio Supreme Court, and Colorado AOC. Additionally, Maggie has served as faculty for management training at the National Judicial College, the National Association of State Judicial Educators, and for the Institute for Faculty Excellence in Judicial Education. Prior to moving to San Francisco, Maggie was a private consultant providing training and business planning and facilitation in Alaska for the native regional corporations and the court system.

**Eddie Davis** is a Senior Education Specialist with the Education Division and has been employed by the AOC since 1999. Prior to joining the AOC, he was an assistant dean at the University of San Francisco's College of Professional Studies, where he was responsible for faculty recruitment and curriculum development for adult degree programs. Mr. Davis holds a bachelor's degree in business from Drexel University in Philadelphia, a master's degree in educational computing from the University of San Francisco, and a doctorate degree in education from the University of San Francisco. In his spare time, Mr. Davis enjoys bicycling, running, and golf.

**Sherna Deamer** has been Manager of the Virtual Self Help Law Center for Contra Costa County since February 2003. One of the Judicial Council's five model projects, the Virtual Self Help Law Center explores how technology – specifically the Internet and videoconferencing equipment – can be used to address issues of access to justice and of quality court services for self-represented litigants. As Manager, Ms. Deamer oversaw the project's conceptual design, supervised implementation of its delivery systems, edited and obtained judicial approval on more

than 1,000 pages of expert legal advice for self represented litigants, produced instructional videos, and more. Ms. Deamer has made presentations about the Virtual Self Help Law Center at conferences across the nation, and has published articles about it in *Contra Costa Lawyer*. She is a member of the Self-Represented Litigation Network's Self-Help Services working group, and was a member of California's Trial Court Limited English Plan Working Group in 2007. She was a contributor to *Handling Cases Involving Self-Represented Litigants: A Benchguide for Judges*. Before joining the court, Ms. Deamer worked as a writer, editor and project manager at the Bahá'í World Center in Haifa, Israel, for The Cousteau Society (part of the Underwater World of Jacques Cousteau) in Los Angeles, and for *Psychology Today* magazine.

**Julie Dodge** is the Managing Self Help Attorney and Family Law Facilitator for the Superior Court of Stanislaus County. Prior to her employment with the Court, she was in private practice as a State Board Certified Family Law Specialist and family law mediator. Her J.D. was received from Humphreys School of Law in Stockton, California. She is a member of the Elkins Family Law Task Force.

**Yolande Erickson** advocates for clients seeking elder abuse restraining orders and general, limited, Alzheimer/dementia and small estate conservatorships. Ms. Erickson advises the Los Angeles County Probate Bar on conservatorships and elder abuse restraining orders. She is serving on the Senior Services Providers Committee of the LASC Probate Department looking at ways to expand services to probate litigants, connect court services with resources in the community to assist conservators and conservatees and explore alternatives to conservatorships. Ms. Erickson's outreach efforts include the January 2007 opening of the first self litigant conservatorship and elder abuse restraining order clinic in partnership with the Los Angeles Superior Court. The project has grown to include three additional locations in Los Angeles County. She is involved with the Family Conservator Training Day which provides resources to caregivers. Additionally, Ms. Erickson worked on conservatorship legislation Bet Tzedek co-sponsored in the California Legislature. She testified before the Judicial Council of California's Probate Conservatorship Task Force about improving the practices and procedures of probate conservatorships. Ms. Erickson is a member of the Los Angeles County Elder Abuse Forensic Center, an interdisciplinary team which handles exigent cases of elder abuse and neglect. A member of Bet Tzedek's elder law team, she received her B.A from Swarthmore College and her J.D. from Southwestern University School of Law.

**Mary Lavery Flynn** (formerly Mary Viviano) has been working on statewide legal services issues for over 25 years. She currently serves as staff to the California Commission on Access to Justice, a blue ribbon group working to expand the availability of the legal system for all Californians, regardless of income. She was involved with establishment of the \$10 million Equal Access Fund, publication of *The Path to Equal Justice Report* [2002] and *Language Barriers to Justice in California* [2005], and expansion of the availability of self-help centers and limited scope legal assistance. She also works closely with access to justice coordinators in other states, and is working with the ABA and NLADA to coordinate the work of access to justice commissions around the country. A graduate of the University of Michigan Law School, Mary began her career as an associate with Lillick, McHose & Charles in San Francisco, was executive director of the Public Interest Clearinghouse, from 1980 to 1992, and Director of the State Bar's Office of Legal Services from 1992 to 1998.

**Ms. Ana Maria Garcia** is a supervising attorney over self-help at Neighborhood Legal Services of Los Angeles County, one of the largest non-profits in Los Angeles. She manages a Network of nine self-help centers and previously served as the family law managing attorney with the Los Angeles Center for Law and Justice (LACLJ) in Boyle Heights. At the LACLJ, Ms. Garcia created a self-help project called the Default Assistance Project which provides legal services to assist self-represented litigants complete their family law matters. She also worked for four years as a staff attorney with the Harriet Buhai Center for Family Law, where she implemented the East Los Angles Outreach Program and worked on primarily domestic violence cases. In addition to volunteering for several community organizations, she has served as President of the board of directors of the Latina Lawyers Bar Association. Recently, Ms. Garcia has been appointed to serve on the Elkins Family Law Task Force whose charge it is to look at family law process and procedure and make recommendations to the Judicial Council to make the process more efficient and user friendly. She received her law degree from the University of La Verne College of Law.

**Mark Garcia** has been with the AOC since February 2000, where he spent five-and-a-half years as a Senior Budget Analyst in the Office of Budget Management. He has since been working on self help and language access issues in both the Court Interpreters and Equal Access Programs. Mr. Garcia's professional career spans more than 30 years of public service with the State of California, including seven years as the Assistant Legislative Representative for the Department of Fish and Game, and two years as the Chief of External Affairs for the Office of Oil Spill Prevention and Response. His areas of focus have been in budget and policy analysis. Mr. Garcia received his bachelor's degree in combined social sciences (history, political science, and economics) from California State University at Sacramento.

**John M. Greacen**, currently a principal of Greacen Associates, LLC, was director of the Administrative Office of the Courts of New Mexico, clerk of the U.S. Bankruptcy Court for the District of New Mexico, and clerk of the U.S. Court of Appeals for the Fourth Circuit. He worked at the National Center for State Courts in Williamsburg, ultimately as deputy director for programs. He held leadership positions with the Police Foundation, the National Institute for Juvenile Justice and Delinquency Prevention and the predecessor of the National Institute of Justice within the U. S. Department of Justice. He practiced law with the Washington office of Kirkland & Ellis and has been a member of the law school faculties at the University of Arizona and the Washington College of Law at American University. Mr. Greacen has an A.B. from Princeton and a J.D. from the University of Arizona. He is a member of the bar in Arizona, Colorado, the District of Columbia, New Mexico and the US Supreme Court. He has received the Director's Award for Excellence in Leadership from the federal courts, the Award of Merit from the National Association for Court Management, and the Pioneer Award from the New Mexico State Bar Association. Greacen Associates, LLC provides consulting services to courts and other justice entities in the United States and abroad in the areas of technology, performance measurement, customer service, caseload management, operational efficiency, process redesign, training, and leadership development.

**Tammy L. Grimm** is the Court Program Manager for the 2008 Justice Achievement Award winning Self Help Assistance and Referral Program (S.H.A.R.P.) and the Office of the Family Law Facilitator for the Superior Court of California- Counties of Butte, Glenn, and Tehama, now in collaboration with Lake County Superior Court. Before joining the Superior Court of

California, she worked in Accounting for a major school district in California. Ms. Grimm was a Certified Law Clerk for the Oregon Department of Justice- Human Services Section for two years. She served in Salem, Oregon as a Court Mediator for Marion County Circuit Court, mediating family, small claims, business, and unlawful detainer/eviction disputes. She served as a Chair of WUPILP, the Willamette University Public Interest Law Project, for two years. Ms. Grimm graduated in May 2009 from the first graduating class of the Master's Certificate in Judicial Administration program, a partnership between California State University, Sacramento and the California Administrative Office of the Courts. Tammy received a Juris Doctorate in 2000 from Willamette University College of Law in Salem, Oregon. She is a graduate of the Willamette University Center for Dispute Resolution. Ms. Grimm graduated from the University of California, Davis, in 1997 with a B.A. in English, with honors, as well as a B.A. in Spanish, with honors.

**Jasmine M. Guillory**, a graduate of Stanford Law School, is the California Bar Foundation's Program Director. She is responsible for the management and implementation of the Foundation's grants, scholarships, education, and outreach programs. She has broad experience in the legal services arena, both as a legal aid attorney and as a private firm lawyer providing pro bono assistance. Before coming to the Foundation, she worked as a staff attorney at the Legal Aid Society of San Mateo, where she handled children's health, disability, and special education issues. Prior to joining San Mateo Legal Aid, Jasmine was a litigation associate at Morrison & Foerster, where she did pro bono work in conjunction with the East Bay Community Law Center, the Lawyers' Committee for Civil Rights, and the ACLU of Northern California. She also served as a law clerk to Judge Susan Illston of the U.S. District Court for the Northern District of California.

**Michelle C. Hopkins** is presently a Family Law Staff Attorney with the Los Angeles Superior Court's Self Help Collaboration Project and JusticeCorps. In January 2003, Ms. Hopkins developed and piloted a 3-part self help dissolution workshop series in the Los Angeles Superior Court. In collaboration with the Family Law Information Center, Ms. Hopkins continues to present and supervise the workshop series in four court locations within the Los Angeles Superior Court. Over the past 12 years, Ms. Hopkins has practiced in the areas of family law and defense litigation and has provided extensive pro bono legal services through her volunteer work with non-profit legal agencies in Los Angeles County. Ms. Hopkins is a past recipient of The State Bar of California's "Wiley W. Manuel Award for Pro Bono Legal Services". Ms. Hopkins earned her JD degree from University of The Pacific, McGeorge School of Law and her BA from the University of California, San Diego.

**Bonnie Rose Hough** is the Managing Attorney with the California Administrative Office of the Court's (AOC) Center for Families, Children & the Courts, where she has been employed since 1997. She serves as Committee Counsel to the Judicial Council's Task Force on Self-Represented Litigants and also is staff to the Elkins Family Law Task Force. Her unit coordinates the California Courts Self-Help Website ([www.courtinfo.ca.gov/selfhelp](http://www.courtinfo.ca.gov/selfhelp)); oversees grant funds for court based self-help centers and legal services programs and works to develop educational materials for judges and court staff to assist them in handling cases with self-represented litigants. She also assists the Family and Juvenile Law Advisory Committee of the Judicial Council in drafting family law rules and forms. Prior to joining the AOC, she was in

private practice in family law. She was also a co-founder of the Family Law Center, a nonprofit legal services organization in Marin County, and served as its executive director for six years. Ms. Hough received a J.D. from Hastings College of the Law, and an M.P.A. from San Francisco State University. She is a fellow with the Harvard Law School's Bellow-Sacks project. She is the recipient of the Faye Stender Award from California Women Lawyers, Opening Doors to Justice Award from the Public Interest Clearinghouse, Dale Sipes Spirit of Justice Award and the Public Service Award from Central California Legal Services.

**Harry Jacobs** is a Senior Attorney with the Center for Families, Children & the Courts and has been employed by the AOC since June 2002. Before joining the AOC, Mr. Jacobs worked at CFCC as a consultant on a variety of projects including the California Courts Self-Help Center. In May 2002, he received a master's degree from U.C. Berkeley's School of Information. Mr. Jacobs practiced law for many years with Morrison & Foerster in its San Francisco and New York offices. He attended law school at the University of California, Berkeley (Boalt Hall).

**Lisa Jaskol** is the Directing Attorney of Public Counsel's Appellate Law Program in Los Angeles. Prior to joining Public Counsel, Lisa was a partner at the appellate law firm Horvitz & Levy LLP. Lisa is a certified appellate specialist. After graduating from Yale Law School in 1988, Lisa clerked for the Hon. Harry Pregerson of the United States Court of Appeals for the Ninth Circuit. From 2001 to 2004, Lisa was the Directing Attorney of Public Counsel's Homelessness Prevention Law Project.

**Jennifer Kalish** is the Director of JusticeCorps at the Los Angeles Superior Court where she helped launch the program in 2004. Prior to working with JusticeCorps, Ms. Kalish worked at the UCLA Center for Community Learning. Here she worked with faculty to create service learning curriculum and she oversaw academic student internships. She has a doctorate in US history with an emphasis on gender issues and the development of community organizations during the Cold War era.

**Rheeah Yoo Keuscher** received her Bachelor of Arts in English Literature with honors from UC Berkeley. She is a graduate of UCLA School of Law. She began her legal career as a staff attorney at Harriett Buhai Center for Family Law. She was the supervisor of the "Pro Per Project" where she supervised HBFCL's 150 attorney and non-attorney volunteers who conduct clinic based and individual legal services to Self Represented Litigants. Ms. Yoo Keuscher litigated for several years as a staff attorney at Levitt & Quinn Family Law Center. She is now a Supervising Attorney at the Central Resource Center for Self Represented Litigants at the Los Angeles Superior Court.

**Carla Khal** is the Family Law Facilitator and Managing Self-Help Attorney for Tulare County Superior Court. Carla has held the position of Facilitator since the program began in 1997. Carla is on the Board of Directors of the California Family Law Facilitator Association and currently serves as secretary. She also represents Tulare County Superior Court on the San Joaquin Valley Pro Per Task Force and is a member of the Family Law Resource Guidelines Project AB1058 Pod. Carla is also an adjunct faculty member of the College of Sequoias. Before becoming the Facilitator, she was in private practice specializing in family law. Carla graduated from San Joaquin College of Law and was admitted to the State Bar of California in 1993.

**Betty Lazo** is currently employed as one of the coordinators of the Secretary of State Office, Safe at Home program. She has been working for the State of California for 17 years and has provided training and direction, first to the California Public Employees Retirement System (CalPERS), and for the last eight years to the Secretary of State's, Confidential Address Program "Safe at Home". She has trained and educated dozens of special interest groups in California dealing with many aspects of domestic violence, sexual assault and stalking, such as counselors, religious leaders, court administrators, educators and attorneys. She is also involved in various community groups such as the California Partnership to end Domestic Violence, WEAVE (Women Escaping a Violent Environment), the National Latina Business Women Association—Sacramento Chapter, the Susan G. Komen Breast Cancer Foundation and the Mexican-American Chamber of Commerce. She currently participates in statewide and national conferences and presents on the various issues affecting Confidential Address Programs.

**Maria Livingston** is an attorney and manages the Self-Help Services Unit for the Superior Court, County of Orange. Ms. Livingston has worked with Courts in the area of Self-Help Services for the past 11 years. Prior to that she worked in private practice and was a volunteer mediator and volunteered as a temporary judge for the Los Angeles superior Court. Ms. Livingston earned her B.A. degree in Comparative Cultures from University of California, Irvine and earned her Juris Doctorate from Loyola University Law School. Ms. Livingston serves on a number of statewide working groups and committees related to self-help issues.

**Judy Louie** is a native of San Francisco. She has been the Director of the San Francisco Superior Court's ACCESS Center since August 2006 to present. Prior to the ACCESS Center, Judy began working with self-represented litigants in January 2000 as an Assistant Family Law Facilitator at the San Francisco Superior Court's Family Law Self-Help Center. From January 1993 to January 2000, Judy practiced with a San Francisco non-profit law firm representing survivors of domestic violence in the Asian Pacific Islander community in family law and immigration cases. Judy is currently a member of the Judicial Council's Elkins Family Law Task Force.

**Linda McCulloh** is a Senior Attorney in the Education Division/CJER of the Administrative Office of the Courts (AOC). She is also the ADA Resources Coordinator for the California judicial branch. She has been teaching programs on the Americans With Disabilities Act and requests for accommodations. Ms. McCulloh staffs the Access for Persons With Disabilities Subcommittee of the Judicial Council's Access and Fairness Advisory Committee and several working groups on access to the courts. She is a member of the State Bar Council on Access and Fairness and was Chair of the Education Subcommittee of the State Bar Committee of Legal Professionals with Disabilities. On a national level, she was on the Education Committee of the U.S. Access Board's Courthouse Access Advisory Committee.

Linda has conducted training and presentations to the California courts, Administrative Office of the Courts, the State Bar of California, the Society of Government Meeting Professionals, the National Association of Judicial Educators and many other organizations. She has authored and co-wrote several publications including the State Bar of California's brochures on "I Have A Disability. What Are My Employment Rights Under the California Fair Employment & Housing Act" and "Disability Awareness: How To Accommodate Persons With Disabilities."

**Lenor McLaughlin** serves as the Director of Court Operations – Civil, Family Law and Small Claims for the Monterey County Superior Court. Mrs. McLaughlin has been with the courts for

36 years, the last 25 years as manager-director. She has worked in all the units within the Clerk's Office, including eight years as a courtroom clerk. For the past nine years, Lenor has been assigned to the Monterey Division. As the project director in charge of developing and staffing the new Self-Help Center, she was instrumental in finding the location, staffing the center with a bi-lingual staff attorney, family law facilitator, paralegal and a bi-lingual deputy court clerk, and officially opening the doors to the center on March 3, 2008. She currently oversees the staff that conducts the twice-weekly self-represented workshops; assist with daily document review; assist in court, and the current internship program which affords students from the Monterey College of Law and California State University Monterey Bay an opportunity to work with the self-represented community and be mentored by the staff at the center. In addition, Lenor has been successful in obtaining grant funds to develop a new Small Claims and Unlawful Detainer Mediation Program for self-represented litigants. Lenor has been part of the teams who have received the last two KLEPS awards presented to her court for innovative services produced through their Self-Help Center, namely the Collaborative Joint Library Partnership Award in 2007, and now the latest award for the Self-Help Center's On-Line Self-Registration which was a joint collaborative effort by the center's staff and the Court's IT department. Currently, Lenor is working with her team to provide self-help services to the proper community at their King City Branch Courthouse and hopes to have the program in place by July 1, 2009.

**Lawrence R. (Larry) Meyer**, President of the Council of California County Law Libraries (CCCLL), has been Director of the San Bernardino County Law Library since 2002. Prior to that time, he served as the Director of the Law Library at the University Of LaVerne College Of Law. During his years as a law librarian, Mr. Meyer has been very active in professional activities with a special emphasis on Government Relations and Advocacy. He has served in various capacities within the Southern California Association of Law Libraries (SCALL) including two terms as President. Larry is also a recipient of SCALL's William B. Rohan Chapter Service Award for outstanding service to the organization. Mr. Meyer has also been active within the American Association of Law Libraries (AALL) serving on various committees and is the incoming Vice Chair of AALL'S Membership Development Committee. In addition to his activities in the Law Library community, Mr. Meyer is a past Chair of the Law Practice Management and Technology section of the California Bar and currently serves as Co-Chair of the Council of Sections of the State Bar. He is in his sixth year as a member of the international Executive Board of Delta Theta Phi Law Fraternity. Larry is also actively involved in his local community, currently serving as Chair of the City of Fontana Planning Commission, a member of the city library board and active in his church.

**Maria Mindlin** holds a graduate degree from University of California, Davis in Education, with an emphasis in Language Acquisition and research in Reading Theory. She is a published author and trainer on Readability, Literacy and Plain Language and works with many of the Departments of the State of California to produce materials that are easy to read in English and excellent platforms for translation. She has drafted over 800 plain language legal documents for print and web for state courts and legal aid agencies across the country. She has 10 years of experience teaching plain language and readability to legal professionals in California, New York, Texas, Utah and Ohio. Her seminars give attorneys the basic skills they need to evaluate and create effective forms and instructions.

**Monica Mitchell** is the Supervising Attorney for Self Help Services, San Bernardino Superior Court. The Self Help Program includes the Family Law Facilitator and the Small Claims Advisor. The program operates in 6 different courthouses through a staff of 18 persons. Services are available by walk-in, workshops, email and telephone. Prior to taking charge of the Self Help Program, Monica's position at the Court was Judicial Staff Counsel.

**Suzanne Clark Morlock** served as the Tuolumne Court Family Law Facilitator and Self Help Attorney. Prior to that she developed and managed the Self Help Assistance and Referral Program for Butte, Glenn and Tehama Counties. Prior to her work with the courts Ms. Morlock maintained a private practice in Family Law and Civil Litigation. She also served as the Administrator and Interim Dean at Cal Northern School of Law, where she also taught Legal Research and Writing.

**Kathleen O'Leary** was appointed Associate Justice for the California Court of Appeal, Fourth Appellate District, Division Three (Santa Ana) in January, 2000. Prior to her appointment to the Court of Appeal, Justice O'Leary served as an Orange County Superior Court Judge from 1985 to 2000. She was that court's first female Presiding Judge from 1998 to 2000. She also served as Judge for the West Orange County Municipal Court from 1981 to 1985 and also served as this court's Presiding Judge. Throughout her judicial career, Justice O'Leary has been active in judicial administration and judicial education. She served on the Judicial Council from 1993-1997 and was recognized by the Judicial Council as Jurist of the Year in 1999. She is past member and chair of the California Judicial Education and Research Governing Board and remains active in judicial education. In 2003 she was presented with the California Judges Association Bernard S. Jefferson Award for Distinguished Service in Judicial Education. She received the Benjamin Aranda III Access to Justice Award in 2007. She has been a member of a number of other judicial committees including the Task Force on Trial Court Funding, the Presiding Judges Advisory Committee and the Community Focused Court Planning Steering Committee. Currently Justice O'Leary chairs the Judicial Council's Task Force on Self-Represented Litigants and the Judicial Council's Court Interpreters Advisory Panel.

**Leigh Parsons** has supervised Santa Clara County's six Self-Help Centers since 2002 and co-supervised the merged Self-Help/Family Law Facilitator Centers since 2007. The Centers provide guided self-help and referrals to over 45,000 self-represented litigants per year in all areas of the law handled at Superior Court. The six Centers are comprised of the main Self-Help Center, Restraining Order Help Center, three Family Court Centers and the Small Claims Advisor. Before supervising the Self-Help Centers, Leigh worked at the Family Law Facilitator's Office in Santa Clara County from 1996 to 2002 helping litigants with primarily support and parentage issues. Before that she had a 12-year career in High-tech. Leigh has assisted with Santa Clara County's website development and website outreach, serves on various committees and provides trainings to the Community and local Bar. Leigh received her JD from Lincoln Law School in San Jose and her undergraduate degree in Engineering from the University of Florida.

**Jane E. Pfeifer**, MPA, is a private consultant in the justice field, Ms. Pfeifer provides professional training, curriculum development, grant writing, community resource development, and technical assistance to public, private and non-profit agencies. One of her current major projects is working as policy director for the Chief Probation Officers of California. Ms.

Pfeifer previously worked for the Butte County California Probation Department for 11 years, nine as a sworn peace officer. Ms. Pfeifer also worked for the Superior Court of California, County of Butte and held the position of Drug Court Program Manager for the Butte County, California problem-solving courts. In this role Ms. Pfeifer was instrumental in implementing the Juvenile Drug Court Program, which began operation in 1999.

Ms. Pfeifer has worked with a variety of jurisdictions to develop local collaborative justice programs within criminal and juvenile justice, and dependency systems. She has provided training and technical assistance to family dependency treatment courts across the country. Her work has focused on assisting organizations in developing culturally proficient systems. Ms. Pfeifer has also worked with many national organizations, including the National Drug Court Institute, the Justice Management Institute, the National Training and Technical Assistance Center, the National Council of Juvenile and Family Court Judges, the Center for Court Innovation, the National Judicial College, and the National Development and Research Institutes. She is also the co-author of “*Drug Court Case Management: Role, Function and Utility*” National Drug Court Institute, 2006.

**Monica Rands-Preuss** is an attorney-mediator and since 2001 has managed the Family Law ADR Program for the San Mateo County Superior Court’s Multi-Option ADR Project (MAP). In this position she conducts on-site mediations at the court, helping litigants and counsel to resolve contested property and financial issues, as well as overseeing a panel of 16 trained mediators and arbitrators who offer limited ADR services at a reduced rate to the public. Before moving into the dispute resolution field, Ms. Preuss served the court as an attorney in the Family Law Facilitator’s office when the program went statewide in 1997. Ms. Preuss has also participated in several innovative court projects including the creation of a domestic violence TRO calendar, an interactive computer program to help self represented litigants with their legal forms, the transition to a direct calendar system in family law, and the overhaul of the local court rules. Prior to joining the court, she was in private practice in family law, and served as a volunteer mediator with the small claims mediation program. Ms. Preuss is a past President of the Barristers of the San Mateo County Bar Association, former chair of the County’s Putting Children First Committee, and a prior recipient of the San Mateo County Bar Women Lawyer’s Section Elinor Falvey Award for Outstanding Achievement, and the Women in County Government’s Public Service Award.

**Tina Rasnow** is an emeritus attorney with the Ventura County Bar Association’s Volunteer Lawyer Services Program. For the last 11 years she developed and coordinated the Ventura Superior Court’s Self-Help Legal Access Center and Homeless Court programs. She received her undergraduate degree in Women’s Studies from the University of California, Berkeley and her J.D. degree from the University of California, Hastings College of the Law in 1983. Prior to working for the court Ms. Rasnow practiced real estate law in Westlake Village. She serves on the California Judicial Council’s Task Force on Self-Represented Litigants and its Access and Fairness Advisory Committee, as well as on the State Bar of California’s Access & Fairness Council. She chaired the State Bar Standing Committee on the Delivery of Legal Services in the 2005-2006 term, and is a past president of the Ventura County Bar Association. Ms. Rasnow has authored articles in local newspapers and professional periodicals on access to justice and diversity issues, including a law review article *Traveling Justice: Providing Court Based Pro Se Assistance to Limited Access Communities*, published in the February 2002 Fordham Urban Law

Journal. She is the 2008 recipient of the American Bar Association Section of Dispute Resolution's Lawyer as Problem Solver Award.

**Anne Ronan** is an Attorney with the Office of General Counsel, serving as legal counsel for the Civil and Small Claims Advisory Committee. Before joining the AOC, she worked for the Superior Court of Alameda County for three years as a legal research attorney. Prior to that, she was a partner at the Walnut Creek firm now known as Bramson, Plutzik, Mahler & Birkhaeuser, LLP, where for over 15 years she litigated consumer class action on behalf of plaintiffs in the areas of mortgages and financing, insurance and health services. She also represented individual clients in complex cases raising significant issues in telecommunications, antitrust and constitutional law. Ms. Ronan received her law degree from the University of California at Davis, and her undergraduate degree in English literature from Yale University.

**Toby J. Rothschild** is the General Counsel of the Legal Aid Foundation of Los Angeles, after serving as the executive director of the Legal Aid Foundation of Long Beach for many years. He served as chair of the Legal Aid Association of California and of the Management Information Exchange. He was vice-chair of the California Commission on Access to Justice and is currently chair of the Los Angeles County Bar Association Access to Justice Committee. Toby served as Chair of the Professional Responsibility and Ethics Committee of the Los Angeles County Bar, and is liaison on access to justice issues to the California Rule Revision Commission. He is a frequent speaker on ethics, and particularly on the ethics of pro bono.

**Bertha Sanchez** is a member of Bet Tzedek Legal Services Elder Law Unit, and serves as the unit's Probate Litigation Paralegal. Ms. Sanchez works with elders, dependent adults and their caregivers to provide assistance in the areas of probate conservatorships and elder abuse restraining orders. Ms. Sanchez is currently conducting outreach throughout the County to educate family members and caregivers about the services available both through self help and direct representation. She launched a program in Los Angeles County to provide limited conservatorship assistance for dependent adults at special education high schools. Ms. Sanchez provides training to non-professional conservators in conjunction with the Superior Court. Prior to joining Bet Tzedek, Ms. Sanchez clerked with Legal Aid of Los Angeles, The Federal Public Defender's Office of San Jose, and the City Attorney's Office of Santa Monica. Ms. Sanchez received her B.A. from Santa Clara University. She is currently pursuing her law degree from Whittier Law School and is a certified law student through California State Bar law student practical training program.

**Gloria M. Sánchez** attended Boalt Hall from 1982 to 1985, and subsequently practiced law at MacDonald, Halsted and Laybourne in Los Angeles upon graduation. After a few years, she opened a law firm in Santa Ana, CA, the Law Offices of Doramé and Sánchez, with a law school colleague. Gloria left practice to teach Constitutional Law full-time at Western State University College of Law (for 10 years). Other courses she taught included Mediation, International Law and Criminal Law. Gloria worked as an investigator for San Luis Obispo County Superior Court in the areas of guardianship and conservatorship. She joined Contra Costa County Superior Court as a research attorney for the Virtual Self-Help Law Center; and currently continues to work at the Center, as well as working as a Senior Self-Help Facilitator primarily assigned to Small Claims for Contra Costa County Superior Court. She fluently reads, writes and speaks Spanish.

**Hon. Thomas Schulte** has served the Superior Court for the County of Orange since 1991. He sat for two years in a probate department presiding over guardianship matters. The remaining 14 years he has been assigned to family law. He assisted in the development of Orange County's domestic violence project and presided over a dedicated domestic violence court for three years. He currently manages all civil elder abuse cases filed in the county. Over the last three years Commissioner Schulte has coordinated and managed a pilot program designed to assist self-represented litigants in their family law matters. With the help of the facilitator's office, volunteer attorneys from the private bar, certified law students from the local law schools and a specially trained court staff he is able to spend one day per week assisting the low income, self-represented litigants to resolve their matters without delay. In 1994 he was named as judge of the year by the Family Law Section of the Orange County Bar, and jurist of the year by the St. Thomas More Society in 2004.

**Dave Scroggins** is an Information Technology Analyst supporting the EZ Legal File application at the Superior Court of California, County of San Mateo. In this position he oversees the daily operation of the EZ Legal File web site. He provides support for end users as well as partner courts and their staff. He serves as primary administrator for the infrastructure, ensuring the application is always available. Prior to joining the court Dave worked as a project manager, web developer and engineer at Fortune 500 technology companies.

**Gabrielle D. Selden** is an Attorney with the Center for Families, Children & the Courts, and has been employed by the AOC since September 2005. As a temporary Bilingual Attorney for the AOC, Ms. Selden translated legal forms and materials into Spanish, and assisted to develop and translate self-help content for the California Courts Web site. Ms. Selden served as a family law attorney at Bay Area Legal Aid in San Francisco, where she primarily represented monolingual (Spanish-speaking) survivors of domestic violence. Ms. Selden taught family law at San Francisco State University – College of Extended Learning, and served as an adjunct professor at New College of California School of Law. Ms. Selden previously practiced law in a private family law firm in Orange County. She obtained her law degree from Western State University College of Law, and became a member of the California State Bar in 1997. She obtained a Bachelor of Arts in Hispanic Studies from Vassar College in 1989.

**Caron Smith** is the Family Law Case Coordinator Attorney for the Superior Court of Ventura County. This position was created in January, 2008 by the court to assist with developing, implementing and maintaining a family law caseflow system. The caseflow system will track case status and help to procedurally guide litigants through the system in a timely manner. This should be especially helpful to self-represented litigants. At least one person is self-represented in 80% of family law matters. Ms. Smith comes to the Court after practicing 17 years at Neighborhood Legal Service of Los Angeles County (NLS). NLS is a private nonprofit law firm dedicated to providing free legal assistance to the low-income community. Ms. Smith was the Managing Attorney at NLS overseeing the work of 20 lawyers in the areas of family law and housing. In addition, Ms. Smith managed NLS' 8 court-based family law self-help centers. The centers assist over 7,000 litigants each month. Ms. Smith received her BA from California State University Northridge and JD from USC. She was very active in the San Fernando Valley Bar Association, serving as a trustee for four years.

**Fariba Soroosh** is the Supervising Attorney for Santa Clara County's Self Help Center and Family Law Facilitator's Office. She has been with that office since August 1998 and started as Assistant Facilitator to Honorable Constance Jimenez, one of the original Family Law Facilitators. She obtained her law degree from Santa Clara University School of Law and was admitted to practice of law in California in 1993. She was in private practice in the areas of family law, guardianships and general mediation from 1993 to 1998. Fariba has been a volunteer mediator and coach with Santa Clara County Office of Human Relations Dispute Resolution Program Services since 1995. She has also been volunteering with the Pro Bono Project of Silicon Valley since 1994, most recently at a policy and program development level, and is currently serving as president of their board of directors. As part of her work with the Pro Bono Project, in 2007, Fariba, along with colleague Julie Saffren, received California Lawyer Magazine's first ever Angel Award, complete with their picture on the cover, for developing DVLSR, a program to provide free representation for parties involved in DV hearings at family court.

**William T. Tanner** received a J.D. from University of the Pacific, McGeorge School of Law in 1994 and a B.A. in Philosophy/Law and Society from University of California, Riverside in 1991. In 1996 Mr. Tanner went to work for the Legal Aid Society of Orange County. He is currently a Directing Attorney and oversees the Legal Resolutions Center, Small Claims Court Advisory Program of Orange County, Legal Aid's Lawyer Referral Service and aspects of I-CAN! Mr. Tanner sits as a Temporary Judge in Orange County and is a member of the Judicial Council's Civil and Small Claims Advisory committee.

**Catherine Ward, J.D.** is the Lead Mediator and ADR Program Coordinator for the Lake and Mendocino Superior Courts. She is also the Director of RE COURSE Mediation Services, the community based mediation non-profit organization in Sonoma County. Since 1992, she has mediated well over 4000 community and litigated cases, as well as trained community and court connected mediators for over ten years. She is a member of the ADR Committees for the Sonoma, Lake and Mendocino Superior Courts. Catherine has also received the Sonoma Superior Court's Pro Bono Services Award and an award from the Sonoma Bar Association for her mediation work at the Sonoma Court. Catherine has spent over 30 years working to improve access to justice for all people. She has worked as a developer and supervisor of clinical legal programs targeted to help self-represented litigants: she started the Workers' Rights Clinic for The Employment Law Center in San Francisco; she developed tribal court systems for the Native Americans of Nevada; and she supervised students in the Community Legal Information Center as a faculty member at Chico State University. Catherine has also taught law at JFK, Golden Gate and New College Law Schools; at St. Mary's College and in the Sonoma State University's Conflict Resolution Program.

**Hon. Rebecca Wightman** is a family law commissioner in the unified family court for the Superior Court of San Francisco County and has been the title IV-D commissioner since 2000. She previously served on the bench in different assignments for the Superior Court of Marin County, including as the title IV-D commissioner, juvenile court hearing officer, traffic referee, and temporary judge and was also a research attorney for many years. When in private practice, Commissioner Wightman worked primarily in general civil litigation and immigration law and was an adjunct professor at Dominican College (Legal Studies/Civil Procedure). She has been a regular panelist for the annual AB 1058 conferences, a panelist at CJER's annual Family Law

Institute on the topic of child support in juvenile cases and cross-over issues, and CJER's Mentor Court Conference on the issue of confidentiality. Commissioner Wightman has served as an active member of DCSS's statewide Judicial Stakeholders' Committee since 2002. She provides training for bench officers on DCSS's Guideline Calculator Program and helped co-author CJER's benchguides for establishing and enforcing child support in IV-D proceedings. Commissioner Wightman is a member of California Judges Association and the California Court Commissioners Association, having served on the latter's board of directors since 2007. She received her J.D. from the University of California, Hastings College of the Law.

**Jennifer Willard** is the Supervising AV Video Systems Technical Analyst in the Education Division and has been employed by the AOC since 2005. Prior to joining the AOC, she worked in the private sector managing and supporting worldwide programs for voice, data, and video conferencing technologies. At the University of Massachusetts, she served as president of the university's television station and worked as a producer for the audio-visual department. The AV/Video Systems Development and Integration Group was formed in 1994 to support and enhance technical infrastructure in the AOC and the courts for distance education, and live conferences and outreach programs for the appellate and trial courts. The group works with the Office of Court Construction and Management to enhance AV/Video infrastructure design standards for trial and appellate courts, including new courthouse construction projects.

**Martha Wright** came to the AOC in 2001 after spending several years working as a proposal development consultant to community based non-profits and government agencies. Ms. Wright has developed successful federal, state and private grant applications in the areas of community development, school violence prevention, community policing, technology opportunities and after school programs. In her role with the AOC, she researches funding opportunities, provides technical assistance and facilitates the development of grant applications for AOC and trial court programs and research projects. She was responsible for creating the California JusticeCorps program, a unique AmeriCorps funded project that recruits and trains university students to work as assistants in court-based legal access self help centers. Ms. Wright has a Bachelor of Arts degree in Political Science from the University of California at Davis and a Master's degree in Public Administration from Sonoma State University.

**Lauren Zorfias** is the Supervising Attorney for the Family Law Facilitator/Self-Help Services program in San Mateo County for over 6 years. Prior to that she was in private practice in San Bruno for Ross, Hackett, Dowling, Valencia and Walti. There she practiced family law, probate and estate planning, PI, and general civil litigation. Prior to that Lauren worked at what was then the San Mateo County District Attorney's Office, Family Support Division for 6 years. While working at the Family Law Facilitator's Office/Self-Help Services, Lauren has developed or helped to develop several innovative projects to address the needs of self-represented litigants in Family law such as: the Court's first series of divorce workshops, in both Spanish and English which utilize a legal forms program that pre-populates data and creates form sets for the litigants; establishing a DV Restraining Order Clinic as a cooperative grant project between BayLegal and the Court; and using volunteers from the private bar to settle and complete dissolutions using a "quid pro quo" of free MCLE training and court recognition in exchange for volunteering.

Lauren is currently on the Board of Directors of the San Mateo County Bar Association, and the Judicial Council Advisory Committee for Family and Juvenile Law and sits on several

community committees including the Fatherhood Collaborative of San Mateo County, the Domestic Violence Council, and the Self-Represented Litigants Collaborative.

**Richard Zorza** is an attorney and independent consultant who has worked for the past fifteen years on issues of access to justice. His current projects include the development of a national Self Represented Litigation Network, see [www.selfhelpsupport.org](http://www.selfhelpsupport.org) acting as a consult to the Harvard Law School Bellow-Sacks Project on the Future of Access to Civil Justice, [www.bellowsacks.org](http://www.bellowsacks.org), evaluating the use of video conference for court appearances in Montana, working in support of the national LawHelp network of access to justice websites, [www.lawhelp.org](http://www.lawhelp.org) and with the development of a benchbook on self represented case issues for the California courts, which has been adapted for use in several states. His book, *The Self-Help Friendly Court: Designed from the Ground Up to Work for People Without Lawyers*, was published by the National Center for State Courts in 2002. He writes broadly on access to justice and ethics issues, including an article on judicial neutrality in *pro per* cases in the Georgetown Journal of Legal Ethics. He coordinated the National Judicial Conference on Self-Represented Litigation held at Harvard Law School in November of 2007 and the launching conference of the Court Leadership Package on Self Represented Litigation, in the fall of 2008. He is the recipient of the 2008 American Judicature Society Kate Sampson Access to Justice Award. Additional information and publications are available on his website, [www.zorza.net](http://www.zorza.net).