

California Conference on
Self-Represented Litigants



San Francisco • April 28-30, 2010

2010 California Conference on Self-Represented Litigants

Meeting the Needs of the Public During Tough Economic Times

**April 28-30, 2010
Milton Marks Conference Center
455 Golden Gate Avenue, Lower Level
San Francisco, CA 94102**



**ADMINISTRATIVE OFFICE
OF THE COURTS**

**CENTER FOR FAMILIES, CHILDREN
& THE COURTS**

WEDNESDAY, APRIL 28

PRECONFERENCE TRAINING SESSIONS

9:00–10:30 Registration and Networking / Continental Breakfast

10:30–12:00 Workshops Session 1

1 A Small Claims Boot Camp - Part 1 – Small Claims Basics
(Auditorium)

This all day workshop is designed to give a general overview of the small claims process. New small claims advisors, self-help staff, clerks and others who are likely to receive questions from the public about small claims would benefit from attending. The first session will explore the process for filing a small claims case. It will begin with deciding who to sue, how to name, where to file, jurisdiction issues, serving and preparing for the hearing.

Judith Coker, Small Claims Advisor, Superior Court of California, County of San Diego
Jay Sacks, Supervising Attorney, Small Claims Advisor Service, Superior Court of California, County of San Diego
Bill Tanner, Directing Attorney, Legal Aid Society of Orange County

1 B Landlord-Tenant Boot Camp - Part 1 – Assisting Landlords *(Monterey Room)*

This all day workshop will provide a general overview of the unlawful detainer process. The first session will review what notices need to be provided by landlords and how to assist landlords to prepare forms to start an eviction proceeding.

John Sang, Self-Help Center Attorney, Superior Court of California, County of San Bernardino
Crystal Sims, Managing Attorney, Legal Aid Society of Orange County
Hon. Thomas Surh, Commissioner, Superior Court of California, County of Alameda

1 C Mediation – How to Do It In A Self-Help Center - Part 1 *(San Diego Room)*

This all day workshop will provide practical strategies and training for self-help center staff interested in helping litigants prepare for mediation and/or provide short mediation sessions themselves.

The first session, “Mediator on a Piece of Paper - Proven Handouts for Court Programs,” will focus on two self-help forms, which are available in several languages, which prepare self-represented litigants to resolve their disputes in mediation. Workshop participants will work with these forms directly in experiential exercises and hear how they have been successfully used in other court programs.

Ron Kelly, Mediator, Arbitrator and Conflict Resolution Trainer

1 D Domestic Violence Part 1 – Assisting Litigants in Self-Help Centers (*Benicia Room*)

This all-day workshop will provide skills to help self-help center staff assist both petitioners and respondents in domestic violence cases. It will include discussion of the basics of domestic violence and its impact, how to help litigants prepare effective declarations, how to provide services in the courtroom, and how to cope with the stress associated with working on these cases.

Steve Baron, Family Court Services Director, Superior Court of California, County of Santa Clara (ret.)

Hon. Leo Dorado, Judge, Superior Court of California, County of Alameda

Christina Griffin, Family Violence and Elder Abuse Case Manager, Superior Court of California, County of Alameda

Brohne Lawhorne, Director of the Juvenile Welfare Office of the Ombuds for Santa Clara County

Jillian Laxton, Staff Attorney, Superior Court of California, County of Santa Clara

Nancy Marshall, Executive Director, Domestic Violence Intervention Collaborative

Esperanza Sanchez, Family Violence and Elder Abuse Case Manager, Superior Court of California, County of Alameda

Fariba Soroosh, Supervising Attorney, Self-Help Center/Family Law Facilitator's Office, Superior Court of California, County of Santa Clara

12:00–1:00 Discussion of Issues that Arise in Mediation in Cases Involving Domestic Violence (*San Diego Room*)

12:00–1:00 Lunch (*Lobby, Santa Barbara Room, Monterey Room, Benicia Room*)

1:00–2:30 Workshops Session 2

2 A Small Claims Part 2 – Little Known Consumer Statutes (*Auditorium*)

Small claims courtrooms are filled with consumers. This session will provide many of the statutes small claims litigants need to know in order to bring their case. Topics include: bad checks, habitability, escrow funds, treble damages, tow statutes, and advertising issues.

2 B Landlord-Tenant Part 2 - Assisting Tenants (*Monterey Room*)

This session will focus on assisting tenants with answers to complaints and understanding potential affirmative defenses.

2 C Mediation Part 2 – Three Basic Mediator Skill Sets (*San Diego Room*)

People work out most of their conflicts through voluntary agreements, which they often reach with assistance from others. Self-help center staff, family law facilitators, small claims advisors, and law librarians are often in a unique position to help their customers resolve their disputes through voluntary agreements. Participants in this interactive workshop will develop three fundamental mediator skill sets that will improve their ability to: (1) work with high emotions; (2) help disputants understand the relevant facts,

laws, and evidence; and (3) help disputants establish the framework and details of a voluntary agreement. Participants will role-play, discuss, and apply each of these skills, working with a video example of a mediation involving two self-represented litigants.

2 D Domestic Violence Part 2 (*Benicia Room*)

Continuation of this training on domestic violence including discussion of impact of domestic violence and identifying high risk factors.

2:30–2:45 Break

2:45–4:15 Workshops Session 3

3 A Small Claims Part 3 – Collecting Judgments (*Auditorium*)

The session will explain and explore common and uncommon ways to collect a civil money judgment. This is a basic course. We will review and complete a Writ and Memorandum of Costs. Further we will discuss strategies to try and successfully enforce a judgment.

3 B Landlord-Tenant Part 3 - Trial Preparation, Getting the Judgment and Writ of Possession (*Monterey Room*)

This session will focus on preparing litigants for trials, settlement conferences and mediation. It will review how landlords can get their judgment and writ of possession. It will also discuss practical strategies for providing services including making appropriate referrals, spotting issues and coordinating with local bar and legal service providers.

3 C Mediation Part 3 - Continuation of 3 Basic Mediator Skill Sets (*San Diego Room*)

Continuation of this interactive workshop on developing skills to conduct mediation.

3 D Domestic Violence Part 3 (*Benicia Room*)

Continuation of this training on focusing on helping to prepare litigants for the courtroom, including preparation of declarations, understanding the process, and providing courtroom services.

4:15–5:00 Open Discussion & Organizational Meetings

THURSDAY, APRIL 29

8:15–9:45 **National Discussion & Update on the National Self-Represented Litigation Network** (*Monterey Room*)

Learn about new directions in self-help throughout the United States.

Richard Zorza, Director, National Self-Represented Litigation Network

9:00–10:00 **Registration and Networking / Continental Breakfast**

10:00–10:50 **Introduction and Welcome Plenary** (*Auditorium*)

Hon. Ronald M. George, Chief Justice of California

Hon. Kathleen O’Leary, Chair, Task Force on Self-Represented Litigants

William C. Vickrey, Administrative Director of the Courts

11:00–12:30 **Workshops Session 1**

1 A **Legal Information and Legal Advice – The Hard Situations** (repeated at 5A)
(*Auditorium*)

A review of the principles underlying California’s policy on what court self-help and other staff can and cannot do to assist self-represented litigants and application of those principles to the most difficult issues that court staff encounter. The presentation will involve an initial presentation of the principles followed by discussion of the scenarios with the audience. Participants will leave with a refreshed understanding of California’s guidelines and a logical framework for analyzing other situations that they may encounter.

John Greacen, Court Consultant, Greacen Associates

1 B **The Sargent Shriver Civil Representation Pilot Program – What’s the Role for Courts and Self-Help Centers?** (*Santa Barbara Room*)

AB 590 (Feuer) provides that commencing in fiscal year 2011–2012, one or more pilot projects selected by the Judicial Council will be funded to provide representation to low-income parties on critical legal issues affecting basic human needs. The pilot projects will be operated by legal services nonprofit corporations working in collaboration with their local superior courts. The statute provides that selected court partners will implement improved court procedures, training, case management and administration methods, and best practices to assist those parties who remain unrepresented in these case types. This interactive workshop will discuss how the grant application will work, the role of the court partners and what research is being conducted to help identify situations where litigants need full representation.

Bonnie Rose Hough, Managing Attorney, Administrative Office of the Courts
Richard Zorza, Director, National Self-Represented Litigation Network

1 C Step-Parent and 2nd Parent Adoptions (*Benicia Room*)

This workshop will provide attendees with an overview of step-parent adoptions for self-represented litigants provided by self-help centers focusing on step-parent adoptions and same-sex second parent adoptions. The program will highlight some of the best practices as well as the procedural challenges to these types of actions. Participants will leave the workshop with a “starter kit” that includes necessary forms, outlines, instructions, and checklists for Step-Parent/2nd Parent adoption cases.

Malea Chavez, Attorney, ACCESS Center, Superior Court of California, County of San Francisco

Betsy Lee, Attorney, ACCESS Center, Superior Court of California, County of San Francisco

Lucia Reyes, Director of Legal Services, Levitt & Quinn Family Law Center, Los Angeles

1 D Law & Motion Basics for Self-Help Centers (*San Diego Rooms B-C*)

This workshop will cover the basics of civil law and motion practice for self-help centers. It will review specific requirements for the most common motions, how to find the applicable statutes and rules related to law and motion, and discuss how self-help centers can effectively help litigants with these matters.

Larry Meyer, Director, San Bernardino County Law Library

Monica Mitchell, Self-Help Center Director, Superior Court of California, County of San Bernardino

Jodi Prior, Self-Help Center Director, Superior Court of California, County of Ventura

1 E And (Bi-National) Justice for All (*San Diego Room A*)

With more people working and travelling around the globe, family law cases have increasingly taken on an international dimension, including those with California’s foreign neighbor, Mexico. Service of process and enforcement of judgments is complicated by parties residing on different sides of the border. Little used simple remedies with proven effectiveness allow parties in California to obtain California judgments and orders that are enforceable in Mexico, as well as enforce legitimate Mexican orders in California. The court’s congested family law calendars are relieved of cases clogged by parties lost in an international limbo. In this “how to” workshop, learn about innovative practices from the Imperial County Superior Court, a 2009 Ralph N. Kleps Award winner for its Binational Justice Project, and come away with materials and sample pleadings that you can put to immediate use in legal aid offices, self help centers and courtrooms.

Diane Altamirano, Self-Help Center Managing Attorney, Superior Court of California, County of Imperial

Guillermo Fernandez, Paralegal, Superior Court of California, County of Imperial

Hon. Juan Ulloa, Judge, Superior Court of California, County of Imperial

1 F Finishing Family Law Cases – Innovative Solutions (*Monterey Room*)

Hear how two courts have streamlined procedures to help litigants complete the family law case easily and efficiently. Learn about the San Francisco's program to help litigants prepare final judgments and get them approved that day, as how Santa Clara has built on that with their Fasttrak program. Hear about other innovative methods of helping litigants finish their cases.

Deborah Chase, Senior Attorney, Administrative Office of the Courts

Kristen Hoadley, Family Law Facilitator, Superior Court of California, County of San Francisco

Leigh Parsons, Supervising Attorney, Self-Help Center/Family Law Facilitator's Office, Superior Court of California, County of Santa Clara

1G Legal Research on the Internet: Tips and Tricks for Legal Professionals
(*Bodega B Computer Room [3rd floor]*)

This hands-on computer class will concentrate on free sources for California case law, statutes, regulations, and more. An expert legal researcher will provide an introduction to Boolean operators and other advanced search techniques. Extensive program materials provided.

Kelly Browne, Assistant Director for Public Services, Sacramento County Public Law Library

Coral Henning, Director, Sacramento County Public Law Library

12:30–1:45 Lunch and Discussion Groups

A. Law Librarians (*Santa Barbara Room*)

B. Using Technology (*Benicia Room*)

C. Small Claims Advisors (*San Diego Room B*)

D. Court Administrators (*San Diego Room A*)

E. Language and Limited English Proficiency (*Vallejo*)

F. Family Law (*Monterey Room*)

G. Ideas for Improvement of Unlawful Detainer Process (*San Diego Room C*)

2 A Documenting the Benefits of Self-Help Services (*Auditorium*)

This workshop will discuss ways to quantify some of the benefits of self-help services to the courts such as limiting the number of continuances, saving time in the clerk's offices, and saving time at hearings. Results of the research conducted by 5 courts in the San Joaquin Valley to consider these types of impacts will be reviewed in order to assist programs in urging their courts to maintain self-help services in the current environment of reduced budget cuts. Discussion will include strategies for identifying what services can be studied and how such studies can be accomplished without investing significant staff time.

John Greacen, Court Consultant, Greacen Associates

Jose Guillen, Court Executive Officer, Superior Court of California, County of Sonoma

2 B Mediation Opportunities and Resources for Self-Represented Litigants

(*Santa Barbara Room*)

Mediation can be very beneficial for self-represented litigants (SRLs), because it is less formal than a trial and helps the parties to reach a voluntary resolution, but SRLs may need assistance to effectively participate in mediation. This session will provide an overview of civil mediation opportunities that are available to SRLs throughout the state and will provide information, materials, and techniques to help SRLs effectively participate in mediation. The session will also highlight urban, suburban, and rural programs that are designed to help SRLs participate in mediation.

Cate Griffiths, Executive Director, RECURSE Mediation Services

Gloria Sanchez, Senior Family Law Facilitator, Superior Court of California, County of Contra Costa

Jason Stein, Mediation Outreach Project Coordinator, Superior Court of California, County of Alameda

2 C When the Whole is More than the Sum of its Parts – Law Libraries in Collaboration with Self-Help Centers (*San Diego Room A*)

Two models of self-help programs operated with law libraries. The Sacramento County Civil Self-Help Center (CSHC) is housed at the law library and staffed by the Voluntary Legal Services Program of the Sacramento County Bar Association. It provides free assistance on general civil matters not commonly covered by other self-help services, such as breach of contract or personal injury complaints and answers, discovery requests and responses, oppositions to civil forfeitures, and simple motions. Law library staff helps to “triage” the incoming customers and sets appointments for the Center. The Kern County Public Law Library provides facilities and staff to assist with a wide variety of civil issues and provides outreach to locations throughout the county with workshops and webinars. With the facilities and staff support provided by the law library, the self-help center can serve more litigants, expand its hours, provide word processing capability to workshop participants so that they can complete their forms on a computer rather than by hand, and make use of the law library's extensive print and

electronic legal research resources. Law librarians also learn from self-help center staff, enabling them to better assist their patrons. Self-represented litigants receive the benefits of one-stop legal assistance and the combined expertise of the self help staff and law librarians.

Kelly Browne, Assistant Director for Public Services, Sacramento County Public Law Library

Theresa Gary, Family Law Facilitator Attorney & Self-Help Supervisor, Superior Court of California, County of Kern

Annette Heath, Law Librarian, Kern County Public Law Library

Eric Nakano, Self-Help Attorney, Voluntary Legal Services of Northern California

Mary Pinard, Public Services Librarian, Sacramento County Public Law Library

2 D Self-Help Plus – LA County’s Self-Help Conservatorship (*San Diego Rooms B-C*)

Bet Tzedek Legal Services operates a Conservatorship Clinic at the Los Angeles downtown courthouse and at three branch courts. With just two paid staff, the clinic assists over 1000 litigants a year. The clinic actually prepares more than 700 Conservatorship petitions a year and also assists with elder abuse actions. The clinic’s litigants have an extremely high rate of success. The program will focus on how the clinic operates and will highlight the factors that make it a success. These factors include additional assistance on those matters that have provided barriers to pro per litigants in the past such as mailing and submitting documents, effective use of screening forms and computerization, case tracking, using trained volunteers and developing good partnerships with the Court.

Philip Bertenthal, Attorney, Bet Tzedek Legal Services

Jaelyn Rosenseon, Attorney, Bet Tzedek Legal Services

2 E Self-Help and Public Benefits – Crossover Issues (*Monterey Room*)

This presentation will provide a brief overview of the various public benefits programs that may be available to litigants coming to self-help centers, with a more in-depth review of family cash aid (CalWORKs) and foster care for relatives’ issues. We will explore how family law orders interact with CalWORKs’ rules with a special focus on DV survivors and other families. Issues will include the distribution of assets, child support orders, and custody & visitation orders. In addition, we will discuss guardianship and foster care for relatives, which may influence the decision of whether to obtain a guardianship.

Jodie Berger, Regional Counsel, Legal Services of Northern California

Julie Rivera Coe, Supervising Attorney, Family Law Advocacy Group, Neighborhood Legal Services of LA County

Kate Meiss, Supervising Attorney, Administrative Law Advocacy Group, Neighborhood Legal Services of LA County

2 F Effective and Efficient Use of Technology in Tough Times

(Bodega B Computer Room [3rd floor])

Discuss ways to use technology to help serve litigants. Learn how courts are using Webex, videoconferencing, appointment programs, EZLegal File, LawHelp Interactive, and ICAN! to save time and serve more litigants.

Tammy Grimm, Court Executive Officer, Superior Court of California, County of Inyo

Peggy Hill, Family Law Facilitator, Superior Court of California, County of Monterey

Harry Jacobs, Senior Attorney, Administrative Office of the Courts

Jean Moran, Court Program Coordinator, Superior Court of California, County of Tehama

Lollie Roberts, Family Law Facilitator, Superior Court of California, County of Sacramento

Bill Tanner, Directing Attorney, Legal Aid Society of Orange County

Terry Whipple, Family Law Facilitator/Self Help Attorney, Superior Court of California, County of Yuba

3:15–3:30 Break

3:30–5:00 Workshops Session 3

3 A Thirty-Minute Mediation and Conflict Coaching *(Monterey Room)*

Many court cases involve neighbors, family members, co-workers, and others who have past and often ongoing relationships. Workshop participants will learn a unique mediation and conflict coaching process that almost anyone, including volunteers, can use to help effectively resolve these disputes in half an hour. Participants will see the process demonstrated to resolve a real dispute, and will practice using the process in a direct experiential exercise.

Ron Kelly, Mediator, Arbitrator and Conflict Resolution Trainer

3 B Collections *(San Diego Rooms B-C)*

This workshop will discuss the wide variety of collection strategies that can be used by self-represented litigants who win their case. Participants will be better able to identify appropriate collection options and help explain them more effectively to self-represented litigants.

Jay Sacks, Supervising Attorney, Small Claims Advisor, Superior Court of California, County of San Diego

Bill Tanner, Directing Attorney, Legal Aid Society of Orange County

3C Legal Self-Help and Native American Communities: Recent Data and Emerging Practices (*San Diego Room A*)

This session will review the results of phase one of the Native American Communities Justice Project—Beginning the Dialogue: Domestic Violence, Sexual Assault, Stalking, and Teen Dating Violence regarding the need for self-help services on Native American reservations and among urban Indian communities in California. The current efforts by the Tribal Projects Unit at the Administrative Office of the Courts—Center for Families, Children & the Courts to better connect self-help centers with reservations in their areas will also be presented.

James Mensing, Senior Researcher, Administrative Office of the Courts
Jennifer Walter, Supervising Attorney, Administrative Office of the Courts

3 D Self-Help Center’s Silent Partner – Public Libraries (*Auditorium*)

This session will provide self-help managers with the strategies and resources they will need to establish and/or strengthen partnerships with their local public library and expand their outreach to their community beyond the self-help center doors. County law libraries have been—and continue to be—an integral partner with the courts in assisting self-represented litigants. But the general public is often unaware of public law libraries and their resources; while nearly all citizens are familiar with their public library. The public naturally turn to librarians as credible sources of information and have long-standing, established relationships with them that bring a level of trust and comfort with accessing this information. This session will focus on practical ways to involve your local public library in assisting self-represented litigants and will provide you with tools, resources and practical guidelines to put into immediate practice.

Deirdre Benedict, Court Services Analyst, Administrative Office of the Courts
Susan Broman, Adult Services Coordinator, County of Los Angeles Public Library
Marcia Koslov, Director, Los Angeles Law Library
Leigh Parsons, Supervising Attorney, Self-Help Center/Family Law Facilitator’s Office, Superior Court of California, County of Santa Clara

3 E How to Effectively Serve Self-Represented Litigants with Disabilities (*Benicia Room*)

This training will show you how to effectively serve the self-represented with disabilities. You will learn about the many different laws governing persons with disabilities and how the courts could help by providing accommodations. Learn about the new appellate case on requesting mental health experts as an accommodation. Find out how to request an accommodation from the court and what rule and form govern this process. Learn the appropriate terminology to use and which one to avoid using when describing a person with a disability. In this training, you will find out the tips for how to interact and communicate with persons with different disabilities. This workshop qualifies for MCLE: one hour Elimination of Bias in the Legal Profession.

Linda McCulloh, Senior Attorney, Administrative Office of the Courts

3 F Legal Research on the Internet: Tips and Tricks for Legal Professionals
(*Bodega B Computer Room [3rd floor]*)

This hands-on computer class will concentrate on free sources for California case law, statutes, regulations, and more. An expert legal researcher will provide an introduction to Boolean operators and other advanced search techniques. Extensive program materials provided.

Kelly Browne, Assistant Director for Public Services, Sacramento County Public Law Library
Coral Henning, Director, Sacramento County Public Law Library

5:00–6:30 Knowledge Fair and Reception hosted by AOC Staff (*Lobby*)

FRIDAY, APRIL 30

8:00–8:45 Continental Breakfast and Networking

8:30 – 8:45 Welcome for Small Claims Legal Advisors (*Benicia Room*)

Pamela Brown-McGill, Small Claims Advisor, Superior Court of San Diego, Small Claims/CSAA President

8:45 – 10:15 Workshops Session 4

4 A Casting a Wide Net (*Santa Barbara Room*)

Self-help centers throughout the state report that the demand for services is increasing – especially as those litigants who may previously have had the resources to hire attorneys must now represent themselves. And yet, resources for the courts generally are decreasing. This interactive workshop will discuss innovative ways and ideas for streamlining services to increase efficiency and remain flexible to meet changing needs. A variety of new and effective ways of service delivery will be discussed so that attendees can determine where they can adapt their program to address these challenges.

Renae Crumpton, Self-Help Center Paralegal, Superior Court of California, County of San Bernardino

Kathleen Dixon, Managing Attorney, Resource Center for Self-Represented Litigants, Superior Court of California, County of Los Angeles

Michelle Hopkins, Supervising Attorney, Resource Center for Self-Represented Litigants, Superior Court of California, County of Los Angeles

Rheeah Yoo, Attorney, Resource Center for Self-Represented Litigants, Superior Court of California, County of Los Angeles

Monica Mitchell, Supervising Attorney for Self-Help Services, Superior Court of California, County of San Bernardino

Gabriela Reyes, Self-Help Center Paralegal, Superior Court of California, County of San Bernardino

K.C. Thomas, Trial Court Attorney, Superior Court of California, County of Los Angeles

4 B Fee Waiver Law, Forms and Rules and Procedures (*Monterey Room*)

On July 1, 2009, all fee waiver forms and rules were changed to comply with AB 2448 (Feuer). Many of these procedures have involved a significant change in practice, particularly for family law matters. The forms, rules and rationale for the changes will be reviewed and sample instructional forms will be provided.

Anne Ronan, Attorney, Administrative Office of the Courts

Gabrielle Selden, Attorney, Administrative Office of the Courts

4 C Small Claims Legal Update (*Benicia Room*)

Find out about new laws, cases, Judicial Council rules and forms affecting small claims courts.

Albert Balingit, Attorney, Department of Consumer Affairs

Alan Wiener, Attorney, Administrative Office of the Courts

4 D Language Access Planning: Opportunities and Challenges
(*Redwood Room [3rd floor]*)

In 2009, the Alameda Superior Court developed a Language Access Action Plan to help them identify ways that their court could most effectively serve litigants with limited English proficiency. This workshop will describe the tools, surveys and strategies they used to develop the plan and share some great ideas about ways to provide clearer information, better signage and use existing staff and volunteers more effectively.

Hon. Gordon Baranco, Judge, Superior Court of California, County of Alameda

Sarah Guenther, Management Analyst, Superior Court of California, County of Alameda

Rob Quinlan, Management Analyst, Superior Court of California, County of Alameda

4 E Helping Litigants Prepare for Hearings and Trials (*San Diego Room*)

This workshop will discuss how programs can help litigants prepare for hearings and trials including teaching how to introduce evidence, make offers of proof, conduct direct and cross-examination and act in the courtroom in family law, small claims and civil cases. Examples of videos developed by self-help centers to explain these concepts will be previewed.

Suzanne Clark Morlock, Attorney, Butte County

Timothy McKinley, Managing Attorney, Greater Bakersfield Legal Services

Robby Stovitz, Self-Help Center Attorney, Neighborhood Legal Services of Los Angeles

4 F A New Model for Legal Services in DVPA Cases

(Bodega B Computer Room [3rd floor])

This session will include discussion of a self-help service model which uses volunteers and internet-based technology to maximize limited attorney resources in a high-volume domestic violence restraining order practice that serves a large geographic area. The session will include a live demonstration of this assistance model.

Harry Jacobs, Senior Attorney, Administrative Office of the Courts

Diane Trunk, Domestic Violence Self-Help Director, Neighborhood Legal Services of Los Angeles

10:15–10:30 Break

10:30–12:00 Workshops Session 5

5 A Legal Information and Legal Advice – The Hard Situations (repeat of 1A)

(Auditorium)

A review of the principles underlying California’s policy on what court self-help and other staff can and cannot do to assist self-represented litigants and application of those principles to the most difficult issues that court staff encounter. The presentation will involve an initial presentation of the principles followed by discussion of the scenarios with the audience. Participants will leave with a refreshed understanding of California’s guidelines and a logical framework for analyzing other situations that they may encounter.

John Greacen, Court Consultant, Greacen Associates

5 B Answering Civil Complaints in a Workshop Setting *(Monterey Room)*

During the last three years, the staff of the Civil Self-Help Center at the Sacramento County Public Law Library has assisted thousands of self-represented litigants file answers in their contract/common counts-based civil lawsuits through a daily workshop. The staff attorney for Self-Help Center will demonstrate key elements of this workshop, and provide practical materials, advice and anecdotes useful to implementing your own program. This workshop will help you quickly identify lawsuits suitable for answer in a workshop setting. You will learn how to communicate to self-represented litigants in a group setting the consequences of answering versus not answering a civil lawsuit, the meanings of the most common affirmative defenses, and the fundamental procedural overview of a civil lawsuit.

Eric Nakano, Civil Self-Help Center Staff Attorney, Voluntary Legal Services Program of Northern California

5 C Foreclosures and Loan Modification (*San Diego Room*)

This session will review the steps in a non-judicial foreclosure and explain the latest loan modification possibilities. The panel will concentrate on requirements for the new Homeowner Affordability Modification Plan (H.A.M.P.), how homeowners apply for H.A.M.P. and what they should expect.

Bill Tanner, Directing Attorney, Legal Aid Society of Orange County
W. Patrick Ulibarri, Legal Assistant, Law Offices of Sanford Parke

5 D Self-Help Center Guideline Workshop: Completing the Required Documentation
(*Redwood Room [3rd floor]*)

The Self-Help Center (SHC) Guidelines, adopted by the Judicial Council require that all court operated SHCs meet specified procedural protocols, staffing/credential standards, and administrative and operational requirements. Some of the guidelines necessitate a plan or other documentation to satisfy the requirement. Workshop leaders will review the rationale for the requirements and provide participants with group and individual assistance in completing the necessary documentation using worksheets. The workshop will also allow participants to discuss potential changes to the Guidelines which are due to be updated in February, 2011.

Deborah Chase, Senior Attorney, Administrative Office of the Courts
Mark Garcia, Senior Court Analyst, Administrative Office of the Courts
Bonnie Hough, Managing Attorney, Administrative Office of the Courts

5 E Plain Language Writing – Basic (*Santa Barbara Room*)

Learn how to create materials that litigants will want to read and can understand. This workshop will explain the basics of readability and provide lots of before and after examples to help explain the concepts of plain language writing.

Maria Mindlin, Language Specialist, Transcend

5 F Effective and Innovative Ways to Get Litigants, Staff, and Volunteers to Use Technology to Improve Services at a Self-Help Center
(*Bodega B Computer Room [3rd floor]*)

Hear how the Los Angeles court integrated technology for use by litigants, staff, and volunteers in self-help center operations. The LawHelp Interactive programs used at Los Angeles Court workshops and clinics will be discussed. Case management principles built into the technology will be highlighted.

Michelle Hopkins, Family Law Staff Attorney, Superior Court of California, County of Los Angeles
Harry Jacobs, Senior Attorney, Administrative Office of the Courts
K.C. Thomas, Trial Court Attorney, Superior Court of California, County of Los Angeles

5 G Small Claims Advisors – Collections and Bankruptcy (*Benicia Room*)

This discussion will cover issues regarding the interplay of the bankruptcy court and small claims court. This will include the nuts and bolts of making a small claims judgment based upon fraud non-dischargeable in small claims court.

Hon. Ronald H. Sargis, Judge, U.S. Bankruptcy Court, Eastern District of California

12:00–1:30

Lunch and Discussion Groups

A. Law Librarians (*Santa Barbara Room*)

B. Using Technology (*Monterey Room*)

C. Court Administrators (*San Diego Room A*)

D. Language and Limited English Proficiency (*Vallejo*)

E. Family Law (*San Diego Room C*)

F. Small Claims Advisors – Foreclosures (*Benicia Room*)

Bill Tanner, Directing Attorney, Legal Aid Society of Orange County

W. Patrick Ulibarri, Legal Assistant, Law Offices of Sanford Parke

1:30–3:00

Workshops Session 6

6 A Moving Forward When the World Is Standing Still (*Redwood Room [3rd floor]*)

Presentation and discussion of strategies for promoting court-based self help services during challenging times. The focus of the workshop will be on how to get and keep the support of your court administration and bench, how to motivate staff in the face of heavy workloads and financial uncertainty and how to improve the public perception of court-based self-help centers.

Diane Bras, Family Law Facilitator, Superior Court of California, County of Placer

Carla Khal, Family Law Facilitator, Superior Court of California, County of Tulare

Monica Mitchell, Supervising Attorney for Self-Help Services, Superior Court of California, County of San Bernardino

Lollie Roberts, Family Law Facilitator, Superior Court of California, County of Sacramento

Fariba Soroosh, Family Law Facilitator, Superior Court of California, County of Santa Clara

6 B Bringing the Best out of People – Ways to Deal with Difficult Litigants

(*San Diego Rooms*)

This workshop will present techniques and strategies to help handle situations with more difficult self-represented litigants and handle emotionally charged situations. The session will provide hands on activities and opportunities for role play of scenarios that staff assisting self represented litigants may come across.

Dr. Adrienne Pasek, Clinical Psychologist

6 C Small Claims Commissioner’s Panel Discussion and Round Table (*Benicia Room*)

This panel of highly experienced commissioners will provide tips for effectively presenting cases covering issues such as security deposits and contracts, as well as valuable information regarding changes to the small claims court system; property owner v. property management company – who to sue; motions – turnover orders, rent levy or assignment order, seizures; monetary limits on suing a guarantor – guarantor v. co-signor; venue in contracts under the following situations – signed via e-mail or fax; oral contract over the telephone, text message and regular mail. This will be followed by an interactive discussion involving various facets of small claims court including plain language forms, collections re: federal/military employees, service, venue and collections issues with internet transactions, and increasing funding for small claims advisor programs.

Hon. Ernest Gross, Commissioner, Superior Court of California, County of San Diego

Hon. Michele Flurer, Commissioner, Superior Court of California, County of Los Angeles

Hon. L. Thomas Surh, Commissioner, Superior Court of California, County of Alameda

6 D Teaching Basic Civil Discovery in a Workshop Setting (*Monterey Room*)

During the last three years, the staff of the Civil Self-Help Center at the Sacramento County Public Law Library has assisted hundreds of self-represented litigants by teaching them in a workshop setting the fundamental concepts of written civil discovery. The staff attorney for Self-Help Center will demonstrate key elements of this workshop, and provide practical materials, advice and anecdotes useful to implementing your own program. The workshop will review the most common types of written civil discovery as well as the procedural deadlines that apply to that discovery. It will provide you with tools to communicate to self-represented litigants in a group setting using handouts, PowerPoint, and/or slides the basic procedures for propounding and responding to the most common types of written discovery in civil lawsuits. It will provide answers to the most common questions about discovery asked by self-represented litigants, and identify several reference resources to assist with less-common questions.

Eric Nakano, Civil Self-Help Center Staff Attorney, Voluntary Legal Services Program of Northern California

6 E Plain Language Writing – Advanced (*Santa Barbara Room*)

Learn how to create materials that litigants will want to read and can understand. This workshop will explain the basics of readability and provide lots of before and after examples to help explain the concepts of plain language writing.

Maria Mindlin, Language Specialist, Transcend

6 F *Advanced PowerPoint – Beyond Bullets (Bodega B Computer Room [3rd floor])*

This class will focus on a new approach to PowerPoint slides; using images and non-hierarchical arrangements of text (i.e., no bullet lists) to create memorable presentations that better engage and connect with the audience. You will learn how to create visually oriented PowerPoint slides, insert images, text boxes and autosshapes into slides, utilize PowerPoint's custom animation features and add video and audio to presentations.

Eddie Davis, Senior Education Specialist, Administrative Office of the Courts

3:00–3:30 *Closing Plenary – Next Steps (Auditorium)*

The closing plenary will briefly review the tremendous steps taken by self-help programs throughout California and identify next steps we can take in this time of budget challenges

John Greacen, Court Consultant, Greacen Associates

Bonnie Rose Hough, Managing Attorney, Administrative Office of the Courts

Diane Nunn, Director, Center for Families, Children & the Courts, Administrative Office of the Courts