

Small Claims Cases

There is an overview of procedure for all court users.

Bench officers give litigants the opportunity to explain their side of the incident.

Litigants have the opportunity to ask questions.

Our court offers workshops on common disputes to facilitate resolution.

All bench officers (assigned and temporary) are trained in elements of procedural fairness.

Total:

Family and Juvenile Cases

There is an overview of procedure for all court users.

We provide videos and/or workshops for court users in custody proceedings.

Our court has special facilities for children (e.g., children's waiting room, play materials in the courtroom).

Our bench officers give litigants the time they need to explain their cases and ask questions.

All bench officers (assigned and temporary) are trained about how procedural fairness impact family cases.

Total:

III. The Court User

Self-Represented Litigants

Our self-help center(s) are located in easy to reach sites for a majority of our customers and have clearly posted hours, and our website has clear links to our self-help resources.

Our self-help center staff helps customers to determine which forms they will need and to fill out forms correctly.

Our self-help center(s) provide workshops, computers, and educational materials.

We provide written and readily available instructions regarding how to fill out forms and what to expect in court.

Our judges are educated in hearing cases with self-represented litigants.

Total:

Limited English & Culturally Diverse

We assess signs, forms and other key information for readability from a non-English-speaking perspective.

We provide written forms, instructions, tip sheets, etc. in the major languages spoken in our county.

Our bench officers are educated on how to work with interpreters.

We hold staff discussions and brown bag presentations on different cultures that are prominent in our county.

We conduct outreach to diverse communities in our county.

Total:

The California Administrative Office of the Courts and the Center for Court Innovation developed this assessment. It is made available to you through a grant from the State Justice Institute. The full report and recommendations can be seen [here](#).

