

**NACM**  
**2001 Justice Achievement Award**  
*Projects Submitted for Consideration*

**Ventura County Superior Court**

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**“JUROR BUSINESS CENTER”**

The Superior Court of Ventura, California, opened its juror business center in December 2000 to provide prospective jurors with a quiet environment to conduct business while waiting to be called to serve on a jury panel. Jurors are able to set up their laptops and access the Internet, or compose documents. The center is especially useful for business people who need to continue working and stay in touch with the office, college students who need to keep up with their studies, or to anyone who need to take care of personal business. The center is equipped with data ports for Internet access, telephones, a copy machine and a fax machine. The 300 square foot center contains eight workstations and is located off the main juror assembly room. Approximately 200 potential jurors are called to the courthouse each day, and they may spend considerable time waiting. We have found that jurors who can remain productive during their jury service are more willing to serve. The center is the result of meetings between jurors, Judge Charles Campbell, Jr. and Court Executive Officer, Sheila Gonzalez, which were initiated during juror appreciation week in May 2000. The juror business center fulfills the Judicial Council strategic goal to improve the courts interaction with the public, and improving jury service is one of the specific goals listed in the Judicial Council’s operational plan. Comments from users are uniformly positive, and there are always more jurors wanting to use the center than current capacity allows

**Colorado State Court Administrator's Office**

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**"COLORADO ELECTRONIC CLERK'S MANUAL"**

During the Spring of 2000, Jerry Marroney, the State Court Administrator assigned Cyndi Hauber, Gloria Thurston and Bob Kreiman, the Special Projects Team in the Court Services Division, the task of developing an Electronic Clerk's Manual. Many of the court manuals in use had not been updated in over a decade plus the courts use over ten manuals that provide a variety of information. This project not only updated a majority of the manuals in use but also provided the courts with an opportunity to have one place where all information could be located. By putting all information on a single CD with the capability of loading to WORD and clicking on a button labeled "CLERK'S MANUAL" information is now quickly accessible to all court clerks. This is a continuous project as the team will be charged with additional updates and in the future including the manual on the Judicial Intranet instead of creating additional CD's. As information changes, this project allows court users to receive the updates timely. The convenience of having a single place to locate information is a true benefit to all users and can enhance our knowledge of our business. We have the manual compatible with both Office 97 and Office 2000. Please see the enclosed Electronic Clerk's Manual CD's and feel free to load on to your PC to see how user-friendly the manual is.

**The Superior Court of California, County of San Bernardino**

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Court Special Projects  
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**"COMMUNITY OUTREACH AND EDUCATION THROUGH PUBLIC SERVICE ANNOUNCEMENTS"**

A series of nine public service announcements (PSAs) have been produced as part of a court community education and outreach package that is designed to inform the residents of the county on the role the Court in the community, focusing on court services and procedures. The project represents a collaborative effort between the Superior Court of California, County of San Bernardino and the city of San Bernardino and was designed to inform and answer the most commonly asked questions of and about the court. The topics presented in the project were identified by community surveys and focus groups. These one-minute segments address universal needs of the community and feature the most used services, as well as educating the public on Court services, rules, and expectations. The topics of the PSAs are court services and procedures relevant to the residents of San Bernardino County and include Jury Service, Civil Filing, Traffic Windows, Juvenile Traffic Court, Automatic Traffic Telephone Service, Family Court Services, Family Law Facilitation Center and General Courthouse Rules. The Public Service Announcements have been distributed countywide and are now being aired on 12 community access television stations.

**La Crosse County Courthouse**

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7<sup>th</sup> Judicial District Court Administrator  
La Crosse County Courthouse  
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La Crosse, WI 54601  
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**“MEDIATED CHILD PROTECTION  
CONFERENCING IN CRIMINAL AND CIVIL CHILD  
ABUSE AND NEGLECT CASES THE LA CROSSE  
COUNTY WISCONSIN UNIFIED FAMILY COURT  
PROJECT”**

The La Crosse County Circuit Court has implemented a successful program that has greatly enhanced the administration of companion criminal and civil child abuse and neglect cases in the justice system. The La Crosse County Unified Family Court Project operates under the principle that better outcomes can be achieved for children and families when the court simultaneously processes all cases that involve a family. Time to disposition for companion civil and criminal abuse cases was reduced from 179 days to 53 days. The key components of this project are strong judicial leadership in the area of collaboration, expedited review of case dispositions, and mediated child protection conferencing. The results of the project are a reduction in the number of child abuse and neglect jury trials, reduction in the number and duration of out-of-home placements, improved coordination of service delivery, and expedited movement to permanency for children.

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**Eleventh Judicial Circuit of Florida**

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**“JUSTICE TEACHING INSTITUTE”**

The Justice Teaching Institute (JTI) is a one-day program for teachers in Miami-Dade County public school’s grades kindergarten through 12. The purpose of the JTI is to prepare teachers to instruct their students in law related education, and the concomitant disciplines of critical thinking, decision-making and dispute resolution. It addresses the problems of 1) reaching a greater number of students through a pyramid approach to make a greater impact on a generation; 2) reaching the great number of foreign-born populations of both teachers and students; 3) reaching a generation that has been the focus of a broad media brush of tragedies that may have been avoided by empowering youth with the values of responsibility, civility, communication, and respect as members of the community. This third problem is addressed through focusing on mediation as a means to identify and resolve disputes between students, between students and teachers or administrators, between students and their families and school administrators, and between students and family members. While each of the semiannual JTI agendas varies with age groups, the formula for all Institutes combines: a) workshops on technology, the Internet, decision making techniques, law and society, and mediation; b) trial practice or mock trials; c) the courts as a community resource; and d) ethics, public trust and confidence, and concomitant disciplines of critical thinking, decision making and dispute resolution.

### **Circuit Court for Somerset County**

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### **“REALITY PROGRAM”**

The REALITY Program is an alternative sentencing program for first time, juvenile, drug & alcohol offenders between the ages of 14 and 21 years. The Family Services Program in the Circuit Court for Somerset County with help from the Maryland State Police and the Department of Juvenile Justice implemented this Program March 6, 1999. The juvenile offenders participate in four educational sessions and complete homework in order to successfully graduate from the Program. The first session takes place at the Princess Anne Public Library and provides general information, statistics and educates offenders on the effects of drug and alcohol abuse on the community. The second session takes place at Edward McCready Memorial Hospital and demonstrates the physical and mental effects and expenses substance abuse can create. The third session at the Somerset County Circuit Court provides legal education from the State’s Attorney, an insurance agent and a MADD representative. The fourth and final session takes place at Eastern Correctional Institution where an inmate provides a tour of the facility, talks about the loss of choices and life experiences. The homework includes the creation of a 32 day plan of care if the offender were paralyzed from the waist down, a visit to a funeral home to plan their own burial service, and creation of three letters to parents, family or friends in case they should die due to alcohol/substance abuse before they reach 21 years.

### **Utah Administrative Office of the Courts**

Contact: Ms. Kim Allard  
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Salt Lake City, UT 84114-0241  
Phone: (801)-578-3988  
Fax: (801)-578-3968

### **“ONLINE COURT ASSISTANCE PROGRAM”**

In late 2000, Utah’s State Courts released a new tool in their approach to serving self-represented litigants. Known as the *Online Court Assistance Program (OCAP)*, this service allows any person desiring to file a landlord-tenant or divorce case in Utah to create a set of customized documents suitable for filing via the web. The service, available through the courts’ web page at <http://courmlink.utcourts.gov>, guides the user through a series of informational screens and questions about their court case. The information provided and the questions asked are based upon which path of the branching logic is followed. After all the required decisions are made and information is collected, any necessary calculations are completed and a completed set of legal documents is downloaded to the user’s computer. After printing, reviewing and signing the documents, the litigant files them with the court. This application is being used in conjunction with other pro se assistance initiatives, including clinics and pro bono legal services efforts.

**Superior Court of California, County of Orange**

Contact: Caroline Swift, Project Director  
Superior Court of California, County of Orange  
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**“DOMESTIC VIOLENCE TRAINING AND AWARENESS PROGRAM”**

The Superior Court of California, County of Orange, Harbor Justice Center, in concert with the William Gillespie Foundation, Orange County Board of Supervisor’s Office, Capistrano, Saddleback Valley, Laguna Beach, Irvine and Newport-Mesa Unified School Districts, the Orange County Department of Education, the Orange County District Attorney’s Office, Orange County Public Defenders Office, Orange County Probation, Orange County Sheriff’s Office, Social Services Agency, Health Care Agency and many other supporters, are sponsoring the *Third Annual* Domestic Violence Training and Awareness conference for elementary, junior high and high school teachers, guidance counselors and psychologists in surrounding school districts. Last year the keynote speaker was Attorney General Bill Lockyer. Over 600 educators were in attendance. Annually, local and national experts present state of the art information to teachers, who are the first ones a child may reach out to for help. The court’s continuing goal is to further educate the teachers, counselors and other important school contacts on family violence issues and its effect on children; as well as to provide community referral opportunities, material and information that they may share with their students on teen dating violence. National statistics show that 60% of children in a violent home become victims of physical abuse and molestation. The sooner violence can be prevented in the home by identifying early warning signs, the sooner the goal of reducing domestic

### **King County Superior Court**

CONTACT: Paul Manolopoulos, Court  
Operations Manager  
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### **“JUROR DEBRIEFING PROJECT”**

The King County Superior Court Juror Debriefing Project offers critical incident stress debriefing to jurors who serve in high stress trials. These include cases with traumatizing physical evidence or testimony, trials that are lengthy, controversial or have extensive media coverage, and other circumstances that the judge believes warrant this type of intervention. Jurors may be traumatized by encountering the traumatic experience of others, not unlike actually witnessing or being involved in the incident. The program is one of the first in the country to offer institutionalized debriefing sessions to respond to this unique need. The Court contracts with counseling professionals to help jurors recognize and discuss their reactions to the trial and provide information about where to seek further help, if needed. The debriefing session is held soon after the jury reaches a verdict. Since the program’s inception in September 1998, 11 juries have participated in the Debriefing Program. All of the trials involved first degree murder charges. The program has been favorably evaluated by participating jurors and the National Center for State Courts, which conducted a process evaluation in July 2000.

### **Eighth Judicial District Court, Nevada**

Contact: Chuck Short, Court Administrator  
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Las Vegas, NV 89155  
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Fax:(702) 386-9104

### **“CLARK COUNTY FAMILY LAW SELF-HELP CENTER”**

The Clark County Family Law Self-Help Center is a court/community effort to address the access needs of pro se litigants in the Family Court system. By developing this much-needed program, the Eighth Judicial District Court has increased the public’s trust and confidence in the Family Court. Additionally, because there is now an accurate, easy-to-use resource for litigants, judicial and court administrative staff can concentrate on their primary duties rather than dedicating limited resources giving basic information to litigants who are unfamiliar with the court process. The Self-Help Center is designed around a “one-stop shopping” model. Litigants can conduct research, purchase and complete court-accepted forms, receive free notary service, make copies, file and deliver their papers to chambers all within the courthouse. Although the program is administered by an attorney, the staff does not provide legal advice. In order to meet the needs of litigants who need legal advice, the Center has taken the lead role in introducing and promoting the concept of “unbundled legal services” to the local legal community. Thus, litigants who cannot afford traditional legal services may receive advice and assistance in the most complicated aspects of their cases. The Center’s partnerships, which include the state and county bar organizations, legal services corporations, the law school, and private practitioners, have helped ensure its success. Surveys completed by the program’s customers indicate that the Center is meeting its goals; Over 99 percent of those customers found the services helpful.

### **Administrative Office of the Courts**

Contact: Kathy Elton  
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Salt Lake City, Utah 84114-0241  
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### **“TRUANCY MEDIATION PROGRAM”**

The Truancy Mediation Program began in January 1998 as a pilot program at West Hills Middle School in the Jordan School District. The program is a partnership between the Administrative Office of the Courts, Third District Juvenile Court, and the Jordan School District. In the program, mediation is offered to families as an alternative to a referral to Juvenile Court for habitual truancy. The mediation process provides a relaxed atmosphere for the student, parents, and school personnel to discuss the truancy problem. By utilizing the non-adversarial nature of mediation, all parties' concerns and views are heard and a mutual agreement is reached to resolve the problem. The ADR Office recruits, trains, and supervises community volunteers to act as mediators. During the 1999-2000 school year the program mediated 75 cases in six middle schools in the Jordan School District. Only 16 of the cases mediated were later referred to the court because the student did not improve their attendance. The remaining 59 youth improved their attendance and were kept out of the court system. This resulted in a 79% success rate for the program. Students who were successful in the program improved their attendance by an average of 12.5%. During the 1999-2000 school year the program included six middle schools; during the 2000-2001 school year the program was expanded to include 13 of 15 middle schools in the district.

### **North Las Vegas Municipal Court**

Contact: Judge Warren VanLandschoot  
North Las Vegas Municipal Court  
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North Las Vegas, NV 89030  
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Fax: (702) 399-3579

### **“A LIFE OF CRIME”**

“A Life of Crime” is a new special educational program that is reaching out to teenagers and their parents with real information about making the right choices in life to avoid a life in prison. The program vividly illustrates through the use of SWAT teams and inmates the consequences of bad choices made in your teenage years, and the impact of those choices on your life, family and friend

### **Pierce County District Court No. One**

Contact: Michael A. Kilbourn, Administrator  
930 Tacoma Ave S, Room 601  
Tacoma, WA 98402  
Phone: (253) 798-7753  
Fax: (253) 798-6185

### **“DELINQUENT FINES AND FEE RECOVERY”**

The delinquent fine and fee recovery program aids in holding violators accountable for their actions by actively pursuing the collection of delinquent accounts. Two noteworthy components of the recovery program are re-licensing and centralized payment centers. The re-licensing program encourages and provides a mechanism for defendants to reinstate their driving privileges if they meet a relatively few conditions. The centralized payment centers allow those with offenses in multiple jurisdictions to address their issues in one location. Adaptable to other jurisdictions, this program's benefits to defendants, the Court, the County, and the community are readily transferable.

**Superior Court in Coconino County**

Contact: Mr. Gary Kremarik  
Court Administrator  
County Courthouse  
Flagstaff, Arizona 86001  
Phone: (520) 779-6804  
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**Administrative Office of the Courts  
Thirteenth Judicial Circuit Court**

Contact: Michael L. Bridenback, Court  
Administrator  
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Tampa, FL 33602  
Phone: (813) 272-5894  
Fax (813) 272-6139

**Administrative Office of the Courts  
Thirteenth Judicial Circuit Court**

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Administrator  
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**“JUSTICE 2020 CHARTING A COURSE FOR  
COCONINO COUNTY COURTS”**

The purpose of this project was to create a long-range vision for justice in Coconino County and a strategic action plan for the Coconino County courts, and to do so with the active participation of local justice system stakeholders. The strategic plan is focused on the courts in Coconino County, but also identifies how partners in the community will be involved in achieving the court's vision.

**“ELDER JUSTICE CENTER”**

In response to the growing number of elderly, the Administrative Office of the Courts created the first Elder Justice Center in the nation. The Elder Justice Center was established to remove barriers and enhance linkages between older adults, the court system, and medical, social, and legal services. The Elder Justice Center established an important alliance between networks for the aging and the court system. It is a central facility to coordinate access to existing agencies who presently provide services for older adults. Public education is provided throughout the community for older adults and those who work with them regarding the role of the courts in assisting this population. Case management services are an additional component to the program

**“CHILDREN’S JUSTICE CENTER”**

The Children’s Advocacy Center, the foundation program, for the Children’s Justice Center, originated in 1992 and has greatly expanded its services -- from forensic interviews for children involved in child abuse investigations to supervised visitations for noncustodial parents. The Children’s Justice Center umbrella additionally includes child custody investigations to provide information for judicial placement decisions. This consolidated center allows the staff to be located together in one place, providing more efficient service, and allows a designated waiting area for parents. There is more coordination and less confusion in accessing the children’s services. The child-friendly environment of the original Children’s Advocacy Center is effectively utilized for additional child related services



**Pierce County (Washington) Superior Court**

Contact: Andra Motyka  
Superior Court Administrator  
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Tacoma, WA 98403  
Phone: (253).798.3954  
Fax: (253).798.7214

**“PIERCE COUNTY WASHINGTON SUPERIOR COURT  
TEMPORARY JUDGE PROGRAM”**

Pierce County (Washington) Superior Court implemented a pro tempore (temporary) judge program to supplement the number of judges available to conduct court proceedings. The program consists of retired judges, sitting judges (from other jurisdictions within the state) and attorneys. The temporary judges handle motion arguments, sentencings, settlement conferences and conduct civil, domestic and criminal non-jury and jury trials. They are scheduled at times when courtrooms are available and judges are on vacation. The court provides and pays for the temporary judge, clerk and court reporter needed for the case. There is no cost to the litigants.

**Aurora Municipal Court**

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Clerk of the Court  
Aurora Municipal Court  
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Aurora, Co. 80012  
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**“JUROR DISCOVERY”**

Every year, approximately 5 million citizens are called for jury duty, yet it is the one area of the court system that is the least understood. In light of the high profile cases that are currently being watched and read on television and in the papers, students have more than an educational curiosity regarding court proceedings and jury trials but unfortunately classrooms are not offering anything other than a cursory overview of the court and jury system. Because of this lack of knowledge and understanding, young adults between the ages of 18-30 represent over 85% of the jurors who fail to appear for jury service. Developed in 1993 and tailored for students between the age of 10-21 as well as service organizations, “*Jury Discovery*” offers comprehensive presentations on the history of jury service, jury service in America, Voir Dire, as well as mock trials and court tours. For many citizens, this is their first introduction to the court system and a wonderful way for the courts to reach out to the community and provide a much-needed public service to the citizens of that community. Because of the success of the *Jury Discovery* program in Aurora, the Colorado Supreme Court has asked that this program be available in all Colorado State courts.

### **Manitowoc County Clerk of Circuit Court**

Contact: Joseph F. Bauknecht, Clerk of Circuit Court  
1010 South 8th Street  
Manitowoc, WI 54220  
Phone: 920-683-4030  
Fax: 920-683-2733

### **“CONVERSION TO COMPUTERIZED LAW LIBRARY”**

Our law library was typical of many libraries, the customer would come in, look at our index, go to the appropriate shelf and remove the needed text. If a copy was needed, the customer would then bring the book upstairs to the Clerk of Court office and request a copy, at a cost of .25 per copy. If more than one person wanted the same book, one would have to wait until the other was finished. Books were also available to be checked out by attorneys, with a return date five days later, sometimes causing an inconvenience to our other users. Three times a week, the law librarian would have to return all books that were checked out, and those used for copying, to their respective shelves. Since this was not her only job, this became a time consuming task. The Law Library for Manitowoc County was costing the county over \$55,000 a year to maintain. It was a small room with thousands of books, some torn and missing pages, and over the years, many books were not returned. We also needed space for record storage and the law library was a convenient place for storage due to its proximity to the Clerk of Circuit Court office. To keep spending that much money for updates, and to constantly replace missing books, the county had a virtual money pit

### **Nineteenth Judicial Circuit, State of Illinois**

Contact: Honorable Jane D. Waller, Chief Judge  
Robert A Zastany, Executive Director  
18 N County Street  
Waukegan, Illinois 60085  
Phone: (847) 360-6380  
Fax: (847) 360-0661

### **“LAW LIBRARY MODERNIZATION PROJECT”**

The William D. Block Memorial Library is the county-funded law library of the Nineteenth Judicial Circuit, located in Lake County, Illinois. Before development and implementation of the Law Library Modernization Project, the Block Library was a traditional, space-intensive library relying entirely on its hardbound books and written resources. With the help of a comprehensive written study and recommendations from the National Center for State Courts, The Nineteenth Judicial Circuit has developed and implemented an action plan completely modernizing, physically restructuring, and technologically upgrading the Block Library. Over a period of four budget cycles, the court has revised the library’s former practices. The William D. Block Memorial Library has evolved from a traditional paper and hardbound library into an award-winning, cutting edge technology-based law reference center.

### **Superior Court of California, County of Riverside**

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Riverside, CA 92501  
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### **“CUSTOMER SERVICE SURVEY PROGRAM”**

The Riverside County Superior Court implemented a comprehensive Customer Service Survey Program in order to improve service provided to their customers -- the public, internal customers (public agency and defense panel attorneys), and external customers (attorney services) -- and to determine if the court was meeting its goals of providing Access to court services, decreasing operating Costs, and increasing Efficiency (ACE).

## **12<sup>th</sup> Judicial District Court**

Contact: Anethia O. Brewer, Deputy Court  
Administrator  
312 S. Jackson Street  
Jackson, MI 49201  
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Fax: (517) 788-4262

## **“INTENSIVE SUPERVISION: AN ALTERNATIVE THAT WORKS”**

The Jackson County jail has experienced consistent overcrowding since 1996 and 1997, with the average annual jail population at 195 inmates. In 1998 there were 224 inmates, and to date, it is averaging well over the 194 inmate capacity. Until a new jail is built to accommodate the continually increasing numbers, or sentence alternatives are considered, this problem will not go away. A solution is mandatory in order to provide public safety to the citizens of Jackson County. However, current budget constraints do not allow for the construction of a new jail. In 1998 new sentencing guidelines went into effect to help manage the growing prison population. Certain offenders are “locked out” of being sent to prison, therefore, significantly increasing the numbers being sent to the county jail to serve sentences. Additional legislation regarding repeat offenders driving on suspended licences and alcohol related offenses are also affecting the jail population. Keeping all of these factors in mind, 12<sup>th</sup> District Court of Jackson County, Michigan introduced the Intensive Supervision Program as a sentencing alternative. This sentencing alternative is self-supporting and involves an additional cost that is paid by the defendant. This program helps in reducing jail overcrowding and assists some of the less dangerous individuals by working on issues concerning alcohol and drug additions. Defendants who are sentenced to the ISP program serve a 90 day in-house arrest term that allows the defendant to be away from the home only for work or medical reasons. A probation agent makes daily checks as often as they like to monitor the defendants progress. The daily monitoring includes Breathalyzer and urinalysis tests. Any violation of the program results in immediate arrest and detainment until the defendant is seen by a District Court Judge

## **Arizona Supreme Court**

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## **“FILL THE GAP A UNIQUE EFFORT IN COLLABORATION 2000:”**

Fill the Gap is a unique, collaborative effort involving the superior court, justice courts, clerk of superior court, county attorney, public defender and indigent defense counsel from around the state in an effort to improve criminal caseflow processing in the State of Arizona. The project is also unique in that Arizona is the only state that has attempted to reengineer its criminal caseflow policies and procedures at a statewide level

**Superior Court Of California, Los Angeles**

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Superior Court Of California, Los Angeles  
Edmund D. Edelman’s Children’s Court  
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Monterey Park, California 91754  
Phone: (323) 526 - 6662  
FAX: (323) 881 - 3792

**Superior Court Of California, Los Angeles**

Contact: Julie Bronson  
Superior Court Of California, Los Angeles  
Alternative Dispute Resolution  
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Los Angeles, California 90012  
Phone: (213) 974 - 0558  
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**Superior Court Of California, Los Angeles**

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**Superior Court Of California, Los Angeles**

Contact: Tom Zecchini  
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Los Angeles, California 90012  
Phone: (213) 974 - 7880  
Fax: (213) 625 - 7025

**“AGENCY COOPERATION MEETINGS “**

The Agency Cooperation Meetings, led by the Presiding Judge of the Juvenile Court, are monthly countywide collaboratives among the directors and high level staff of the county agencies who serve youth under the jurisdiction of the Los Angeles Juvenile Court.

**“AUTOMATED NEUTRAL SELECTION PROCESS”**

The Automated Neutral Selection Process evolved as a solution for providing Alternative Dispute Resolution mediators and arbitrators, also known as “neutrals,” to the public in an efficient, fair and technologically advanced manner. Through an automated selection process, individuals may randomly select neutrals, and may also review the neutrals’ profiles. The Court continues to process official assignment of cases. The previous method for neutral selection presented systemic difficulties for the public, neutrals and court staff involved. As a result of the Automated Neutral Selection Process, it is no longer necessary for Court clientele or staff to rely upon paper documentation for the selection of neutrals.

**CASA HOLIDAY “LIGHT OF HOPE”**

The Los Angeles Superior Court created the Court Appointed Special Advocate Association (CASA) Holiday “Light of Hope” Project in response to a committee recommendation on the interests of abused children. This committee designed a project responsive to the needs of abused children engaged in court proceedings. Previously, access to child advocates was restricted according to the limited number of trained advocates. Community outreach efforts increased the volunteer staff available for child advocacy. Donations to the project generated the funding necessary for advocate training. As a result, children are provided with increased access to advocacy and are more likely to receive adequate representation in court.

**“CIVIL BASICS”**

In 1997, the Los Angeles Municipal Court developed a training course called Civil Basics. The Civil Basics class consists of twenty-one one-hour sessions on basic civil policies and procedures. The purpose of the training is to enhance employee knowledge of the civil process and gain an understanding of the various civil functions. The instructors consist of employees, supervisors, and managers familiar with the process. Since its beginning, Civil Basics has been expanded so that it is offered to all court employees, not just those currently working with civil cases

**Superior Court of California, Los Angeles**

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**“COMMUNICATION ACCESS REALTIME TRANSLATION”**

CART service provides hard of hearing-impaired or late-deafened individuals with immediate access to court proceedings via realtime translation software provided by trained court reporters acting as interpreters. A CART provider/interpreter is not the official reporter or keeper of the record. Utilizing the latest in computer aided translation, CART providers/interpreters are able to translate their shorthand notes into English instantaneously as the actual words are spoken, thus allowing the deaf or hearing-impaired to participate in the legal system. CART service is a portable service, allowing it to be used in any location throughout the Court. The Los Angeles Superior Court CART protocol is the first program of its kind in the country. Since its development there have been requests from ten other Superior Courts in California for copies of the protocol developed in Los Angeles. There is also interest from the National Court Reporters Association and is the subject of an article in the *Journal of Court Reporters* to be published this summer.

**Superior Court of California, County of Los Angeles**

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Fax: (213) 687 - 8986

**“THE LOS ANGELES SUPERIOR COURT DIGITAL LIBRARY”**

The Digital Library of the Los Angeles Superior Court (LASC), developed by the LASC Planning and Research Unit (PRU), is a powerful collection of court-related resources, utilizing Internet technologies. The Digital Library (DL) allows judicial officers and court personnel access to an unprecedented range of documents and multimedia presentations. From easy-to-search libraries containing legal memoranda, legislation, local reference materials, and California published cases, to dramatic documentary pictorial histories of the early courts in Los Angeles, the Digital Library offers an extraordinary range of information and services, housed for the first time “under one roof”. Available on the Los Angeles County high-speed intranet, as well as on the World Wide Web, the Digital Library essentially organizes a wide field of disparate “libraries” and delivers them to the personal computers of the Los Angeles County judiciary. All of the resource materials are easily accessed through a custom-designed, intuitive user interface. With a quick, versatile search engine and a simple navigation design, the Digital Library has carved a truly unique niche in the Los Angeles County court system.

**Superior Court Of California, Los Angeles**

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Los Angeles, California 90012  
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Fax: (213) 633-0923

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**Superior Court Of California, Los Angeles**

Contact: Megan Orlando  
Superior Court Of California, Los Angeles  
Edmund D. Edelman Children's Court  
201 Centre Plaza Drive, Suite 3  
Monterey Park, California 91754  
Phone: (323) 526 - 6675  
Fax: (323) 415 - 0857

**“FAMILY LAW INFORMATION CENTER”**

The Family Law Information Centers are a state grant funded program designed to assist unrepresented litigants navigate the Los Angeles Superior Court system. Since its opening in July 27, 2000, the centers have assisted family law litigants by providing impartial and educational services regarding dissolutions, nullity separation, domestic violence, paternity and associated matters such as child support, and child custody and visitation. California State Senator Martha Escutia was responsible for authoring the legislation which extended funding for the project. Demand for the services provided through the center continues to grow and litigant reaction has been extremely positive.

**“OFFICE OF THE FAMILY LAW FACILITATOR”**

Initiated in 1998, the Office of the Family Law Facilitator provides services relating to child support, spousal support and health insurance at no cost to litigants. Funding for the program is granted through Title IV-D of the federal Social Security Act. Operating out of districts throughout Los Angeles county, the program assists many litigants who would otherwise navigate the court system without knowledgeable representation. Customer satisfaction is high among the many thousands of county residents who receive services through the program.

**“PARENTS BEYOND CONFLICT WORKSHOP”**

Parents Beyond Conflict is an educational intervention developed by Los Angeles County Dependency Mediation as a response to the needs of high conflict families involved in fighting over the custody of their children. The Program addresses these serious interpersonal and communication conflicts between the parents and caretakers, which are harmful to the emotional and psychological well being of their children. Hostility between parents and other caretakers harms children. Whether there has been a family law case due to ongoing parental conflict over custody of the children or there has been a child dependency/juvenile case due to conflict between parents and/or caretakers research evidence shows that the child (ran) suffer emotional harm due to these conflicts. The Program is a ten-hour educational/skill building series of classes offered to assist parents and other significant caretakers in reducing their interpersonal conflict and poor communications with one another over custody and prevent further harm to their children.

**Superior Court Of California, Los Angeles**

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**“REVISED PSYCHOTROPIC MEDICATION PROCEDURE”**

The Revised Psychotropic Medication Procedure establishes improved protocol for the administration of psychotropic medication used to control behavior in children. The guidelines behind this protocol are the result of an interdisciplinary committee which met to evaluate the medicating procedure already in place and any changes that needed to be made. Some of the primary benefits of the revised procedure are the increased vigilance over children receiving these medications, increased efficiency in the process for administering medications, and improved education of the judiciary in deciding the outcome of requests to administer psychotropic medications.

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### **Superior Court Of California, Los Angeles**

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### **“SARA BERMAN ADOPTION SATURDAYS”**

Sara Berman Adoption Saturdays (AS) addresses the issue of California's over-taxed foster care system by expediting adoption procedures for children awaiting finalization and the families who want to adopt them. Conceived by then Presiding Judge of the Juvenile Court, Michael Nash, the program was put into effect in April of 1998. Since then, AS has resulted in an unprecedented rate of adoption finalizations. Volunteer effort is key to the effective operation of AS. Members of the Los Angeles County Superior Court judiciary, public and private legal firms, advocacy groups and members of the public provide the human resources that make AS possible. Besides offering a one-stop approach to adoption, AS grants would-be parents access to quality legal service which they could not otherwise afford. Finally, AS offers a model of performance for all adoption “efforts.

### **Oakland County Circuit Court**

Contact: Diane Castle  
ADR/Caseflow Supervisor  
1200 N. Telegraph Road  
Pontiac, MI 48341  
Phone: (248) 858-8088  
Fax: (248) 858-9573

### **“INTENSIVE SETTLEMENT CONFERENCE PROGRAM”**

In the fourth quarter of 2000, Oakland County Circuit Court held an Intensive Settlement Conference Program. This was a nine-week settlement program utilizing three out-of-county judges as facilitators. Cases that did not settle were immediately set for trial. Over four hundred (400) cases were submitted, with an 80% success rate.

### **Superior Court of New Jersey**

Contact: Michele Bertran, Ombudsman  
Superior Court of New Jersey  
Essex County Courthouse  
50 West Market Street, Room 514  
Newark, New Jersey 07102  
Phone: (973) 693-5704  
Fax: (973) 693-5721

### **“OMBUDSMAN; INFORMATION AND COMMUNITY RELATIONS CENTER”**

The Essex Vicinage, of the Superior Court of New Jersey, in Newark has made a breakthrough with the ombudsman program. By consolidating public information and community relations with the complaint function of the ombudsman the vicinage has gained a remarkable synergy that is worthy of emulation. The combined program offers court users a single location for gaining access to the array of services now being offered by the Judiciary in the county