

Chapter 2

Butte: Self Help Assistance Regional Project (SHARP) Regional Self-Help Through Technology

PROGRAM SNAPSHOT MODEL TYPE: REGIONAL COLLABORATION MODEL

Hours:	<ul style="list-style-type: none">• Red Bluff: MWF 9 to 4 (21 hours per week)• Willows: T, Th, Fri 9 to 4 (21 hours per week)• Oroville: M-Th 9 to 4; Fri 9 to 12 (31 hours per week)• Chico: M, W 9 to 4, Fri 9 to 12 (17 hours per week)
Location:	<ul style="list-style-type: none">• Red Bluff, Tehama County: Court annex building (same block as courthouse)• Willows, Glenn County: At the courthouse• Oroville, Butte County: Court annex building (two miles from courthouse)• Chico, Butte County: Court annex building (next to courthouse)
Number of customers served:	Monthly Average (June 2003 – September 2003): 1,220. (approximately 50% served in person and 50% by telephone)
Number of staff (as of May 2004):	Managing attorney (.5 FTE) Paralegal (1.0 FTE) Three Office Assistants (1.25 FTE)
Number of volunteers:	Average 3 at any time
Case types served:	All areas of family law not covered by family law facilitator: dissolution, summary dissolution, motion for non child or spousal support. Guardianships including establishing, opposing, obtaining visitation in and alternatives to probate guardianship. Unlawful detainer (tenant and landlord), civil harassment, domestic violence restraining orders (petitions and responses), name changes, civil complaints and answers, change of venue motions, miscellaneous civil, small claims, collecting a judgment.
Types of services rendered	Procedural information, assistance filling out forms, explanation of court orders, referrals to additional legal assistance, development of self-help materials, training and assistance for community organizations.
Method(s) of service delivery:	One-on-one assistance by counter staff over the telephone; service to walk-in customers including forms packets, forms completion, workshop scheduling and providing additional materials; one-on-one assistance by legal staff via teleconferencing equipment; interpretation of assistance via teleconferencing equipment; teleconferenced workshops focused on forms completion.

