

# Santa Clara Site-Specific Factsheet

## Self-Help Center Location:

Santa Clara County Superior Court  
Family Justice Center Courthouse  
201 North First Street  
San Jose, CA 95113

## Transportation Options:

1. Public Transportation: There is a light rail station that is a 5 minute walk from the Courthouse (St. James Station).
2. Personal Vehicles: There is metered parking available around the Courthouse. There are also several parking lots in the area that charge around \$8 a day. (Members can be reimbursed either for their mileage\* or parking).

\* Mileage is calculated from the students' university to their service site unless the actual distance traveled is shorter.

## Shift Schedule:

1. *The Self Help Center is open for walk-in assistance Monday-Thursday. Most members will be scheduled on Mondays, Tuesdays, and Thursdays.*
  - a. AM Shift: 8:30am-12:30pm
  - b. PM Shift: 1:00pm-5:00pm (The Self-Help Center is closed to the public Friday afternoons)

## Legal Areas of Focus:

1. Self Help Center/Family Law Facilitator's Office
  - a. Family Law (95%): Divorce, Parentage, Child Custody and Visitation, Child and Spousal Support
  - b. Civil Law (5%): Guardianship, Conservatorship, Name Changes, Evictions
2. Restraining Order Help Center
  - a. Domestic Violence, Civil Harassment and Elder Abuse

## Service Model:

Walk-in services are provided on a first-come, first-serve basis. Depending on their issue and whether they qualify for our services, customers will receive assistance through a workshop or on a one-on-one basis.

**Staffing:** *One Supervising Attorney, nine Staff Attorneys and four Court Specialists.* Two staff attorneys work the most closely with members and serve as their supervisors.

## JusticeCorps Placements:

One JusticeCorps Fellow and approximately 10 Student-JusticeCorps Members. Most of the JusticeCorps Members are assigned to Workshops and One-on-One Assistance. Per attorney discretion, it is possible that one JusticeCorps Member may be placed in Civil Law assistance and one JusticeCorps Member may be placed at the Restraining Order Help Center, depending on the needs of the Self Help Center.

## What do daily activities look like for members?

1. Workshops: *JusticeCorps Members assist with the running of a Starting a Divorce Workshop (every Monday, Tuesday, Thursday morning) and a Starting a Parentage Case Workshop (every Monday, Tuesday, and Thursday afternoon).* This involves doing an informational presentation for the customers, answering questions as customers work on an online form program, and reviewing customers' forms with them for accuracy and clarity.
2. One-on-One Assistance: JusticeCorps Members assist customers individually during the morning session (beginning at 8:30am) or the afternoon session (beginning at 1:00pm), answering questions for customers as they are working on their forms. JusticeCorps Members help customers with requests for orders on various issues, including but not limited to modifying custody, visitation, or support orders.

**Contact with JusticeCorps Program Staff:**

Since program staff are located in Hayward, program staff are available via phone or email.