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JUNE 7, 2018](#)

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Brian J. Stiger
Director

**COUNTY OF LOS ANGELES
DEPARTMENT OF
CONSUMER AND BUSINESS AFFAIRS**

"To Enrich Lives Through Effective and Caring Service"

Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Don Knabe
Michael D. Antonovich

August 2, 2016

TO: Supervisor Hilda Solis, Chair
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Brian J. Stiger
Director, Consumer and Business Affairs

**DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS NOTIFICATION OF
CONTRACT EXTENSION WITH NEIGHBORHOOD LEGAL SERVICES FOR
OPERATION OF LOS ANGELES SUPERIOR COURT SELF-HELP LEGAL ACCESS
CENTERS (AGN. 13 AUGUST 9, 2011)**

This memorandum is to inform you that the Department of Consumer and Business Affairs (DCBA) is exercising its delegated authority to enter into a one-month contract extension with Neighborhood Legal Services for continued operation of Los Angeles Superior Court's Self-Help Legal Access Centers (SHLACs). Pursuant to your Board's approval, DCBA has delegated authority to enter into six, one-month contract extensions.

DCBA is exercising this delegated authority to complete contract negotiations to continue operating the SHLACs. The one month extension will begin on September 1, 2016 through September 30, 2016. We will seek your Board's approval to enter into the new contract once negotiations are complete.

Should you have any questions, please contact me at (213) 974-9750.

BJS:ct

C: Chief Executive Officer
Executive Officer, Clerk of the Board



Brian J. Stiger
Director

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Don Knabe
Michael D. Antonovich

"To Enrich Lives Through Effective and Caring Service"

DATE: October 4, 2016

TO: Supervisor Hilda L. Solis, Chair
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: 
Brian J. Stiger
Director, Consumer and Business Affairs

QUARTERLY WORKLOAD REPORTS FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016)

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received and consumers served by location. This first report covers the months of May, June, and July of 2016.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of August, September, and October 2016.

If you have any questions or need additional information, please contact me at your earliest convenience.

Attachments

Self-Help Legal Access Center (SHLAC)
Quarterly Workload Reports for May 2016

TOTAL NUMBER CONSUMERS SERVED:	2059	1532	210	1241	1542	1401	470	570	1211
MAY 2016	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	65	85	0	13	24	48	0	8	17
Civil Harassment Response	3	2	0	0	7	0	0	0	3
Consumer Action Workshop	0	0	0	0	2	27	0	0	0
Divorce: Default Setting/Request	82	66	4	46	36	54	2	36	76
Divorce: Default Workshop	0	0	0	0	5	0	0	0	0
Divorce: Disclosures/Workshops	0	3	0	0	8	0	28	6	0
Divorce: Divorce Judgment Workshop	1	7	1	55	0	0	36	9	3
Divorce: Divorce 1 (Non Workshop)	421	363	45	284	105	257	59	140	69
Divorce: Judgment (Non Workshop)	156	152	1	81	133	102	3	44	57
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	17	16	0	46	1	19	0	6	8
Divorce: Order After Hearing	0	3	0	9	6	1	0	0	4
Divorce: Order to Show Cause Initial	2	7	0	9	12	12	0	4	22
Divorce: Order to Show Cause Modification	200	55	1	46	27	60	10	39	9
Divorce: Request for Trial Set	21	22	0	15	28	49	6	13	22
Divorce: Response to Order to Show Cause	4	8	0	7	8	7	0	4	4
Divorce: Response	38	41	1	37	27	45	0	20	17
Divorce: Summary Dissolution	16	0	0	4	0	15	0	5	1
Divorce: Workshop 1	0	0	0	0	198	1	18	17	154
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	2	2	0	0	0	1	0	0	0
Domestic Violence - P How to Packet	0	9	0	0	0	0	0	0	45
Domestic Violence - P Individual Assistance	195	6	0	97	0	201	3	0	23
Domestic Violence Clinic - P	8	2	0	0	0	0	0	0	0
Domestic Violence Clinic - R How to Packet	1	39	0	3	0	4	0	0	14
Non-Family: Answer to Unlawful Detainer	231	155	48	132	285	17	229	6	47
Non-Family: Civil Complaint - Contract	19	1	11	10	59	25	11	13	1
Non-Family: Civil Complaint Property	0	1	2	2	1	2	1	1	0
Non-Family: Civil Harassment Temporary Restraining Order	82	24	43	58	111	83	5	28	29
Non-Family: Claimed Exemption	8	1	1	2	11	23	1	2	1
Non-Family: Expungment	7	24	19	37	3	4	1	4	0
Non-Family: Starting an Unlawful Detainer	18	34	14	19	20	9	32	9	42
Other - (Services not related to SHLAC - Referred Out)	58	44	2	0	15	0	0	1	265
Other Family Law: Guardianship/Conservatorship	30	11	3	38	33	8	0	1	0
Other Family Law: Name Change Adult	29	8	1	14	8	2	1	11	13
Other Family Law: Name Change Child	7	10	0	6	1	1	1	0	7
Paternity: Default Workshop	0	1	0	0	13	0	0	0	0
Paternity: (Non Workshop)	144	256	11	156	83	138	18	88	94
Paternity: Default Setting	22	10	1	0	0	14	0	3	4
Paternity: Judgment Workshop	25	0	0	3	7	1	0	5	21
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	15	17	0	15	0	4	0	0	5
Paternity: Order After Hearing	0	2	0	4	1	0	0	0	15
Paternity: Order to Show Cause Initial	11	6	0	8	59	43	4	3	131
Paternity: Order to Show Cause Modification	80	34	0	71	83	55	0	31	35
Paternity: Request for Trial Setting	9	17	0	12	18	33	0	8	12
Paternity: Request for Order Workshop	0	0	0	0	1	0	0	0	0
Paternity: Response to Order to Show Cause	8	8	0	6	20	10	0	3	17
Paternity: Response	20	39	1	19	34	26	0	9	11
Paternity Workshop 1	47	1	0	0	113	0	0	0	13
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	20	0	0	1	0
TOTAL	2102	1592	210	1364	1626	1401	469	578	1311

Note:

VN - Van Nuys (District 3)
PO - Pomona (District 1)
IW - Inglewood (District 2)

AV - Antelope Valley (District 5)
LB - Long Beach (District 4)
CH - Chatsworth (District 5)

SM - Santa Monica (District 3)
TO - Torrance (District 4)
CO - Compton (District 2)

Self-Help Legal Access Center (SHLAC)

Quarterly Workload Reports for June 2016

TOTAL NUMBER CONSUMERS SERVED:	2573	1741	270	1260	1609	1463	485	890	1343
JUNE 2016	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	66	75	3	9	32	59	0	20	16
Civil Harassment Response	5	5	0	0	7	0	0	2	4
Consumer Action Workshop	1	0	0	0	0	22	0	0	0
Divorce: Default Setting/Request	98	49	7	42	31	63	4	22	53
Divorce: Default Workshop	0	0	1	0	8	0	0	11	1
Divorce: Disclosures/Workshops	2	8	0	0	0	2	39	16	4
Divorce: Divorce Judgment Workshop	12	2	0	61	4	6	30	10	21
Divorce: Divorce 1 (Non Workshop)	516	382	40	311	95	286	56	124	49
Divorce: Judgment (Non Workshop)	191	140	1	50	111	83	3	44	25
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	21	19	0	33	0	20	0	8	7
Divorce: Order After Hearing	4	3	0	9	2	0	0	3	7
Divorce: Order to Show Cause Initial	5	8	0	3	13	4	0	5	20
Divorce: Order to Show Cause Modification	233	69	0	43	41	79	8	45	19
Divorce: Request for Trial Set	40	19	0	15	30	44	2	14	21
Divorce: Response to Order to Show Cause	5	7	0	9	8	6	0	5	7
Divorce: Response	74	51	2	48	36	47	3	16	61
Divorce: Summary Dissolution	32	1	0	2	2	14	0	2	2
Divorce: Workshop 1	5	3	0	0	200	23	22	137	162
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	1	0	0	0	1
Domestic Violence - P How to Packet	1	8	0	3	0	1	0	0	35
Domestic Violence - P Individual Assistance	248	32	0	99	0	203	0	0	45
Domestic Violence Clinic - P	4	2	0	0	0	1	0	0	0
Domestic Violence Clinic - R How to Packet	7	64	0	10	0	1	0	0	15
Non-Family: Answer to Unlawful Detainer	285	204	59	136	321	19	214	8	31
Non-Family: Civil Complaint - Contract	35	2	10	8	44	13	16	4	0
Non-Family: Civil Complaint Property	1	2	0	6	0	2	0	0	0
Non-Family: Civil Harassment Temporary Restraining Order	99	29	78	56	111	112	18	29	30
Non-Family: Claimed Exemption	8	6	13	6	12	30	2	2	0
Non-Family: Expungment	4	11	13	9	7	1	0	1	0
Non-Family: Starting an Unlawful Detainer	29	18	28	14	14	7	38	17	48
Other - (Services not related to SHLAC - Referred Out)	52	44	1	2	17	7	0	6	288
Other Family Law: Guardianship/Conservatorship	32	10	1	40	36	12	1	3	1
Other Family Law: Name Change Adult	17	9	1	8	3	1	2	3	14
Other Family Law: Name Change Child	5	5	1	9	4	0	2	1	6
Paternity: Default Workshop	0	0	0	0	8	0	0	1	0
Paternity: (Non Workshop)	175	287	13	160	111	178	14	147	37
Paternity: Default Setting	24	21	0	3	4	24	0	1	4
Paternity: Judgment Workshop	10	3	0	5	17	1	0	5	4
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	11	16	0	17	0	10	0	0	5
Paternity: Order After Hearing	2	3	0	0	0	0	0	2	18
Paternity: Order to Show Cause Initial	12	7	2	11	62	34	0	3	41
Paternity: Order to Show Cause Modification	132	63	0	95	59	49	0	24	36
Paternity: Request for Trial Setting	22	28	0	12	30	33	0	8	18
Paternity: Request for Order Workshop	0	0	0	0	2	0	0	1	0
Paternity: Response to Order to Show Cause	4	9	1	3	14	11	0	5	13
Paternity: Response	34	43	0	26	50	35	0	25	12
Paternity Workshop 1	121	2	0	1	111	13	0	0	129
Unlawful Detainer Trial Prep Workshop	0	0	0	0	2	0	0	1	0
Unlawful Detainer Workshop	0	0	0	0	15	0	0	2	0
TOTAL	2684	1769	275	1374	1675	1556	474	783	1310

Note:

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 CH - Chula Vista (District 3)
 SM - Santa Monica (District 3)
 TO - Torrance (District 4)
 CO - Compton (District 2)

Self-Help Legal Access Center (SHLAC)

Quarterly Workload Reports for July 2016

TOTAL NUMBER CONSUMERS SERVED:

1481

1658

265

1818

1388

1194

550

566

1207

JULY 2016	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	45	52	1	38	39	33	2	2	13
Civil Harassment Response	1	3	0	0	6	2	7	1	4
Consumer Action Workshop	0	0	0	0	0	20	0	0	0
Divorce: Default Setting/Request	40	55	5	75	33	87	6	18	42
Divorce: Default Workshop	0	1	0	0	4	0	0	3	0
Divorce: Disclosures/Workshops	3	6	0	0	8	2	25	1	1
Divorce: Divorce Judgment Workshop	4	10	0	62	7	31	47	1	3
Divorce: Divorce 1 (Non Workshop)	258	386	32	398	96	200	30	109	48
Divorce: Judgment (Non Workshop)	100	151	0	61	112	47	2	41	13
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	25	14	0	33	0	17	1	3	5
Divorce: Order After Hearing	0	6	0	8	1	4	0	0	0
Divorce: Order to Show Cause Initial	0	9	0	4	12	3	0	0	15
Divorce: Order to Show Cause Modification	81	63	0	128	36	43	4	6	5
Divorce: Request for Trial Set	43	18	0	29	19	39	0	15	16
Divorce: Response to Order to Show Cause	3	8	0	9	7	7	0	3	3
Divorce: Response	49	47	2	38	34	30	6	13	28
Divorce: Summary Dissolution	5	1	0	13	2	11	0	2	0
Divorce: Workshop 1	1	1	0	0	174	0	41	41	118
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence H/P Workshop	0	0	0	1	0	0	0	0	0
Domestic Violence - P How to Packet	0	19	0	6	0	1	0	1	6
Domestic Violence - P Individual Assistance	161	49	0	148	2	196	2	0	61
Domestic Violence Clinic - P	15	4	0	0	0	3	0	1	1
Domestic Violence Clinic - R How to Packet	2	39	0	13	2	11	1	1	14
Non-Family: Answer to Unlawful Detainer	154	127	75	142	316	13	247	12	29
Non-Family: Civil Complaint - Contract	1	2	9	38	39	26	12	8	1
Non-Family: Civil Complaint Property	0	0	1	2	1	4	0	0	0
Non-Family: Civil Harassment Temporary Restraining Order	71	39	69	64	115	74	15	30	52
Non-Family: Claimed Exemption	6	3	7	14	7	19	2	2	0
Non-Family: Expungment	5	9	18	25	2	0	1	1	0
Non-Family: Starting an Unlawful Detainer	12	27	22	18	12	6	33	4	49
Other - (Services not related to SHLAC - Referred Out)	50	37	0	31	33	1	0	10	386
Other Family Law: Guardianship/Conservatorship	14	6	1	75	15	5	1	3	0
Other Family Law: Name Change Adult	5	7	0	19	7	4	2	1	6
Other Family Law: Name Change Child	11	1	0	13	3	3	0	2	12
Paternity: Default Workshop	0	0	0	0	12	0	0	0	0
Paternity: (Non Workshop)	102	245	18	314	75	187	27	110	34
Paternity: Default Setting	15	13	0	11	15	21	1	1	8
Paternity: Judgment Workshop	3	2	0	15	18	1	0	1	2
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	8	13	0	15	0	1	1	1	4
Paternity: Order After Hearing	1	9	0	3	0	2	1	1	11
Paternity: Order to Show Cause Initial	8	17	1	11	26	17	1	3	42
Paternity: Order to Show Cause Modification	136	46	2	65	49	49	1	17	27
Paternity: Request for Trial Setting	10	15	1	21	12	25	0	2	7
Paternity: Request for Order Workshop	0	0	0	0	1	1	0	0	0
Paternity: Response to Order to Show Cause	3	8	1	10	10	14	2	2	5
Paternity: Response	22	32	0	32	25	29	2	6	10
Paternity Workshop 1	91	5	0	0	47	1	0	1	91
Unlawful Detainer Trial Prep Workshop	0	0	0	0	2	0	0	0	0
Unlawful Detainer Workshop	2	0	0	0	3	0	0	0	0
TOTAL	1566	1605	265	2002	1439	1290	523	480	1172

Note:

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SM - Santa Monica (District 3)

TO - Torrance (District 4)

CO - Compton (District 2)



Brian J. Stiger
Director

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

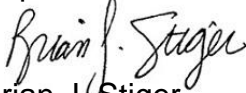
Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Don Knabe
Michael D. Antonovich

"To Enrich Lives Through Effective and Caring Service"

DATE: December 1, 2016

TO: Supervisor Hilda L. Solis, Chair
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: 
Brian J. Stiger
Director, Consumer and Business Affairs

QUARTERLY WORKLOAD REPORTS FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016)

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received and consumers served by location. This second report covers the months of August, September and October of 2016.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of November and December of 2016, and January 2017.

If you have any questions or need additional information, please contact me at your earliest convenience.

Attachments

K:\ExecutiveServices\Director Files\Director 2016\SHLAC Quarterly Report No. 2.docx

Consumer Services
500 W. Temple Street, Room B-96 • Los Angeles, CA 90012-2706
Telephone (800) 593-8222 • (213) 974-1452
Fax (213) 687-1137 • Website: dca.lacounty.gov

Small Business Assistance
133 North Sunol Drive, Los Angeles, CA 90063
Telephone (323) 881-3964
Fax (323) 4158521 • Website: osb.lacounty.gov

Self-Help Legal Access Center (SHLAC)
Quarterly Workload Reports for August 2016

TOTAL NUMBER CONSUMERS SERVED:	1928	1852	297	2216	1463	1644	618	818	1440
AUGUST 2016	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	53	83	0	58	30	52	1	7	19
Civil Harassment Response	2	1	1	1	14	4	1	3	3
Consumer Action Workshop	12	0	0	0	1	20	0	0	0
Divorce: Default Setting/Request	85	65	0	64	46	75	1	18	56
Divorce: Default Workshop	0	0	0	0	0	0	0	11	0
Divorce: Disclosures/Workshops	0	8	0	0	5	0	34	3	8
Divorce: Divorce Judgment Workshop	8	9	0	92	16	10	42	20	9
Divorce: Divorce 1 (Non Workshop)	293	414	49	489	130	285	24	107	47
Divorce: Judgment (Non Workshop)	161	168	0	68	76	118	1	70	34
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	16	26	0	45	1	22	0	4	3
Divorce: Order After Hearing	0	1	0	9	2	2	0	0	2
Divorce: Order to Show Cause Initial	2	5	1	6	9	11	3	2	5
Divorce: Order to Show Cause Modification	106	87	0	122	39	62	16	31	8
Divorce: Request for Trial Set	43	16	0	30	22	42	5	9	28
Divorce: Response to Order to Show Cause	5	8	0	7	9	8	0	7	3
Divorce: Response	43	62	4	44	38	45	1	26	18
Divorce: Summary Dissolution	16	3	0	22	0	10	0	2	2
Divorce: Workshop 1	0	2	0	0	94	0	67	90	203
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	1	0	2	0	1	0	0	0
Domestic Violence - P How to Packet	0	20	0	14	0	2	0	0	33
Domestic Violence - P Individual Assistance	213	31	0	185	1	245	0	0	37
Domestic Violence Clinic - P	12	0	0	1	1	2	0	0	3
Domestic Violence Clinic - R How to Packet	3	67	0	10	1	4	2	0	34
Non-Family: Answer to Unlawful Detainer	210	192	78	226	365	27	279	19	52
Non-Family: Civil Complaint - Contract	2	3	10	43	48	46	16	8	3
Non-Family: Civil Complaint Property	1	2	1	0	2	4	1	0	1
Non-Family: Civil Harassment Temporary Restraining Order	61	27	70	90	149	90	21	34	30
Non-Family: Claimed Exemption	7	6	7	6	5	21	0	1	1
Non-Family: Expungment	4	13	23	40	8	2	0	5	1
Non-Family: Starting an Unlawful Detainer	22	27	19	30	19	12	45	14	32
Other - (Services not related to SHLAC - Referred Out)	59	55	2	25	31	3	0	33	390
Other Family Law: Guardianship/Conservatorship	41	6	0	85	35	6	2	4	3
Other Family Law: Name Change Adult	13	11	2	32	11	4	2	3	11
Other Family Law: Name Change Child	16	7	1	13	4	4	2	1	14
Paternity: Default Workshop	1	0	0	0	11	0	0	1	0
Paternity: (Non Workshop)	142	297	26	314	113	225	22	160	59
Paternity: Default Setting	20	12	0	36	8	26	0	5	10
Paternity: Judgment Workshop	0	0	0	14	6	1	5	4	1
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	14	24	0	16	1	14	0	6	5
Paternity: Order After Hearing	1	4	0	0	3	3	0	2	10
Paternity: Order to Show Cause Initial	12	10	1	25	41	35	0	38	68
Paternity: Order to Show Cause Modification	164	58	0	73	66	70	0	0	112
Paternity: Request for Trial Setting	19	19	1	23	12	28	0	21	22
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	1
Paternity: Response to Order to Show Cause	6	8	0	25	25	26	0	6	7
Paternity: Response	22	30	0	33	29	25	1	12	10
Paternity Workshop 1	95	0	0	0	68	1	0	0	147
Unlawful Detainer Trial Prep Workshop	0	0	0	0	1	0	0	2	0
Unlawful Detainer Workshop	0	0	0	0	5	1	0	13	0
TOTAL	2005	1888	296	2418	1601	1694	594	802	1545

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Self-Help Legal Access Center (SHLAC)
Quarterly Workload Reports for September 2016

TOTAL NUMBER CONSUMERS SERVED:	1859	1498	228	1760	1603	1162	533	684	1289
SEPTEMBER 2016	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	72	59	0	29	29	49	1	9	43
Civil Harassment Response	4	1	0	0	9	6	1	6	1
Consumer Action Workshop	2	0	0	0	0	13	0	0	0
Divorce: Default Setting/Request	95	50	1	67	40	51	2	10	54
Divorce: Default Workshop	0	0	0	0	0	0	1	10	0
Divorce: Disclosures/Workshops	4	4	0	0	1	1	40	12	1
Divorce: Divorce Judgment Workshop	9	10	0	75	21	6	32	17	13
Divorce: Divorce 1 (Non Workshop)	300	308	37	478	149	244	23	126	61
Divorce: Judgment (Non Workshop)	167	187	1	32	77	91	0	41	19
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	34	16	0	39	1	12	0	2	5
Divorce: Order After Hearing	0	2	0	3	2	6	0	1	3
Divorce: Order to Show Cause Initial	12	5	0	3	10	8	1	1	10
Divorce: Order to Show Cause Modification	98	41	0	75	33	50	12	26	34
Divorce: Request for Trial Set	39	16	0	22	39	41	3	12	22
Divorce: Response to Order to Show Cause	7	8	0	4	6	16	0	2	2
Divorce: Response	54	38	1	33	44	39	4	22	21
Divorce: Summary Dissolution	25	2	0	5	0	5	0	6	2
Divorce: Workshop 1	6	1	0	0	116	0	59	61	187
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	0	0	0	2
Domestic Violence - P How to Packet	0	10	0	40	0	0	0	3	12
Domestic Violence - P Individual Assistance	176	15	0	118	6	145	1	2	34
Domestic Violence Clinic - P	13	1	0	0	1	0	0	0	1
Domestic Violence Clinic - R How to Packet	2	69	0	6	1	0	0	0	16
Non-Family: Answer to Unlawful Detainer	218	123	60	198	495	8	244	16	26
Non-Family: Civil Complaint - Contract	1	3	5	56	41	26	21	9	0
Non-Family: Civil Complaint Property	1	0	0	0	3	2	1	0	0
Non-Family: Civil Harassment Temporary Restraining Order	85	14	60	45	122	67	14	39	40
Non-Family: Claimed Exemption	8	2	9	3	6	22	0	3	1
Non-Family: Expungment	0	4	18	19	5	0	0	3	1
Non-Family: Starting an Unlawful Detainer	20	32	9	19	14	9	33	12	49
Other - (Services not related to SHLAC - Referred Out)	52	43	1	2	44	2	3	53	302
Other Family Law: Guardianship/Conservatorship	20	6	3	69	69	5	0	2	2
Other Family Law: Name Change Adult	22	10	0	18	4	5	2	3	9
Other Family Law: Name Change Child	14	6	0	9	9	3	0	2	6
Paternity: Default Workshop	0	0	0	0	1	0	0	1	0
Paternity: (Non Workshop)	107	260	17	275	90	121	18	118	31
Paternity: Default Setting	27	13	0	15	14	16	0	3	9
Paternity: Judgment Workshop	0	1	1	10	11	0	0	2	1
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	19	14	0	19	1	17	0	1	6
Paternity: Order After Hearing	1	1	0	2	3	7	0	2	5
Paternity: Order to Show Cause Initial	48	3	1	21	44	14	1	3	25
Paternity: Order to Show Cause Modification	144	56	0	64	55	56	2	9	111
Paternity: Request for Trial Setting	12	14	0	14	13	21	1	6	16
Paternity: Request for Order Workshop	0	0	0	0	2	0	1	0	0
Paternity: Response to Order to Show Cause	12	9	0	4	11	13	0	0	3
Paternity: Response	24	42	2	22	36	15	1	11	10
Paternity Workshop 1	42	1	0	0	94	6	0	2	161
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	4	16	0
TOTAL	1996	1500	226	1913	1772	1218	526	685	1357

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Self-Help Legal Access Center (SHLAC)
Quarterly Workload Reports for October 2016

TOTAL NUMBER CONSUMERS SERVED:	2271	1533	197	1692	1711	1308	530	781	1243
OCTOBER 2016	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	108	50	0	34	37	41	0	7	36
Civil Harassment Response	6	1	0	2	10	9	1	4	4
Consumer Action Workshop	0	0	0	0	0	29	0	1	0
Divorce: Default Setting/Request	93	61	3	64	25	69	0	24	38
Divorce: Default Workshop	0	0	0	0	0	0	0	7	0
Divorce: Disclosures/Workshops	0	0	0	1	1	1	31	2	1
Divorce: Divorce Judgment Workshop	6	5	0	105	6	9	49	10	16
Divorce: Divorce 1 (Non Workshop)	245	354	18	483	161	257	38	162	45
Divorce: Judgment (Non Workshop)	170	184	1	14	128	91	1	52	19
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	50	22	0	46	0	14	0	1	6
Divorce: Order After Hearing	1	2	0	13	2	4	0	3	5
Divorce: Order to Show Cause Initial	10	9	0	0	10	16	0	5	29
Divorce: Order to Show Cause Modification	78	70	0	48	34	66	9	24	26
Divorce: Request for Trial Set	63	27	0	30	18	26	1	10	20
Divorce: Response to Order to Show Cause	4	7	0	2	7	7	0	1	3
Divorce: Response	67	47	1	24	40	35	5	23	14
Divorce: Summary Dissolution	42	1	0	7	1	9	0	3	0
Divorce: Workshop 1	132	0	0	1	174	0	37	56	121
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	1	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	0	30	0	74	0	1	0	0	13
Domestic Violence - P Individual Assistance	227	45	0	47	2	211	0	0	57
Domestic Violence Clinic - P	12	0	0	0	0	0	0	0	1
Domestic Violence Clinic - R How to Packet	2	31	0	2	1	0	0	1	6
Non-Family: Answer to Unlawful Detainer	284	155	62	206	453	8	223	36	33
Non-Family: Civil Complaint - Contract	0	0	5	54	38	29	14	13	1
Non-Family: Civil Complaint Property	0	0	1	0	1	2	0	6	0
Non-Family: Civil Harassment Temporary Restraining Order	97	30	45	32	120	71	9	45	51
Non-Family: Claimed Exemption	10	4	13	3	8	23	2	0	1
Non-Family: Expungment	0	3	12	30	3	0	1	5	1
Non-Family: Starting an Unlawful Detainer	14	19	16	15	25	8	18	17	34
Other - (Services not related to SHLAC - Referred Out)	79	34	0	0	52	2	46	5	368
Other Family Law: Guardianship/Conservatorship	43	9	1	43	49	8	0	3	1
Other Family Law: Name Change Adult	21	13	2	22	11	3	0	3	11
Other Family Law: Name Change Child	18	1	0	12	4	1	0	0	11
Paternity: Default Workshop	0	0	0	0	95	0	0	1	0
Paternity: (Non Workshop)	111	229	7	218	0	122	18	159	30
Paternity: Default Setting	13	17	1	11	9	12	2	15	8
Paternity: Judgment Workshop	4	1	0	12	16	3	2	4	1
Paternity: Judgment (Non Workshop)	33	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	0	17	0	12	0	8	0	2	3
Paternity: Order After Hearing	0	1	0	2	0	6	0	3	3
Paternity: Order to Show Cause Initial	26	8	2	33	45	20	2	3	19
Paternity: Order to Show Cause Modification	160	44	0	61	90	46	1	38	81
Paternity: Request for Trial Setting	35	13	0	12	11	36	0	6	16
Paternity: Request for Order Workshop	0	0	0	0	1	0	0	3	0
Paternity: Response to Order to Show Cause	19	10	1	11	12	10	0	0	5
Paternity: Response	39	29	2	17	29	17	1	15	8
Paternity Workshop 1	96	2	0	0	97	11	0	2	112
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	1	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	3	0
TOTAL	2419	1585	193	1803	1826	1342	511	783	1258

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Brian J. Stiger
Director

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

"To Enrich Lives Through Effective and Caring Service"

February 24, 2017

TO: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Hilda Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Brian J. Stiger
Director, Consumer and Business Affairs

CONSULTANT REPORT WITH RECOMMENDATIONS TO EVALUATE CURRENT AND FUTURE NEEDS OF SELF-HELP LEGAL ACCESS CENTERS (SHLAC) (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #06877; ONE-TIME REPORT FOR CONSULTANT REPORT WITH RECOMMENDATIONS FOR SHLAC PROGRAM]

On May 3, 2016, your Board adopted a motion by Supervisor Ridley-Thomas that instructed the Director of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC) that includes the number and types of cases received and consumers served by location; contract with a consultant to evaluate the current and future needs of self-represented litigants, and provide the findings in a written report back to the Board including, among other things, recommendations on improvements that can be made to the SHLAC program to maximize efficacy; and provide a written report back to the Board 60 days after the consultant's report with recommendations on how the consultant's findings can be adopted and implemented in the SHLAC program going forward.

Two (2) quarterly reports have been submitted with the most recent report submitted on December 1, 2016. These reports include the number and types of cases received and consumers served by location. The County of Los Angeles (County) currently contracts with Neighborhood Legal Services of Los Angeles to provide assistance to persons handling their cases in Los Angeles Superior Court (Court) without legal representation. These services are provided in nine regional SHLACs located throughout the County.

DCBA retained a consultant, Greacen Associate, LLC to gather and analyze relevant data, conduct observations and interviews, and address five questions. Attached, for your review, please find the consultants evaluation and report. To facilitate the presentation of the report, the above questions and recommendations are as follows:

1) What is the need for self-help services now, and what is the future expected demand for services, for the SHLAC program?

Recommendation:

The data does not support an increase in the resources devoted to the SHLAC program. While there is no doubt that some of the SHLACs are very busy, relevant court filings have fallen, not risen, in recent years and there is no indication that they will trend upwards in the near future barring a significant change in the economy

2) At which courthouses should the County provide self-help services?

Recommendation:

- Los Angeles County should place SHLACs only in courthouses where family cases are heard. The County should not attempt to keep up with the Court's expansion of its hubs for other case types. One result of this recommendation would be the closing of the Inglewood SHLAC and the transfer of its resources to Compton.

3) How should County self-help services interface with the court, court self-help programs, and court self-help systems operating in Los Angeles County?

Recommendations:

- The SHLAC program should explicitly acknowledge that it functions as a full partner with the Court in providing self-help services in its centers.
- The SHLAC programs should take maximum advantage of, and not attempt to duplicate, the Court's automation capabilities.
- SHLAC leadership should work with local court leaders to expand the number of courthouses in which Family Law Facilitators, domestic violence advocates and SHLAC personnel are co-located and function effectively as members of the same team.
- SHLAC programs should be supported from County general funds.

4) Based on a review of current literature, what if any changes should be made to the way SHLAC delivers self-help services?

- a. What role should technology play?
- b. What service delivery model would provide the most efficient and effective services to litigants?
- c. Which types of services should be provided?

Recommendations:

- The County should provide additional funding sufficient to create a call center with at least five full-time staff persons to experiment with ways in which to deliver self-help services remotely.
- SHLAC programs should use the introduction of the Guide & File document assembly interviews as the point in time to convert altogether from paper to electronic documents.
- The County should negotiate with the Court an understanding that program attorneys can remotely supervise another SHLAC program when the regular program attorney is absent from the office.
- The County should require SHLAC program attorneys to delegate the task of proofreading completed forms to another SHLAC staff member, remaining available for consultation on unusual and complex matters.
- The County should consult its own legal counsel and consider the advisability and return on investment of assigning the function of assisting crime victims with collecting on civil judgments arising from restitution orders to the SHLAC programs.
- The County should also explore alternative approaches such as having the District Attorney's victims of crime program perform this role or having this function performed by the County's Small Claims Advisor Program.
- Assisting persons with expungements appears to be an appropriate and cost-effective role for SHLAC programs to perform.

5) What terms should be included in a Request for Proposals (RFP) to procure the needed self-help services?

Recommendation:

Greacen Associates will assist the Department of Consumer and Business Affairs in preparing a Request for Proposals to procure the needed self-help services when the Los Angeles County Board of Supervisors has had an opportunity to review and act on the recommendations of this report.

Next Steps

DCBA will evaluate the consultant's report and work with each Board office to provide a written report with recommendations on how the consultant's findings can be adopted and implemented in a new scope of services for SHLAC agreements going forward.

Should you have any questions or need additional information, please contact me at your earliest convenience at (213) 974-9750 or via e-mail bstiger@dcba.lacounty.gov.

BJS: jaa

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel

Attachment: Improving the Los Angeles County Self-Help Legal Access Centers (SHLAC) Program

Improving the Los Angeles County Self-Help Legal Access Centers (SHLAC) Program

A Report to

**The Los Angeles County Department of
Consumer and Business Affairs**

Prepared by

**John M. Greacen
Greacen Associates, LLC**

January 30, 2017

In November 2016, the County of Los Angeles entered into a short term contract with Greacen Associates for an “evaluation of current and future needs of self-represented litigants and improvements that can be made to the Self-Help Legal Access Centers (SHLAC) Program to maximize efficacy.”

The contract calls upon Greacen Associates to “gather and analyze relevant data, conduct observations and interviews, to study and address five questions.” Those questions – reordered and slightly restated to facilitate the presentation of this report – are:

- 1) What is the need for self-help services now, and what is the future expected demand for services for the SHLAC program?
- 2) At which courthouses should the County provide self-help services?
- 3) How should County self-help services interface with the court, court self-help programs, and court self-help systems operating in Los Angeles County?
- 4) Based on a review of current literature, what if any changes should be made to the way SHLAC delivers self-help services?
 - a. What role should technology play?
 - b. What service delivery model would provide the most efficient and effective services to litigants?
 - c. Which types of services should be provided?
- 5) What terms should be included in a Request for Proposals to procure the needed self-help services?

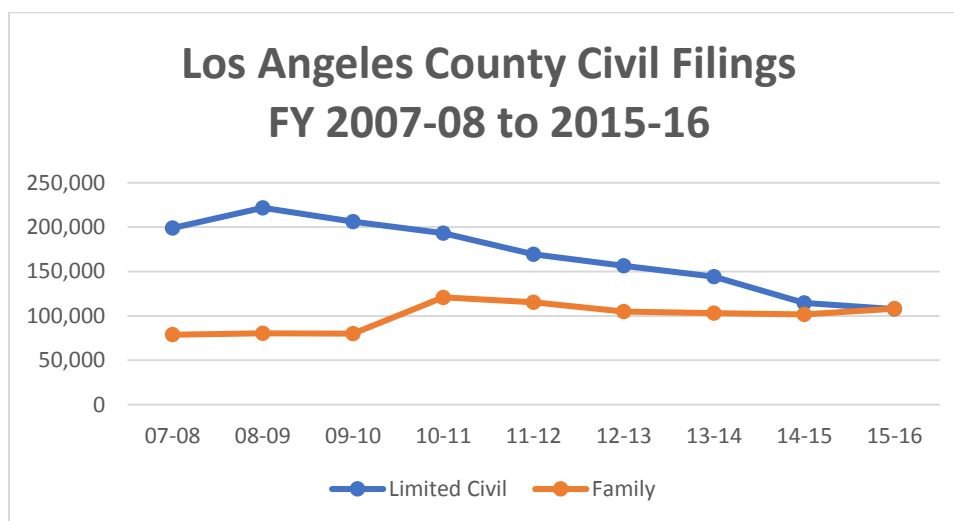
This report is based upon observations in all nine of the County’s current SHLAC programs, interviews with the lead attorneys at each site, interviews with the supervising attorneys for Neighborhood Legal Services of Los Angeles (NLSLA) and Legal Aid Foundation of Los Angeles (LAFLA), interviews with the Executive Director of NLSLA, interviews with the Presiding Judge, Assistant Presiding Judge, and Chief Executive Officer of the Superior Court for Los Angeles County, and with senior members of the CEO’s staff, observation of the Self-Help Center in the Stanley Mosk Courthouse operated by the Superior Court and interviews with the court’s Director of Self-Help Services, and interviews with the leadership of the County Department of Consumer and Business Affairs.

The report is also informed by the findings and recommendations of Greacen Associates’ November 29, 2012 report “Evaluation of Five Los Angeles County Self-Help Centers” and the experience obtained in gathering information about the SHLAC program for that report.

This report is organized in accordance with the five questions (and sub-questions) set forth above. Recommendations are set forth in bold typeface.

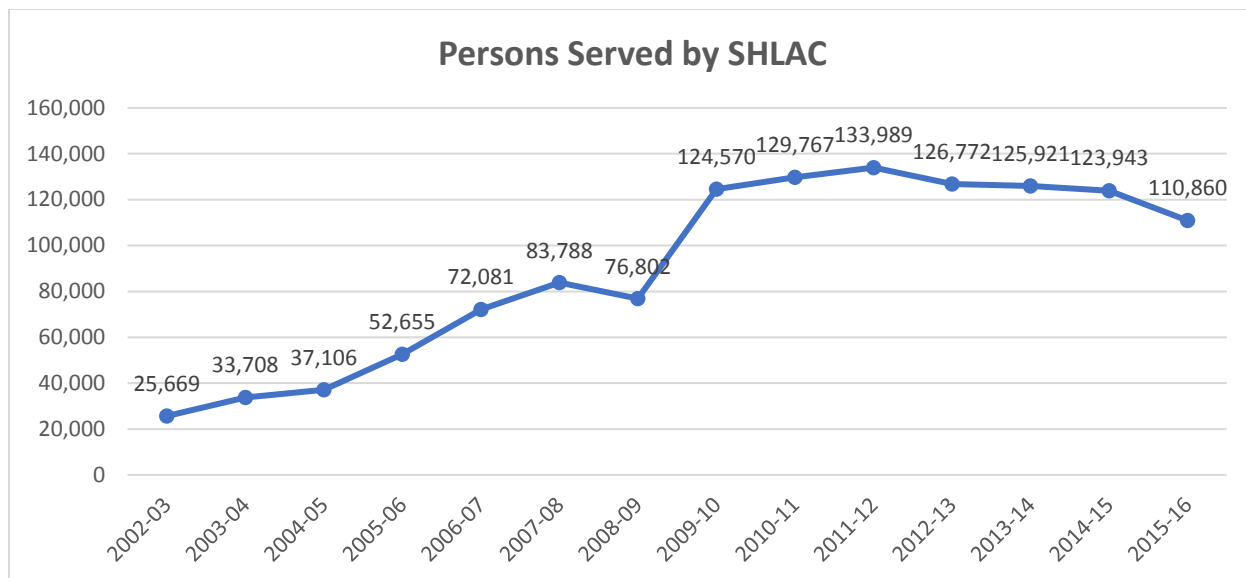
1) What is the need for self-help services now, and what is the future expected demand for services, for the SHLAC program?

Greacen Associates' 2012 report calculated that 73% of the persons assisted by SHLAC sought help with family law matters. The next highest need was for landlord/tenant matters – 14%. Landlord/tenant matters are referred to by California courts as “unlawful detainers” and included (along with debt collection) within the statistical category “limited civil.” The total court filings in the categories of “family” and “limited civil” for the past ten years – the categories from which the SHLAC program draws almost 90% of its work – are shown in the chart below.

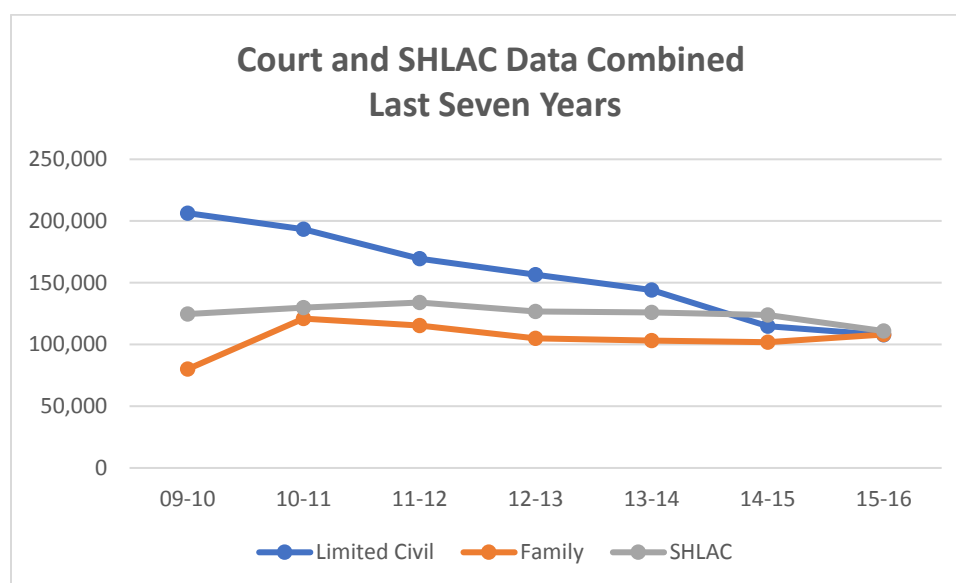


Family filings have been decreasing slowly since the 2010-11 fiscal year, with a slight upturn in the last fiscal year. Limited civil filings have fallen dramatically – virtually cut in half – since fiscal year 2008-09. Civil court filings have fallen nationally over the same period, but not as dramatically as the limited civil filings in Los Angeles County. The Court’s statistician has noted an 18% increase in unlawful detainer filings in the hub courts dealing with those cases from March 2016 to August 2016 – showing that the dramatic decline in limited jurisdiction filings in the County may have come to an end.

The data from NLSLA on the total numbers of persons assisted in the SHLAC programs is shown in the graph on the next page. The number of SHLAC users peaked in fiscal year 2011-12 and has fallen by 17% since then.



When the data for the SHLAC program is superimposed on the court filings data, the result is the chart below. It is useful only to show the relative trends in the data. Realize that the chart ignores the numbers of persons served by the Court's Stanley Mosk and Norwalk Self-Help centers so that it does not represent the total numbers of self-represented persons assisted compared to filings. We should not expect that numbers of SHLAC users to be the same as the number of court cases filed; many filers do not use SHLAC services, but those that do are often assisted multiple times during the pendency of their cases.



The chart is helpful in showing that the SHLAC assistance workload has followed roughly the same trend line as the court family filings for the past six years, that court filings and SHLAC assistance have both dropped over the past five years, and that the SHLAC 2016 drop in assistance provided is consistent with the overall drop in court family and limited civil filings.

The data demonstrates that there is no growing unmet need for SHLAC services as a result of growing court case filings. If anything, it shows that the SHLAC programs have had relatively higher resource levels per court filing over the past six years as family court and limited civil filings have fallen.

Recommendation:

- **The data does not support an increase in the resources devoted to the SHLAC program.**

While there is no doubt that some of the SHLACs are very busy, relevant court filings have fallen, not risen, in recent years and there is no indication that they will trend upwards in the near future barring a significant change in the economy.

2) At which courthouses should the County provide self-help services?

The Court currently has eight courthouses in which family law cases are heard, nine in which unlawful detainer (landlord/tenant) cases are heard, and two in which debt collection cases are heard. The Court refers to these facilities as “hubs” for that particular type of case. The Court has plans to expand the number of hubs for unlawful detainer cases from nine to twelve. It has no plans to expand the number of family law or debt collection hubs.

Because roughly three quarters of the work done by SHLAC centers is for family law matters, we believe that the County should locate SHLAC offices exclusively in courthouses hearing family law cases. There is no need for the County to expand SHLAC services whenever the Court decides to increase the number of locations in which landlord/tenant and debt collection cases are heard. Potential SHLAC patrons needing help with the latter type cases in courthouses without a SHLAC center can be referred by appropriate signage and by specific direction from court staff (including weapons screening officers) to the nearest SHLAC facility – or to a telephone or other remote service delivery mode as suggested in Recommendation 4 below.

Recommendation:

- **Los Angeles County should place SHLACs only in courthouses where family cases are heard.**

The County should not attempt to keep up with the Court’s expansion of its hubs for other case types. One result of this recommendation would be the closing of the Inglewood SHLAC and the transfer of its resources to Compton.

3) How should County self-help services interface with the court, court self-help programs, and court self-help systems operating in Los Angeles County?

Since the time of Greacen Associates' 2012 report, the Los Angeles Superior Court has expanded its support for the SHLAC program in several significant regards.

The Court has more than doubled the number of Justice Corps fellows and volunteers assigned to the SHLAC programs. These additional staff members have increased significantly the level of trained resources available to the public in the SHLAC program offices. The Justice Corps fellows have been trained to deliver the workshops developed in the Self-Help Center in the Stanley Mosk Courthouse and have enabled the SHLAC programs to incorporate workshops within their service delivery model.

The Court has increased and remodeled courthouse space to accommodate better the needs of several of the SHLAC programs.

The Court has installed computers and other equipment in a number of the SHLAC offices. It has recently devised a method of providing internet service to all of the SHLAC centers through the Court's internal network.

In the Compton and Van Nuys SHLACs the Court has co-located its Family Law Facilitator with the SHLAC program. In Van Nuys, the domestic violence restraining order program is also co-located with the SHLAC program. Although the full effectiveness of this consolidation of related services is dependent upon the personalities of the personnel in each location, the Compton program provides an example of the seamless integration of Court and SHLAC personnel for the good of the public. In Compton a casual observer cannot distinguish between Court and SHLAC personnel, who change roles as needed literally from minute to minute to perform whatever tasks are needed by the program's users.

The Superior Court is engaged in a major improvement and expansion of its automated support for its internal operations and for its users. It is converting to the Tyler Odyssey case management system for many of its case types, including family and guardianship cases (but not landlord/tenant cases). It has greatly expanded its online services, offering a traffic ticket avatar that has been extremely successful in encouraging online resolution of traffic cases and online payment of the resulting fees and fines. The court website, together with the California Judicial Branch self-help website, provide a great deal of information for persons with civil legal problems, in written and video formats and in numerous languages.

The Los Angeles Superior Court is also working with other California counties to develop a comprehensive set of standard court forms using the Tyler Guide & File software to support electronic filing and electronic service of court documents. The Guide & File software is a document assembly process, similar to TurboTax, where answers to interview questions are automatically inserted into the appropriate places in official court forms.

These Guide & File forms will gradually replace the current document assembly processes used by the courts and legal services based on ICan!, HotDocs, and A2J/LawHelpInteractive software programs. They will also replace other electronic forms, such the Essential Forms used by some SHLAC programs.

The Guide & File interviews are being developed by a consortium of California trial courts and are scheduled for completion between the beginning and middle of the 2017 calendar year. Those forms will then serve as the basis for electronic filing and electronic service of documents through the Tyler Guide & File process in the case types for which the document assembly processes have been developed. Electronic filing will be encouraged and ultimately made mandatory for attorneys and public entities. Under current state court rules, it will remain optional for self-represented litigants and fees charged for filing electronically will be waived for persons for whom a fee waiver has been entered – a process that will be advantageous for many SHLAC users.

One change that Greacen Associates recognized during its recent visits to SHLAC programs is an increased recognition by all SHLAC programs of the need for them to make it easy for judges to request same day assistance from SHLAC personnel for the preparation of documents needed by parties appearing in court to complete court processes without having to come back to court another day. Accommodating these requests not only helps the litigants, but also relieves the court of the need to continue a hearing to a different date. SHLAC personnel make every effort to comply timely with such requests made by judges.

We are aware of disruptions in SHLAC Self-Help services caused by the Court's decision to transfer family law cases to the Chatsworth courthouse from its former location in the adjoining Supervisorial District. The Court was unaware that SHLAC programs are funded in part by Supervisor discretionary funds, as well as County general funds. Limited services were available while determinations were made on how to fully fund the Chatsworth facility for the remaining fiscal year. Potential service delays could be eliminated by the use of County general funds for this purpose.

Given the extensive investment by the Court in resources for the SHLAC program and its commitment to expand its automated resources, we make the following four recommendations concerning the interface between Court and SHLAC programs:

Recommendations:

- **The SHLAC program should explicitly acknowledge that it functions as a full partner with the Court in providing Self-Help services in its centers.**
- **The SHLAC programs should take maximum advantage of, and not attempt to duplicate, the Court's automation capabilities.**

Compliance with this recommendation would mean adoption by SHLAC programs of the new Guide & File interviews as they are tested and accepted by the Court. It would also entail a thorough review of the Court's online capabilities and adoption of those that would be of benefit to the work of the SHLAC centers, such as the Court's online scheduling tool for registering users for SHLAC-sponsored workshops, or of benefit to program users, such as relevant court videos to obtain more in depth information on a topic or to prepare for a court hearing.

- **SHLAC leadership should work with local court leaders to expand the number of courthouses in which Family Law Facilitator, domestic violence advocates and SHLAC personnel are co-located and function effectively as members of the same team.**
- **SHLAC programs should be supported from County general funds.**

4) Based on a review of current literature, what if any changes should be made to the way SHLAC delivers self-help services?

In the course of our 2012 study, Greacen Associates learned that a majority of program users spent at least two hours getting to the courthouse to seek help from the SHLAC program. In part this was a function of advice from program paralegals to come to the courthouse early to ensure that they would receive help that day.

Most of today's business culture has moved away from the "bricks and mortar" service delivery model represented by courthouse-based SHLAC programs. We bank online. We shop online; consider the quandary that retailers like Sears face as they try to compete with Amazon. We go to YouTube to find out how to fix the kitchen sink or the vacuum cleaner. We can interact with our doctor on Skype.

Our customers now expect services to be delivered electronically – particularly using a cell phone. Most low income Americans have and use smartphones as their primary means of accessing the internet. This year, Greacen Associates produced a *Resource Guide on Serving Self-Represented Litigants Remotely*. It can be found at this URL.

http://www.srln.org/system/files/attachments/Remote%20Guide%20Final%208-16-16_0.pdf

The Guide details the processes used by innovative courts and court systems to employ telephone, email, chat, text messaging, videoconferencing, and other technologies to interact effectively with users from their homes, cars, or businesses. These processes are used not only in sparsely populated areas, but also in densely populated urban centers. Courts as well as court users benefit in multiple ways from remote service delivery modes. We reproduce here the findings from the *Resource Guide* on benefits to both service providers and service users.

The Value Proposition for Remote Services Delivery

Remote services delivery mechanisms offer resource savings for both service providers and their customers. In today's resource-challenged environment, being able to provide the same service at less cost is of significant benefit. And to be able to provide it at less cost to the customer maximizes the benefit.

Service providers save resources in these ways:

- Remote services delivery staffing can be centralized. Instead of having to deliver a full range of services at every court or legal services location, high level expertise can be assembled in a single location (or within a single unit even if staff are located in different places). The high level expertise can be used as needed over the entire geographical area. The savings can be easily visualized when a centralized remote services staff is compared to the amount of staff required to travel to remote facilities to deliver the same services face-to-face.
- Staff/customer interaction time is shorter. The same communication conducted over the phone takes less time than when it is conducted face-to-face. The Alaska Family Law Self-Help Center conducted an experiment on this topic early in its existence; the results led to its decision to provide assistance exclusively over the phone. Minnesota explains part of the reason for this phenomenon from the customer's perspective; "if you arranged for child care or time off from work, spent half an hour driving to the courthouse, found public parking, and waited in line for another fifteen to twenty minutes, would you feel satisfied with a four minute interaction (Minnesota's average phone call duration) with court self-help staff?" Courts using chat lines are able to have up to three chats open simultaneously.
- It is often easier for staff to establish boundaries for a remote conversation than for a face-to-face conversation.
- Several directors of remote self-help services report less staff burnout than with traditional walk in service centers. Staff are better able to control the pace and demands of their work.
- Facilities costs are reduced. If fewer people are coming into the courthouse or legal aid office, the court needs less space to accommodate them – less waiting area, less private meeting space for sensitive conversations, and less office space for staff (especially if they are allowed to work from home). Walk in self-help facilities should be located on the first floor of a courthouse in close proximity to clerks' windows.

This is the most valuable space in the courthouse. Reducing self-help space requirements allows other services access to this prime space.

- Security issues and costs are minimized, but not eliminated. If there are fewer people coming into the courthouse, there are shorter weapons screening lines. Court self-help centers and legal aid offices do have to arrange for security and deal with security incidents. Direct physical confrontations are not possible with remotely delivered services. However, virtual centers must deal with different types of security issues: for example, what to do with a caller indicating a suicide attempt; how to handle written or verbal threats to specific individuals or courthouses.
- Nebraska has used call center software to take advantage of underutilized staff resources. In Nebraska, every limited jurisdiction court must have full-time staffing even in small towns where the judge is present only one day per week. The employees in these remote locations have to know how to handle all case types; but there is not enough business to keep them fully occupied. By implementing call center software, the Nebraska AOC has been able to enlist the services of these experienced clerks in providing telephone services to customers in limited jurisdiction courts all over the state. The call center software enabled the state to “find” additional resources without hiring additional staff. Orange County, California uses the same technology to route incoming calls to a new self-help center in the southern part of the county where staff have the most time available to answer them.

Customers benefit from similar savings:

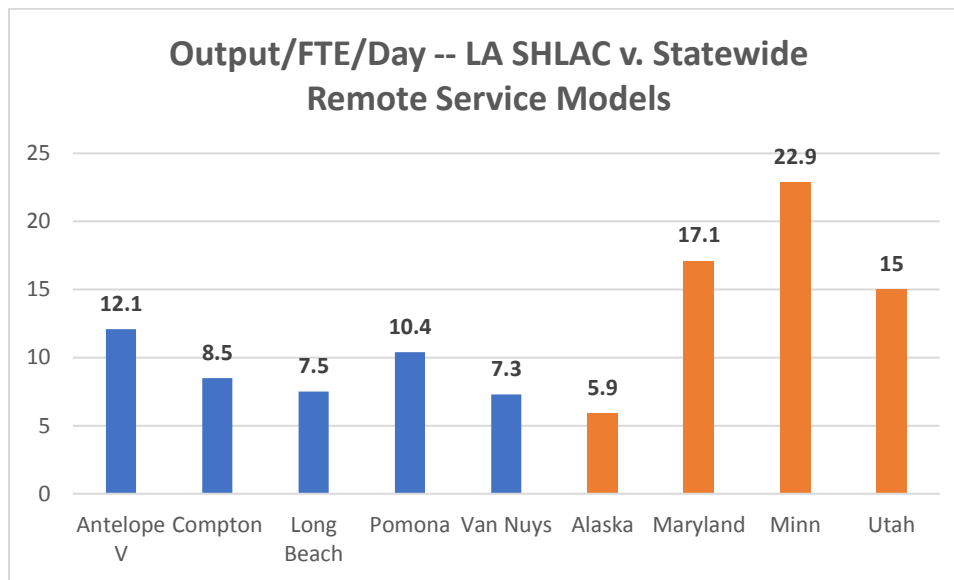
- They do not incur the time and mileage costs of driving (or taking public transportation) to a courthouse or legal services office.
- They do not incur parking, child care, and meal costs associated with a trip to the nearest courthouse or legal services office.
- Customers are able to access services many more hours per week. Even if they do not get through on the first call, they can call back at times convenient to them rather than having to arrange to be at a courthouse or a legal services office at a specific time when self-help staff will be present. Remote services can be delivered outside of regular business hours if they do not require staff to be present in the courthouse or legal services office.

- Customer interactions with self-help staff may be less stressful in the sense that if a customer forgets to ask a question, s/he can recontact the service without having to incur transportation time and costs.
- Remote services can offer right-sized, just in time delivery of legal help in a way that face-to-face services that require users to plan for a courthouse visit, incur travel costs and time, and often encounter long waits for service cannot. The best example is for answers to simple, straightforward questions – where the cost of a face-to-face visit is grossly disproportionate to the service provided.

Remote service can be better than face-to-face service:

- Service providers can bring together their most experienced staff to provide the highest quality service. In most of the programs we visited, remote services staff work closely with local staff to ensure that they answer basic questions and deliver forms, referring users to the remote services staff for the assistance that the local staff are not qualified to deliver. Having remote services staff co-located or centrally managed facilitates service standardization and quality not possible when staff are widely dispersed and work for different entities and managers.
- The Alaska Family Law Self-Help Center offers services from 7:00 am to 6:00 pm, Monday through Thursday, expanding the court's 8:00 am to 4:30 service window which customers with full-time jobs may find hard to use. Maryland's statewide telephone self-help service is now open from 8:30 am to 8:00 pm from Monday through Friday.
- The remote delivery staff can be tasked with developing specialized materials to improve their own services and to enhance the materials available to the public and to local service providers as well, such as
 - "Canned" email and text responses
 - Short, focused YouTube videos
- Remote services offer the customer a greater degree of privacy. Communication takes place from a private place, not in a public space where a customer may be uncomfortable discussing sensitive material.
- The centralized approach of remote self-help services programs gives managers an optimal vantage point from which to recommend ways to simplify court procedures (referred to as "inreach" later in this report), as they have a bird's eye view of all local practices and can easily compare and contrast to find the most effective and efficient options.

There is every reason to believe that Los Angeles County would experience these benefits if it expanded its self-help services beyond those delivered face-to-face in a courthouse. In particular, it would be able to serve more persons with the same resources. The chart below shows the average number of persons served per day per FTE in the five SHLAC programs studied in 2012 and in the four statewide remote services documented in the 2016 *Resource Guide*. Three of the four remote service delivery programs outperformed the SHLAC programs by substantial margins.



It is not clear to us what remote technology or combination of remote technologies will prove to be the most effective means of providing remote self-help services in Los Angeles County. There are multiple issues – all documented in the *Resource Guide* – that must be resolved, such as providing services for non-English speakers. We recommend that Los Angeles County provide additional funding sufficient to create a call center with at least five full-time staff persons to experiment with ways in which to deliver self-help services remotely.

It is possible that the call center could be conducted by an entity different from the entity responsible for the courthouse-based SHLAC resources. For instance, the Department of Consumer and Business Affairs itself has considerable experience using call centers to deliver its small claims advisor and other services.

However, we believe that the County will be better served by having a single entity provide both in-person and remote self-help services. The economies of scale of being able to take advantage of resources in the current SHLAC programs during a lull in courthouse traffic, the ability to call on the unique knowledge and skill bases of current SHLAC personnel, and the potential for integrating creatively the in-person and remote services capabilities favor having a single vendor perform both functions.

Recommendation:

- **Los Angeles County should provide additional funding sufficient to create a call center with at least five full-time staff persons to experiment with ways in which to deliver self-help services remotely.**

These experiments should include different ways of inter-connecting the physical and remote SHLAC self-help resources, such as using call center attorneys to provide remote supervision for SHLAC courthouse facilities when their program attorneys are on vacation, sick leave, or absent for training or some other purpose.

4a) What role should technology play?

Despite the recommendation in our 2012 report that the SHLACs convert from paper to electronic forms, we observe that handwritten forms continue to constitute 90% or more of the SHLAC program output. The advantages for SHLAC users in using the existing document assembly programs – and the new Guide & File interviews when they become available – are substantial:

- Users benefit from the increased comprehension and clarity that comes from having printed rather than handwritten forms;
- Users benefit from the ability easily to make corrections to forms when they are in electronic form;
- Users benefit from not having to enter by hand the same information over and over on multiple pages of a single form;
- Users benefit by being able to save the information they enter for one form in a case for reuse in completing future forms in that case; and
- Users will benefit by being able to electronically file and serve documents when the court implements the Guide & File electronic filing capability.

Recommendation:

- **SHLAC programs should use the introduction of the Guide & File document assembly interviews as the point in time to convert altogether from paper to electronic documents.**

SHLAC users can be given paper forms packets to acquaint them with the information required for completing a court form, but with instructions that include the URL for the appropriate Guide & File interview. Users would be encouraged to complete the interview online. If they wished to have SHLAC personnel review their form before filing it, they could save it with a password, and bring the password to the SHLAC office. If they find that they are not able to use the online process, they can obtain help from SHLAC personnel.

The Minnesota remote self-help center has a well-established program for online review of a completed form; this could be a service of the remote service delivery program suggested in Recommendation 4.

4b) What service delivery model would provide the most efficient and effective services to litigants?

During our visits to SHLAC centers we became aware of two issues related to the program attorney position.

The first issue has to do with the requirement that an attorney be on site at all times at every SHLAC location, with the exception for an emergency absence that does not exceed two days. The SHLAC programs administered by all three cooperating legal services entities are stressed by this requirement – periodically having to dispatch an attorney with a different assignment to cover a SHLAC program for a period of time. It would be helpful if the County could broker an understanding with the Court that would allow for remote supervision by an attorney available to answer questions by phone and to review documents by fax or scanner.

The second issue has to do with the recommendation in our 2012 report that the SHLAC program eliminate the requirement that a program attorney review every document produced in her or his office. In response to that recommendation, NLSLA has created a relatively short list of documents that do not have to be reviewed by the program attorney, such as a request for name change. However, in our visits to the SHLAC programs we observed that the primary role of the program attorney in most of the programs continues to be that of the final proofreader of handwritten paper forms. They literally spend most of their time sitting alone at their desks reading and editing forms.

The 2012 study showed that all of this effort does not guarantee errorless forms; SHLAC had on average one filing rejected by court clerks for a substantive or procedural defect for every three cases they assisted. SHLAC performed better on this measure than private attorneys and better than self-represented litigants who did not get help; but the forms produced by the SHLAC program contained significant numbers of mistakes. The evidence shows that program attorney review of all forms is not an effective quality control process.

One of the most important principles in the modern use of professionals is that they function “at the top of their license.” For example, doctors no longer take blood pressures or temperatures or weigh their patients. They no longer draw blood for analysis. They no longer clean out ear wax. They no longer write routine prescriptions. They use nurses and nurse practitioners for those functions. They save their time for the functions which their training and experience have uniquely equipped them to perform – the interaction with the patient to obtain the information needed to diagnose and treat her or his symptoms and problems, the performance of advanced medical procedures (such as surgery), and counselling with patients to induce changes in their life styles essential to improving their health.

The application of this principle to the SHLAC programs is obvious. How does it make sense to use the most valuable resource the program possesses to proofread and correct documents? The SHLAC program attorneys are remarkably knowledgeable and capable people. Their knowledge and experience needs to be used to interact with users to diagnose and help them solve their problems; to train and encourage other staff so that they can be of maximum help to users; and to develop and improve SHLAC processes. We were very impressed with the strategic thinking that went into creating the workshop approach for debt collection cases in Chatsworth which educates defendants not to contest debt collection complaints unless they have a valid defense. We were also impressed by the lunchtime case review sessions conducted by the program attorney in Pomona; this process regularly and systematically improves the understanding and capability of every staff member and volunteer in that SHLAC office.

Recommendations:

- **The County should negotiate with the Court an understanding that program attorneys can remotely supervise another SHLAC program when the regular program attorney is absent from the office.**
- **The County should require SHLAC program attorneys to delegate the task of proofreading completed forms to another SHLAC staff member, remaining available for consultation on unusual and complex matters.**

4c) Which types of services should be provided?

In October 2017, the District Attorney provided Los Angeles County with a report on the impact of Proposition 47 on victim restitution. The report concluded that many County residents who have been the victims of crimes reclassified from felonies to misdemeanors under Proposition 47 must now use civil collection processes to enforce the restitution provisions of what were formerly felony convictions. The Board of Supervisors has noted that many of these crime victims will require assistance in pursuing civil collection remedies for this purpose.

Greacen Associates has strong reservations about assigning this topic to the SHLAC program. Neither the SHLAC programs nor their legal services sponsors have significant experience with civil collection efforts; instead, they typically find themselves helping defendants, not plaintiffs, in such matters. Our concerns arise from the following considerations:

- Many of the former felons who owe restitution will not have assets from which to collect a civil judgment. The criminal defendant/restitution debtor was required to complete a Statement of Assets at the time of sentencing or at the time of a subsequent restitution hearing. However, that information may no longer be accurate.

Competent assistance for victims will require SHLACs to obtain and use an asset location service, such as Lexis/Nexis' Actions and Collections service, before helping victims prepare a Request for Enforcement of Order for Restitution/Judgment Pursuant to Penal Code section 1214, form CIV 202 04. The legal aid organizations can subscribe to such a service and run an asset check on an individual who owes restitution. However, the victim must have identifying information about that individual, such as a social security number or a current address and phone number, on which to base such a search. The debtor's social security number is included in the Statement of Assets, which the victim can obtain from the court if s/he has not retained a copy.

- Obtaining and collecting on a civil judgment is complicated. The Request for Enforcement Form is relatively straightforward and allows the victim to request immediate issuance of a Writ of Execution and/or an Abstract of Judgment. However, those forms must also be submitted. The victim may file for garnishment of wages, attachment of a bank account, or seizure of some piece of real or personal property to be sold with the proceeds going towards payment of the judgment. But these processes are complex and difficult to handle as a self-represented litigant.
- The SHLAC program may then find itself assisting the defendant to prepare a proof of exemptions to prevent collection of the civil judgment. This is not anomalous; the SHLAC programs are obligated to help parties on both sides of cases. They are a court-based service requiring neutrality with respect to all parties. There is no lawyer-client relationship between SHLAC and its users.

The passage of Proposition 47 has led to another form of work for the SHLAC programs. The reduction of numerous prior criminal convictions from felonies to misdemeanors has many more persons eligible expungement of their criminal conviction. Misdemeanor convictions can be expunged after the passage of a sufficient period of time without additional encounters with the law. SHLAC programs have assisted persons who qualify to get these misdemeanors expunged. For instance, the LAFLA SHLACs currently assist litigants requesting criminal record expungement using a workshop model. Workshops are typically held twice a month. Litigants receive legal information regarding expungement (eligibility, legal process, etc.) and prepare the pleadings in a group setting. An attorney answers questions and reviews final pleadings.

The Inglewood program attorney reports that litigants have difficulty completing the forms on their own as the criminal case records are difficult to read. The case record language does not match the language on the judicial council form and court criminal case record printouts are not consistent in format. SHLAC users require assistance to decipher the information on their particular case records. They are unable to complete the dismissal form on their own even with the use of a how-to guide because of this inconsistency.

Unlike the conversion of a restitution order to a civil judgment, the person interested in an expungement has, or is able to obtain her or his own criminal case records to provide, the information needed to assist in preparing the appropriate court form.

We note that the Superior Court does not provide assistance on expungements at its self-help centers in the Stanley Mosk and Norwalk courthouses, other than to refer them to the court's website for information and forms. They provide the following advisory message about the availability of counsel to represent a person seeking expungement.

"There is no constitutional or statutory right to appointed counsel in this post-conviction proceeding. If you were represented by the Public Defender or the Alternate Public Defender at the original sentencing, those agencies have advised the Court that they will represent you in filing a Petition or Application and at any hearing in connection with your Petition or Application. If you were represented by a privately retained lawyer or did not have a lawyer at the original sentencing, the judicial officer handling your matter has discretion whether or not to appoint an attorney to assist you."

Recommendation:

- **The County should consult its own legal counsel and consider the advisability and return on investment of assigning the function of assisting crime victims with collecting on civil judgments arising from restitution orders to the SHLAC programs.**
- **The County should also explore alternative approaches such as having the District Attorney's victims of crime program perform this role or having this function performed by the County's Small Claims Advisor Program.**

It may be that the best approach will be for the SHLAC program to provide the Los Angeles Superior Court Policy on Victim Restitution Orders (together with the associated forms) to persons inquiring about civil enforcement of restitution orders and refer them to the Small Claims Advisor Program.

Recommendation:

- **Assisting persons with expungements appears to be an appropriate and cost effective role for SHLAC programs to perform.**

While it may appear inconsistent to recommend that SHLACs assist the person convicted of crime but not the victim of that crime, our recommendation derives not from the role played by the person seeking assistance, but rather on the practical ability of the SHLAC program to obtain the information needed to provide useful assistance to the persons seeking to obtain and execute on a civil judgment arising from a restitution term of probation in the original criminal sentence.

5. What terms should be included in a Request for Proposals to procure the needed self-help services?

Greacen Associates will assist the Department of Consumer and Business Affairs in preparing a Request for Proposals to procure the needed self-help services when the Los Angeles County Board of Supervisors has had an opportunity to review and act on the recommendations of this report.



Brian J. Stiger
Director

**COUNTY OF LOS ANGELES
DEPARTMENT OF
CONSUMER AND BUSINESS AFFAIRS**

Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

"To Enrich Lives Through Effective and Caring Service"

February 28, 2017

TO: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Hilda Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Brian J. Stiger
Director, Consumer and Business Affairs

QUARTERLY WORKLOAD REPORT NO. 3 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #06870; THIRD QUARTERLY SHLAC WORKLOAD REPORT]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received and consumers served by location. This third report covers the months of November and December of 2016, and January 2017.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of February, March and April 2017.

If you have any questions or need additional information, please contact me at your earliest convenience at (213) 974-9750 or via e-mail bstiger@dcba.lacounty.gov.

Attachments

Self-Help Legal Access Center (SHLAC)
Quarterly Workload Reports for November 2016

TOTAL NUMBER CONSUMERS SERVED:	2016	1449	261	1601	1442	1223	449	714	1105
NOVEMBER 2016	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	104	64	1	37	33	57	0	13	13
Civil Harassment Response	11	4	1	0	6	2	0	2	10
Consumer Action Workshop	0	0	0	0	0	23	0	0	0
Divorce: Default Setting/Request	65	50	0	56	40	58	4	16	50
Divorce: Default Workshop	0	1	0	0	0	0	7	1	0
Divorce: Disclosures/Workshops	0	6	0	0	0	1	13	4	6
Divorce: Divorce Judgment Workshop	7	6	1	99	9	22	45	6	13
Divorce: Divorce 1 (Non Workshop)	161	332	13	390	158	249	11	155	74
Divorce: Judgment (Non Workshop)	179	137	0	15	75	63	5	65	17
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	39	15	1	32	0	19	0	3	2
Divorce: Order After Hearing	0	4	0	7	5	1	1	0	2
Divorce: Order to Show Cause Initial	8	11	0	0	5	12	3	4	33
Divorce: Order to Show Cause Modification	93	64	2	31	30	57	7	27	42
Divorce: Request for Trial Set	61	20	0	26	21	33	3	25	25
Divorce: Response to Order to Show Cause	4	9	0	2	11	9	0	3	2
Divorce: Response	54	56	2	28	33	38	4	31	16
Divorce: Summary Dissolution	32	1	0	7	0	14	0	2	0
Divorce: Workshop 1	183	2	0	1	106	1	59	39	174
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	22	0	1	1	0	0	0	0
Domestic Violence - P How to Packet	1	0	0	113	0	0	0	0	8
Domestic Violence - P Individual Assistance	174	43	0	23	1	179	2	2	54
Domestic Violence Clinic - P	15	2	0	2	1	2	0	0	1
Domestic Violence Clinic - R How to Packet	1	33	0	6	0	1	1	0	6
Non-Family: Answer to Unlawful Detainer	312	162	92	177	363	14	193	22	27
Non-Family: Civil Complaint - Contract	4	2	12	33	32	36	3	16	2
Non-Family: Civil Complaint Property	0	0	0	0	3	5	0	0	4
Non-Family: Civil Harassment Temporary Restraining Order	124	29	67	75	89	68	4	37	55
Non-Family: Claimed Exemption	7	1	4	5	17	11	0	2	2
Non-Family: Expungement	3	5	7	14	9	0	0	3	0
Non-Family: Starting an Unlawful Detainer	26	14	16	5	33	9	19	22	60
Other - (Services not related to SHLAC - Referred Out)	104	35	0	0	15	15	20	0	199
Other Family Law: Guardianship/Conservatorship	32	2	1	58	14	10	1	3	5
Other Family Law: Name Change Adult	16	15	2	18	6	3	1	3	7
Other Family Law: Name Change Child	6	6	2	6	6	0	0	6	11
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	90	221	25	242	97	87	12	139	34
Paternity: Default Setting	12	9	1	17	5	11	1	2	9
Paternity: Judgment Workshop	2	2	0	12	9	1	1	3	2
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	26	11	0	19	0	7	0	4	6
Paternity: Order After Hearing	1	3	0	3	0	10	0	0	1
Paternity: Order to Show Cause Initial	32	8	5	7	45	28	2	2	9
Paternity: Order to Show Cause Modification	153	31	0	84	61	57	0	29	36
Paternity: Request for Trial Setting	30	17	0	21	12	18	0	10	15
Paternity: Request for Order Workshop	0	1	0	0	0	0	2	0	0
Paternity: Response to Order to Show Cause	9	7	0	10	26	9	0	1	1
Paternity: Response	32	17	2	19	46	20	1	11	6
Paternity Workshop 1	113	1	0	0	96	25	0	0	119
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	1	0
TOTAL	2326	1481	257	1701	1519	1285	425	714	1158

Note:

VN - Van Nuys (District 3)
PO - Pomona (District 1)
IW - Inglewood (District 2)

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Self-Help Legal Access Center (SHLAC)
Quarterly Workload Reports for December 2016

TOTAL NUMBER CONSUMERS SERVED:	1863	1309	204	1628	1335	1113	563	741	1231
DECEMBER 2016	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	106	35	1	49	43	37	0	38	25
Civil Harassment Response	10	2	0	1	10	7	1	10	6
Consumer Action Workshop	0	0	0	0	0	26	0	0	0
Divorce: Default Setting/Request	79	52	1	79	34	53	6	41	35
Divorce: Default Workshop	0	0	0	0	0	0	6	0	0
Divorce: Disclosures/Workshops	1	12	0	0	1	0	27	0	3
Divorce: Divorce Judgment Workshop	6	12	0	83	8	19	32	3	57
Divorce: Divorce 1 (Non Workshop)	169	262	14	407	141	195	24	151	153
Divorce: Judgment (Non Workshop)	156	134	2	42	87	41	2	40	26
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	53	17	0	26	0	12	0	6	4
Divorce: Order After Hearing	1	7	0	4	1	3	0	1	1
Divorce: Order to Show Cause Initial	12	8	0	2	7	4	8	4	26
Divorce: Order to Show Cause Modification	125	45	2	26	23	53	12	42	40
Divorce: Request for Trial Set	29	16	0	29	14	34	5	23	30
Divorce: Response to Order to Show Cause	6	6	1	4	6	4	6	4	6
Divorce: Response	51	36	2	25	41	44	12	37	10
Divorce: Summary Dissolution	29	1	0	9	2	20	0	3	0
Divorce: Workshop 1	178	2	0	0	74	27	64	3	184
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	1	2	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	3	11	0	54	0	0	0	0	18
Domestic Violence - P Individual Assistance	162	30	0	58	2	131	1	0	54
Domestic Violence Clinic - P	11	2	0	2	0	2	0	0	2
Domestic Violence Clinic - R How to Packet	1	32	0	2	0	0	0	0	6
Non-Family: Answer to Unlawful Detainer	323	113	68	167	388	14	241	13	50
Non-Family: Civil Complaint - Contract	4	3	5	0	33	23	24	17	2
Non-Family: Civil Complaint Property	1	3	2	0	1	3	0	0	2
Non-Family: Civil Harassment Temporary Restraining Order	88	37	61	98	88	69	10	39	57
Non-Family: Claimed Exemption	11	4	10	7	13	13	2	1	1
Non-Family: Expungement	4	5	11	10	5	1	0	5	2
Non-Family: Starting an Unlawful Detainer	34	15	12	7	18	2	17	25	57
Other - (Services not related to SHLAC - Referred Out)	63	49	0	0	1	17	2	0	186
Other Family Law: Guardianship/Conservatorship	35	9	0	52	50	8	2	2	9
Other Family Law: Name Change Adult	29	13	1	6	10	3	11	6	15
Other Family Law: Name Change Child	10	3	0	7	6	1	4	2	6
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	76	224	9	232	102	74	31	117	50
Paternity: Default Setting	10	10	0	24	5	16	1	4	19
Paternity: Judgment Workshop	2	3	0	6	25	2	1	7	4
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	19	13	0	15	0	9	0	4	9
Paternity: Order After Hearing	1	2	0	5	0	4	0	2	6
Paternity: Order to Show Cause Initial	25	11	0	10	45	24	2	5	5
Paternity: Order to Show Cause Modification	100	34	0	115	49	58	0	41	28
Paternity: Request for Trial Setting	25	11	0	20	24	21	0	20	24
Paternity: Request for Order Workshop	0	0	0	0	1	1	0	0	0
Paternity: Response to Order to Show Cause	13	4	0	13	32	6	0	7	4
Paternity: Response	29	45	1	20	51	25	0	16	8
Paternity Workshop 1	88	3	0	0	75	17	1	1	165
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	1	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0
TOTAL	2179	1338	203	1716	1516	1123	555	741	1395

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Self-Help Legal Access Center (SHLAC)
Quarterly Workload Reports for January 2017

TOTAL NUMBER CONSUMERS SERVED:	2136	1636	200	1920	1552	1291	530	811	1365
JANUARY 2017	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	80	64	0	70	32	55	1	11	24
Civil Harassment Response	5	3	0	1	15	0	2	10	2
Consumer Action Workshop	1	0	0	0	0	20	0	0	0
Divorce: Default Setting/Request	93	53	2	81	42	71	2	57	77
Divorce: Default Workshop	0	0	0	0	0	0	5	2	0
Divorce: Disclosures/Workshops	1	2	0	0	3	0	22	0	2
Divorce: Divorce Judgment Workshop	11	6	1	100	17	17	38	6	37
Divorce: Divorce 1 (Non Workshop)	214	422	11	401	177	220	28	212	152
Divorce: Judgment (Non Workshop)	176	140	0	41	85	87	3	41	18
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	32	13	0	19	0	15	0	5	14
Divorce: Order After Hearing	2	3	0	11	2	1	0	2	5
Divorce: Order to Show Cause Initial	12	5	0	3	2	4	5	2	29
Divorce: Order to Show Cause Modification	180	67	0	41	32	47	10	21	65
Divorce: Request for Trial Set	36	13	2	56	23	29	2	26	23
Divorce: Response to Order to Show Cause	14	17	0	6	11	2	5	4	13
Divorce: Response	53	41	2	20	33	59	4	36	12
Divorce: Summary Dissolution	57	1	0	1	114	20	1	1	1
Divorce: Workshop 1	277	0	0	3	0	40	78	7	187
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	1	0	0	0	1	3	1	0	0
Domestic Violence - P How to Packet	0	48	0	22	0	0	0	0	26
Domestic Violence - P Individual Assistance	186	51	0	106	3	180	0	0	84
Domestic Violence Clinic - P	7	2	0	0	0	0	0	0	2
Domestic Violence Clinic - R How to Packet	3	30	0	1	0	1	0	0	8
Non-Family: Answer to Unlawful Detainer	270	151	59	287	434	14	220	14	49
Non-Family: Civil Complaint - Contract	19	2	8	6	49	38	36	12	5
Non-Family: Civil Complaint Property	0	2	2	0	3	1	3	1	2
Non-Family: Civil Harassment Temporary Restraining Order	82	26	48	56	109	68	8	32	43
Non-Family: Claimed Exemption	5	2	6	12	5	15	0	3	1
Non-Family: Expungement	4	8	21	19	1	0	1	0	5
Non-Family: Starting an Unlawful Detainer	31	32	13	7	15	8	20	26	47
Other - (Services not related to SHLAC - Referred Out)	74	37	0	0	2	1	0	3	344
Other Family Law: Guardianship/Conservatorship	20	6	3	76	54	6	1	7	11
Other Family Law: Name Change Adult	28	9	3	28	12	5	4	3	7
Other Family Law: Name Change Child	8	4	1	4	2	2	2	0	8
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	134	267	12	249	134	107	16	160	72
Paternity: Default Setting	10	21	0	20	8	14	1	10	8
Paternity: Judgment Workshop	1	2	1	7	21	1	1	12	3
Paternity: Judgment (Non Workshop)	0	0	1	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	23	13	0	19	0	9	0	1	4
Paternity: Order After Hearing	2	1	0	2	1	1	0	1	7
Paternity: Order to Show Cause Initial	38	3	0	11	62	26	0	3	7
Paternity: Order to Show Cause Modification	124	39	0	135	99	66	0	41	54
Paternity: Request for Trial Setting	28	19	0	26	36	15	2	18	20
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	17	12	0	25	26	17	0	2	11
Paternity: Response	32	25	0	18	60	19	1	19	10
Paternity Workshop 1	123	1	0	0	80	29	1	0	114
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	1	0	0
TOTAL	2514	1663	196	1990	1805	1333	525	811	1613

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Brian J. Stiger
Director

**COUNTY OF LOS ANGELES
DEPARTMENT OF
CONSUMER AND BUSINESS AFFAIRS**

Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

"To Enrich Lives Through Effective and Caring Service"

May 23, 2017

TO: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Hilda Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Brian J. Stiger
Director, Consumer and Business Affairs

**RECOMMENDATIONS TO IMPLEMENT CONSULTANT'S REPORT FINDINGS AND
MAXIMIZE THE EFFICACY OF THE SELF-HELP LEGAL ACCESS CENTER
PROGRAM (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #06878]**

On May 3, 2016, your Board adopted a motion by Supervisor Ridley-Thomas that instructed the Director of Consumer and Business Affairs (DCBA) to contract with a consultant to evaluate the current and future needs of self-represented litigants and provide a written report with recommendations on improvements that can be made to the SHLAC program to maximize efficacy. The motion also instructed the Director of DCBA to provide a written report back to the Board, with recommendations on how the consultant's findings can be adopted and implemented in the SHLAC program going forward.

Pursuant to the Board motion, DCBA retained Greacen Associates, LLC (consultant) to gather and analyze relevant data, conduct observations and interviews, and address five (5) key questions [Appendix A]. DCBA retained Greacen Associates because of their breadth of experience and unique knowledge of self-help and self-represented services specific to the County of Los Angeles (County) and across the United States. In 2012, the County commissioned Mr. Greacen to study and assess the performance and effectiveness of Self-Help Centers in Los Angeles Superior Court courthouses located throughout the County. Mr. Greacen also has conducted studies and has a level of expertise specific to remote services and use of technology for Self-Help Legal Access Centers (SHLAC).

What follows are the consultant's findings and DCBA's recommendations to your Board:

1. What is the need for self-help services now, and what is the future expected demand for services, for the SHLAC program?

Consultant Findings:

The data does not support an increase in the resources devoted to the SHLAC program.

While there is no doubt that some of the SHLACs are very busy, relevant court filings have fallen, not risen, in recent years and there is no indication that they will trend upwards in the near future barring a significant change in the economy.

SHLAC assistance workload has followed roughly the same trend line as the court family filings for the past six years, that court filings and SHLAC assistance have both dropped over the past five years, and that the SHLAC 2016 drop in assistance provided is consistent with the overall drop in court family and limited civil filings.

The data demonstrates that there is no growing unmet need for SHLAC services as a result of growing court case filings. If anything, it shows that the SHLAC programs have had relatively higher resource levels per court filing over the past six years as family court and limited civil filings have fallen.

DCBA Analysis:

The consultant's finding is consistent with statistical information and reports submitted by the current SHLAC contractor concerning the number of persons served. Although the statistical analysis supports the consultant's finding that no additional resources are needed under the current SHLAC program, DCBA intends to expand consumer access through the use of technology which could increase the demand for SHLAC services. Additionally, the creation of a call center, and the delivery of immigration services in non-court environments, could add significant workload. These are discussed individually in this report.

DCBA Recommendations:

DCBA concurs with the consultant's finding that under the current structure, the program does not require additional resources. Going forward, and as a requirement of the new Request for Proposal (RFP), the department anticipates an increase in workload that will require additional resources.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
Review proposed future needs	See individual recommendations

2. At which courthouses should the County provide self-help services?

Consultant Findings:

Los Angeles County should place SHLACs only in courthouses where family cases are heard.

The County should not attempt to keep up with the Court's expansion of its hubs for other case types. One result of this recommendation would be the closing of the Inglewood SHLAC and the transfer of its resources to Compton. Greacen Associates' 2012 report calculated that 73% of the persons assisted by SHLAC sought help with family law matters. The next highest need was for landlord/tenant matters (14%). Landlord/tenant matters are referred to by California courts as "unlawful detainers" and included (along with debt collection) within the statistical category "limited civil". The SHLAC program draws almost 90% of its work from the categories of "family" and "limited civil".

DCBA Analysis:

Within the current structure of SHLACs, nearly three quarters of those seeking assistance do so for family law matters. Hence, if SHLACs are to be located specifically within courthouses, they should be located in family law courts. Nevertheless, DCBA has learned through experience that services are often most needed at times and locations that are not conducive to the "courthouse" model. DCBA believes there remains a need to serve individual communities that have limited access due to operating hours and travel constraints.

DCBA Recommendations:

DCBA concurs with the consultant's finding that SHLACs should be placed in courthouses where family law cases are heard. Consequently, DCBA recommends that resources from Inglewood SHLAC be transferred to Compton as Family Law services are no longer offered at Inglewood SHLAC. Additionally, DCBA recommends that services also be provided remotely and at appropriate non-court locations.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
Closing Inglewood SHLAC and transfer resources to Compton SHLAC	Potential impact of shifting County general fund dollars from Inglewood to Compton Potential impact of shifting County general fund dollars from Inglewood to Compton Build out and moving costs \$100,000

3. How should County self-help services interface with the court, court self-help programs, and court self-help systems operating in Los Angeles County?

a. Consultant Findings:

The SHLAC program should explicitly acknowledge that it functions as a full partner with the Court in providing self-help services in its centers.

County funded SHLACs are housed in the courthouses and the courts have continued to support the SHLAC program with computers and office equipment. The courts have also provided SHLACs with Justice Corp Fellows to conduct workshops and provide other self-help services. In some courthouses, SHLACs are co-located with other self-help providers. Consumers benefit when the host and providers work together.

DCBA Analysis:

DCBA views this attempt to better integrate SHLAC programing as an opportunity to improve the relationship between the courts and any County self-help provider. DCBA sees an opportunity to improve communication, branding, and service delivery to improve the client experience.

DCBA Recommendations:

DCBA concurs with the finding and the recommendation to have SHLACs and the courts operate as full partners, including opportunities for co-locating, branding, and additional collaborations. DCBA believes that consumers are better served through this seamless integration and collaborative approach.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
County SHLACs function as a full partner with the Courts who provide SHLACs	No anticipated fiscal impact

b. Consultant Findings:

The SHLAC programs should take maximum advantage of, and not attempt to duplicate, the Court's automation capabilities.

The Superior Court is engaged in a major improvement and expansion of its automated support for its internal operations and for its users. As noted in the report, the court is converting to the Tyler Odyssey Case Management system for many of its case types, including family and guardianship cases (but not landlord/tenant cases). It has greatly expanded its online services, encouraging online resolution of traffic cases and online payment of the resulting fees and fines.

The court website, together with other on-line self-help resources, provide a great deal of information for persons with civil legal problems.

DCBA Analysis:

As noted in the report, the Los Angeles Superior Court is working with other California counties to develop a comprehensive set of standard court forms using the Tyler Guide & File software to support electronic filing and electronic service of court documents. The Guide & File software is a document assembly process, where answers to interview questions are automatically inserted into the appropriate places in official court forms. These Guide & File forms will gradually replace the current document assembly processes used by the courts and legal services. The system provides users with the ability to pull up and autofill court forms and is of great benefit to SHLAC centers and those they serve. The Guide & File system provides the County with an opportunity to benefit from the investments already made by the courts. There is little need for the County to attempt to duplicate the system. Instead, SHLAC programs and consumers should utilize the system to its full effect and benefit.

DCBA Recommendations:

DCBA concurs with this finding and recommendation. The court is making a major financial investment in document assembly programs that will greatly benefit the public.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
County SHLACs take advantage of the Court's automation capabilities	No anticipated fiscal impact
Expanded online services	No anticipated fiscal impact for court sponsored applications
Use of Guide & File Software	Costs remain to be determined based on the amount of equipment needed. Some SHLACS will need more computers than others. Computers and costs could range from \$1000 - \$2000 each as one-time costs.

c. Consultant Findings:

SHLAC leadership should work with local court leaders to expand the number of courthouses in which Family Law Facilitator, domestic violence advocates and SHLAC personnel are co-located and function effectively as members of the same team.

As noted in the report, there are currently two (2) family law assistance programs that are co-located with the SHLAC program in Compton and Van Nuys. These programs are examples of the seamless integration of Court and SHLAC personnel for the good of the public. The casual observer cannot distinguish between Court and SHLAC personnel.

DCBA Analysis:

Similar to prior recommendations, the consultant sees an opportunity to enhance the connection between SHLACs and the courts to function as a collaborative team; however, DCBA views this role of enhanced partnerships as a function of DCBA. It should not be left to SHLAC leadership. This effort provides a more team-based approach and better service to consumers.

DCBA Recommendations:

DCBA supports the concept of co-locating self-help services in an effort to improve service to the client. DCBA should take the lead in working with the court to expand the co-location of self-help services.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
DCBA to work with relevant partners to strengthen the connection and opportunities to co-locate services	No anticipated fiscal impact

d. Consultant Findings:

SHLAC programs should be supported from County general funds.

Under the current model of funding, the potential exists for service disruptions in SHLAC services caused by program changes and or court adjustments. The use of your Board's discretionary funds, as well as County general funds, sets up for potential delays if ever there is a need to move or adjust services between Supervisorial Districts.

DCBA Analysis:

Currently, funding for the SHLACs is made up of County general funds and subsidized by Board discretionary funds. Specifically, the Third Supervisorial District contributes \$460,000, and the Fourth Supervisorial District contributes \$194,000 to the program. The use of County general funds can provide for consistency and sustainability of service in the event of program changes and or moves.

DCBA Recommendations:

DCBA concurs with this finding and recommendation. Using County general funds will provide a more strategic and uniform approach to utilizing self-help services throughout Los Angeles County.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
Replace Board discretionary funds with Net County Costs	\$654,000 per year under the current structure and funding level

4. Based on a review of current literature, what, if any, changes should be made to the way SHLAC delivers self-help services?

a. What role should technology play?

1. Consultant Findings:

Los Angeles County should provide additional funding sufficient to create a call center with at least five full-time staff persons to experiment with ways in which to deliver self-help services remotely.

In the 2012 study of Los Angeles County SHLACs, Greacen Associates learned that a majority of program users spent at least two hours getting to the courthouse to seek help from the SHLAC program. In part, this was a function of advice from program paralegals to come to the courthouse early to ensure that they would receive help that day.

Most of today's business culture has moved away from the "bricks and mortar" service delivery model represented by courthouse-based SHLAC programs. We bank online. We shop online. Customers expect services to be delivered remotely.

Courts, as well as court users, benefit in multiple ways from remote service delivery modes: Remote services can be centralized, staff/customer interaction time is shorter, costs are reduced, security issues minimized, travel time is eliminated, and consumers do not incur charges for parking and child care.

DCBA Analysis:

DCBA believes that remote service is an efficient and cost-effective way to provide self-help services to the public. Establishment of a call center is a logical way to begin providing remote services to consumers. With the addition of call center services, consumers can receive help in minutes, rather than hours consumed by travel and waiting for service at a SHLAC location.

A call center will allow those consumers who only require limited assistance to complete the court process without having to visit a SHLAC. Creation of a call center will allow SHLAC center staff to focus their in-person efforts on the consumers who are least able to navigate the system and need more extensive coaching and assistance. SHLACs should be innovative in the use of technology and expand its application to deliver services to consumers in an ever more convenient and cost effective manner.

DCBA Recommendations:

DCBA concurs with this finding and recommendation. DCBA recommends the creation of a call center staffed by two (2) attorneys and three (3) paraprofessional staff. DCBA recommends that the call center be developed and operated by the County's SHLAC contractor and that this requirement be included in the statement of work that will be part of the next RFP.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
Call Center	Start Up Costs: \$200,000
Maintenance	On-going Costs/Yearly: \$31,000
2 Attorneys, 3 Paraprofessionals	On-going Staffing Costs/Yearly: \$224,000 - \$396,000

2. Consultant Findings:

SHLAC programs should use the introduction of the Guide & File document assembly interviews as the point in time to convert altogether from paper to electronic documents.

We observed that handwritten forms continue to constitute 90% or more of the SHLAC program output. The advantages for SHLAC users in using the new Guide & File interviews when they become available are substantial. SHLAC staff and consumers should use the Guide & File system as soon as it is available.

DCBA Analysis:

Handwritten paper forms are the least effective way to prepare court forms. Information entered into the Guide & File system remains in the system and can be transferred to other forms as needed. Use of the Guide & File system allows consumers to work on their case before they visit a SHLAC, during a SHLAC visit, and at any internet accessible location after they leave. Many consumers will be able to complete forms and navigate the court process on their own from home or work without the need to visit a SHLAC. Use of the system is free of charge. As addressed

throughout the report the use of technology only serves to enhance access, ease of use, and stretch resources.

DCBA Recommendations:

DCBA concurs with this finding and recommendation. SHLAC should adopt use of the Guide & File system as soon as it is available. SHLACs should provide training to their staff on use of the system as soon as the Guide & File system is available.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
Adopt the use of electronic Guide & File system	Costs remain to be determined based on the amount of equipment needed. Some SHLACS will need more computers than others. Computers and costs could range from \$1000 - \$2000 each as one-time costs.

b. What service delivery model would provide the most efficient and effective services to litigants?

1. Consultant Findings:

The County should negotiate with the Court an understanding that program attorneys can remotely supervise another SHLAC program when the regular program attorney is absent from the office.

A key finding of the report has to do with the requirement that an attorney be on site at all times at every SHLAC location, with the exception for an emergency absence that does not exceed two days. The SHLAC programs administered by all three cooperating legal services entities are stressed by this requirement. It would be helpful if the Court would allow for remote supervision by an attorney available to answer questions by phone and to review documents by fax or scanner. Their knowledge and experience needs to be used to interact with users to diagnose and help them solve their problems; to train and encourage other staff so that they can be of maximum help to users; and to develop and improve SHLAC processes.

DCBA Analysis:

As discussed in an earlier analysis, the requirement to have an attorney on-site can make it difficult for services to take place when that requirement cannot be met. That being said, it may not be the place of DCBA to provide input into the staffing plan of the SHLAC vendor. It may be more appropriate to ensure that the SHLACs always have access to a supervising or program attorney. This can be accomplished through the implementation of the call center, video conferencing, or other electronic means.

The call center was discussed in a prior recommendation. What remains to be determined is if the courts will allow for self-help providers to operate without an attorney physically on-site.

DCBA Recommendations:

DCBA concurs with this finding and recommends that DCBA meet with the court to discuss not having an attorney on-site at all times, but instead, that a supervising attorney be accessible by phone, video conferencing, or other electronic means in the absence of the onsite attorney should SHLAC paraprofessional staff need assistance. DCBA recommends allowing remote attorney supervision of SHLAC locations during such temporary absences.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
Allow for remote supervision of other SHLAC program by Program Attorney when needed	No anticipated fiscal impact Potential savings by not sending an attorney to cover for someone who is off sick for a day or two

2. Consultant Findings:

The County should require SHLAC program attorneys to delegate the task of proofreading completed forms to another SHLAC staff member, remaining available for consultation on unusual and complex matters.

The primary role of the program attorney in most of the programs continues to be that of the final proofreader of handwritten paper forms.

The report makes note that the proofreader does not guarantee error free forms and SHLACs continued to have filings rejected by court clerks for procedural defects. The evidence shows that a program attorney review of all forms is not an effective quality control process.

DCBA Analysis:

The Program Attorney has a level of expertise and experience that should be utilized in more complex legal areas. This was recognized as an ongoing concern in the last study of 2012, where it was recommended that the SHLAC program eliminate the requirement that a program attorney review every document produced in her or his office. Although there has been some improvement that allows for a short list of documents that do not have to be reviewed by the program attorney, proofreading remains the principal role of the Program Attorney.

DCBA Recommendation:

DCBA concurs with this finding and recommendation. SHLACs should operate in the most efficient and cost-effective manner. Routine tasks should be left to non-attorneys, allowing the attorneys to lead, coach, counsel, train, assess and improve processes, and collaborate with the court and other self-help providers.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
Allow program attorneys to delegate proofreading forms to non-attorneys	No anticipated fiscal impact Potential for savings if proofreading activity is provided and billed at lower level of staffing

c. Which types of services should be provided?

1. Consultant Findings:

The County should consult its own legal counsel and consider the advisability and return on investment of assigning the function of assisting crime victims with collecting on civil judgments arising from restitution orders to the SHLAC programs. The County should also explore alternative approaches such as having the District Attorney's Victims of Crime Program perform this role or having this function performed by the County's Small Claims Advisor Program.

DCBA Analysis:

Victims of felons benefit from statutory-mandated and formalized restitution collection systems. Conversely, there has been no institutionalized restitution collection in the County for victims of misdemeanor offenses. With the passage of Proposition 47 in 2014 and the reclassification of certain felonies to misdemeanors, an increasing number of victims may rely on the civil judgment process to collect restitution that has been ordered.

DCBA considered three options for assisting misdemeanor crime victims with the collection of restitution orders:

One option is that restitution be collected in misdemeanor cases in the same manner as in felony cases or through the development of a new process. In a report to the Board from the Los Angeles County District Attorney's Office dated October 7, 2016, it was recommended that consideration be given to development of a collection process that includes both misdemeanors and felonies.

A subsequent report issued by the Countywide Criminal Justice Coordination Committee (CCJCC) Restitution Task Force on February 24, 2017, states that the Task Force is unable to make recommendations at this time on options to expand restitution collections to misdemeanor cases.

The report notes that the Probation Department, which currently leads collection efforts in felony cases, does not have the resources to assume collections for the entire misdemeanor population. Furthermore, Probation does not have jurisdiction over misdemeanants as they do with felony offenders whom they supervise. Finally, the Task Force notes that data on the number of misdemeanor cases with a restitution order is not currently available. The task force plans to develop a process for collecting misdemeanor restitution data. Once data is available, they will report back on the feasibility of misdemeanor collection.

A second option for collection efforts is the SHLACs. As discussed in its report, the consultant has strong reservations about assigning this task to the SHLACs. SHLAC programs and their legal services sponsors do not have significant experience with civil collection efforts. SHLACs do not currently provide this service, and the task is outside their scope of service and expertise. Placement of this task with SHLAC is unlikely to be the most efficient or cost-effective solution.

A third option is to assign this task to DCBA. DCBA counselors are familiar with judgment collection processes and could use this knowledge and experience to assist persons enforcing criminal restitution orders as a civil judgment. DCBA currently has specific procedures in place to assist in the collection of restitution orders and has assisted these individuals in the past. Through the Small Claims Advisor Program, DCBA counselors assist plaintiffs and defendants with small claims cases, including collection of judgments. Counselors are available by telephone and at six (6) office locations throughout Los Angeles County. Extensive online resources and printed information is also available. County Counsel is currently reviewing to determine if the department could use existing funding from the Small Claims Advisor Program to assist victims with the collection of restitution orders. If not, alternate funding may be required if the demand for service exceeds current counseling resources. This question of demand for service can be resolved once the CCJCC Task Force is able to gather and provide misdemeanor restitution data.

DCBA Recommendations:

DCBA proposes to work with the Los Angeles County District Attorney's Office and the CCJCC to develop a small pilot program to assist misdemeanor crime victims with the collection of restitution orders. DCBA would assist victims in completing the necessary civil forms to convert a Restitution Order to a Civil Judgement. Additionally, this pilot would allow DCBA to control the number and types of cases worked and create the ability to gauge the efficacy of this victim restitution program.

If the demand for service exceeds the department's counseling resources, DCBA will work with the Chief Executive Office and your offices to explore alternate funding options, curtailment of collection counseling services to crime victims, or other options for providing services.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
Establish pilot program to assist victims with restitution orders	No anticipated fiscal impact unless demand exceeds department resources
Consult with legal Counsel to determine use of Small Claims Advisor funds for collection of restitution orders	No fiscal impact

Additional DCBA Recommendations:

Self-Help Services to Promote Immigrant Advancement.

DCBA Analysis:

Although this subject was outside the scope of the consultant's contract, DCBA recognizes that immigrant protection is a high priority for your Board. Many services provided at the SHLACs, such as family law and landlord-tenant issues, serve our immigrant communities. DCBA knows from experience that many immigrants are not comfortable entering a courthouse to receive such services. Providing services in neighborhoods outside a courthouse setting would benefit immigrants and the broader community.

DCBA Recommendation:

DCBA will work with your offices to develop and implement a one-year pilot program in a community that has a high percentage of immigrant residents. At the end of the pilot program, DCBA will review the outcomes and determine whether to expand into other impacted areas, adjust the services offered, or end the pilot.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
Establish a pilot program to serve immigrant communities	Unknown - would need to be negotiated with vendor

2. Consultant Findings:

Assisting persons with expungements appears to be an appropriate and cost effective role for SHLAC programs to perform.

SHLACs currently assist litigants requesting criminal record expungement using a workshop model. This service is currently only provided at the Inglewood office as a workshop. Workshops are typically held twice a month. Litigants receive legal information regarding expungement (eligibility, legal process, etc.) and prepare the pleadings in a group setting. An attorney answers questions and reviews final pleadings.

The consultant's report also noted that the expungement process is made more difficult than it needs to be, because the case record language does not match the language on the judicial council form and court criminal case record printouts are not consistent in format.

DCBA Analysis:

This service is well-suited for the SHLACs, because the person interested in an expungement is able to obtain the criminal case records needed to prepare the appropriate court forms.

Expungements are an important service to offer, since they provide the formerly incarcerated with enhanced opportunities for employment, housing and self-sufficiency.

DCBA Recommendations:

DCBA concurs with this finding. DCBA recommends that this workshop be provided at other SHLAC locations as demand dictates and incorporated into the statement of work. Additionally, DCBA should work with SHLAC and the courts to come up with a consistent format with the case record language, language from the judicial council form, and criminal case record printouts.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
Assist persons with expungements	No anticipated fiscal impact

5. What terms should be included in an RFP to procure the needed self-help services?

Consultant Findings:

Greacen Associates will assist the Department of Consumer and Business Affairs in preparing an RFP to procure the needed self-help services when the County of Los Angeles Board of Supervisors has had an opportunity to review and act on the recommendations of this report.

DCBA Analysis:

A timeline has been constructed to release the RFP and hold a bidders conference in June of 2017 with a revised statement of work (SOW) that includes many of the services called for in this report. If all goes as scheduled, the proposal evaluation should be concluded in August 2017 and contract negotiations completed in November 2017. Board consideration is scheduled for December 2017, with a contract start date in January 2017.

DCBA Recommendations:

DCBA will work with the consultant in preparing an RFP that meets the County's needs. The RFP will require establishment of remote services including a call center, enhanced automation and expanded use of technology; operations at eight courthouses; and a pilot program to meet emerging community needs.

Fiscal Impact	
Recommendation	Estimated Fiscal Impact
Consultant assist DCBA with developing an SOW for an RFP	No anticipated fiscal impact

Should you have any questions or need additional information, please contact me at your earliest convenience at (213) 974-9750, or via e-mail bstiger@dcba.lacounty.gov.

Attachment: Appendix A – Improving the Los Angeles County Self-Help Legal Access Centers (SHLAC) Program

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel

**Improving the Los Angeles County Self-Help Legal
Access Centers (SHLAC) Program**

A Report to

**The Los Angeles County Department of
Consumer and Business Affairs**

Prepared by

**John M. Greacen
Greacen Associates, LLC**

January 30, 2017

In November 2016, the County of Los Angeles entered into a short term contract with Greacen Associates for an “evaluation of current and future needs of self-represented litigants and improvements that can be made to the Self-Help Legal Access Centers (SHLAC) Program to maximize efficacy.”

The contract calls upon Greacen Associates to “gather and analyze relevant data, conduct observations and interviews, to study and address five questions.” Those questions – reordered and slightly restated to facilitate the presentation of this report – are:

- 1) What is the need for self-help services now, and what is the future expected demand for services for the SHLAC program?
- 2) At which courthouses should the County provide self-help services?
- 3) How should County self-help services interface with the court, court self-help programs, and court self-help systems operating in Los Angeles County?
- 4) Based on a review of current literature, what if any changes should be made to the way SHLAC delivers self-help services?
 - a. What role should technology play?
 - b. What service delivery model would provide the most efficient and effective services to litigants?
 - c. Which types of services should be provided?
- 5) What terms should be included in a Request for Proposals to procure the needed self-help services?

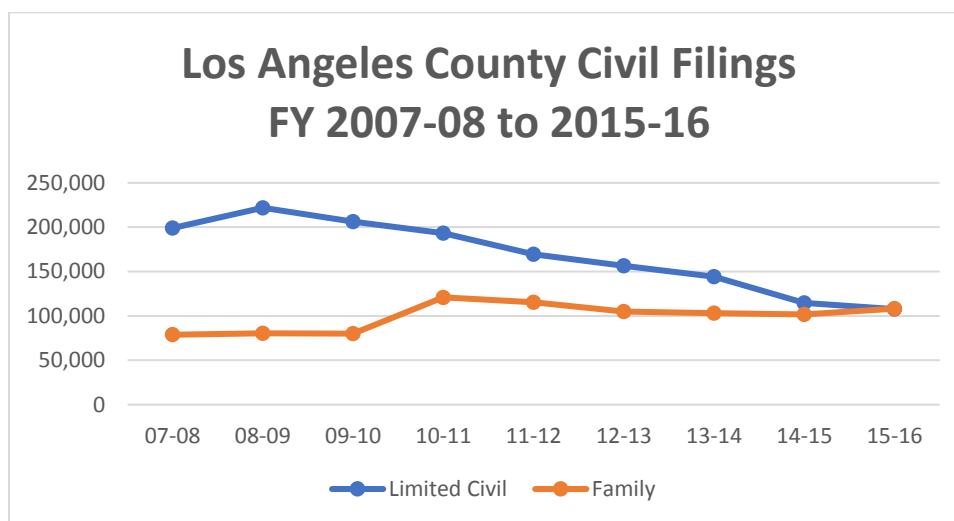
This report is based upon observations in all nine of the County’s current SHLAC programs, interviews with the lead attorneys at each site, interviews with the supervising attorneys for Neighborhood Legal Services of Los Angeles (NLSLA) and Legal Aid Foundation of Los Angeles (LAFLA), interviews with the Executive Director of NLSLA, interviews with the Presiding Judge, Assistant Presiding Judge, and Chief Executive Officer of the Superior Court for Los Angeles County, and with senior members of the CEO’s staff, observation of the Self-Help Center in the Stanley Mosk Courthouse operated by the Superior Court and interviews with the court’s Director of Self-Help Services, and interviews with the leadership of the County Department of Consumer and Business Affairs.

The report is also informed by the findings and recommendations of Greacen Associates’ November 29, 2012 report “Evaluation of Five Los Angeles County Self-Help Centers” and the experience obtained in gathering information about the SHLAC program for that report.

This report is organized in accordance with the five questions (and sub-questions) set forth above. Recommendations are set forth in bold typeface.

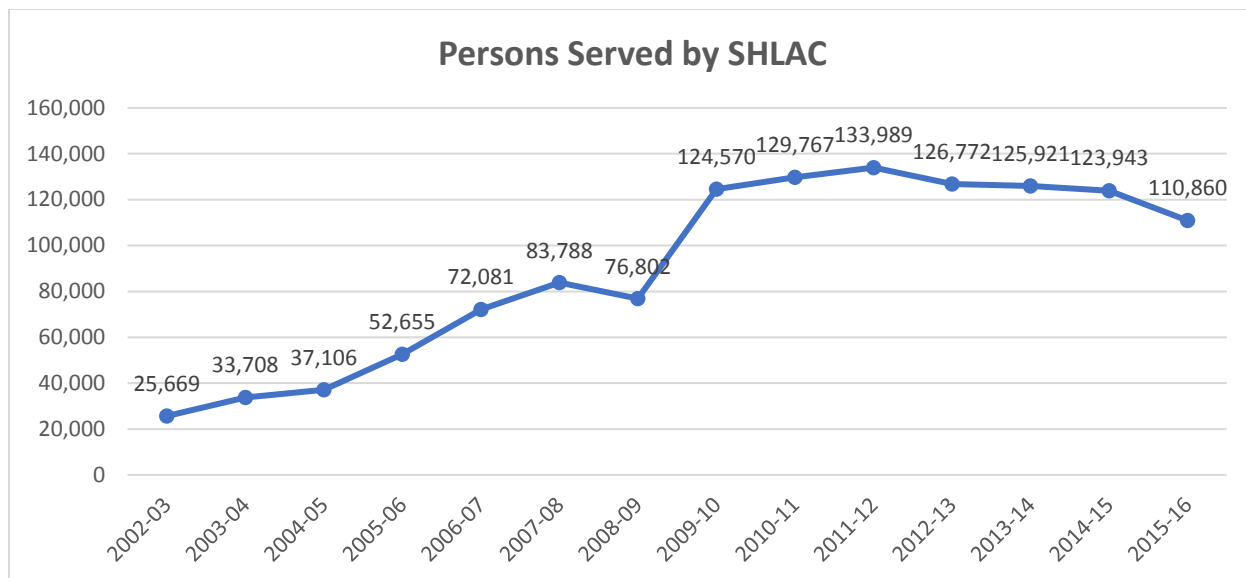
1) What is the need for self-help services now, and what is the future expected demand for services, for the SHLAC program?

Greacen Associates' 2012 report calculated that 73% of the persons assisted by SHLAC sought help with family law matters. The next highest need was for landlord/tenant matters – 14%. Landlord/tenant matters are referred to by California courts as “unlawful detainers” and included (along with debt collection) within the statistical category “limited civil.” The total court filings in the categories of “family” and “limited civil” for the past ten years – the categories from which the SHLAC program draws almost 90% of its work – are shown in the chart below.

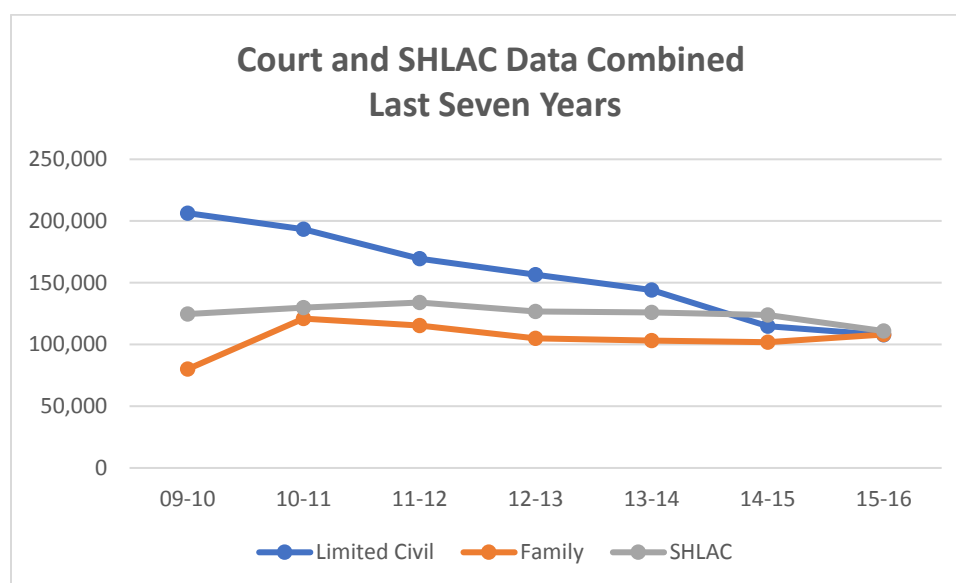


Family filings have been decreasing slowly since the 2010-11 fiscal year, with a slight upturn in the last fiscal year. Limited civil filings have fallen dramatically – virtually cut in half – since fiscal year 2008-09. Civil court filings have fallen nationally over the same period, but not as dramatically as the limited civil filings in Los Angeles County. The Court’s statistician has noted an 18% increase in unlawful detainer filings in the hub courts dealing with those cases from March 2016 to August 2016 – showing that the dramatic decline in limited jurisdiction filings in the County may have come to an end.

The data from NLSLA on the total numbers of persons assisted in the SHLAC programs is shown in the graph on the next page. The number of SHLAC users peaked in fiscal year 2011-12 and has fallen by 17% since then.



When the data for the SHLAC program is superimposed on the court filings data, the result is the chart below. It is useful only to show the relative trends in the data. Realize that the chart ignores the numbers of persons served by the Court's Stanley Mosk and Norwalk Self-Help centers so that it does not represent the total numbers of self-represented persons assisted compared to filings. We should not expect that numbers of SHLAC users to be the same as the number of court cases filed; many filers do not use SHLAC services, but those that do are often assisted multiple times during the pendency of their cases.



The chart is helpful in showing that the SHLAC assistance workload has followed roughly the same trend line as the court family filings for the past six years, that court filings and SHLAC assistance have both dropped over the past five years, and that the SHLAC 2016 drop in assistance provided is consistent with the overall drop in court family and limited civil filings.

The data demonstrates that there is no growing unmet need for SHLAC services as a result of growing court case filings. If anything, it shows that the SHLAC programs have had relatively higher resource levels per court filing over the past six years as family court and limited civil filings have fallen.

Recommendation:

- **The data does not support an increase in the resources devoted to the SHLAC program.**

While there is no doubt that some of the SHLACs are very busy, relevant court filings have fallen, not risen, in recent years and there is no indication that they will trend upwards in the near future barring a significant change in the economy.

2) At which courthouses should the County provide self-help services?

The Court currently has eight courthouses in which family law cases are heard, nine in which unlawful detainer (landlord/tenant) cases are heard, and two in which debt collection cases are heard. The Court refers to these facilities as “hubs” for that particular type of case. The Court has plans to expand the number of hubs for unlawful detainer cases from nine to twelve. It has no plans to expand the number of family law or debt collection hubs.

Because roughly three quarters of the work done by SHLAC centers is for family law matters, we believe that the County should locate SHLAC offices exclusively in courthouses hearing family law cases. There is no need for the County to expand SHLAC services whenever the Court decides to increase the number of locations in which landlord/tenant and debt collection cases are heard. Potential SHLAC patrons needing help with the latter type cases in courthouses without a SHLAC center can be referred by appropriate signage and by specific direction from court staff (including weapons screening officers) to the nearest SHLAC facility – or to a telephone or other remote service delivery mode as suggested in Recommendation 4 below.

Recommendation:

- **Los Angeles County should place SHLACs only in courthouses where family cases are heard.**

The County should not attempt to keep up with the Court’s expansion of its hubs for other case types. One result of this recommendation would be the closing of the Inglewood SHLAC and the transfer of its resources to Compton.

3) How should County self-help services interface with the court, court self-help programs, and court self-help systems operating in Los Angeles County?

Since the time of Greacen Associates' 2012 report, the Los Angeles Superior Court has expanded its support for the SHLAC program in several significant regards.

The Court has more than doubled the number of Justice Corps fellows and volunteers assigned to the SHLAC programs. These additional staff members have increased significantly the level of trained resources available to the public in the SHLAC program offices. The Justice Corps fellows have been trained to deliver the workshops developed in the Self-Help Center in the Stanley Mosk Courthouse and have enabled the SHLAC programs to incorporate workshops within their service delivery model.

The Court has increased and remodeled courthouse space to accommodate better the needs of several of the SHLAC programs.

The Court has installed computers and other equipment in a number of the SHLAC offices. It has recently devised a method of providing internet service to all of the SHLAC centers through the Court's internal network.

In the Compton and Van Nuys SHLACs the Court has co-located its Family Law Facilitator with the SHLAC program. In Van Nuys, the domestic violence restraining order program is also co-located with the SHLAC program. Although the full effectiveness of this consolidation of related services is dependent upon the personalities of the personnel in each location, the Compton program provides an example of the seamless integration of Court and SHLAC personnel for the good of the public. In Compton a casual observer cannot distinguish between Court and SHLAC personnel, who change roles as needed literally from minute to minute to perform whatever tasks are needed by the program's users.

The Superior Court is engaged in a major improvement and expansion of its automated support for its internal operations and for its users. It is converting to the Tyler Odyssey case management system for many of its case types, including family and guardianship cases (but not landlord/tenant cases). It has greatly expanded its online services, offering a traffic ticket avatar that has been extremely successful in encouraging online resolution of traffic cases and online payment of the resulting fees and fines. The court website, together with the California Judicial Branch self-help website, provide a great deal of information for persons with civil legal problems, in written and video formats and in numerous languages.

The Los Angeles Superior Court is also working with other California counties to develop a comprehensive set of standard court forms using the Tyler Guide & File software to support electronic filing and electronic service of court documents. The Guide & File software is a document assembly process, similar to TurboTax, where answers to interview questions are automatically inserted into the appropriate places in official court forms.

These Guide & File forms will gradually replace the current document assembly processes used by the courts and legal services based on ICan!, HotDocs, and A2J/LawHelpInteractive software programs. They will also replace other electronic forms, such the Essential Forms used by some SHLAC programs.

The Guide & File interviews are being developed by a consortium of California trial courts and are scheduled for completion between the beginning and middle of the 2017 calendar year. Those forms will then serve as the basis for electronic filing and electronic service of documents through the Tyler Guide & File process in the case types for which the document assembly processes have been developed. Electronic filing will be encouraged and ultimately made mandatory for attorneys and public entities. Under current state court rules, it will remain optional for self-represented litigants and fees charged for filing electronically will be waived for persons for whom a fee waiver has been entered – a process that will be advantageous for many SHLAC users.

One change that Greacen Associates recognized during its recent visits to SHLAC programs is an increased recognition by all SHLAC programs of the need for them to make it easy for judges to request same day assistance from SHLAC personnel for the preparation of documents needed by parties appearing in court to complete court processes without having to come back to court another day. Accommodating these requests not only helps the litigants, but also relieves the court of the need to continue a hearing to a different date. SHLAC personnel make every effort to comply timely with such requests made by judges.

We are aware of disruptions in SHLAC Self-Help services caused by the Court's decision to transfer family law cases to the Chatsworth courthouse from its former location in the adjoining Supervisorial District. The Court was unaware that SHLAC programs are funded in part by Supervisor discretionary funds, as well as County general funds. Limited services were available while determinations were made on how to fully fund the Chatsworth facility for the remaining fiscal year. Potential service delays could be eliminated by the use of County general funds for this purpose.

Given the extensive investment by the Court in resources for the SHLAC program and its commitment to expand its automated resources, we make the following four recommendations concerning the interface between Court and SHLAC programs:

Recommendations:

- **The SHLAC program should explicitly acknowledge that it functions as a full partner with the Court in providing Self-Help services in its centers.**
- **The SHLAC programs should take maximum advantage of, and not attempt to duplicate, the Court's automation capabilities.**

Compliance with this recommendation would mean adoption by SHLAC programs of the new Guide & File interviews as they are tested and accepted by the Court. It would also entail a thorough review of the Court's online capabilities and adoption of those that would be of benefit to the work of the SHLAC centers, such as the Court's online scheduling tool for registering users for SHLAC-sponsored workshops, or of benefit to program users, such as relevant court videos to obtain more in depth information on a topic or to prepare for a court hearing.

- **SHLAC leadership should work with local court leaders to expand the number of courthouses in which Family Law Facilitator, domestic violence advocates and SHLAC personnel are co-located and function effectively as members of the same team.**
- **SHLAC programs should be supported from County general funds.**

4) Based on a review of current literature, what if any changes should be made to the way SHLAC delivers self-help services?

In the course of our 2012 study, Greacen Associates learned that a majority of program users spent at least two hours getting to the courthouse to seek help from the SHLAC program. In part this was a function of advice from program paralegals to come to the courthouse early to ensure that they would receive help that day.

Most of today's business culture has moved away from the "bricks and mortar" service delivery model represented by courthouse-based SHLAC programs. We bank online. We shop online; consider the quandary that retailers like Sears face as they try to compete with Amazon. We go to YouTube to find out how to fix the kitchen sink or the vacuum cleaner. We can interact with our doctor on Skype.

Our customers now expect services to be delivered electronically – particularly using a cell phone. Most low income Americans have and use smartphones as their primary means of accessing the internet. This year, Greacen Associates produced a *Resource Guide on Serving Self-Represented Litigants Remotely*. It can be found at this URL.

http://www.srln.org/system/files/attachments/Remote%20Guide%20Final%208-16-16_0.pdf

The Guide details the processes used by innovative courts and court systems to employ telephone, email, chat, text messaging, videoconferencing, and other technologies to interact effectively with users from their homes, cars, or businesses. These processes are used not only in sparsely populated areas, but also in densely populated urban centers. Courts as well as court users benefit in multiple ways from remote service delivery modes. We reproduce here the findings from the *Resource Guide* on benefits to both service providers and service users.

The Value Proposition for Remote Services Delivery

Remote services delivery mechanisms offer resource savings for both service providers and their customers. In today's resource-challenged environment, being able to provide the same service at less cost is of significant benefit. And to be able to provide it at less cost to the customer maximizes the benefit.

Service providers save resources in these ways:

- Remote services delivery staffing can be centralized. Instead of having to deliver a full range of services at every court or legal services location, high level expertise can be assembled in a single location (or within a single unit even if staff are located in different places). The high level expertise can be used as needed over the entire geographical area. The savings can be easily visualized when a centralized remote services staff is compared to the amount of staff required to travel to remote facilities to deliver the same services face-to-face.
- Staff/customer interaction time is shorter. The same communication conducted over the phone takes less time than when it is conducted face-to-face. The Alaska Family Law Self-Help Center conducted an experiment on this topic early in its existence; the results led to its decision to provide assistance exclusively over the phone. Minnesota explains part of the reason for this phenomenon from the customer's perspective; "if you arranged for child care or time off from work, spent half an hour driving to the courthouse, found public parking, and waited in line for another fifteen to twenty minutes, would you feel satisfied with a four minute interaction (Minnesota's average phone call duration) with court self-help staff?" Courts using chat lines are able to have up to three chats open simultaneously.
- It is often easier for staff to establish boundaries for a remote conversation than for a face-to-face conversation.
- Several directors of remote self-help services report less staff burnout than with traditional walk in service centers. Staff are better able to control the pace and demands of their work.
- Facilities costs are reduced. If fewer people are coming into the courthouse or legal aid office, the court needs less space to accommodate them – less waiting area, less private meeting space for sensitive conversations, and less office space for staff (especially if they are allowed to work from home). Walk in self-help facilities should be located on the first floor of a courthouse in close proximity to clerks' windows.

This is the most valuable space in the courthouse. Reducing self-help space requirements allows other services access to this prime space.

- Security issues and costs are minimized, but not eliminated. If there are fewer people coming into the courthouse, there are shorter weapons screening lines. Court self-help centers and legal aid offices do have to arrange for security and deal with security incidents. Direct physical confrontations are not possible with remotely delivered services. However, virtual centers must deal with different types of security issues: for example, what to do with a caller indicating a suicide attempt; how to handle written or verbal threats to specific individuals or courthouses.
- Nebraska has used call center software to take advantage of underutilized staff resources. In Nebraska, every limited jurisdiction court must have full-time staffing even in small towns where the judge is present only one day per week. The employees in these remote locations have to know how to handle all case types; but there is not enough business to keep them fully occupied. By implementing call center software, the Nebraska AOC has been able to enlist the services of these experienced clerks in providing telephone services to customers in limited jurisdiction courts all over the state. The call center software enabled the state to “find” additional resources without hiring additional staff. Orange County, California uses the same technology to route incoming calls to a new self-help center in the southern part of the county where staff have the most time available to answer them.

Customers benefit from similar savings:

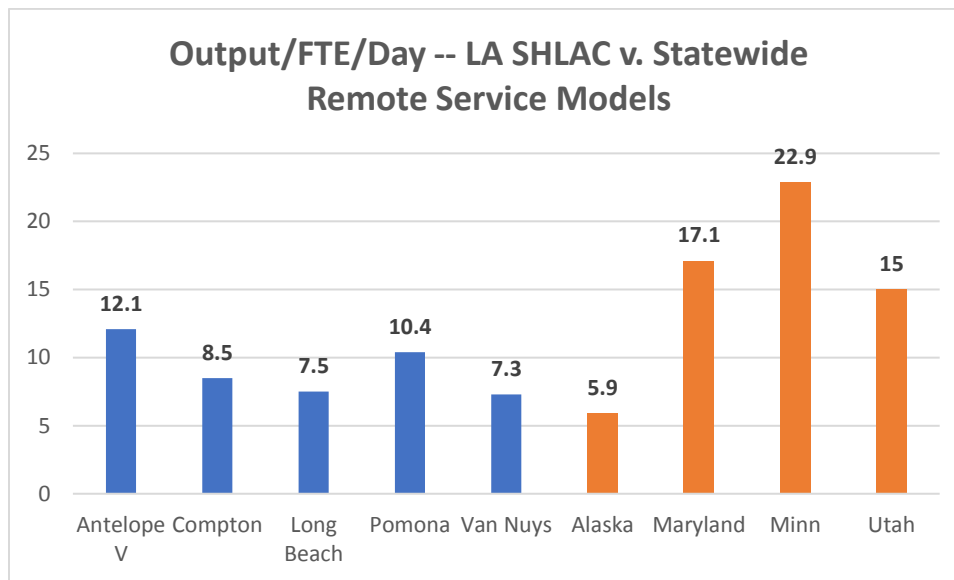
- They do not incur the time and mileage costs of driving (or taking public transportation) to a courthouse or legal services office.
- They do not incur parking, child care, and meal costs associated with a trip to the nearest courthouse or legal services office.
- Customers are able to access services many more hours per week. Even if they do not get through on the first call, they can call back at times convenient to them rather than having to arrange to be at a courthouse or a legal services office at a specific time when self-help staff will be present. Remote services can be delivered outside of regular business hours if they do not require staff to be present in the courthouse or legal services office.

- Customer interactions with self-help staff may be less stressful in the sense that if a customer forgets to ask a question, s/he can recontact the service without having to incur transportation time and costs.
- Remote services can offer right-sized, just in time delivery of legal help in a way that face-to-face services that require users to plan for a courthouse visit, incur travel costs and time, and often encounter long waits for service cannot. The best example is for answers to simple, straightforward questions – where the cost of a face-to-face visit is grossly disproportionate to the service provided.

Remote service can be better than face-to-face service:

- Service providers can bring together their most experienced staff to provide the highest quality service. In most of the programs we visited, remote services staff work closely with local staff to ensure that they answer basic questions and deliver forms, referring users to the remote services staff for the assistance that the local staff are not qualified to deliver. Having remote services staff co-located or centrally managed facilitates service standardization and quality not possible when staff are widely dispersed and work for different entities and managers.
- The Alaska Family Law Self-Help Center offers services from 7:00 am to 6:00 pm, Monday through Thursday, expanding the court's 8:00 am to 4:30 service window which customers with full-time jobs may find hard to use. Maryland's statewide telephone self-help service is now open from 8:30 am to 8:00 pm from Monday through Friday.
- The remote delivery staff can be tasked with developing specialized materials to improve their own services and to enhance the materials available to the public and to local service providers as well, such as
 - "Canned" email and text responses
 - Short, focused YouTube videos
- Remote services offer the customer a greater degree of privacy. Communication takes place from a private place, not in a public space where a customer may be uncomfortable discussing sensitive material.
- The centralized approach of remote self-help services programs gives managers an optimal vantage point from which to recommend ways to simplify court procedures (referred to as "inreach" later in this report), as they have a bird's eye view of all local practices and can easily compare and contrast to find the most effective and efficient options.

There is every reason to believe that Los Angeles County would experience these benefits if it expanded its self-help services beyond those delivered face-to-face in a courthouse. In particular, it would be able to serve more persons with the same resources. The chart below shows the average number of persons served per day per FTE in the five SHLAC programs studied in 2012 and in the four statewide remote services documented in the 2016 *Resource Guide*. Three of the four remote service delivery programs outperformed the SHLAC programs by substantial margins.



It is not clear to us what remote technology or combination of remote technologies will prove to be the most effective means of providing remote self-help services in Los Angeles County. There are multiple issues – all documented in the *Resource Guide* – that must be resolved, such as providing services for non-English speakers. We recommend that Los Angeles County provide additional funding sufficient to create a call center with at least five full-time staff persons to experiment with ways in which to deliver self-help services remotely.

It is possible that the call center could be conducted by an entity different from the entity responsible for the courthouse-based SHLAC resources. For instance, the Department of Consumer and Business Affairs itself has considerable experience using call centers to deliver its small claims advisor and other services.

However, we believe that the County will be better served by having a single entity provide both in-person and remote self-help services. The economies of scale of being able to take advantage of resources in the current SHLAC programs during a lull in courthouse traffic, the ability to call on the unique knowledge and skill bases of current SHLAC personnel, and the potential for integrating creatively the in-person and remote services capabilities favor having a single vendor perform both functions.

Recommendation:

- **Los Angeles County should provide additional funding sufficient to create a call center with at least five full-time staff persons to experiment with ways in which to deliver self-help services remotely.**

These experiments should include different ways of inter-connecting the physical and remote SHLAC self-help resources, such as using call center attorneys to provide remote supervision for SHLAC courthouse facilities when their program attorneys are on vacation, sick leave, or absent for training or some other purpose.

4a) What role should technology play?

Despite the recommendation in our 2012 report that the SHLACs convert from paper to electronic forms, we observe that handwritten forms continue to constitute 90% or more of the SHLAC program output. The advantages for SHLAC users in using the existing document assembly programs – and the new Guide & File interviews when they become available – are substantial:

- Users benefit from the increased comprehension and clarity that comes from having printed rather than handwritten forms;
- Users benefit from the ability easily to make corrections to forms when they are in electronic form;
- Users benefit from not having to enter by hand the same information over and over on multiple pages of a single form;
- Users benefit by being able to save the information they enter for one form in a case for reuse in completing future forms in that case; and
- Users will benefit by being able to electronically file and serve documents when the court implements the Guide & File electronic filing capability.

Recommendation:

- **SHLAC programs should use the introduction of the Guide & File document assembly interviews as the point in time to convert altogether from paper to electronic documents.**

SHLAC users can be given paper forms packets to acquaint them with the information required for completing a court form, but with instructions that include the URL for the appropriate Guide & File interview. Users would be encouraged to complete the interview online. If they wished to have SHLAC personnel review their form before filing it, they could save it with a password, and bring the password to the SHLAC office. If they find that they are not able to use the online process, they can obtain help from SHLAC personnel.

The Minnesota remote self-help center has a well-established program for online review of a completed form; this could be a service of the remote service delivery program suggested in Recommendation 4.

4b) What service delivery model would provide the most efficient and effective services to litigants?

During our visits to SHLAC centers we became aware of two issues related to the program attorney position.

The first issue has to do with the requirement that an attorney be on site at all times at every SHLAC location, with the exception for an emergency absence that does not exceed two days. The SHLAC programs administered by all three cooperating legal services entities are stressed by this requirement – periodically having to dispatch an attorney with a different assignment to cover a SHLAC program for a period of time. It would be helpful if the County could broker an understanding with the Court that would allow for remote supervision by an attorney available to answer questions by phone and to review documents by fax or scanner.

The second issue has to do with the recommendation in our 2012 report that the SHLAC program eliminate the requirement that a program attorney review every document produced in her or his office. In response to that recommendation, NLSLA has created a relatively short list of documents that do not have to be reviewed by the program attorney, such as a request for name change. However, in our visits to the SHLAC programs we observed that the primary role of the program attorney in most of the programs continues to be that of the final proofreader of handwritten paper forms. They literally spend most of their time sitting alone at their desks reading and editing forms.

The 2012 study showed that all of this effort does not guarantee errorless forms; SHLAC had on average one filing rejected by court clerks for a substantive or procedural defect for every three cases they assisted. SHLAC performed better on this measure than private attorneys and better than self-represented litigants who did not get help; but the forms produced by the SHLAC program contained significant numbers of mistakes. The evidence shows that program attorney review of all forms is not an effective quality control process.

One of the most important principles in the modern use of professionals is that they function “at the top of their license.” For example, doctors no longer take blood pressures or temperatures or weigh their patients. They no longer draw blood for analysis. They no longer clean out ear wax. They no longer write routine prescriptions. They use nurses and nurse practitioners for those functions. They save their time for the functions which their training and experience have uniquely equipped them to perform – the interaction with the patient to obtain the information needed to diagnose and treat her or his symptoms and problems, the performance of advanced medical procedures (such as surgery), and counselling with patients to induce changes in their life styles essential to improving their health.

The application of this principle to the SHLAC programs is obvious. How does it make sense to use the most valuable resource the program possesses to proofread and correct documents? The SHLAC program attorneys are remarkably knowledgeable and capable people. Their knowledge and experience needs to be used to interact with users to diagnose and help them solve their problems; to train and encourage other staff so that they can be of maximum help to users; and to develop and improve SHLAC processes. We were very impressed with the strategic thinking that went into creating the workshop approach for debt collection cases in Chatsworth which educates defendants not to contest debt collection complaints unless they have a valid defense. We were also impressed by the lunchtime case review sessions conducted by the program attorney in Pomona; this process regularly and systematically improves the understanding and capability of every staff member and volunteer in that SHLAC office.

Recommendations:

- **The County should negotiate with the Court an understanding that program attorneys can remotely supervise another SHLAC program when the regular program attorney is absent from the office.**
- **The County should require SHLAC program attorneys to delegate the task of proofreading completed forms to another SHLAC staff member, remaining available for consultation on unusual and complex matters.**

4c) Which types of services should be provided?

In October 2017, the District Attorney provided Los Angeles County with a report on the impact of Proposition 47 on victim restitution. The report concluded that many County residents who have been the victims of crimes reclassified from felonies to misdemeanors under Proposition 47 must now use civil collection processes to enforce the restitution provisions of what were formerly felony convictions. The Board of Supervisors has noted that many of these crime victims will require assistance in pursuing civil collection remedies for this purpose.

Greacen Associates has strong reservations about assigning this topic to the SHLAC program. Neither the SHLAC programs nor their legal services sponsors have significant experience with civil collection efforts; instead, they typically find themselves helping defendants, not plaintiffs, in such matters. Our concerns arise from the following considerations:

- Many of the former felons who owe restitution will not have assets from which to collect a civil judgment. The criminal defendant/restitution debtor was required to complete a Statement of Assets at the time of sentencing or at the time of a subsequent restitution hearing. However, that information may no longer be accurate.

Competent assistance for victims will require SHLACs to obtain and use an asset location service, such as Lexis/Nexis' Actions and Collections service, before helping victims prepare a Request for Enforcement of Order for Restitution/Judgment Pursuant to Penal Code section 1214, form CIV 202 04. The legal aid organizations can subscribe to such a service and run an asset check on an individual who owes restitution. However, the victim must have identifying information about that individual, such as a social security number or a current address and phone number, on which to base such a search. The debtor's social security number is included in the Statement of Assets, which the victim can obtain from the court if s/he has not retained a copy.

- Obtaining and collecting on a civil judgment is complicated. The Request for Enforcement Form is relatively straightforward and allows the victim to request immediate issuance of a Writ of Execution and/or an Abstract of Judgment. However, those forms must also be submitted. The victim may file for garnishment of wages, attachment of a bank account, or seizure of some piece of real or personal property to be sold with the proceeds going towards payment of the judgment. But these processes are complex and difficult to handle as a self-represented litigant.
- The SHLAC program may then find itself assisting the defendant to prepare a proof of exemptions to prevent collection of the civil judgment. This is not anomalous; the SHLAC programs are obligated to help parties on both sides of cases. They are a court-based service requiring neutrality with respect to all parties. There is no lawyer-client relationship between SHLAC and its users.

The passage of Proposition 47 has led to another form of work for the SHLAC programs. The reduction of numerous prior criminal convictions from felonies to misdemeanors has many more persons eligible expungement of their criminal conviction. Misdemeanor convictions can be expunged after the passage of a sufficient period of time without additional encounters with the law. SHLAC programs have assisted persons who qualify to get these misdemeanors expunged. For instance, the LAFLA SHLACs currently assist litigants requesting criminal record expungement using a workshop model. Workshops are typically held twice a month. Litigants receive legal information regarding expungement (eligibility, legal process, etc.) and prepare the pleadings in a group setting. An attorney answers questions and reviews final pleadings.

The Inglewood program attorney reports that litigants have difficulty completing the forms on their own as the criminal case records are difficult to read. The case record language does not match the language on the judicial council form and court criminal case record printouts are not consistent in format. SHLAC users require assistance to decipher the information on their particular case records. They are unable to complete the dismissal form on their own even with the use of a how-to guide because of this inconsistency.

Unlike the conversion of a restitution order to a civil judgment, the person interested in an expungement has, or is able to obtain her or his own criminal case records to provide, the information needed to assist in preparing the appropriate court form.

We note that the Superior Court does not provide assistance on expungements at its self-help centers in the Stanley Mosk and Norwalk courthouses, other than to refer them to the court's website for information and forms. They provide the following advisory message about the availability of counsel to represent a person seeking expungement.

"There is no constitutional or statutory right to appointed counsel in this post-conviction proceeding. If you were represented by the Public Defender or the Alternate Public Defender at the original sentencing, those agencies have advised the Court that they will represent you in filing a Petition or Application and at any hearing in connection with your Petition or Application. If you were represented by a privately retained lawyer or did not have a lawyer at the original sentencing, the judicial officer handling your matter has discretion whether or not to appoint an attorney to assist you."

Recommendation:

- **The County should consult its own legal counsel and consider the advisability and return on investment of assigning the function of assisting crime victims with collecting on civil judgments arising from restitution orders to the SHLAC programs.**
- **The County should also explore alternative approaches such as having the District Attorney's victims of crime program perform this role or having this function performed by the County's Small Claims Advisor Program.**

It may be that the best approach will be for the SHLAC program to provide the Los Angeles Superior Court Policy on Victim Restitution Orders (together with the associated forms) to persons inquiring about civil enforcement of restitution orders and refer them to the Small Claims Advisor Program.

Recommendation:

- **Assisting persons with expungements appears to be an appropriate and cost effective role for SHLAC programs to perform.**

While it may appear inconsistent to recommend that SHLACs assist the person convicted of crime but not the victim of that crime, our recommendation derives not from the role played by the person seeking assistance, but rather on the practical ability of the SHLAC program to obtain the information needed to provide useful assistance to the persons seeking to obtain and execute on a civil judgment arising from a restitution term of probation in the original criminal sentence.

5. What terms should be included in a Request for Proposals to procure the needed self-help services?

Greacen Associates will assist the Department of Consumer and Business Affairs in preparing a Request for Proposals to procure the needed self-help services when the Los Angeles County Board of Supervisors has had an opportunity to review and act on the recommendations of this report.



Brian J. Stiger
Director

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

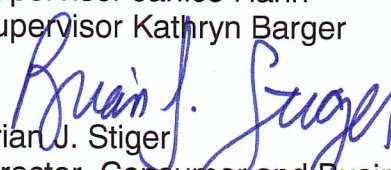
Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

"To Enrich Lives Through Effective and Caring Service"

May 31, 2017

TO: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Hilda Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: 
Brian J. Stiger
Director, Consumer and Business Affairs

QUARTERLY WORKLOAD REPORT NO. 4 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #06871]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received and consumers served by location. This fourth report covers the months of February, March and April 2017.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of May, June and July 2017.

If you have any questions or need additional information, please contact me at your earliest convenience at (213) 974-9750 or via e-mail bstiger@dcba.lacounty.gov.

Attachments

Self-Help Legal Access Centers (SHLAC)

Quarterly Workload Report for February 2017

TOTAL NUMBER CONSUMERS SERVED:	1913	1516	192	1717	1352	1110	486	782	1186
FEBRUARY 2017	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	102	65	0	74	19	42	0	26	31
Civil Harassment Response	4	1	1	1	11	13	2	4	4
Consumer Action Workshop	0	0	0	0	0	0	0	0	0
Divorce: Default Setting/Request	62	45	1	92	50	59	2	42	43
Divorce: Default Workshop	0	0	0	0	0	0	11	2	0
Divorce: Disclosures/Workshops	0	1	0	0	1	0	11	0	2
Divorce: Divorce Judgment Workshop	28	4	1	123	25	25	28	7	46
Divorce: Divorce 1 (Non Workshop)	199	381	12	379	172	189	30	160	65
Divorce: Judgment (Non Workshop)	134	137	0	24	80	75	5	63	22
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	28	8	0	23	0	17	2	1	2
Divorce: Order After Hearing	0	4	0	7	1	2	0	3	6
Divorce: Order to Show Cause Initial	13	6	0	1	5	4	1	3	7
Divorce: Order to Show Cause Modification	141	75	0	28	39	38	16	27	46
Divorce: Request for Trial Set	32	24	1	31	25	33	0	18	28
Divorce: Response to Order to Show Cause	7	6	0	6	6	3	1	4	6
Divorce: Response	55	57	1	21	43	53	7	21	13
Divorce: Summary Dissolution	32	1	0	5	0	25	0	1	0
Divorce: Workshop 1	251	0	0	0	124	43	49	4	126
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	2	0	0	0	0	1	0	0	0
Domestic Violence - P How to Packet	1	31	0	3	0	0	0	0	27
Domestic Violence - P Individual Assistance	161	33	0	111	0	135	1	0	55
Domestic Violence Clinic - P	6	2	0	0	0	0	0	0	2
Domestic Violence Clinic - R How to Packet	3	29	0	2	0	0	2	0	4
Non-Family: Answer to Unlawful Detainer	213	105	63	189	357	12	199	18	28
Non-Family: Civil Complaint - Contract	18	3	11	0	43	31	30	10	3
Non-Family: Civil Complaint Property	0	0	0	0	0	5	0	0	0
Non-Family: Civil Harassment Temporary Restraining Order	71	31	46	66	69	68	13	42	26
Non-Family: Claimed Exemption	7	2	5	18	5	2	2	3	6
Non-Family: Expungement	1	5	23	31	3	1	0	4	1
Non-Family: Starting an Unlawful Detainer	22	32	15	20	11	5	24	24	41
Other - (Services not related to SHLAC - Referred Out)	42	36	0	4	4	0	6	6	395
Other Family Law: Guardianship/Conservatorship	44	2	0	68	60	7	0	6	7
Other Family Law: Name Change Adult	26	4	1	15	11	1	5	3	14
Other Family Law: Name Change Child	9	3	0	9	2	1	2	2	21
Paternity: Default Workshop	0	0	0	0	0	0	0	1	0
Paternity: (Non Workshop)	112	281	8	194	103	82	18	154	66
Paternity: Default Setting	13	14	0	28	14	13	0	10	4
Paternity: Judgment Workshop	9	3	0	4	30	1	2	13	2
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	21	20	0	8	0	14	0	0	3
Paternity: Order After Hearing	0	5	0	1	0	2	0	2	8
Paternity: Order to Show Cause Initial	31	7	1	7	61	40	1	2	9
Paternity: Order to Show Cause Modification	129	45	0	134	55	60	1	51	13
Paternity: Request for Trial Setting	28	16	0	23	26	19	2	15	13
Paternity: Request for Order Workshop	0	0	0	0	0	0	1	0	0
Paternity: Response to Order to Show Cause	9	10	0	13	21	7	1	1	11
Paternity: Response	42	24	2	15	45	12	0	29	7
Paternity Workshop 1	85	1	0	2	90	18	2	0	99
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	2	0	0	0	0
TOTAL	2193	1559	192	1780	1613	1158	477	782	1312

Note:

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 TO - Torrance (District 4)
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Self-Help Legal Access Centers (SHLAC)

Quarterly Workload Report for March 2017

TOTAL NUMBER CONSUMERS SERVED:	2323	1677	295	2042	1426	1499	576	1019	1545
MARCH 2017	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	105	72	0	99	32	61	0	39	42
Civil Harassment Response	4	4	4	0	8	5	0	7	1
Consumer Action Workshop	0	0	0	1	0	22	0	0	1
Divorce: Default Setting/Request	59	63	1	106	35	63	4	35	70
Divorce: Default Workshop	0	0	0	0	1	0	8	4	0
Divorce: Disclosures/Workshops	0	6	0	0	2	1	17	0	7
Divorce: Divorce Judgment Workshop	46	16	0	115	16	27	41	2	44
Divorce: Divorce 1 (Non Workshop)	234	378	16	409	155	223	60	232	94
Divorce: Judgment (Non Workshop)	109	160	1	44	87	102	12	54	18
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	25	17	0	29	1	25	0	12	6
Divorce: Order After Hearing	1	3	0	12	1	1	2	3	0
Divorce: Order to Show Cause Initial	22	4	0	1	11	4	1	2	24
Divorce: Order to Show Cause Modification	194	59	2	32	42	53	16	33	88
Divorce: Request for Trial Set	44	24	1	27	19	64	3	18	44
Divorce: Response to Order to Show Cause	8	10	0	4	8	11	5	6	12
Divorce: Response	43	45	4	32	51	65	7	43	17
Divorce: Summary Dissolution	35	0	0	13	1	21	0	2	3
Divorce: Workshop 1	270	0	0	0	123	50	40	34	188
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	1	0	4	1	0	0
Domestic Violence - P How to Packet	0	53	0	1	1	0	1	0	27
Domestic Violence - P Individual Assistance	222	46	0	159	0	186	8	0	47
Domestic Violence Clinic - P	21	2	0	1	2	0	0	0	4
Domestic Violence Clinic - R How to Packet	2	34	0	3	0	0	1	0	11
Non-Family: Answer to Unlawful Detainer	316	139	77	217	340	10	236	35	38
Non-Family: Civil Complaint - Contract	30	2	29	3	25	43	21	7	5
Non-Family: Civil Complaint Property	0	1	2	0	2	2	1	4	1
Non-Family: Civil Harassment Temporary Restraining Order	89	37	67	41	124	94	15	53	39
Non-Family: Claimed Exemption	6	4	11	16	3	15	3	6	4
Non-Family: Expungement	9	4	29	25	3	1	0	11	8
Non-Family: Starting an Unlawful Detainer	25	21	26	9	3	10	19	34	51
Other - (Services not related to SHLAC - Referred Out)	59	40	1	10	6	0	5	6	463
Other Family Law: Guardianship/Conservatorship	37	6	1	96	67	17	2	16	11
Other Family Law: Name Change Adult	21	21	4	23	9	4	4	5	28
Other Family Law: Name Change Child	12	4	1	6	8	4	2	1	14
Paternity: Default Workshop	0	1	0	0	1	0	0	1	0
Paternity: (Non Workshop)	114	289	19	259	119	119	30	174	89
Paternity: Default Setting	19	16	0	24	16	17	0	13	14
Paternity: Judgment Workshop	6	1	0	9	26	2	1	9	0
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	12	11	0	19	1	15	0	0	1
Paternity: Order After Hearing	0	9	0	2	1	0	0	2	15
Paternity: Order to Show Cause Initial	26	11	0	11	64	37	1	7	16
Paternity: Order to Show Cause Modification	140	44	0	159	53	65	0	57	32
Paternity: Request for Trial Setting	33	18	0	30	21	30	0	19	28
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	1	0
Paternity: Response to Order to Show Cause	27	10	0	24	15	13	0	4	18
Paternity: Response	38	47	2	25	41	17	1	28	12
Paternity Workshop 1	157	1	0	3	74	30	0	0	167
Unlawful Detainer Trial Prep Workshop	0	0	0	0	1	0	1	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0
TOTAL	2620	1733	298	2100	1619	1533	569	1019	1802

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Self-Help Legal Access Centers (SHLAC)

Quarterly Workload Report for April 2017

TOTAL NUMBER CONSUMERS SERVED:	2049	1599	224	1891	1398	1544	494	964	1411
APRIL 2017	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	92	58	0	75	48	61	0	15	34
Civil Harassment Response	4	2	7	1	5	4	1	7	3
Consumer Action Workshop	0	0	0	0	0	24	0	0	0
Divorce: Default Setting/Request	67	55	0	97	38	55	4	45	75
Divorce: Default Workshop	0	0	0	0	0	0	9	7	0
Divorce: Disclosures/Workshops	5	6	0	0	2	2	12	0	9
Divorce: Divorce Judgment Workshop	30	9	0	137	20	23	38	3	40
Divorce: Divorce 1 (Non Workshop)	224	395	10	411	164	206	19	138	74
Divorce: Judgment (Non Workshop)	109	179	0	29	86	126	3	58	21
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	28	8	0	18	0	22	0	6	1
Divorce: Order After Hearing	0	4	0	1	0	0	0	3	1
Divorce: Order to Show Cause Initial	18	10	0	0	10	5	2	5	22
Divorce: Order to Show Cause Modification	150	75	2	13	41	74	16	47	106
Divorce: Request for Trial Set	44	18	0	39	40	32	4	19	23
Divorce: Response to Order to Show Cause	5	8	0	4	15	3	3	1	2
Divorce: Response	48	35	2	17	54	42	5	29	9
Divorce: Summary Dissolution	45	2	0	2	1	34	0	6	3
Divorce: Workshop 1	231	2	0	0	111	112	59	65	151
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	1	0	0	0
Domestic Violence - P How to Packet	0	50	0	1	0	0	0	0	39
Domestic Violence - P Individual Assistance	225	44	0	158	1	187	1	0	70
Domestic Violence Clinic - P	14	3	0	0	0	1	0	1	2
Domestic Violence Clinic - R How to Packet	5	39	0	4	4	4	0	0	5
Non-Family: Answer to Unlawful Detainer	242	103	60	210	329	21	220	21	45
Non-Family: Civil Complaint - Contract	44	1	8	4	38	33	33	19	2
Non-Family: Civil Complaint Property	0	0	0	0	3	1	0	1	1
Non-Family: Civil Harassment Temporary Restraining Order	86	31	64	60	146	121	13	60	71
Non-Family: Claimed Exemption	8	3	8	4	7	18	0	4	0
Non-Family: Expungement	1	5	39	14	5	4	1	7	2
Non-Family: Starting an Unlawful Detainer	23	15	18	10	23	11	20	39	64
Other - (Services not related to SHLAC - Referred Out)	30	40	0	26	3	11	1	2	512
Other Family Law: Guardianship/Conservatorship	34	8	2	76	86	17	1	8	9
Other Family Law: Name Change Adult	25	22	2	22	4	8	2	8	22
Other Family Law: Name Change Child	17	6	1	6	2	3	1	1	14
Paternity: Default Workshop	93	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	0	266	7	238	98	112	23	181	72
Paternity: Default Setting	25	19	0	36	6	20	0	10	14
Paternity: Judgment Workshop	6	4	0	10	23	6	0	8	0
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	17	8	0	11	2	12	0	7	3
Paternity: Order After Hearing	1	2	0	2	3	3	0	4	11
Paternity: Order to Show Cause Initial	33	12	1	13	68	29	2	10	19
Paternity: Order to Show Cause Modification	120	42	0	144	34	67	0	57	14
Paternity: Request for Trial Setting	23	20	0	25	23	24	1	21	41
Paternity: Request for Order Workshop	0	0	0	0	1	0	0	0	0
Paternity: Response to Order to Show Cause	18	11	0	23	15	13	0	8	29
Paternity: Response	38	42	0	17	38	18	2	33	9
Paternity Workshop 1	109	1	0	7	89	67	0	0	129
Unlawful Detainer Trial Prep Workshop	0	1	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	1	0	0	0	0	0	0	0
TOTAL	2337	1665	231	1965	1686	1637	496	964	1773

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Brian J. Stiger
Director

**COUNTY OF LOS ANGELES
DEPARTMENT OF
CONSUMER AND BUSINESS AFFAIRS**

Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

"To Enrich Lives Through Effective and Caring Service"

September 7, 2017

TO: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Hilda Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Brian J. Stiger
Director, Consumer and Business Affairs

**QUARTERLY WORKLOAD REPORT NO. 5 FOR SELF-HELP LEGAL ACCESS
CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #06872]**

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received and consumers served by location. This fifth report covers the months of May, June, and July 2017.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

In the current reporting period, the SHLACs provided assistance to nearly 40,000 unrepresented individuals seeking legal assistance, which is an increase of approximately 7% compared to the previous reporting period.

The leading subject areas for persons seeking assistance were Divorce, Unlawful Detainer, Paternity, Domestic Violence, and Civil Harassment. This accounted for approximately 45% of clients in the reporting period. This is consistent with the previous quarter.

Between the previous reporting period, February – April 2017, and the current reporting period May- July 2017, there was a 13% increase in individuals seeking assistance with unlawful detainer cases compared to the previous quarter. There were also increases in the number of clients seeking assistance with domestic violence cases (6%), paternity cases (12%), and civil harassment cases (18.5%).

In addition to the individual services provided to unrepresented parties, the SHLACs facilitate a variety of workshops covering topics such as Unlawful Detainer, Divorce, Paternity, and Consumer Action. SHLAC facilitated 45 workshops in the current reporting period that were attended by over 6200 clients.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of August, September, and October 2017.

If you have any questions or need additional information, please contact me at your earliest convenience at (213) 974-9750 or via e-mail bstiger@dcba.lacounty.gov.

Attachments

Self-Help Legal Access Centers (SHLAC)

Quarterly Workload Report for May 2017

TOTAL NUMBER CONSUMERS SERVED:	2077	1749	199	1896	1600	1666	653	1096	1480
MAY 2017	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	93	65	0	43	29	82	0	23	22
Civil Harassment Response	10	0	3	1	21	12	2	3	11
Consumer Action Workshop	0	0	0	0	0	53	0	0	0
Divorce: Default Setting/Request	85	70	0	96	41	74	0	48	54
Divorce: Default Workshop	0	0	0	0	0	0	15	3	0
Divorce: Disclosures/Workshops	1	3	0	0	0	1	29	1	10
Divorce: Divorce Judgment Workshop	23	8	0	166	12	24	53	3	36
Divorce: Divorce 1 (Non Workshop)	191	370	12	375	186	172	38	265	81
Divorce: Judgment (Non Workshop)	94	146	0	12	75	157	6	65	31
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	30	8	0	24	0	28	2	11	9
Divorce: Order After Hearing	0	5	0	9	1	5	0	0	0
Divorce: Order to Show Cause Initial	16	8	0	0	13	16	0	2	34
Divorce: Order to Show Cause Modification	173	93	0	24	58	65	16	44	83
Divorce: Request for Trial Set	39	37	0	26	33	56	1	35	26
Divorce: Response to Order to Show Cause	11	7	0	1	8	7	1	7	7
Divorce: Response	47	53	1	22	42	51	12	37	13
Divorce: Summary Dissolution	39	3	0	5	0	20	2	4	2
Divorce: Workshop 1	221	0	1	2	130	125	62	19	166
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	2	0	0	0	0	0	1	0
Domestic Violence - P How to Packet	0	39	0	5	0	0	0	0	58
Domestic Violence - P Individual Assistance	231	5	0	125	2	234	3	0	59
Domestic Violence Clinic - P	9	2	0	0	0	14	0	0	1
Domestic Violence Clinic - R How to Packet	2	142	0	2	0	2	1	0	15
Non-Family: Answer to Unlawful Detainer	281	146	58	233	391	19	278	27	64
Non-Family: Civil Complaint - Contract	43	2	1	6	50	5	40	30	1
Non-Family: Civil Complaint Property	3	0	0	0	1	2	0	3	1
Non-Family: Civil Harassment Temporary Restraining Order	79	45	53	74	136	133	25	68	86
Non-Family: Claimed Exemption	7	3	7	2	10	21	0	8	4
Non-Family: Expungement	3	5	37	19	3	0	0	7	2
Non-Family: Starting an Unlawful Detainer	36	25	19	2	26	5	33	47	92
Other - (Services not related to SHLAC - Referred Out)	24	33	1	60	1	16	0	0	474
Other Family Law: Guardianship/Conservatorship	18	7	0	57	80	7	2	3	11
Other Family Law: Name Change Adult	40	13	2	13	12	10	0	7	21
Other Family Law: Name Change Child	6	7	2	6	2	6	7	8	11
Paternity: Default Workshop	0	0	0	0	0	0	1	0	0
Paternity: (Non Workshop)	84	309	3	301	121	121	17	175	87
Paternity: Default Setting	24	16	0	21	17	19	0	14	9
Paternity: Judgment Workshop	5	5	0	12	13	7	2	14	2
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	12	5	0	9	0	13	0	8	2
Paternity: Order After Hearing	2	4	0	0	2	0	0	2	11
Paternity: Order to Show Cause Initial	39	8	1	11	63	22	0	8	17
Paternity: Order to Show Cause Modification	131	30	0	110	75	108	0	51	21
Paternity: Request for Trial Setting	19	24	0	15	21	22	1	25	18
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	9	15	0	25	26	12	2	0	16
Paternity: Response	25	44	0	18	42	20	1	19	13
Paternity Workshop 1	128	0	1	5	70	84	0	2	151
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	1	0	0	0	0	0
TOTAL	2333	1812	202	1938	1813	1850	652	1097	1832

Note:

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 CO - Compton (District 2)

Self-Help Legal Access Centers (SHLAC)

Quarterly Workload Report for June 2017

TOTAL NUMBER CONSUMERS SERVED:	2173	1730	302	1913	1571	1530	692	954	1506
JUNE 2017	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	65	74	1	46	37	78	0	13	28
Civil Harassment Response	5	2	5	0	13	10	0	3	4
Consumer Action Workshop	0	0	0	0	0	48	0	0	1
Divorce: Default Setting/Request	67	57	0	74	44	55	2	55	44
Divorce: Default Workshop	0	0	0	0	0	0	8	0	0
Divorce: Disclosures/Workshops	1	3	0	0	1	3	56	1	10
Divorce: Divorce Judgment Workshop	30	8	0	135	10	20	33	7	44
Divorce: Divorce 1 (Non Workshop)	218	424	10	446	172	180	40	228	65
Divorce: Judgment (Non Workshop)	106	132	1	3	93	126	2	61	26
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	43	24	0	37	1	28	1	10	4
Divorce: Order After Hearing	0	9	0	1	0	2	1	2	0
Divorce: Order to Show Cause Initial	11	3	1	3	4	17	4	3	12
Divorce: Order to Show Cause Modification	165	84	2	9	48	69	12	45	45
Divorce: Request for Trial Set	47	17	0	36	37	24	3	21	17
Divorce: Response to Order to Show Cause	3	13	0	6	14	16	2	3	2
Divorce: Response	56	57	0	22	49	31	5	37	16
Divorce: Summary Dissolution	37	1	0	3	0	16	1	0	1
Divorce: Workshop 1	248	3	0	0	121	146	95	5	193
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	1	0	0	0	0	1
Domestic Violence - P How to Packet	0	20	0	5	0	2	0	0	31
Domestic Violence - P Individual Assistance	196	3	0	146	6	175	1	0	62
Domestic Violence Clinic - P	3	4	0	4	0	15	0	0	6
Domestic Violence Clinic - R How to Packet	2	120	0	5	1	1	0	1	14
Non-Family: Answer to Unlawful Detainer	242	144	100	194	396	16	283	11	88
Non-Family: Civil Complaint - Contract	62	3	22	7	46	15	17	15	1
Non-Family: Civil Complaint Property	0	4	0	1	1	1	2	3	60
Non-Family: Civil Harassment Temporary Restraining Order	115	37	79	88	139	100	19	68	7
Non-Family: Claimed Exemption	7	3	3	3	5	7	1	1	0
Non-Family: Expungement	2	3	30	15	2	2	1	4	0
Non-Family: Starting an Unlawful Detainer	17	26	32	7	12	8	39	27	76
Other - (Services not related to SHLAC - Referred Out)	14	23	2	48	1	11	3	1	551
Other Family Law: Guardianship/Conservatorship	33	7	3	51	76	5	2	4	5
Other Family Law: Name Change Adult	30	11	3	13	9	7	9	2	24
Other Family Law: Name Change Child	14	8	2	9	2	6	2	1	9
Paternity: Default Workshop	0	0	0	0	0	1	0	0	0
Paternity: (Non Workshop)	95	284	17	273	145	95	34	197	100
Paternity: Default Setting	27	12	1	28	16	22	0	12	3
Paternity: Judgment Workshop	14	3	1	11	31	6	1	8	4
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	11	12	0	28	1	9	1	6	0
Paternity: Order After Hearing	0	8	0	0	0	1	0	2	12
Paternity: Order to Show Cause Initial	17	11	1	16	77	21	2	7	12
Paternity: Order to Show Cause Modification	131	37	0	150	88	73	2	41	12
Paternity: Request for Trial Setting	13	18	0	19	19	24	3	20	31
Paternity: Request for Order Workshop	0	0	0	0	1	0	2	0	0
Paternity: Response to Order to Show Cause	9	13	0	16	19	20	0	12	15
Paternity: Response	15	36	2	21	37	22	0	16	9
Paternity Workshop 1	135	3	0	3	94	76	0	2	185
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	1	0	0
Unlawful Detainer Workshop	0	0	0	0	1	0	0	0	0
TOTAL	2306	1764	318	1983	1869	1610	690	955	1830

Note:

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 TO - Torrance (District 4)
 CO - Compton (District 2)

Self-Help Legal Access Centers (SHLAC)

Quarterly Workload Report for July 2017

TOTAL NUMBER CONSUMERS SERVED:	2058	1751	411	1822	1433	1369	651	972	1434
JULY 2017	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	87	76	0	53	50	70	0	19	12
Civil Harassment Response	2	5	1	0	14	4	2	11	9
Consumer Action Workshop	0	0	0	0	0	30	0	0	0
Divorce: Default Setting/Request	68	60	1	106	41	55	2	32	41
Divorce: Default Workshop	0	0	0	0	5	0	13	7	0
Divorce: Disclosures/Workshops	0	4	0	155	0	2	24	0	9
Divorce: Divorce Judgment Workshop	33	10	0	0	7	38	42	12	31
Divorce: Divorce 1 (Non Workshop)	221	424	26	366	134	128	16	215	67
Divorce: Judgment (Non Workshop)	118	170	0	5	71	127	1	48	40
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	62	12	0	29	0	22	1	3	10
Divorce: Order After Hearing	1	3	0	3	1	1	0	2	1
Divorce: Order to Show Cause Initial	8	6	0	2	5	15	4	5	15
Divorce: Order to Show Cause Modification	181	71	2	1	40	45	15	55	27
Divorce: Request for Trial Set	31	23	0	26	37	37	2	17	18
Divorce: Response to Order to Show Cause	10	9	2	0	6	10	3	16	4
Divorce: Response	45	43	2	19	46	53	10	25	8
Divorce: Summary Dissolution	25	1	0	2	0	17	0	1	0
Divorce: Workshop 1	173	3	1	0	155	121	68	67	225
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	1	0	1	0	1	1	0	0
Domestic Violence - P How to Packet	0	16	0	0	0	0	0	0	28
Domestic Violence - P Individual Assistance	218	48	0	161	5	200	5	1	87
Domestic Violence Clinic - P	2	5	0	1	0	9	0	0	7
Domestic Violence Clinic - R How to Packet	5	88	0	3	0	2	0	0	7
Non-Family: Answer to Unlawful Detainer	235	127	112	184	430	22	279	14	43
Non-Family: Civil Complaint - Contract	58	3	27	9	43	10	25	16	2
Non-Family: Civil Complaint Property	0	1	1	1	0	0	4	2	2
Non-Family: Civil Harassment Temporary Restraining Order	85	32	108	62	127	83	30	53	86
Non-Family: Claimed Exemption	5	2	8	8	11	9	3	3	2
Non-Family: Expungement	6	6	18	16	4	3	3	5	1
Non-Family: Starting an Unlawful Detainer	24	25	44	12	15	11	48	36	72
Other - (Services not related to SHLAC - Referred Out)	6	34	5	69	1	10	0	0	280
Other Family Law: Guardianship/Conservatorship	46	13	3	55	64	18	4	10	9
Other Family Law: Name Change Adult	31	25	9	24	9	11	7	13	17
Other Family Law: Name Change Child	7	10	3	19	5	5	4	1	12
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	116	302	32	258	118	100	30	156	80
Paternity: Default Setting	16	12	0	16	11	12	0	6	1
Paternity: Judgment Workshop	8	4	0	5	16	3	0	9	2
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	21	11	0	15	3	10	0	6	1
Paternity: Order After Hearing	1	10	0	0	2	4	0	9	3
Paternity: Order to Show Cause Initial	16	19	7	11	80	25	2	6	50
Paternity: Order to Show Cause Modification	107	36	0	145	72	89	1	50	41
Paternity: Request for Trial Setting	13	22	1	17	11	55	0	12	24
Paternity: Request for Order Workshop	0	0	1	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	15	10	1	22	30	9	0	4	7
Paternity: Response	21	25	1	24	31	32	2	24	9
Paternity Workshop 1	98	7	1	7	80	62	0	0	185
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0
TOTAL	2225	1814	417	1912	1780	1570	651	971	1575

Note:

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 CO - Compton (District 2)



Brian J. Stiger
Director

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

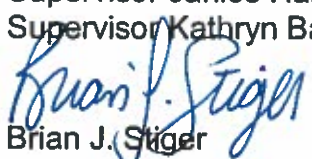
Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

"To Enrich Lives Through Effective and Caring Service"

December 7, 2017

TO: Supervisor Sheila Kuehl, Chair
Supervisor Hilda Solis
Supervisor Mark Ridley-Thomas
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: 
Brian J. Stiger
Director, Consumer and Business Affairs

QUARTERLY WORKLOAD REPORT NO. 6 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #06873]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received and consumers served by location. This sixth report covers the months of August, September, and October 2017.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

In the current reporting period, the SHLACs provided assistance to approximately 38,000 unrepresented individuals seeking legal assistance, which is a decrease of approximately 3% compared to the previous reporting period.

The leading subject areas for persons seeking assistance were Divorce, Unlawful Detainer, Paternity, Domestic Violence, and Civil Harassment. This accounted for approximately 52% of clients in the reporting period. This is consistent with the previous quarter.

The Board of Supervisors
December 7, 2017
Page 2

In addition to the individual services provided to unrepresented parties, the SHLACs facilitate a variety of workshops covering topics such as Divorce, Paternity, and Consumer Action. SHLAC facilitated 35 workshops in the current reporting period that were attended by over 3,800 clients.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of November 2017, December 2017, and January 2018.

If you have any questions or need additional information, please contact me at your earliest convenience at (213) 974-9750 or via e-mail bstiger@dcba.lacounty.gov.

Attachments

Self-Help Legal Access Centers (SHLAC)

Quarterly Workload Report for August 2017

TOTAL NUMBER CONSUMERS SERVED:	2169	1736	394	2179	1621	1523	672	1038	1644
AUGUST 2017	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	91	64	0	45	34	78	0	20	12
Civil Harassment Response	2	2	1	0	18	3	1	7	8
Consumer Action Workshop	0	1	0	0	0	38	0	0	0
Divorce: Default Setting/Request	94	56	0	93	42	66	1	32	43
Divorce: Default Workshop	1	0	0	0	0	0	0	6	0
Divorce: Disclosures/Workshops	0	3	1	0	1	1	55	0	3
Divorce: Divorce Judgment Workshop	18	7	0	186	21	5	69	10	52
Divorce: Divorce 1 (Non Workshop)	204	429	28	401	141	178	20	152	105
Divorce: Judgment (Non Workshop)	159	155	0	54	69	149	1	59	31
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	45	18	0	22	0	24	1	4	8
Divorce: Order After Hearing	0	13	0	3	5	1	0	3	1
Divorce: Order to Show Cause Initial	11	5	1	2	9	5	1	3	12
Divorce: Order to Show Cause Modification	163	77	1	18	34	83	9	63	32
Divorce: Request for Trial Set	41	24	0	46	33	29	1	25	26
Divorce: Response to Order to Show Cause	10	13	0	3	16	2	1	14	3
Divorce: Response	50	54	2	31	37	50	3	47	29
Divorce: Summary Dissolution	44	1	0	4	0	22	0	6	2
Divorce: Workshop 1	211	1	0	0	85	162	72	41	226
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	1	0	0	0	2
Domestic Violence - P How to Packet	0	14	0	1	0	0	0	0	54
Domestic Violence - P Individual Assistance	218	10	0	205	7	203	2	0	27
Domestic Violence Clinic - P	3	3	0	2	0	5	0	0	3
Domestic Violence Clinic - R How to Packet	1	94	0	3	0	4	1	0	17
Non-Family: Answer to Unlawful Detainer	312	128	100	185	460	19	337	20	45
Non-Family: Civil Complaint - Contract	51	2	27	8	62	21	15	28	1
Non-Family: Civil Complaint Property	0	1	1	0	2	2	0	3	0
Non-Family: Civil Harassment Temporary Restraining Order	103	27	108	89	189	91	28	87	63
Non-Family: Claimed Exemption	5	1	10	9	9	9	0	6	4
Non-Family: Expungement	2	5	45	22	8	1	2	9	5
Non-Family: Starting an Unlawful Detainer	25	30	50	77	19	12	36	44	80
Other - (Services not related to SHLAC - Referred Out)	20	33	0	9	2	5	0	0	578
Other Family Law: Guardianship/Conservatorship	35	15	3	126	107	13	1	9	12
Other Family Law: Name Change Adult	24	13	3	20	14	5	1	4	23
Other Family Law: Name Change Child	18	7	0	16	5	5	1	2	14
Paternity: Default Workshop	0	0	0	0	0	0	0	1	0
Paternity: (Non Workshop)	94	346	15	313	190	120	17	191	71
Paternity: Default Setting	16	10	0	23	9	16	0	9	3
Paternity: Judgment Workshop	3	2	0	11	12	5	1	11	3
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	14	8	0	17	0	11	0	7	6
Paternity: Order After Hearing	0	7	0	5	0	1	0	2	14
Paternity: Order to Show Cause Initial	27	12	1	17	90	12	1	8	52
Paternity: Order to Show Cause Modification	125	32	0	175	91	83	0	52	22
Paternity: Request for Trial Setting	35	20	0	29	22	27	0	21	26
Paternity: Request for Order Workshop	0	0	0	0	0	0	1	1	0
Paternity: Response to Order to Show Cause	6	10	0	27	29	6	0	5	14
Paternity: Response	33	39	2	20	35	30	4	26	18
Paternity Workshop 1	115	1	0	2	64	77	0	1	158
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	5	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0
TOTAL	2429	1793	399	2319	1972	1679	688	1039	1908

Note:

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Self-Help Legal Access Centers (SHLAC)

Quarterly Workload Report for September 2017

TOTAL NUMBER CONSUMERS SERVED:	1936	1544	288	1785	1538	932	547	926	1409
SEPTEMBER 2017	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	71	53	0	62	46	21	0	25	13
Civil Harassment Response	9	0	0	2	8	0	3	6	9
Consumer Action Workshop	3	0	0	0	0	11	0	0	0
Divorce: Default Setting/Request	96	51	0	79	35	47	5	18	33
Divorce: Default Workshop	0	0	0	0	0	0	0	24	0
Divorce: Disclosures/Workshops	5	2	0	0	1	1	36	0	7
Divorce: Divorce Judgment Workshop	6	7	0	110	15	1	34	5	31
Divorce: Divorce 1 (Non Workshop)	216	354	20	347	168	187	28	130	92
Divorce: Judgment (Non Workshop)	129	183	1	37	71	65	0	36	16
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	45	10	0	39	0	23	0	4	2
Divorce: Order After Hearing	1	5	1	10	1	7	0	2	4
Divorce: Order to Show Cause Initial	8	11	0	32	6	1	0	8	18
Divorce: Order to Show Cause Modification	93	87	1	1	31	21	2	38	33
Divorce: Request for Trial Set	36	22	0	48	20	11	1	15	8
Divorce: Response to Order to Show Cause	7	7	0	10	5	1	0	8	10
Divorce: Response	35	32	1	40	34	39	7	30	12
Divorce: Summary Dissolution	12	1	0	5	0	17	0	3	0
Divorce: Workshop 1	207	1	1	0	152	33	59	103	173
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	1	0	1	1	0	0
Domestic Violence - P How to Packet	0	4	0	3	0	0	0	0	14
Domestic Violence - P Individual Assistance	206	7	0	162	0	125	2	0	14
Domestic Violence Clinic - P	10	3	0	2	0	2	0	0	0
Domestic Violence Clinic - R How to Packet	1	129	0	3	0	0	1	0	32
Non-Family: Answer to Unlawful Detainer	277	149	82	217	389	14	267	23	69
Non-Family: Civil Complaint - Contract	40	1	8	10	38	22	12	23	1
Non-Family: Civil Complaint Property	1	1	0	1	0	3	1	2	3
Non-Family: Civil Harassment Temporary Restraining Order	83	18	95	58	165	52	16	73	57
Non-Family: Claimed Exemption	11	1	8	9	5	4	2	2	2
Non-Family: Expungement	2	1	38	13	3	1	0	4	1
Non-Family: Starting an Unlawful Detainer	20	29	19	39	22	12	39	29	78
Other - (Services not related to SHLAC - Referred Out)	28	18	0	0	0	6	2	0	619
Other Family Law: Guardianship/Conservatorship	22	5	3	93	62	3	0	7	8
Other Family Law: Name Change Adult	22	6	2	11	12	3	3	1	29
Other Family Law: Name Change Child	9	5	1	8	3	2	0	1	16
Paternity: Default Workshop	0	0	0	0	0	0	0	3	0
Paternity: (Non Workshop)	91	243	11	185	152	96	19	164	91
Paternity: Default Setting	24	9	0	22	5	4	1	5	9
Paternity: Judgment Workshop	6	3	0	7	18	12	0	13	2
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	13	7	0	14	0	3	0	3	4
Paternity: Order After Hearing	2	2	0	3	2	2	0	2	8
Paternity: Order to Show Cause Initial	29	16	1	161	53	5	1	5	14
Paternity: Order to Show Cause Modification	88	26	0	0	55	57	0	62	14
Paternity: Request for Trial Setting	32	18	0	31	5	7	1	15	25
Paternity: Request for Order Workshop	0	0	0	0	0	0	2	0	0
Paternity: Response to Order to Show Cause	3	9	0	31	19	5	2	13	16
Paternity: Response	30	35	0	21	27	27	5	21	7
Paternity Workshop 1	87	1	0	0	80	33	1	2	185
Unlawful Detainer Trial Prep Workshop	1	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	1	0	0	0	1	0	0	0	0
TOTAL	2118	1572	293	1927	1709	987	553	928	1779

Note:

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Self-Help Legal Access Centers (SHLAC)

Quarterly Workload Report for October 2017

TOTAL NUMBER CONSUMERS SERVED:	2229	1611	581	1675	1315	989	598	996	1504
OCTOBER 2017	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	80	44	1	70	35	22	1	28	17
Civil Harassment Response	6	2	1	3	14	0	4	9	8
Consumer Action Workshop	0	0	0	0	0	14	0	0	0
Divorce: Default Setting/Request	75	53	0	60	25	58	1	26	31
Divorce: Default Workshop	0	0	0	0	0	0	0	35	0
Divorce: Disclosures/Workshops	0	1	0	0	0	0	28	0	1
Divorce: Divorce Judgment Workshop	15	11	0	90	6	3	29	6	36
Divorce: Divorce 1 (Non Workshop)	231	418	25	287	150	187	34	171	99
Divorce: Judgment (Non Workshop)	135	127	1	44	70	95	2	66	9
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	49	19	0	36	1	11	0	7	1
Divorce: Order After Hearing	0	8	0	6	1	2	1	4	0
Divorce: Order to Show Cause Initial	4	6	3	6	3	3	2	4	15
Divorce: Order to Show Cause Modification	154	104	2	47	27	31	1	49	28
Divorce: Request for Trial Set	36	18	0	70	22	15	4	11	17
Divorce: Response to Order to Show Cause	5	5	0	12	5	3	3	13	5
Divorce: Response	43	49	0	42	49	30	4	37	9
Divorce: Summary Dissolution	33	5	0	6	0	10	1	6	0
Divorce: Workshop 1	190	2	0	0	141	31	85	95	200
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	2	0	0	0
Domestic Violence - P How to Packet	1	37	0	3	0	0	0	0	28
Domestic Violence - P Individual Assistance	290	4	0	156	1	137	4	0	44
Domestic Violence Clinic - P	6	1	0	0	0	0	0	0	3
Domestic Violence Clinic - R How to Packet	2	79	0	4	1	0	0	0	21
Non-Family: Answer to Unlawful Detainer	278	105	229	180	339	34	273	22	145
Non-Family: Civil Complaint - Contract	62	1	43	5	21	29	16	21	2
Non-Family: Civil Complaint Property	1	22	3	0	1	3	0	2	0
Non-Family: Civil Harassment Temporary Restraining Order	85	50	111	86	153	78	35	76	54
Non-Family: Claimed Exemption	7	5	19	14	13	1	3	4	4
Non-Family: Expungement	5	9	33	12	10	1	2	6	1
Non-Family: Starting an Unlawful Detainer	27	18	32	56	16	13	36	28	74
Other - (Services not related to SHLAC - Referred Out)	21	32	1	0	0	1	3	0	679
Other Family Law: Guardianship/Conservatorship	40	11	9	84	45	9	0	5	3
Other Family Law: Name Change Adult	25	13	2	8	7	3	0	4	30
Other Family Law: Name Change Child	19	6	0	5	5	4	4	2	10
Paternity: Default Workshop	0	0	0	0	0	0	0	1	0
Paternity: (Non Workshop)	104	257	59	174	114	143	21	154	80
Paternity: Default Setting	20	22	0	17	9	3	0	7	4
Paternity: Judgment Workshop	9	2	0	7	14	2	0	5	0
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	13	11	0	14	1	2	0	4	3
Paternity: Order After Hearing	0	6	0	3	0	0	1	3	7
Paternity: Order to Show Cause Initial	17	9	1	19	75	43	0	6	22
Paternity: Order to Show Cause Modification	116	35	3	138	65	0	0	33	15
Paternity: Request for Trial Setting	15	32	0	37	11	8	1	19	16
Paternity: Request for Order Workshop	0	0	0	0	2	0	10	1	0
Paternity: Response to Order to Show Cause	10	13	0	28	14	1	0	7	9
Paternity: Response	21	23	4	25	37	11	2	28	7
Paternity Workshop 1	123	0	3	0	54	16	0	1	159
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	1	0	0
Unlawful Detainer Workshop	0	0	2	0	0	0	1	1	0
TOTAL	2373	1675	587	1854	1557	1059	613	1007	1896

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Brian J. Stiger
Director

**COUNTY OF LOS ANGELES
DEPARTMENT OF
CONSUMER AND BUSINESS AFFAIRS**

Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

"To Enrich Lives Through Effective and Caring Service"

March 7, 2018

TO: Supervisor Sheila Kuehl, Chair
Supervisor Hilda Solis
Supervisor Mark Ridley-Thomas
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Brian J. Stiger
Director, Consumer and Business Affairs

**QUARTERLY WORKLOAD REPORT NO. 7 FOR SELF-HELP LEGAL ACCESS
CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #06874]**

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received and consumers served by location. This sixth report covers the months of November 2017, December 2017, and January 2018.

The County of Los Angeles (County) contracts with Neighborhood Legal Services (NLS) of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

In the current reporting period, the SHLACs provided assistance to approximately 35,000 unrepresented individuals seeking legal assistance. This is a decrease of approximately 10% compared to the previous reporting period.

The leading subject areas for persons seeking assistance were Divorce, Unlawful Detainer, Paternity, Domestic Violence, and Civil Harassment. These subjects accounted for approximately 86% of clients in the reporting period. This is consistent with the previous quarters.

The Board of Supervisors

March 7, 2018

Page 2

In addition to the individual services provided to unrepresented parties, the SHLACs facilitate a variety of workshops covering topics such as Divorce, Paternity, and Consumer Action. SHLAC facilitated 31 workshops in the current reporting period that were attended by approximately 4,700 clients. This reflects a 25% increase in workshop attendance between the current and previous reporting period. The subjects of Divorce and Paternity consistently draw the highest participation among the workshops offered by the Centers.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of February, March and April 2018.

If you have any questions or need additional information, please contact me at your earliest convenience.

Attachments

Self-Help Legal Access Centers (SHLAC)

Quarterly Workload Report for November 2017

TOTAL NUMBER CONSUMERS SERVED:	2069	1459	530	1612	1110	1339	392	840	1492
NOVEMBER 2017	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	79	58	0	37	20	37	3	17	0
Civil Harassment Response	6	0	1	2	12	1	0	9	3
Consumer Action Workshop	0	0	0	0	0	20	0	1	0
Divorce: Default Setting/Request	87	57	1	60	29	32	2	47	31
Divorce: Default Workshop	0	0	0	0	0	0	0	1	0
Divorce: Disclosures/Workshops	2	3	0	0	0	2	22	6	2
Divorce: Divorce Judgment Workshop	14	5	0	91	8	24	28	3	18
Divorce: Divorce 1 (Non Workshop)	208	357	29	238	137	286	36	127	113
Divorce: Judgment (Non Workshop)	114	123	0	47	57	104	3	43	22
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	39	13	0	35	0	28	0	6	0
Divorce: Order After Hearing	0	3	0	12	1	0	0	1	0
Divorce: Order to Show Cause Initial	9	7	2	2	3	0	0	5	12
Divorce: Order to Show Cause Modification	170	76	1	48	13	32	2	43	8
Divorce: Request for Trial Set	34	26	0	66	25	14	1	15	14
Divorce: Response to Order to Show Cause	18	4	0	17	8	2	0	5	2
Divorce: Response	44	53	2	50	40	34	3	31	19
Divorce: Summary Dissolution	40	5	2	11	0	8	1	1	0
Divorce: Workshop 1	211	3	0	0	98	37	51	87	170
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	2	0	0	0
Domestic Violence - P How to Packet	0	23	0	1	0	1	0	0	34
Domestic Violence - P Individual Assistance	226	5	0	175	2	204	5	0	40
Domestic Violence Clinic - P	10	1	0	0	0	0	1	0	1
Domestic Violence Clinic - R How to Packet	2	110	0	13	0	1	0	0	19
Non-Family: Answer to Unlawful Detainer	242	79	256	208	275	62	173	21	164
Non-Family: Civil Complaint - Contract	54	3	54	8	31	40	9	18	1
Non-Family: Civil Complaint Property	0	1	2	0	3	1	0	1	51
Non-Family: Civil Harassment Temporary Restraining Order	104	35	96	95	111	80	11	61	0
Non-Family: Claimed Exemption	7	0	6	5	17	2	1	1	0
Non-Family: Expungement	4	5	10	9	3	1	0	6	0
Non-Family: Starting an Unlawful Detainer	18	26	46	41	7	15	21	23	89
Other - (Services not related to SHLAC - Referred Out)	22	35	0	0	2	3	0	0	711
Other Family Law: Guardianship/Conservatorship	35	9	8	69	33	8	0	10	1
Other Family Law: Name Change Adult	12	12	4	11	9	4	1	2	13
Other Family Law: Name Change Child	10	7	0	12	4	3	1	2	15
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	105	244	14	162	114	160	21	116	89
Paternity: Default Setting	14	7	0	20	6	3	0	21	4
Paternity: Judgment Workshop	16	3	0	7	9	5	1	6	1
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	15	5	0	4	0	2	0	10	0
Paternity: Order After Hearing	16	3	0	4	1	0	0	6	9
Paternity: Order to Show Cause Initial	113	11	0	31	59	4	0	4	16
Paternity: Order to Show Cause Modification	0	61	0	126	40	100	0	43	33
Paternity: Request for Trial Setting	18	17	1	32	11	7	0	18	17
Paternity: Request for Order Workshop	0	0	0	0	0	0	4	0	0
Paternity: Response to Order to Show Cause	15	7	0	27	17	6	0	5	7
Paternity: Response	20	19	1	21	28	9	0	18	7
Paternity Workshop 1	100	0	0	0	75	23	1	0	157
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	1	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0
TOTAL	2253	1521	536	1797	1308	1407	402	841	1893

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Self-Help Legal Access Centers (SHLAC)

Quarterly Workload Report for December 2017

TOTAL NUMBER CONSUMERS SERVED:	1496	1240	557	1322	1130	1204	358	719	1293
DECEMBER 2017	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	39	44	2	43	22	44	0	13	6
Civil Harassment Response	2	0	3	2	13	24	1	9	1
Consumer Action Workshop	0	0	0	0	0	0	1	0	0
Divorce: Default Setting/Request	55	54	0	48	26	56	3	32	31
Divorce: Default Workshop	0	0	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	2	4	0	0	0	2	10	0	4
Divorce: Divorce Judgment Workshop	19	8	0	76	4	24	27	1	16
Divorce: Divorce 1 (Non Workshop)	172	287	33	237	128	188	33	135	96
Divorce: Judgment (Non Workshop)	100	119	0	36	69	96	2	60	7
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	19	20	0	23	1	33	0	7	0
Divorce: Order After Hearing	0	3	0	8	0	1	0	4	2
Divorce: Order to Show Cause Initial	9	11	0	3	3	1	0	8	9
Divorce: Order to Show Cause Modification	112	70	2	49	13	24	2	30	9
Divorce: Request for Trial Set	32	25	1	45	20	12	1	16	12
Divorce: Response to Order to Show Cause	4	4	0	8	3	2	0	2	2
Divorce: Response	30	41	1	67	22	41	2	27	10
Divorce: Summary Dissolution	34	3	5	7	0	19	0	2	0
Divorce: Workshop 1	164	1	0	0	79	13	23	38	159
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	1	2	0	0	0
Domestic Violence - P How to Packet	0	30	0	2	0	0	0	0	30
Domestic Violence - P Individual Assistance	169	10	0	144	6	195	17	0	18
Domestic Violence Clinic - P	1	0	0	0	0	1	0	0	2
Domestic Violence Clinic - R How to Packet	1	98	0	3	0	0	0	0	15
Non-Family: Answer to Unlawful Detainer	213	56	269	143	248	83	160	24	154
Non-Family: Civil Complaint - Contract	34	1	66	6	33	45	7	10	0
Non-Family: Civil Complaint Property	0	1	7	1	0	1	0	1	0
Non-Family: Civil Harassment Temporary Restraining Order	59	34	78	64	161	91	21	51	53
Non-Family: Claimed Exemption	2	1	1	7	9	0	0	1	1
Non-Family: Expungement	4	1	14	8	1	0	0	0	0
Non-Family: Starting an Unlawful Detainer	20	6	68	28	7	14	20	26	45
Other - (Services not related to SHLAC - Referred Out)	7	21	0	1	0	2	6	0	701
Other Family Law: Guardianship/Conservatorship	29	15	6	42	112	8	0	3	1
Other Family Law: Name Change Adult	5	11	2	5	7	5	5	2	17
Other Family Law: Name Change Child	0	6	0	4	2	2	1	1	7
Paternity: Default Workshop	0	0	0	0	0	0	1	0	0
Paternity: (Non Workshop)	62	187	19	136	101	127	11	111	71
Paternity: Default Setting	9	10	2	26	11	10	1	13	2
Paternity: Judgment Workshop	4	2	0	4	15	7	0	5	0
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	11	6	0	10	1	4	0	6	0
Paternity: Order After Hearing	0	14	0	1	2	1	0	2	7
Paternity: Order to Show Cause Initial	11	8	0	24	56	3	2	5	11
Paternity: Order to Show Cause Modification	82	40	0	111	30	99	0	31	12
Paternity: Request for Trial Setting	11	16	0	13	7	8	0	7	21
Paternity: Request for Order Workshop	0	0	0	0	1	0	10	0	0
Paternity: Response to Order to Show Cause	12	9	0	7	9	7	0	3	11
Paternity: Response	15	25	1	14	23	24	2	28	7
Paternity Workshop 1	60	0	0	0	56	16	0	4	120
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	1	0
TOTAL	1614	1302	580	1456	1302	1335	369	719	1670

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Self-Help Legal Access Centers (SHLAC)

Quarterly Workload Report for January 2018

TOTAL NUMBER CONSUMERS SERVED:	1899	1628	509	1790	1607	895	350	927	1667
JANUARY 2018	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	90	67	1	52	79	31	0	18	21
Civil Harassment Response	4	2	2	2	24	0	3	9	6
Consumer Action Workshop	0	0	0	0	0	11	0	0	0
Divorce: Default Setting/Request	69	51	0	61	41	39	1	55	52
Divorce: Default Workshop	0	0	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	0	5	0	1	1	0	10	2	1
Divorce: Divorce Judgment Workshop	29	8	1	99	9	20	26	2	36
Divorce: Divorce 1 (Non Workshop)	231	365	22	369	203	165	44	159	138
Divorce: Judgment (Non Workshop)	117	166	1	44	112	62	16	73	7
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	41	11	1	22	0	27	0	9	1
Divorce: Order After Hearing	0	13	0	0	0	0	0	4	2
Divorce: Order to Show Cause Initial	5	8	9	5	6	0	2	2	7
Divorce: Order to Show Cause Modification	154	88	6	29	30	27	1	47	6
Divorce: Request for Trial Set	32	28	1	42	29	21	1	11	9
Divorce: Response to Order to Show Cause	9	10	0	16	1	7	0	5	0
Divorce: Response	38	45	1	46	41	34	4	18	15
Divorce: Summary Dissolution	17	1	0	9	0	14	1	2	3
Divorce: Workshop 1	224	1	5	0	153	19	26	112	226
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	1	3	0	0	0
Domestic Violence - P How to Packet	0	18	0	5	0	0	0	0	23
Domestic Violence - P Individual Assistance	173	3	0	200	6	151	13	0	44
Domestic Violence Clinic - P	9	0	0	0	0	0	1	0	3
Domestic Violence Clinic - R How to Packet	2	144	0	3	0	0	1	0	10
Non-Family: Answer to Unlawful Detainer	196	122	248	194	333	39	124	28	241
Non-Family: Civil Complaint - Contract	53	0	29	2	33	30	11	14	7
Non-Family: Civil Complaint Property	0	0	3	0	0	0	1	4	0
Non-Family: Civil Harassment Temporary Restraining Order	75	29	84	76	183	57	17	54	36
Non-Family: Claimed Exemption	6	3	3	5	7	1	0	3	0
Non-Family: Expungement	3	2	7	20	7	0	0	0	0
Non-Family: Starting an Unlawful Detainer	26	15	73	53	25	7	26	20	80
Other - (Services not related to SHLAC - Referred Out)	16	37	0	1	0	3	4	0	599
Other Family Law: Guardianship/Conservatorship	21	11	1	76	95	7	0	5	8
Other Family Law: Name Change Adult	17	17	1	13	7	9	2	1	21
Other Family Law: Name Change Child	7	5	1	10	3	0	2	4	13
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	104	274	7	240	116	94	11	109	114
Paternity: Default Setting	16	18	0	22	15	4	0	12	7
Paternity: Judgment Workshop	4	1	1	10	17	4	0	11	4
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	20	6	0	3	2	4	1	11	2
Paternity: Order After Hearing	0	13	0	0	2	1	1	4	7
Paternity: Order to Show Cause Initial	24	8	1	27	84	5	1	4	30
Paternity: Order to Show Cause Modification	91	41	1	132	53	79	0	40	31
Paternity: Request for Trial Setting	17	24	0	19	4	3	0	13	24
Paternity: Request for Order Workshop	0	0	1	0	0	0	3	0	0
Paternity: Response to Order to Show Cause	5	12	0	24	12	5	0	2	12
Paternity: Response	23	22	2	16	51	13	0	17	13
Paternity Workshop 1	101	2	0	0	108	7	0	44	200
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0
TOTAL	2069	1696	513	1948	1893	1003	354	928	2059

Note:

VN - Van Nuys (District 3)
 PO - Pomona (District 1)
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 CH - Chatsworth (District 5)

SM - Santa Monica (District 3)
 TO - Torrance (District 4)
 CO - Compton (District 2)



Joseph M. Nicchitta
Interim Director

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

"To Enrich Lives Through Effective and Caring Service"

June 7, 2018

TO: Supervisor Sheila Kuehl, Chair
Supervisor Hilda Solis
Supervisor Mark Ridley-Thomas
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Joseph M. Nicchitta 
Interim Director, Consumer and Business Affairs

QUARTERLY WORKLOAD REPORT NO. 8 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #06875]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports include the number and types of cases received and consumers served by location. This report covers the months of February 2018, March 2018, and April 2018.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

In the current reporting period, the SHLACs provided assistance to approximately 36,000 unrepresented individuals seeking legal assistance. This is an increase of approximately 2% compared to the previous reporting period.

The leading subject areas for persons seeking assistance were Divorce, Unlawful Detainer, Paternity, Domestic Violence, and Civil Harassment. These subjects accounted for approximately 87% of clients in the reporting period. This is consistent with the previous quarters. The SHLACs also provided assistance with services such as Expungement (.3% or approximately 100 clients), Name Change proceedings (1.3%), and Guardianship/Conservatorship cases (2%).

In addition to the individual services provided to unrepresented parties, the SHLACs facilitate a variety of workshops covering topics such as Divorce, Paternity, and Consumer Action. SHLAC facilitated 26 workshops in the current reporting period that were attended by approximately 5,700 clients. This reflects a 21% increase in workshop attendance between the current and previous reporting period. The subjects of Divorce and Paternity consistently draw the highest participation among the workshops offered by the Centers.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of May 2018, June 2018, and July 2018.

If you have any questions or need additional information, please contact me at your earliest convenience at (213) 974-9750 or via e-mail to jnicchitta@dcba.lacounty.gov.

JMN:JA:
AN:rld

Attachments

c: Executive Office, Board of Supervisors

**Self-Help Legal Access Centers (SHLAC)
Quarterly Workload Report for February 2018**

TOTAL NUMBER CONSUMERS SERVED:	1298	1353	395	1482	1356	1399	343	924	1443
February 2018	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	74	61	0	28	65	55	0	16	15
Civil Harassment Response	2	2	0	0	14	0	1	6	12
Consumer Action Workshop	55	0	0	0	1	35	0	0	0
Divorce: Default Setting/Request	0	54	1	56	33	49	2	45	40
Divorce: Default Workshop	0	3	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	1	0	0	0	0	3	14	0	8
Divorce: Divorce Judgment Workshop	1	7	1	96	0	14	34	4	33
Divorce: Divorce 1 (Non Workshop)	238	340	24	342	161	238	24	189	103
Divorce: Judgment (Non Workshop)	82	120	2	25	90	146	1	89	26
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	35	16	0	30	0	60	0	12	1
Divorce: Order After Hearing	0	7	0	2	1	0	0	1	5
Divorce: Order to Show Cause Initial	3	3	0	1	5	0	0	6	5
Divorce: Order to Show Cause Modification	88	44	4	27	15	50	5	49	17
Divorce: Request for Trial Set	19	30	0	34	22	8	1	17	10
Divorce: Response to Order to Show Cause	5	3	1	9	3	1	0	5	2
Divorce: Response	42	37	1	21	39	40	2	37	13
Divorce: Summary Dissolution	25	2	1	4	0	13	0	1	1
Divorce: Workshop 1	64	2	0	0	131	51	20	118	201
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	1	1	0	0	1	0	0	0	0
Domestic Violence - P How to Packet	0	21	0	0	0	0	0	0	11
Domestic Violence - P Individual Assistance	113	4	0	145	2	175	3	0	58
Domestic Violence Clinic - P	4	1	0	1	0	0	0	0	5
Domestic Violence Clinic - R How to Packet	2	119	0	2	1	0	0	0	20
Non-Family: Answer to Unlawful Detainer	156	84	210	164	294	65	151	13	106
Non-Family: Civil Complaint - Contract	31	1	31	3	29	64	13	13	6
Non-Family: Civil Complaint Property	0	0	0	0	1	0	1	2	0
Non-Family: Civil Harassment Temporary Restraining Order	41	31	49	38	191	84	18	40	46
Non-Family: Claimed Exemption	3	3	9	6	13	1	4	0	1
Non-Family: Expungement	3	5	3	10	4	1	0	2	0
Non-Family: Starting an Unlawful Detainer	14	10	50	17	3	12	36	14	74
Other - (Services not related to SHLAC - Referred Out)	10	28	0	1	0	3	0	0	471
Other Family Law: Guardianship/Conservatorship	9	14	0	57	82	4	0	3	8
Other Family Law: Name Change Adult	16	9	5	21	7	5	5	5	21
Other Family Law: Name Change Child	10	11	1	14	6	2	1	1	10
Paternity: Default Workshop	0	0	0	0	1	0	0	1	0
Paternity: (Non Workshop)	111	234	8	200	113	121	6	100	88
Paternity: Default Setting	12	16	1	18	12	8	0	8	5
Paternity: Judgment Workshop	0	1	1	7	23	6	0	9	2
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	6	10	0	14	0	5	0	6	2
Paternity: Order After Hearing	0	5	0	1	0	7	0	0	5
Paternity: Order to Show Cause Initial	21	6	0	18	77	117	0	4	18
Paternity: Order to Show Cause Modification	67	30	0	119	61	0	0	28	33
Paternity: Request for Trial Setting	15	14	0	20	5	8	0	22	14
Paternity: Request for Order Workshop	0	1	0	0	0	0	3	0	0
Paternity: Response to Order to Show Cause	10	15	0	16	13	16	0	3	8
Paternity: Response	23	25	3	31	34	13	0	20	0
Paternity Workshop 1	39	2	0	0	64	52	1	55	159
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	11
TOTAL	1451	1432	406	1598	1617	1532	346	944	1674

Note:

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**Self-Help Legal Access Centers (SHLAC)
Quarterly Workload Report for March 2018**

TOTAL NUMBER CONSUMERS SERVED:	1867	1518	439	1699	1327	1289	287	851	1643
MARCH 2018	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	105	75	1	40	83	43	0	13	10
Civil Harassment Response	5	1	2	0	14	0	0	3	11
Consumer Action Workshop	0	0	0	0	0	28	1	0	0
Divorce: Default Setting/Request	84	60	0	76	38	43	4	43	48
Divorce: Default Workshop	0	5	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	5	10	0	0	0	1	4	4	12
Divorce: Divorce Judgment Workshop	17	0	0	100	6	27	9	2	29
Divorce: Divorce 1 (Non Workshop)	233	366	13	339	163	238	30	184	98
Divorce: Judgment (Non Workshop)	151	139	2	34	70	99	13	66	34
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	53	24	0	36	2	39	1	12	1
Divorce: Order After Hearing	0	2	0	1	2	3	0	4	5
Divorce: Order to Show Cause Initial	0	9	10	3	6	3	0	1	6
Divorce: Order to Show Cause Modification	142	55	13	25	33	48	1	34	5
Divorce: Request for Trial Set	27	20	0	44	30	2	6	14	25
Divorce: Response to Order to Show Cause	10	3	1	12	6	3	0	4	5
Divorce: Response	37	29	1	32	47	27	2	26	17
Divorce: Summary Dissolution	19	1	0	13	0	10	0	1	1
Divorce: Workshop 1	190	0	0	0	151	37	10	92	237
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	8	0	0	0
Domestic Violence - P How to Packet	1	45	0	1	0	1	0	0	9
Domestic Violence - P Individual Assistance	158	64	0	194	4	169	11	0	51
Domestic Violence Clinic - P	7	1	0	0	0	1	0	0	3
Domestic Violence Clinic - R How to Packet	0	51	0	5	0	1	1	0	20
Non-Family: Answer to Unlawful Detainer	191	64	209	170	270	64	124	2	84
Non-Family: Civil Complaint - Contract	49	1	24	2	21	46	4	10	1
Non-Family: Civil Complaint Property	0	0	46	1	3	0	2	0	1
Non-Family: Civil Harassment Temporary Restraining Order	61	26	0	81	169	72	6	44	58
Non-Family: Claimed Exemption	9	2	11	5	9	2	3	0	3
Non-Family: Expungement	5	2	7	20	6	3	1	1	0
Non-Family: Starting an Unlawful Detainer	14	15	86	52	7	16	38	1	94
Other - (Services not related to SHLAC - Referred Out)	5	10	0	0	1	1	1	0	517
Other Family Law: Guardianship/Conservatorship	36	10	1	48	96	8	0	5	6
Other Family Law: Name Change Adult	10	17	6	16	5	7	9	3	14
Other Family Law: Name Change Child	15	16	2	10	3	4	0	3	13
Paternity: Default Workshop	0	0	0	0	0	0	0	0	1
Paternity: (Non Workshop)	98	242	19	215	62	107	6	109	76
Paternity: Default Setting	18	19	1	27	12	10	0	10	11
Paternity: Judgment Workshop	9	3	0	8	15	4	0	16	5
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	18	11	0	15	3	4	0	7	2
Paternity: Order After Hearing	0	17	0	0	2	4	0	0	8
Paternity: Order to Show Cause Initial	20	13	1	29	99	6	0	7	24
Paternity: Order to Show Cause Modification	107	84	1	130	50	124	0	34	47
Paternity: Request for Trial Setting	16	9	0	29	13	9	0	11	27
Paternity: Request for Order Workshop	0	0	0	0	3	0	3	0	0
Paternity: Response to Order to Show Cause	8	4	0	22	19	5	0	3	8
Paternity: Response	15	30	0	21	31	17	0	24	8
Paternity Workshop 1	109	1	0	0	89	4	0	58	185
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	1	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	44
TOTAL	2057	1556	457	1856	1643	1348	291	851	1864

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**Self-Help Legal Access Centers (SHLAC)
Quarterly Workload Report for April 2018**

TOTAL NUMBER CONSUMERS SERVED:	2089	1716	456	1791	1388	1546	321	834	1669
APRIL 2018	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	111	80	0	42	70	97	0	11	18
Civil Harassment Response	5	4	3	1	11	0	0	3	6
Consumer Action Workshop	0	0	0	0	0	35	0	0	0
Divorce: Default Setting/Request	62	43	0	71	30	54	4	42	53
Divorce: Default Workshop	0	0	0	0	1	0	0	0	0
Divorce: Disclosures/Workshops	0	1	0	0	4	2	1	0	4
Divorce: Divorce Judgment Workshop	23	4	0	107	5	26	3	2	39
Divorce: Divorce 1 (Non Workshop)	218	432	8	364	128	233	33	177	105
Divorce: Judgment (Non Workshop)	155	175	0	18	81	110	21	81	36
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	63	24	0	39	2	49	0	10	3
Divorce: Order After Hearing	0	7	0	1	1	2	4	0	0
Divorce: Order to Show Cause Initial	3	11	11	0	16	2	0	4	11
Divorce: Order to Show Cause Modification	144	91	2	20	21	73	0	23	2
Divorce: Request for Trial Set	31	29	0	54	30	3	0	8	21
Divorce: Response to Order to Show Cause	3	10	2	8	3	22	1	6	0
Divorce: Response	46	43	0	28	47	47	5	28	16
Divorce: Summary Dissolution	33	3	0	4	0	14	0	0	3
Divorce: Workshop 1	252	3	0	1	171	57	4	88	237
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	0	1	0	0
Domestic Violence - P How to Packet	0	31	0	1	2	0	2	0	3
Domestic Violence - P Individual Assistance	193	4	0	235	5	179	4	0	55
Domestic Violence Clinic - P	8	2	0	0	0	0	0	0	4
Domestic Violence Clinic - R How to Packet	8	115	0	2	0	0	0	0	25
Non-Family: Answer to Unlawful Detainer	234	71	252	164	262	65	137	9	98
Non-Family: Civil Complaint - Contract	60	2	3	3	29	55	13	16	1
Non-Family: Civil Complaint Property	0	2	3	0	3	0	0	0	0
Non-Family: Civil Harassment Temporary Restraining Order	76	39	81	98	206	98	17	46	60
Non-Family: Claimed Exemption	4	2	4	9	9	8	1	0	1
Non-Family: Expungement	6	0	5	19	7	0	0	0	0
Non-Family: Starting an Unlawful Detainer	26	7	69	26	11	13	43	9	80
Other - (Services not related to SHLAC - Referred Out)	8	41	0	0	1	3	2	1	396
Other Family Law: Guardianship/Conservatorship	24	10	2	80	97	12	1	6	7
Other Family Law: Name Change Adult	24	12	3	12	11	5	8	2	14
Other Family Law: Name Change Child	11	11	0	6	3	4	1	1	17
Paternity: Default Workshop	0	0	0	0	0	0	0	0	1
Paternity: (Non Workshop)	95	284	15	257	106	125	10	103	91
Paternity: Default Setting	25	12	0	21	16	14	2	7	5
Paternity: Judgment Workshop	10	1	0	4	24	7	0	9	9
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	15	6	0	15	0	10	0	3	0
Paternity: Order After Hearing	0	6	0	3	0	4	0	1	4
Paternity: Order to Show Cause Initial	21	12	1	35	67	4	0	11	51
Paternity: Order to Show Cause Modification	117	45	0	131	60	108	0	37	39
Paternity: Request for Trial Setting	6	20	0	13	11	9	0	7	36
Paternity: Request for Order Workshop	0	0	0	0	0	0	7	0	0
Paternity: Response to Order to Show Cause	7	7	0	19	9	16	0	5	15
Paternity: Response	26	30	1	21	38	23	0	19	11
Paternity Workshop 1	115	4	0	1	82	8	0	60	196
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	1
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	54
TOTAL	2268	1736	465	1933	1680	1596	325	835	1828

Note:

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Joseph M. Nicchitta
Interim Director

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

Members of the Board

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

"To Enrich Lives Through Effective and Caring Service"

September 6, 2018

TO: Supervisor Sheila Kuehl, Chair
Supervisor Hilda Solis
Supervisor Mark Ridley-Thomas
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Joseph M. Nicchitta
Interim Director

QUARTERLY WORKLOAD REPORT NO. 9 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #06876]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports must include the number and types of cases received, and consumers served by location. This report covers the months of May, June, and July 2018.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

In the current reporting period, the SHLACs provided assistance to approximately 35,000 individuals seeking legal assistance. This is a decrease of approximately 10% compared to the previous reporting period.

The leading subject areas for persons seeking assistance were divorce, unlawful detainer, paternity, domestic violence, and civil harassment. These subjects accounted for approximately 77% of clients in the reporting period. This is consistent with the previous quarters. The SHLACs also provided assistance with services such as expungement (.4% or approximately 150 clients), name change proceedings (1.3%), and guardianship/conservatorship cases (2.2%).

The SHLACs also facilitate a variety of workshops covering topics such as divorce, paternity, and consumer actions. The SHLACs facilitated 25 workshops in the current reporting period that were attended by approximately 5,200 clients. This reflects an 8.5% increase in workshop attendance between the current and previous reporting period. The subjects of divorce and paternity consistently drew the highest participation among the workshops offered by the centers.

The attached workload documents set forth the number and types of cases received at each of the nine regional SHLACs.

If you have any questions or need additional information, please contact me at (213) 974-9750 or jnicchitta@dcba.lacounty.gov; or Joel Ayala, Chief Deputy, at (213) 974-4615 or jayala@dcba.lacounty.gov; or Albert Navas, Administrative Deputy, at (213) 974-9756 or anavas@dcba.lacounty.gov.

JMN:JA
AN:CS:rld

Attachments

c: Executive Office, Board of Supervisors

Self-Help Legal Access Centers (SHLAC)
Quarterly Workload Report for May 2018

May 2018	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	121	52	0	42	61	32	0	15	14
Civil Harassment Response	6	3	1	2	10	0	0	7	8
Consumer Action Workshop	0	0	0	0	1	20	1	0	0
Divorce: Default Setting/Request	103	41	2	65	21	26	5	25	58
Divorce: Default Workshop	0	0	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	0	3	0	0	0	6	0	2	7
Divorce: Divorce Judgment Workshop	30	7	0	88	9	27	2	3	38
Divorce: Divorce 1 (Non Workshop)	206	419	19	407	181	131	36	144	73
Divorce: Judgment (Non Workshop)	162	175	1	5	99	62	7	58	32
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	35	10	0	49	0	16	1	5	3
Divorce: Order After Hearing	0	5	0	5	0	1	0	3	3
Divorce: Order to Show Cause Initial	9	3	0	0	15	2	0	9	0
Divorce: Order to Show Cause Modification	138	100	7	4	18	30	0	23	8
Divorce: Request for Trial Set	39	29	2	38	29	8	2	12	21
Divorce: Response to Order to Show Cause	17	9	1	0	5	5	0	4	4
Divorce: Response	39	41	3	24	58	29	1	24	7
Divorce: Summary Dissolution	28	0	0	8	0	1	0	0	1
Divorce: Workshop 1	197	3	0	5	135	36	2	92	209
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	1	0	0	0	3	0	0	0
Domestic Violence - P How to Packet	0	14	0	0	0	0	0	0	5
Domestic Violence - P Individual Assistance	206	2	0	191	4	134	8	0	60
Domestic Violence Clinic - P	8	0	0	0	0	0	1	0	6
Domestic Violence Clinic - R How to Packet	1	121	0	2	0	1	0	0	38
Non-Family: Answer to Unlawful Detainer	234	76	268	195	237	53	128	5	134
Non-Family: Civil Complaint - Contract	47	3	16	19	38	28	11	19	3
Non-Family: Civil Complaint Property	0	1	0	2	2	0	2	1	0
Non-Family: Civil Harassment Temporary Restraining Order	83	23	85	77	186	45	22	55	50
Non-Family: Claimed Exemption	3	2	10	8	12	2	1	4	0
Non-Family: Expungement	8	4	2	34	5	0	0	5	0
Non-Family: Starting an Unlawful Detainer	25	14	86	20	17	5	30	3	144
Other - (Services not related to SHLAC - Referred Out)	8	33	0	1	4	6	0	3	409
Other Family Law: Guardianship/Conservatorship	34	6	0	95	79	5	0	11	3
Other Family Law: Name Change Adult	18	15	1	12	8	6	6	4	9
Other Family Law: Name Change Child	12	3	0	14	5	5	1	1	14
Paternity: Default Workshop	0	0	0	0	0	0	0	1	0
Paternity: (Non Workshop)	95	265	16	244	132	81	11	104	66
Paternity: Default Setting	15	7	0	16	14	7	0	9	15
Paternity: Judgment Workshop	5	1	0	8	28	3	0	10	6
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	5	4	0	28	2	4	1	15	3
Paternity: Order After Hearing	0	7	0	3	0	9	0	1	4
Paternity: Order to Show Cause Initial	43	6	0	13	36	64	2	5	43
Paternity: Order to Show Cause Modification	97	21	3	144	34	0	0	48	30
Paternity: Request for Trial Setting	31	6	0	15	11	10	0	14	22
Paternity: Request for Order Workshop	0	0	0	0	0	0	12	0	0
Paternity: Response to Order to Show Cause	19	14	0	33	16	21	1	2	9
Paternity: Response	35	23	0	27	52	22	2	26	12
Paternity Workshop 1	121	1	0	7	79	27	1	73	201
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	1	0	0	0	0	0	1	21
TOTAL	2283	1574	523	1950	1643	971	295	846	1791

Note:

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**Self-Help Legal Access Centers (SHLAC)
Quarterly Workload Report for June 2018**

June 2018	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	82	58	0	32	63	47	0	22	13
Civil Harassment Response	0	0	1	1	25	0	0	11	3
Consumer Action Workshop	0	0	0	0	0	40	0	0	0
Divorce: Default Setting/Request	86	68	1	46	53	39	8	25	44
Divorce: Default Workshop	0	0	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	2	0	0	0	0	3	0	1	4
Divorce: Divorce Judgment Workshop	23	18	0	120	10	28	0	19	23
Divorce: Divorce 1 (Non Workshop)	186	372	29	432	168	204	38	171	54
Divorce: Judgment (Non Workshop)	111	148	0	4	103	73	13	65	36
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	29	23	0	41	2	19	0	8	2
Divorce: Order After Hearing	0	6	0	1	1	0	0	5	2
Divorce: Order to Show Cause Initial	7	9	0	1	13	0	0	10	2
Divorce: Order to Show Cause Modification	127	97	1	3	27	43	0	26	8
Divorce: Request for Trial Set	34	16	0	30	31	22	3	13	16
Divorce: Response to Order to Show Cause	12	8	0	0	6	5	0	9	0
Divorce: Response	24	44	5	39	36	29	4	42	10
Divorce: Summary Dissolution	12	0	0	6	0	17	0	2	0
Divorce: Workshop 1	189	5	0	15	139	67	0	110	199
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	1	0	0	0
Domestic Violence - P How to Packet	1	1	0	1	0	0	0	0	5
Domestic Violence - P Individual Assistance	187	6	0	203	7	172	7	0	55
Domestic Violence Clinic - P	3	3	0	0	1	3	1	0	2
Domestic Violence Clinic - R How to Packet	2	113	0	2	1	9	0	0	45
Non-Family: Answer to Unlawful Detainer	185	62	216	169	272	60	161	14	99
Non-Family: Civil Complaint - Contract	42	2	21	29	34	37	15	36	6
Non-Family: Civil Complaint Property	0	0	0	0	0	1	0	3	2
Non-Family: Civil Harassment Temporary Restraining Order	67	32	103	80	168	69	25	59	58
Non-Family: Claimed Exemption	4	2	10	6	5	4	1	2	3
Non-Family: Expungement	6	0	1	26	13	0	0	6	0
Non-Family: Starting an Unlawful Detainer	14	14	69	33	7	15	31	7	118
Other - (Services not related to SHLAC - Referred Out)	10	33	0	0	0	13	2	1	412
Other Family Law: Guardianship/Conservatorship	12	9	2	73	124	8	2	8	7
Other Family Law: Name Change Adult	27	19	1	22	13	8	9	6	16
Other Family Law: Name Change Child	11	8	0	13	3	1	4	2	9
Paternity: Default Workshop	0	289	0	0	0	0	0	0	0
Paternity: (Non Workshop)	93	0	15	248	156	116	13	124	56
Paternity: Default Setting	20	9	0	16	13	15	0	4	13
Paternity: Judgment Workshop	4	1	0	11	15	1	0	8	7
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	4	3	0	34	3	9	0	6	3
Paternity: Order After Hearing	0	8	0	1	4	2	0	3	2
Paternity: Order to Show Cause Initial	27	17	1	16	58	3	0	10	22
Paternity: Order to Show Cause Modification	115	0	0	184	68	86	0	56	28
Paternity: Request for Trial Setting	14	17	0	20	13	5	1	22	16
Paternity: Request for Order Workshop	0	1	0	0	0	0	2	2	0
Paternity: Response to Order to Show Cause	5	9	1	35	22	7	0	8	9
Paternity: Response	17	17	1	17	43	19	0	28	3
Paternity Workshop 1	93	2	0	12	80	28	0	44	151
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	22
TOTAL	1887	1549	478	2022	1800	1328	340	998	1585

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**Self-Help Legal Access Centers (SHLAC)
Quarterly Workload Report for July 2018**

July 2018	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	67	73	0	32	78	42	0	25	15
Civil Harassment Response	2	2	0	0	12	2	0	8	5
Consumer Action Workshop	1	0	0	0	0	47	0	0	0
Divorce: Default Setting/Request	97	40	0	58	36	43	6	37	40
Divorce: Default Workshop	0	0	0	2	1	0	0	0	0
Divorce: Disclosures/Workshops	2	12	0	0	0	0	0	0	4
Divorce: Divorce Judgment Workshop	29	17	0	109	4	21	0	9	21
Divorce: Divorce 1 (Non Workshop)	243	412	12	480	142	217	17	165	65
Divorce: Judgment (Non Workshop)	152	129	0	2	77	86	15	58	40
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	28	15	0	34	10	17	0	2	1
Divorce: Order After Hearing	0	0	0	5	1	3	1	1	0
Divorce: Order to Show Cause Initial	6	8	0	5	8	3	3	9	2
Divorce: Order to Show Cause Modification	131	79	3	5	20	51	1	35	11
Divorce: Request for Trial Set	36	16	0	38	23	22	1	18	10
Divorce: Response to Order to Show Cause	29	3	0	0	19	6	0	8	3
Divorce: Response	48	38	2	1	52	46	6	36	13
Divorce: Summary Dissolution	22	0	0	3	0	11	0	0	2
Divorce: Workshop 1	218	0	0	3	158	97	0	88	219
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	2	0	1	0	0	1
Domestic Violence - P How to Packet	0	3	0	0	0	1	0	0	9
Domestic Violence - P Individual Assistance	223	25	0	207	6	208	8	0	78
Domestic Violence Clinic - P	6	2	1	0	0	3	0	0	2
Domestic Violence Clinic - R How to Packet	4	194	1	2	1	12	0	0	30
Non-Family: Answer to Unlawful Detainer	214	59	274	172	311	71	174	7	160
Non-Family: Civil Complaint - Contract	71	9	18	44	36	57	6	20	1
Non-Family: Civil Complaint Property	1	1	2	27	0	4	1	1	0
Non-Family: Civil Harassment Temporary Restraining Order	106	43	104	93	187	114	33	56	59
Non-Family: Claimed Exemption	5	5	5	0	10	8	7	3	1
Non-Family: Expungement	3	1	2	35	5	0	1	1	0
Non-Family: Starting an Unlawful Detainer	26	23	87	23	14	32	25	6	111
Other - (Services not related to SHLAC - Referred Out)	12	41	0	2	0	4	1	0	573
Other Family Law: Guardianship/Conservatorship	37	16	4	102	94	13	0	5	3
Other Family Law: Name Change Adult	18	23	0	10	4	7	6	3	28
Other Family Law: Name Change Child	9	9	3	13	4	12	5	4	9
Paternity: Default Workshop	0	1	0	288	1	0	0	0	0
Paternity: (Non Workshop)	78	255	9	1	144	91	15	110	27
Paternity: Default Setting	14	18	0	10	26	13	1	13	14
Paternity: Judgment Workshop	8	4	0	0	14	12	1	14	10
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	14	4	0	19	4	2	0	5	2
Paternity: Order After Hearing	0	5	0	0	0	1	1	2	2
Paternity: Order to Show Cause Initial	37	6	3	8	72	7	1	12	18
Paternity: Order to Show Cause Modification	114	48	0	188	56	101	0	66	23
Paternity: Request for Trial Setting	21	13	0	19	13	12	0	19	21
Paternity: Request for Order Workshop	0	0	0	0	0	0	10	0	0
Paternity: Response to Order to Show Cause	11	7	0	0	11	14	0	5	7
Paternity: Response	18	34	5	58	42	37	0	28	9
Paternity Workshop 1	84	3	0	0	74	63	0	47	178
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	1	0	0	0	3
TOTAL	2245	1696	535	2100	1771	1614	346	926	1830

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BOARD OF SUPERVISORS

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

"To Enrich Lives Through Effective and Caring Service"



Joseph M. Nicchitta
Director

Joel Ayala
Chief Deputy

Rafael Carbajal
Chief Deputy

March 1, 2019

TO: Supervisor Janice Hahn, Chair
Supervisor Hilda Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Kathryn Barger

FROM: Joseph M. Nicchitta
Director

QUARTERLY WORKLOAD REPORT NO. 9 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #06876]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received, and consumers served by location. This report covers the months of August, September, and October 2018.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

In the current reporting period, the SHLACs provided assistance to approximately 36,000 unrepresented individuals seeking legal assistance. This is an increase of approximately 5% compared to the previous reporting period.

The leading subject areas for persons seeking assistance were divorce, unlawful detainer, paternity, domestic violence, and civil harassment. These subjects accounted for approximately 86% of clients in the reporting period. This is consistent with the previous quarters. There were notable increases in two subject areas: "Non-Family: Civil Complaint – Property," and "Domestic Violence Petition: How to Packets." These areas recorded increases of 168% and 162%, respectively, between the current and previous reporting period.

Each Board of Supervisors
March 1, 2019
Page 2

In addition to the individual services provided to unrepresented parties, the SHLACs facilitated workshops in 11 subject areas, covering topics such as divorce, paternity, and consumer action, that were attended by approximately 3,500 clients. This reflects a decrease of about 32% in workshop attendance between the current and previous reporting period. The subjects of divorce and paternity consistently drew the highest participation among the workshops offered by the centers.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs.

If you have any questions or need additional information, please contact me at your earliest convenience at (213) 974-9750 or via e-mail jnicchitta@dcba.lacounty.gov.

JMN:JA
AN:CS:rld

Attachments

c: Executive Office, Board of Supervisors

Self-Help Legal Access Centers (SHLAC)
Quarterly Workload Report for August 2018

August 2018	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	56	78	0	37	92	62	0	25	5
Civil Harassment Response	2	2	2	4	25	0	2	10	1
Consumer Action Workshop	2	0	0	0	0	36	0	0	0
Divorce: Default Setting/Request	74	68	0	76	45	39	5	53	35
Divorce: Default Workshop	0	0	0	5	1	0	3	0	0
Divorce: Disclosures/Workshops	1	1	0	0	0	2	0	0	2
Divorce: Divorce Judgment Workshop	16	8	1	111	7	8	0	14	18
Divorce: Divorce 1 (Non Workshop)	465	477	18	522	193	353	26	188	70
Divorce: Judgment (Non Workshop)	173	180	0	2	86	84	17	80	29
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	29	21	0	42	2	26	0	8	0
Divorce: Order After Hearing	0	4	0	5	0	0	0	0	0
Divorce: Order to Show Cause Initial	6	5	0	2	3	1	4	9	7
Divorce: Order to Show Cause Modification	147	104	0	4	21	45	6	30	15
Divorce: Request for Trial Set	39	25	1	33	29	19	2	17	19
Divorce: Response to Order to Show Cause	15	9	0	0	7	3	0	7	1
Divorce: Response	42	78	1	30	55	45	3	34	15
Divorce: Summary Dissolution	23	0	0	1	0	19	0	1	0
Divorce: Workshop 1	9	1	1	32	49	38	1	94	233
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	1	0	0	0
Domestic Violence - P How to Packet	0	8	0	2	0	0	0	0	7
Domestic Violence - P Individual Assistance	234	6	0	245	5	236	6	0	26
Domestic Violence Clinic - P	6	1	0	2	0	3	0	0	1
Domestic Violence Clinic - R How to Packet	1	191	0	4	1	0	0	0	70
Non-Family: Answer to Unlawful Detainer	234	99	264	234	283	133	153	9	156
Non-Family: Civil Complaint - Contract	44	5	23	44	39	48	8	27	2
Non-Family: Civil Complaint Property	0	4	102	0	4	0	0	3	2
Non-Family: Civil Harassment Temporary Restraining Order	117	43	0	106	258	106	27	51	26
Non-Family: Claimed Exemption	3	4	14	1	11	7	2	7	3
Non-Family: Expungement	1	7	8	34	2	1	0	3	1
Non-Family: Starting an Unlawful Detainer	31	34	103	26	10	32	39	8	126
Other - (Services not related to SHLAC - Referred Out)	4	46	0	0	2	0	0	0	692
Other Family Law: Guardianship/Conservatorship	34	8	3	94	154	14	0	9	24
Other Family Law: Name Change Adult	19	25	4	32	9	11	8	6	12
Other Family Law: Name Change Child	9	9	1	20	5	6	1	3	0
Paternity: Default Workshop	0	0	0	0	2	0	0	0	0
Paternity: (Non Workshop)	190	287	11	306	137	172	6	91	52
Paternity: Default Setting	15	14	0	8	10	11	1	10	10
Paternity: Judgment Workshop	9	1	0	12	15	7	2	18	5
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	9	9	0	16	3	6	0	11	0
Paternity: Order After Hearing	0	3	0	0	3	1	0	3	0
Paternity: Order to Show Cause Initial	0	3	3	25	91	19	1	7	17
Paternity: Order to Show Cause Modification	124	30	0	199	79	122	3	67	30
Paternity: Request for Trial Setting	11	12	0	14	19	8	0	12	18
Paternity: Request for Order Workshop	0	0	0	0	2	0	1	0	0
Paternity: Response to Order to Show Cause	18	17	0	37	26	6	0	8	4
Paternity: Response	24	26	0	29	35	22	0	19	5
Paternity Workshop 1	0	2	0	7	37	4	0	59	218
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0
TOTAL	2236	1955	560	2403	1857	1756	327	1001	1957

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Self-Help Legal Access Centers (SHLAC)
Quarterly Workload Report for September 2018

September 2018	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	61	38	0	30	51	33	0	19	2
Civil Harassment Response	6	0	3	2	21	0	0	5	6
Consumer Action Workshop	0	0	0	0	0	26	0	0	0
Divorce: Default Setting/Request	77	58	0	55	31	32	9	39	31
Divorce: Default Workshop	0	0	0	0	2	0	0	0	0
Divorce: Disclosures/Workshops	1	7	0	1	2	3	0	1	6
Divorce: Divorce Judgment Workshop	11	3	0	81	6	12	0	1	19
Divorce: Divorce 1 (Non Workshop)	149	352	15	408	144	284	30	149	71
Divorce: Judgment (Non Workshop)	104	184	0	1	91	48	17	77	11
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	14	12	0	36	3	13	0	2	0
Divorce: Order After Hearing	0	2	0	1	0	0	0	1	1
Divorce: Order to Show Cause Initial	3	5	0	5	3	2	0	3	1
Divorce: Order to Show Cause Modification	110	90	1	0	16	36	1	37	18
Divorce: Request for Trial Set	26	6	0	20	19	20	2	20	10
Divorce: Response to Order to Show Cause	14	7	1	2	4	4	0	3	2
Divorce: Response	34	46	6	27	63	60	2	31	11
Divorce: Summary Dissolution	24	1	0	6	0	2	0	0	0
Divorce: Workshop 1	154	0	0	12	111	16	14	118	123
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	1	0	0	0	1	0	0	0	0
Domestic Violence - P How to Packet	0	2	0	2	0	4	0	0	42
Domestic Violence - P Individual Assistance	161	7	0	187	5	173	2	0	23
Domestic Violence Clinic - P	5	1	0	0	0	1	0	0	0
Domestic Violence Clinic - R How to Packet	2	138	0	0	0	0	0	0	24
Non-Family: Answer to Unlawful Detainer	179	75	187	149	220	99	164	7	104
Non-Family: Civil Complaint - Contract	36	8	30	52	35	45	0	27	1
Non-Family: Civil Complaint Property	0	0	1	0	0	0	9	3	0
Non-Family: Civil Harassment Temporary Restraining Order	73	50	87	71	145	62	18	55	45
Non-Family: Claimed Exemption	6	2	6	2	5	7	3	5	7
Non-Family: Expungement	4	0	0	27	1	0	2	4	0
Non-Family: Starting an Unlawful Detainer	23	15	83	17	7	47	27	9	83
Other - (Services not related to SHLAC - Referred Out)	4	28	0	0	3	1	2	1	507
Other Family Law: Guardianship/Conservatorship	20	14	3	63	44	11	1	8	0
Other Family Law: Name Change Adult	20	8	6	19	3	8	10	4	19
Other Family Law: Name Change Child	1	5	1	9	1	4	1	1	14
Paternity: Default Workshop	0	0	0	1	0	0	0	0	0
Paternity: (Non Workshop)	67	221	14	200	142	105	7	116	83
Paternity: Default Setting	17	9	0	9	15	13	1	11	14
Paternity: Judgment Workshop	3	1	0	2	13	4	1	13	6
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	7	3	0	19	2	3	0	10	0
Paternity: Order After Hearing	0	4	0	1	3	4	0	4	0
Paternity: Order to Show Cause Initial	13	8	0	12	47	6	0	8	29
Paternity: Order to Show Cause Modification	91	30	0	167	62	98	0	47	0
Paternity: Request for Trial Setting	7	9	0	12	10	6	2	12	12
Paternity: Request for Order Workshop	0	0	0	0	0	0	1	0	0
Paternity: Response to Order to Show Cause	9	8	0	22	12	8	0	6	4
Paternity: Response	18	19	3	33	26	20	2	10	6
Paternity Workshop 1	75	3	0	6	83	8	0	35	92
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	2	0	0	0	0	0	1	0
TOTAL	1630	1481	447	1769	1452	1328	328	903	1427

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Self-Help Legal Access Centers (SHLAC)
Quarterly Workload Report for October 2018

October 2018	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	79	44	0	39	50	39	0	16	7
Civil Harassment Response	5	2	3	2	28	0	1	14	6
Consumer Action Workshop	0	0	0	0	0	49	0	0	0
Divorce: Default Setting/Request	75	65	0	68	31	46	9	30	54
Divorce: Default Workshop	0	0	0	0	0	0	0	2	0
Divorce: Disclosures/Workshops	1	12	0	0	1	6	2	2	9
Divorce: Divorce Judgment Workshop	11	9	2	101	2	17	3	2	23
Divorce: Divorce 1 (Non Workshop)	268	432	10	357	187	310	25	170	79
Divorce: Judgment (Non Workshop)	126	139	0	5	89	65	14	112	11
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	37	13	0	39	3	22	0	6	0
Divorce: Order After Hearing	0	7	0	8	2	4	0	2	0
Divorce: Order to Show Cause Initial	3	6	1	2	8	3	1	8	0
Divorce: Order to Show Cause Modification	159	70	0	10	35	74	2	29	7
Divorce: Request for Trial Set	26	23	0	27	32	21	3	13	23
Divorce: Response to Order to Show Cause	6	7	1	3	26	12	0	2	5
Divorce: Response	38	46	3	42	34	57	0	33	7
Divorce: Summary Dissolution	25	0	0	3	0	5	0	2	0
Divorce: Workshop 1	187	10	0	20	166	45	11	89	174
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	1	0	0	0	1	1	0	1
Domestic Violence - P How to Packet	0	3	0	2	0	2	0	0	31
Domestic Violence - P Individual Assistance	219	6	0	192	4	214	3	0	21
Domestic Violence Clinic - P	7	2	0	0	0	1	2	0	0
Domestic Violence Clinic - R How to Packet	0	160	0	4	1	0	1	0	11
Non-Family: Answer to Unlawful Detainer	201	125	263	177	298	95	224	13	142
Non-Family: Civil Complaint - Contract	38	7	33	34	28	53	10	36	0
Non-Family: Civil Complaint Property	0	1	0	0	2	1	0	5	0
Non-Family: Civil Harassment Temporary Restraining Order	116	43	90	82	158	102	19	70	46
Non-Family: Claimed Exemption	4	5	12	3	7	11	2	7	2
Non-Family: Expungement	4	4	13	31	7	1	0	4	0
Non-Family: Starting an Unlawful Detainer	15	8	73	20	17	40	22	7	83
Other - (Services not related to SHLAC - Referred Out)	6	26	0	0	8	1	2	0	655
Other Family Law: Guardianship/Conservatorship	32	11	1	90	98	11	2	13	0
Other Family Law: Name Change Adult	15	14	2	14	6	12	12	6	23
Other Family Law: Name Change Child	9	3	0	11	1	1	5	3	16
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	94	225	10	296	119	132	9	109	45
Paternity: Default Setting	16	4	0	9	16	4	0	9	14
Paternity: Judgment Workshop	4	2	0	6	15	4	1	23	15
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	23	12	0	17	0	1	0	2	2
Paternity: Order After Hearing	0	6	0	1	3	1	1	6	1
Paternity: Order to Show Cause Initial	20	6	1	24	42	14	3	10	1
Paternity: Order to Show Cause Modification	98	46	0	157	56	97	0	54	34
Paternity: Request for Trial Setting	24	18	0	15	24	7	0	9	15
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	20	9	0	37	18	23	0	4	8
Paternity: Response	30	36	0	17	38	18	0	20	9
Paternity Workshop 1	104	3	0	1	89	19	2	62	93
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	1	0	0	0	0	0	0	0
TOTAL	2145	1672	518	1966	1749	1641	392	1004	1673

Note:

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COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

"To Enrich Lives Through Effective and Caring Service"



Joseph M. Nicchitta
Director

Joel Ayala
Chief Deputy

Rafael Carbajal
Chief Deputy

March 12, 2019

TO: Supervisor Janice Hahn, Chair
Supervisor Hilda Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Kathryn Barger

FROM: Joseph M. Nicchitta
Director

QUARTERLY WORKLOAD REPORT NO. 11 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08870]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received, and consumers served by location. This report covers the months of November 2018, December 2018, and January 2019.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

In the current reporting period, the SHLACs provided assistance to approximately 32,000 unrepresented individuals seeking legal assistance. This is a decrease of approximately 11% compared to the previous reporting period.

The leading subject areas for persons seeking assistance were divorce, unlawful detainer, paternity, domestic violence, and civil harassment. These subjects accounted for approximately 85% of clients in the reporting period. This is consistent with the previous quarters.

Each Supervisor
March 12, 2019
Page 2

In addition to the individual services provided to unrepresented parties, the SHLACs facilitated workshops in 11 subject areas, covering topics such as divorce, paternity, and consumer action, that were attended by approximately 3,500 clients. This reflects an increase of about 13% in workshop attendance between the current and previous reporting period. The subjects of divorce and paternity consistently drew the highest participation among the workshops offered by the centers.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of February 2019, March 2019, and April 2019.

If you have any questions or need additional information, please contact Joseph M. Nicchitta, Director at (213) 974-9750 or jnicchitta@dcba.lacounty.gov.

JMN:JA
AN:CS:rld

Attachments

c: Executive Office, Board of Supervisors

November 2018	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	84	59	1	27	61	49	4	14	0
Civil Harassment Response	7	2	4	2	26	1	1	9	7
Consumer Action Workshop	0	0	0	0	0	37	0	0	0
Divorce: Default Setting/Request	66	64	0	57	32	31	0	38	50
Divorce: Default Workshop	0	0	0	0	1	0	0	0	0
Divorce: Disclosures/Workshops	0	5	0	0	0	1	0	0	14
Divorce: Disso Judgment Workshop	27	6	4	89	7	13	0	2	47
Divorce: Divorce 1 (Non Workshop)	277	329	21	352	124	230	27	165	57
Divorce: Judgment (Non Workshop)	115	127	1	5	79	33	8	78	5
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	21	12	1	16	1	18	0	9	0
Divorce: Order After Hearing	1	4	1	2	1	1	0	1	0
Divorce: Order to Show Cause Initial	4	4	0	1	6	1	0	12	2
Divorce: Order to Show Cause Modification	143	44	1	5	19	53	2	36	5
Divorce: Request for Trial Set	29	21	0	28	25	10	5	2	17
Divorce: Response to Order to Show Cause	9	4	1	2	2	4	0	0	6
Divorce: Response	46	34	4	27	34	40	5	35	2
Divorce: Summary Dissolution	15	1	0	9	0	9	0	1	0
Divorce: Workshop 1	99	10	0	5	87	76	3	73	183
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	0	1	0	1	0	1	0	0	25
Domestic Violence - P Individual Assistance	161	14	0	161	6	195	1	0	6
Domestic Violence Clinic - P	7	1	0	1	0	1	2	0	3
Domestic Violence Clinic - R How to Packet	1	123	0	5	0	0	0	1	6
Non-Family: Answer to Unlawful Detainer	182	70	212	152	240	63	166	8	148
Non-Family: Civil Complaint - Contract	30	6	15	48	31	50	4	22	0
Non-Family: Civil Complaint Property	2	0	3	0	1	1	0	3	0
Non-Family: Civil Harassment									
Temporary Restraining Order	92	33	73	70	142	82	22	48	31
Non-Family: Claimed Exemption	11	0	13	5	3	12	2	10	
Non-Family: Expungement	4	4	7	24	5	1	0	7	
Non-Family: Starting an Unlawful Detainer	21	12	63	27	11	19	23	1	74
Other - (Services not related to SHLAC - Referred Out)	7	39	0	0	1	1	0	1	501
Other Family Law: Guardianship/Conservatorship	20	6	8	54	127	7	0	10	0
Other Family Law: Name Change Adult	17	25	2	21	5	4	17	5	22
Other Family Law: Name Change Child	10	2	2	8	4	1	6	1	9
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	78	176	18	193	110	80	7	104	34
Paternity: Default Setting	12	14		14	18	7	0	12	5
Paternity: Judgment Workshop	7	0		6	21	1	0	11	5
Paternity: Judgment (Non Workshop)	0	0		0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	9	8	0	14	3	3	0	7	0
Paternity: Order After Hearing	0	1	0	1	1	3	0	4	0
Paternity: Order to Show Cause Initial	15	7	0	21	92	10	1	10	11
Paternity: Order to Show Cause Modification	98	59	0	139	41	66	0	34	24
Paternity: Request for Trial Setting	16	14	0	14	12	4	0	8	11
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	13	2	0	21	20	13	0	6	1
Paternity: Response	12	29	1	26	38	20	0	15	6
Paternity Workshop 1	77	5	0	16	90	30	0	31	116
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	2	0
TOTAL	1845	1377	456	1669	1527	1282	306	836	1433

Note:

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December 2018	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	52	39	0	31	68	43	2	14	1
Civil Harassment Response	3	0	8	1	10	1	4	7	2
Consumer Action Workshop	0	0	0	0	1	18	0	0	0
Divorce: Default Setting/Request	56	46	1	24	30	31	5	28	54
Divorce: Default Workshop	0	0	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	0	5	0	0	0	4	0	0	17
Divorce: Disso Judgment Workshop	15	3	7	89	6	28	0	3	40
Divorce: Divorce 1 (Non Workshop)	203	296	14	298	158	158	30	142	60
Divorce: Judgment (Non Workshop)	84	109	0	1	81	45	4	50	1
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	30	11	0	23	7	5	0	6	0
Divorce: Order After Hearing	1	6	0	3	1	2	0	2	0
Divorce: Order to Show Cause Initial	2	3	0	1	3	1	0	3	1
Divorce: Order to Show Cause Modification	116	34	0	6	17	30	2	24	8
Divorce: Request for Trial Set	26	15	0	27	17	9	2	7	14
Divorce: Response to Order to Show Cause	8	1	0	3	11	5	0	4	0
Divorce: Response	34	24	3	24	35	27	0	34	3
Divorce: Summary Dissolution	10	0	0	1	3	6	0	0	4
Divorce: Workshop 1	106	3	0	6	87	43	4	61	143
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	1	0	0	0
Domestic Violence - P How to Packet	0	1	0	6	0	0	0	0	30
Domestic Violence - P Individual Assistance	172	19	0	151	2	143	0	0	4
Domestic Violence Clinic - P	5	1	0	0	0	10	0	0	0
Domestic Violence Clinic - R How to Packet	1	96	0	9	0	0	0	0	10
Non-Family: Answer to Unlawful Detainer	172	63	163	140	194	46	120	8	131
Non-Family: Civil Complaint - Contract	38	8	19	31	23	50	7	16	0
Non-Family: Civil Complaint Property	0	0	1	1	0	1	1	1	0
Non-Family: Civil Harassment									
Temporary Restraining Order	74	16	71	43	125	55	18	58	19
Non-Family: Claimed Exemption	2	1	12	4	7	4	5	0	0
Non-Family: Expungement	2	1	10	30	7	0	0	4	0
Non-Family: Starting an Unlawful Detainer	19	6	62	22	24	23	22	1	82
Other - (Services not related to SHLAC - Referred Out)	5	29	0	3	0	0	0	2	512
Other Family Law: Guardianship/Conservatorship	23	5	3	49	86	5	0	4	1
Other Family Law: Name Change Adult	15	24	2	12	4	5	2	3	26
Other Family Law: Name Change Child	5	1	3	7	2	0	1	2	6
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	60	183	18	152	67	72	6	76	57
Paternity: Default Setting	8	11	1	10	33	6	0	7	9
Paternity: Judgment Workshop	4	1	0	5	17	6	0	14	7
Paternity: Judgment (Non Workshop)	0	0		0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	12	6	0	23	1	3	0	3	0
Paternity: Order After Hearing	0	4	0	0	2	2	0	1	0
Paternity: Order to Show Cause Initial	13	4	4	12	62	11	4	4	11
Paternity: Order to Show Cause Modification	74	32	0	111	46	74	0	46	45
Paternity: Request for Trial Setting	21	13	0	18	7	2	1	7	7
Paternity: Request for Order Workshop	0	0	0	0	1	0	1	0	0
Paternity: Response to Order to Show Cause	13	10	0	25	4	12	0	4	1
Paternity: Response	24	21	2	23	27	5	1	19	2
Paternity Workshop 1	43	0	0	36	66	12	0	51	117
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	1	0	1	0
TOTAL	1551	1151	404	1461	1342	1005	242	717	1425

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January 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO
Declaration Disclosure Non-Workshop	80	61	0	49	135	53	2	22	0
Civil Harassment Response	2	1	4	1	11	0	1	5	3
Consumer Action Workshop	0	0	0	0	0	24	0	0	0
Divorce: Default Setting/Request	59	75	1	54	55	36	3	43	51
Divorce: Default Workshop	0	0	0	0	0	0	0	0	7
Divorce: Disclosures/Workshops	0	3	0	1	2	2	0	0	0
Divorce: Disso Judgment Workshop	16	2	2	106	18	17	0	2	52
Divorce: Divorce 1 (Non Workshop)	233	424	23	396	179	225	37	184	78
Divorce: Judgment (Non Workshop)	104	140	1	3	69	65	8	97	5
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	47	12	0	40	10	21	0	12	0
Divorce: Order After Hearing		5		3	2	2	0	5	0
Divorce: Order to Show Cause Initial	8	2	1	0	9		1	19	2
Divorce: Order to Show Cause Modification	135	80	2	2	49	11	6	46	3
Divorce: Request for Trial Set	41	33	2	26	31	29	5	13	11
Divorce: Response to Order to Show Cause	18	8	0	0	11	1	3	10	2
Divorce: Response	41	42	3	22	53	38	4	36	0
Divorce: Summary Dissolution	38		0	6	2	5	0	1	2
Divorce: Workshop 1	253	8	0	10	126	35	0	92	228
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	1	1	0	0	0	0
Domestic Violence - P How to Packet	0	2	0	1	0	2	0	0	22
Domestic Violence - P Individual Assistance	204	37	0	210	1	211	0	0	4
Domestic Violence Clinic - P	8	2	0	0	0	5	0	0	1
Domestic Violence Clinic - R How to Packet	0	123	0	5	1		0	1	17
Non-Family: Answer to Unlawful Detainer	288	105	215	176	311	85	207	6	200
Non-Family: Civil Complaint - Contract	66	6	26	55	24	44	30	20	0
Non-Family: Civil Complaint Property	0	2	1	0	2	0	0	2	0
Non-Family: Civil Harassment									
Temporary Restraining Order	93	40	87	59	105	76	31	57	28
Non-Family: Claimed Exemption	9	3	14	5	10	9	5	7	6
Non-Family: Expungement	13	1	11	41	0	2	2	3	0
Non-Family: Starting an Unlawful Detainer	16	18	89	31	9	40	29	14	68
Other - (Services not related to SHLAC - Referred Out)	4	33	0	4	1	1	0	0	635
Other Family Law: Guardianship/Conservatorship	33	9	1	89	118	7	1	16	0
Other Family Law: Name Change Adult	22	37	2	28	9	7	10	9	32
Other Family Law: Name Change Child	6	1	1	10	3	3	4	1	12
Paternity: Default Workshop	0	0	0	1	0	0	0	0	0
Paternity: (Non Workshop)	93	248	11	204	125	126	5	113	96
Paternity: Default Setting	9	10	1	19	8	2	0	12	11
Paternity: Judgment Workshop	10	3	0	9	41	5	0	14	9
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	15	16	0	16	6	5	0	12	0
Paternity: Order After Hearing		9	1	1	2	1	0	5	1
Paternity: Order to Show Cause Initial	18	10	3	14	68	10	2	10	17
Paternity: Order to Show Cause Modification	131	47	0	179	69	128	2	26	35
Paternity: Request for Trial Setting	11	20	0	11	1	1	0	0	23
Paternity: Request for Order Workshop	0	0	0	0	27		0	9	0
Paternity: Response to Order to Show Cause	13	13	0	35	16	18	0	0	1
Paternity: Response	16	0	5	23	47	10	0	7	6
Paternity Workshop 1	104	43	0	46	85	18	0	15	168
Unlawful Detainer Trial Prep Workshop	0	1	0	0	0		0	47	0
Unlawful Detainer Workshop	0	0	0	0	0		0	0	0
TOTAL	2257	1735	507	1992	1852	1380	398	993	1836

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COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

"To Enrich Lives Through Effective and Caring Service"



Joseph M. Nicchitta
Director

Joel Ayala
Chief Deputy

Rafael Carbajal
Chief Deputy

June 7, 2019

TO: Supervisor Janice Hahn, Chair
Supervisor Hilda Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Kathryn Barger

FROM: Joseph M. Nicchitta
Director

QUARTERLY WORKLOAD REPORT NO. 12 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08871]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received, and consumers served by location. This report covers the months of February 2019, March 2019 and April 2019.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

In the current reporting period, the SHLACs provided assistance to approximately 38,000 unrepresented individuals seeking legal assistance. This is an increase of approximately 14 percent compared to the previous reporting period.

The leading subject areas for persons seeking assistance were divorce, unlawful detainer, paternity, domestic violence, and civil harassment. These subjects accounted for approximately 84 percent of clients in the reporting period. This is consistent with the previous quarters.

Each Supervisor
June 7, 2019
Page 2

In addition to the individual services provided to unrepresented parties, the SHLACs facilitated workshops in 11 subject areas, covering topics such as divorce, paternity, and consumer action, that were attended by approximately 4,600 clients. This reflects an increase of about 17 percent in workshop attendance between the current and previous reporting period. The subjects of divorce and paternity consistently drew the highest participation among the workshops offered by the centers.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of May 2019, June 2019, and July 2019.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief Deputy Director, at (213) 974-4615 or jayala@dcba.lacounty.gov.

JMN:JA
AN:CS:ph

Attachments

c: Executive Office, Board of Supervisors

February 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	59	53	0	37	85	33	0	10	1	278
Civil Harassment Response	6	0	4	0	25	0	2	8	1	46
Consumer Action Workshop	0	0	0	0	0	16	0	0	0	16
Divorce: Default Setting/Request	50	43	0	44	32	27	3	32	26	257
Divorce: Default Workshop	0	0	0	0	0	0	1	0	0	1
Divorce: Disclosures/Workshops	1	2	0	1	1	0	0	2	11	18
Divorce: Disso Judgment Workshop	15	2	0	88	30	16	0	3	32	186
Divorce: Divorce 1 (Non Workshop)	193	399	20	380	157	175	25	212	98	1659
Divorce: Judgment (Non Workshop)	69	124	0	4	61	49	5	89	3	404
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	28	7	0	26	4	20	0	11	0	96
Divorce: Order After Hearing	0	8	0	5	2	1	0	2	0	18
Divorce: Order to Show Cause Initial	12	6	0	3	33	12	4	9	2	81
Divorce: Order to Show Cause Modification	116	43	6	2	57	0	6	46	4	280
Divorce: Request for Trial Set	26	16	0	22	25	11	1	12	28	141
Divorce: Response to Order to Show Cause	7	10	0	0	12	4	0	5	2	40
Divorce: Response	22	40	1	53	44	26	9	18	2	215
Divorce: Summary Dissolution	40	4	0	5	2	9	1	2	2	65
Divorce: Workshop 1	237	15	1	9	118	26	0	69	239	714
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	3	1	0	0	0	1	0	0	0	5
Domestic Violence - P How to Packet	0	0	0	0	0	0	0	0	26	26
Domestic Violence - P Individual Assistance	188	40	0	149	6	159	0	2	1	545
Domestic Violence Clinic - P	24	0	0	0	0	1	0	0	2	27
Domestic Violence Clinic - R How to Packet	0	100	0	2	0	1	0	0	14	117
Non-Family: Answer to Unlawful Detainer	236	77	191	118	312	52	201	9	192	1388
Non-Family: Civil Complaint - Contract	50	3	35	38	41	28	24	24	0	243
Non-Family: Civil Complaint Property	0	1	1	2	0	0	0	2	0	6
Non-Family: Civil Harassment										
Temporary Restraining Order	102	33	76	55	151	59	24	57	21	578
Non-Family: Claimed Exemption	5	1	10	12	17	11	2	6	2	66
Non-Family: Expungement	3	3	16	33	2	0	5	5	69	136
Non-Family: Starting an Unlawful Detainer	26	6	91	20	8	17	27	5	0	200
Other - (Services not related to SHLAC - Referred Out)	15	40	0	3	0	1	0	0	560	619
Other Family Law: Guardianship/Conservatorship	19	8	2	54	65	1	1	10	0	160
Other Family Law: Name Change Adult	29	30	3	23	13	4	9	6	24	141
Other Family Law: Name Change Child	11	3	0	19	3	3	2	0	9	50
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	66	204	16	215	137	87	6	99	52	882
Paternity: Default Setting	16	5	0	15	13	5	0	8	7	69
Paternity: Judgment Workshop	8	1	0	4	33	2	0	16	15	79
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	13	5	0	16	4	3	0	14	0	55
Paternity: Order After Hearing	1	6	0	2	1	1	0	4	1	16
Paternity: Order to Show Cause Initial	36	4	0	16	60	4	0	8	12	140
Paternity: Order to Show Cause Modification	124	47	4	154	49	110	1	36	34	559
Paternity: Request for Trial Setting	18	17	0	18	19	5	0	13	25	115
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	15	10	0	18	27	8	0	3	2	83
Paternity: Response	19	28	2	17	49	11	0	10	0	136
Paternity Workshop 1	85	1	0	21	59	4	0	32	152	354
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	1993	1446	479	1703	1757	1003	359	899	1671	11310

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March 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	85	58	1	50	114	45	4	18	2	377
Civil Harassment Response	5	2	2	1	28	0	3	3	0	44
Consumer Action Workshop	1	0	0	0	0	21	0	0	0	22
Divorce: Default Setting/Request	74	64	2	44	44	16	1	30	50	325
Divorce: Default Workshop	0	0	0	3	0	0	0	0	0	3
Divorce: Disclosures/Workshops	0	0	0	0	0	7	0	1	22	30
Divorce: Disso Judgment Workshop	25	0	1	67	34	18	0	4	56	205
Divorce: Divorce 1 (Non Workshop)	231	406	17	468	180	229	31	249	82	1893
Divorce: Judgment (Non Workshop)	110	178	1	4	59	58	15	81	1	507
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	18	11	1	50	9	16	0	11	1	117
Divorce: Order After Hearing	0	3	0	4	7	2	0	2	0	18
Divorce: Order to Show Cause Initial	9	5	1	5	15	0	1	6	3	45
Divorce: Order to Show Cause Modification	171	58	4	3	83	19	3	42	9	392
Divorce: Request for Trial Set	35	15	1	30	43	14	4	16	21	179
Divorce: Response to Order to Show Cause	6	11	1	1	10	2	2	6	5	44
Divorce: Response	36	35	7	33	73	43	2	28	3	260
Divorce: Summary Dissolution	36	5	0	12	7	3	0	0	0	63
Divorce: Workshop 1	242	14	2	27	152	68	0	52	258	815
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	2	0	0	0	0	0	0	0	2
Domestic Violence - P How to Packet	0	0	0	1	0	0	0	0	18	19
Domestic Violence - P Individual Assistance	228	65	1	146	3	205	0	0	6	654
Domestic Violence Clinic - P	17	3	0	1	0	1	0	0	5	27
Domestic Violence Clinic - R How to Packet	0	98	0	2	1	1	0	0	12	114
Non-Family: Answer to Unlawful Detainer	262	78	255	128	332	45	182	15	141	1438
Non-Family: Civil Complaint - Contract	72	4	33	32	22	61	17	29	1	271
Non-Family: Civil Complaint Property	0	0	0	2	1	0	3	1	0	7
Non-Family: Civil Harassment										
Temporary Restraining Order	113	32	89	55	187	78	28	65	25	672
Non-Family: Claimed Exemption	1	2	9	6	6	12	5	11	7	59
Non-Family: Expungement	0	1	2	35	1	1	1	9	0	50
Non-Family: Starting an Unlawful Detainer	34	10	84	46	5	24	37	6	74	320
Other - (Services not related to SHLAC - Referred Out)	19	62	0	1	0	2	0	0	637	721
Other Family Law: Guardianship/Conservatorship	33	9	2	66	168	7	2	9	1	297
Other Family Law: Name Change Adult	23	21	4	29	10	10	15	5	49	166
Other Family Law: Name Change Child	12	8	0	20	8	9	3	2	12	74
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	77	257	13	196	129	93	9	157	73	1004
Paternity: Default Setting	18	15	1	21	18	6	0	16	16	111
Paternity: Judgment Workshop	12	0	1	5	22	5	1	11	12	69
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	11	2	0	16	8	0	0	17	0	54
Paternity: Order After Hearing	0	1	0	0	5	4	0	5	0	15
Paternity: Order to Show Cause Initial	23	7	2	14	72	5	0	6	15	144
Paternity: Order to Show Cause Modification	133	64	1	163	70	163	4	57	26	681
Paternity: Request for Trial Setting	11	20	1	11	15	6	0	5	26	95
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	14	5	1	27	23	13	1	4	4	92
Paternity: Response	20	31	1	25	38	19	0	22	2	158
Paternity Workshop 1	86	2	0	38	103	19	0	49	162	459
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	2303	1664	541	1888	2105	1350	374	1050	1837	13112

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April 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	72	59	0	50	125	47	0	9	3	365
Civil Harassment Response	4	0	1	3	12	0	2	8	7	37
Consumer Action Workshop	1	0	0	0	0	26	0	0	0	27
Divorce: Default Setting/Request	68	63	0	56	51	49	3	32	62	384
Divorce: Default Workshop	0	1	0	0	0	0	1	0	0	2
Divorce: Disclosures/Workshops	0	4	0	2	0	1	0	0	17	24
Divorce: Disso Judgment Workshop	18	4	0	78	35	15	0	4	46	200
Divorce: Divorce 1 (Non Workshop)	165	430	25	414	179	249	21	261	66	1810
Divorce: Judgment (Non Workshop)	91	130	1	5	59	64	14	80	1	445
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	19	14	0	30	9	24	0	7	0	103
Divorce: Order After Hearing	0	6	0	4	4	3	0	3	0	20
Divorce: Order to Show Cause Initial	7	8	0	8	17	1	0	17	4	62
Divorce: Order to Show Cause Modification	181	75	1	4	63	11	1	34	6	376
Divorce: Request for Trial Set	32	27	0	26	34	14	3	9	22	169
Divorce: Response to Order to Show Cause	11	9	0	1	18	1	0	9	4	53
Divorce: Response	36	48	5	29	62	51	1	32	5	269
Divorce: Summary Dissolution	36	1	0	7	10	9	0	0	0	63
Divorce: Workshop 1	266	10	1	21	150	41	0	83	226	798
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	0	1	0	1	0	1	0	0	23	26
Domestic Violence - P Individual Assistance	238	48	0	178	1	226	0	0	6	697
Domestic Violence Clinic - P	8	1	0	2	0	1	0	0	0	12
Domestic Violence Clinic - R How to Packet	0	111	0	2	0	0	0	0	13	126
Non-Family: Answer to Unlawful Detainer	216	74	185	133	322	63	151	13	138	1295
Non-Family: Civil Complaint - Contract	63	2	27	28	29	53	11	42	2	257
Non-Family: Civil Complaint Property	1	0	0	0	4	1	0	6	0	12
Non-Family: Civil Harassment Temporary Restraining Order	121	45	80	71	239	103	51	73	28	811
Non-Family: Claimed Exemption	6	1	12	6	3	19	5	5	8	65
Non-Family: Expungement	1	3	2	40	6	2	2	10	0	66
Non-Family: Starting an Unlawful Detainer	31	15	97	54	8	24	28	6	39	302
Other - (Services not related to SHLAC - Referred Out)	17	46	0	2	2	0	0	0	789	856
Other Family Law: Guardianship/Conservatorship	37	15	4	63	104	3	0	12	0	238
Other Family Law: Name Change Adult	19	21	7	17	5	8	13	7	34	131
Other Family Law: Name Change Child	9	5	3	11	4	2	1	2	23	60
Paternity: Default Workshop	0	1	0	0	0	0	0	0	0	1
Paternity: (Non Workshop)	70	266	17	189	166	107	5	109	61	990
Paternity: Default Setting	15	19	0	23	16	7	0	17	10	107
Paternity: Judgment Workshop	6	1	0	6	32	2	0	9	10	66
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	7	9	0	8	6	5	0	7	0	42
Paternity: Order After Hearing	0	2	0	4	2	0	0	4	1	13
Paternity: Order to Show Cause Initial	30	0	1	19	81	7	0	6	9	153
Paternity: Order to Show Cause Modification	124	36	2	178	49	125	5	43	38	600
Paternity: Request for Trial Setting	8	30	0	11	35	5	0	14	26	129
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	19	12	2	35	25	16	0	8	9	126
Paternity: Response	19	44	0	21	45	18	1	12	2	162
Paternity Workshop 1	119	2	0	51	116	14	0	53	176	531
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	1	0	0	0	0	0	0	0	0	1
TOTAL	2192	1699	473	1893	2128	1418	319	1046	1914	13082

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Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

"To Enrich Lives Through Effective and Caring Service"



Joseph M. Nicchitta
Director

Joel Ayala
Chief Deputy

Rafael Carbajal
Chief Deputy

September 5, 2019

TO: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Kathryn Barger

FROM: Joseph M. Nicchitta
Director

QUARTERLY WORKLOAD REPORT NO. 13 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08871]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received, and consumers served by location. This report covers the months of May 2019, June 2019, and July 2019.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

In the current reporting period, the SHLACs provided assistance to approximately 40,000 unrepresented individuals seeking legal assistance. This is an increase of approximately seven percent compared to the previous reporting period.

The leading subject areas for persons seeking assistance were divorce, unlawful detainer, paternity, domestic violence, and civil harassment. These subjects accounted for approximately 84 percent of clients in the reporting period. This is consistent with the previous quarters.

In addition to the individual services provided to unrepresented parties, the SHLACs facilitated workshops in 11 subject areas, covering topics such as divorce, paternity, and consumer action, that were attended by approximately 5,000 clients. This reflects an increase of about seven percent in workshop attendance between the current and previous reporting period. The subjects of divorce and paternity consistently drew the highest participation among the workshops offered by the centers.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of August 2019, September 2019, and October 2019.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief Deputy Director, at (213) 974-4615 or jayala@dcba.lacounty.gov.

JMN:JA
AN:CS:DD

Attachments

c: Executive Office, Board of Supervisors

May 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	66	61	1	48	137	35	1	16	1	368
Civil Harassment Response	3	1	7	1	20	0	2	10	4	48
Consumer Action Workshop	0	0	0	0	0	21	0	0	0	21
Divorce: Default Setting/Request	62	52	0	43	33	54	3	27	38	312
Divorce: Default Workshop	0	0	0	0	0	0	0	3	0	3
Divorce: Disclosures/Workshops	0	1	0	0	1	1	0	1	17	21
Divorce: Disso Judgment Workshop	22	2	0	64	36	20	1	7	50	202
Divorce: Divorce 1 (Non Workshop)	226	381	24	367	178	196	33	213	69	1687
Divorce: Judgment (Non Workshop)	85	156	0	0	70	74	9	84	6	484
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	27	12	0	38	6	17	0	13	0	113
Divorce: Order After Hearing	0	4	0	4	1	3	0	2	0	14
Divorce: Order to Show Cause Initial	6	4	0	5	32	4	0	23	2	76
Divorce: Order to Show Cause Modification	162	60	0	4	69	46	5	48	7	401
Divorce: Request for Trial Set	33	23	0	27	39	32	3	14	17	188
Divorce: Response to Order to Show Cause	21	4	0	0	11	1	1	20	6	64
Divorce: Response	29	55	2	24	57	41	2	33	2	245
Divorce: Summary Dissolution	28	1	0	2	11	16	0	1	1	60
Divorce: Workshop 1	297	14	0	30	132	52	1	106	246	878
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence - H/P Workshop	0	1	0	0	0	0	0	0	0	1
Domestic Violence - P How to Packet	0	3	0	1	0	1	0	0	32	37
Domestic Violence - P Individual Assistance	219	106	0	170	3	207	0	0	2	707
Domestic Violence Clinic - P	5	3	0	1	0	5	0	0	1	15
Domestic Violence Clinic - R How to Packet	0	69	0	9	0	0	0	0	15	93
Non-Family: Answer to Unlawful Detainer	219	81	241	133	416	77	163	12	182	1524
Non-Family: Civil Complaint - Contract	44	5	34	32	21	47	7	25	0	215
Non-Family: Civil Complaint Property	0	3	1	0	2	0	0	0	0	6
Non-Family: Civil Harassment										
Temporary Restraining Order	119	34	98	67	284	116	35	103	44	900
Non-Family: Claimed Exemption	5	2	7	6	2	23	5	7	0	57
Non-Family: Expungement	2	0	21	29	0	2	3	6	0	63
Non-Family: Starting an Unlawful Detainer	27	16	105	49	4	22	39	12	26	300
Other - (Services not related to SHLAC - Referred Out)	13	26	0	0	3	12	0	0	738	792
Other Family Law: Guardianship/Conservatorship	38	15	11	44	179	6	0	12	0	305
Other Family Law: Name Change Adult	24	19	3	22	5	7	8	5	44	137
Other Family Law: Name Change Child	17	7	1	9	5	2	1	1	28	71
Paternity: Default Workshop	0	0	0	0	0	0	0	1	0	1
Paternity: (Non Workshop)	83	270	20	162	145	100	13	154	67	1014
Paternity: Default Setting	15	17	1	22	15	10	0	4	12	96
Paternity: Judgment Workshop	11	5	0	5	35	5	0	8	13	82
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	2	7	1	27	9	6	0	4	0	56
Paternity: Order After Hearing	1	9	0	5	3	2	0	3	1	24
Paternity: Order to Show Cause Initial	20	8	2	20	81	6	3	8	12	160
Paternity: Order to Show Cause Modification	119	44	5	198	53	97	0	44	37	597
Paternity: Request for Trial Setting	8	20	0	21	16	12	0	17	26	120
Paternity: Request for Order Workshop	0	1	0	0	0	0	0	0	0	1
Paternity: Response to Order to Show Cause	14	8	2	41	7	16	0	2	6	96
Paternity: Response	20	45	1	46	27	13	1	11	3	167
Paternity Workshop 1	94	3	1	53	118	17	0	47	168	501
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	2186	1658	589	1829	2266	1424	339	1107	1923	13321

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June 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	53	52	0	31	108	26	0	24	3	297
Civil Harassment Response	2	2	3	3	39	1	0	3	2	55
Consumer Action Workshop	0	0	0	0	0	31	0	0	0	31
Divorce: Default Setting/Request	81	54	0	46	48	30	4	27	45	335
Divorce: Default Workshop	0	0	0	1	2	0	0	0	0	3
Divorce: Disclosures/Workshops	1	2	0	3	0	1	0	3	15	25
Divorce: Disso Judgment Workshop	21	0	0	77	40	14	1	9	37	199
Divorce: Divorce 1 (Non Workshop)	193	372	27	393	167	187	37	188	50	1614
Divorce: Judgment (Non Workshop)	98	122	0	2	69	56	7	90	3	447
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	21	23	0	28	11	5	0	12	0	100
Divorce: Order After Hearing	0	4	0	2	4	4	0	0	1	15
Divorce: Order to Show Cause Initial	2	0	0	6	39	0	1	7	5	60
Divorce: Order to Show Cause Modification	136	27	6	0	62	15	0	43	12	301
Divorce: Request for Trial Set	23	15	1	8	36	20	0	20	11	134
Divorce: Response to Order to Show Cause	20	1	1	0	24	6	2	8	5	67
Divorce: Response	37	45	4	19	64	19	3	37	4	232
Divorce: Summary Dissolution	33	1	0	1	9	7	0	4	0	55
Divorce: Workshop 1	223	2	0	47	145	35	1	68	224	745
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	2	0	0	1	0	0	0	0	1	4
Domestic Violence - P How to Packet	0	0	0	1	1	0	0	0	42	44
Domestic Violence - P Individual Assistance	190	106	0	171	1	161	0	0	22	651
Domestic Violence Clinic - P	11	2	0	10	0	1	0	0	0	24
Domestic Violence Clinic - R How to Packet	0	65	0	0	1	1	0	0	15	82
Non-Family: Answer to Unlawful Detainer	243	72	174	118	379	59	138	12	148	1343
Non-Family: Civil Complaint - Contract	52	5	31	31	25	43	14	26	1	228
Non-Family: Civil Complaint Property	0	0	1	0	2	1	0	1	0	5
Non-Family: Civil Harassment										
Temporary Restraining Order	77	45	75	77	232	96	43	79	47	771
Non-Family: Claimed Exemption	16	0	11	3	7	18	1	8	5	69
Non-Family: Expungement	0	2	11	37	5	2	1	8	0	66
Non-Family: Starting an Unlawful Detainer	19	15	64	34	9	30	22	14	19	226
Other - (Services not related to SHLAC - Referred Out)	11	31	0	0	28	1	0	0	706	777
Other Family Law: Guardianship/Conservatorship	27	15	6	86	162	6	1	8	1	312
Other Family Law: Name Change Adult	27	22	4	17	13	8	16	8	43	158
Other Family Law: Name Change Child	11	5	5	12	3	5	4	0	11	56
Paternity: Default Workshop	0	0	0	0	1	0	0	0	0	1
Paternity: (Non Workshop)	78	251	22	203	136	107	14	132	67	1010
Paternity: Default Setting	13	6	0	12	15	8	0	13	15	82
Paternity: Judgment Workshop	1	0	0	9	38	4	0	19	11	82
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	11	5	0	16	10	1	0	13	0	56
Paternity: Order After Hearing	0	6	0	0	8	1	0	4	1	20
Paternity: Order to Show Cause Initial	13	16	0	12	72	2	0	8	7	130
Paternity: Order to Show Cause Modification	87	51	3	172	43	84	8	44	20	512
Paternity: Request for Trial Setting	9	24	0	11	22	9	1	11	19	106
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	12	10	1	32	34	12	2	5	3	111
Paternity: Response	24	40	2	32	50	25	5	26	4	208
Paternity Workshop 1	87	2	0	63	101	23	0	29	155	460
Unlawful Detainer Trial Prep Workshop	0	0	0	1	0	0	0	0	0	1
Unlawful Detainer Workshop	0	0	0	0	1	1	0	0	0	2
TOTAL	1965	1518	452	1828	2266	1166	326	1011	1780	12312

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July 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	86	54	0	35	120	31	2	10	7	345
Civil Harassment Response	0	1	10	1	38	0	0	8	1	59
Consumer Action Workshop	0	0	0	0	0	37	0	0	0	37
Divorce: Default Setting/Request	103	59	0	45	71	38	4	20	53	393
Divorce: Default Workshop	0	0	0	1	1	0	0	0	0	2
Divorce: Disclosures/Workshops	1	6	0	1	2	1	0	1	23	35
Divorce: Disso Judgment Workshop	24	7	2	65	37	18	0	2	35	190
Divorce: Divorce 1 (Non Workshop)	191	437	14	365	177	299	31	274	81	1869
Divorce: Judgment (Non Workshop)	143	177	2	12	44	79	10	50	6	523
Divorce: Mandatory Settlement										
Conference/TRIAL BRIEF	26	24	2	28	21	18	0	4	0	123
Divorce: Order After Hearing	1	5	0	0	0	3	0	0	0	9
Divorce: Order to Show Cause Initial	6	10	0	3	29	6	2	8	5	69
Divorce: Order to Show Cause Modification	166	36	1	9	40	42	1	30	7	332
Divorce: Request for Trial Set	24	27	1	23	34	26	0	17	18	170
Divorce: Response to Order to Show Cause	13	8	0	2	7	6	0	7	0	43
Divorce: Response	42	50	5	29	47	45	3	44	7	272
Divorce: Summary Dissolution	37	7	0	3	0	8	0	0	0	55
Divorce: Workshop 1	276	11	0	41	162	38	0	62	242	832
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	3	0	0	0	0	2	0	0	0	5
Domestic Violence - P How to Packet	2	34	0	18	1	14	0	0	83	152
Domestic Violence - P Individual Assistance	179	112	0	181	1	252	0	0	26	751
Domestic Violence Clinic - P	11	2	0	6	0	1	0	0	0	20
Domestic Violence Clinic - R How to Packet	5	60	0	13	0	5	0	0	18	101
Non-Family: Answer to Unlawful Detainer	246	91	237	120	361	90	154	6	180	1485
Non-Family: Civil Complaint - Contract	240	2	36	45	27	57	36	34	1	478
Non-Family: Civil Complaint Property	7	0	1	0	8	8	1	3	0	28
Non-Family: Civil Harassment										
Temporary Restraining Order	100	59	80	52	362	152	41	102	64	1012
Non-Family: Claimed Exemption	17	4	6	4	16	14	2	2	2	67
Non-Family: Expungement	3	0	15	34	0	1	7	6	0	66
Non-Family: Starting an Unlawful Detainer	26	16	135	33	11	27	15	8	27	298
Other - (Services not related to SHLAC - Referred Out)	29	86	0	11	50	0	0	1	831	1008
Other Family Law: Guardianship/Conservatorship	22	14	3	48	171	0	0	10	1	269
Other Family Law: Name Change Adult	35	35	7	34	10	5	14	12	43	195
Other Family Law: Name Change Child	22	6	3	12	5	13	1	0	28	90
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	83	276	17	184	177	165	17	172	104	1195
Paternity: Default Setting	10	9	0	18	13	9	0	9	24	92
Paternity: Judgment Workshop	4	6	0	12	19	4	0	15	21	81
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement										
Conference/Trial Brief	3	9	1	15	5	1	0	1	1	36
Paternity: Order After Hearing	0	9	0	0	0	2	0	3	0	14
Paternity: Order to Show Cause Initial	31	16	0	19	79	14	0	11	24	194
Paternity: Order to Show Cause Modification	119	46	0	169	61	73	2	34	31	535
Paternity: Request for Trial Setting	22	28	0	9	32	12	2	11	28	144
Paternity: Request for Order Workshop	0	0	0	0	1	0	0	2	0	3
Paternity: Response to Order to Show Cause	20	6	1	40	17	4	0	4	3	95
Paternity: Response	32	26	3	36	42	25	1	18	3	186
Paternity Workshop 1	102	0	0	61	142	7	0	34	173	519
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	2512	1871	582	1837	2441	1652	346	1035	2201	14477

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Janice Hahn
Kathryn Barger

COUNTY OF LOS ANGELES
DEPARTMENT OF CONSUMER
AND BUSINESS AFFAIRS

"To Enrich Lives Through Effective and Caring Service"



Joseph M. Nicchitta
Director

Joel Ayala
Chief Deputy

Rafael Carbajal
Chief Deputy

December 5, 2019

TO: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Janice Hahn

FROM: Joseph M. Nicchitta
Director

QUARTERLY WORKLOAD REPORT NO. 14 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08871]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received, and consumers served by location. This report covers the months of August 2019, September 2019, and October 2019.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

In the current reporting period, the SHLACs provided assistance to approximately 40,000 unrepresented individuals seeking legal assistance. This is an increase of approximately seven percent compared to the previous reporting period.

The leading subject areas for persons seeking assistance were divorce, unlawful detainer, paternity, domestic violence, and civil harassment. These subjects accounted for approximately 83 percent of clients in the reporting period. This is consistent with the previous quarters.

In addition to the individual services provided to unrepresented parties, the SHLACs facilitated workshops in 11 subject areas, covering topics such as divorce, paternity, and consumer action, that were attended by approximately 4,000 clients. This reflects a decrease of about 25 percent in workshop attendance between the current and previous reporting period. The subjects of divorce and paternity consistently drew the highest participation among the workshops offered by the centers.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of November 2019, December 2019, and January 2020.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief Deputy Director, at (213) 974-4615 or jayala@dcba.lacounty.gov.

JMN:JA
AN:CS:dd

Attachments

c: Executive Office, Board of Supervisors

August 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	56	52	0	44	75	41	1	5	9	283
Civil Harassment Response	3	3	6	0	30	0	0	6	7	55
Consumer Action Workshop	0	0	0	1	0	41	0	0	0	42
Divorce: Default Setting/Request	58	59	0	60	50	44	3	30	37	341
Divorce: Default Workshop	0	0	0	0	0	0	0	1	0	1
Divorce: Disclosures/Workshops	0	1	0	0	0	1	0	0	8	10
Divorce: Disso Judgment Workshop	4	4	1	67	28	9	0	1	22	136
Divorce: Divorce 1 (Non Workshop)	246	416	25	426	184	330	18	124	38	1807
Divorce: Judgment (Non Workshop)	145	128	1	18	49	104	5	60	13	523
Divorce: Mandatory Settlement										
Conference/TRIAL BRIEF	28	21	0	33	5	7	0	11	0	105
Divorce: Order After Hearing	0	5	0	2	0	1	0	1	0	9
Divorce: Order to Show Cause Initial	18	4	0	2	10	13	0	0	9	56
Divorce: Order to Show Cause Modification	108	58	2	23	38	29	3	46	8	315
Divorce: Request for Trial Set	18	33	0	20	20	20	1	23	16	151
Divorce: Response to Order to Show Cause	6	16	1	7	8	8	0	7	7	60
Divorce: Response	21	51	6	31	44	33	0	32	5	223
Divorce: Summary Dissolution	24	2	0	12	8	3	0	0	2	51
Divorce: Workshop 1	46	2	0	27	77	21	0	52	227	452
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	1	0	1	0	0	0	2
Domestic Violence - P How to Packet	0	82	0	91	0	0	0	0	67	240
Domestic Violence - P Individual Assistance	186	88	0	140	0	226	0	0	23	663
Domestic Violence Clinic - P	5	3	0	3	0	1	0	0	0	12
Domestic Violence Clinic - R How to Packet	3	34	0	8	0	0	0	0	6	51
Non-Family: Answer to Unlawful Detainer	210	71	260	150	336	81	159	7	120	1394
Non-Family: Civil Complaint - Contract	279	2	40	42	16	37	5	51	2	474
Non-Family: Civil Complaint Property	1	0	2	1	7	7	0	0	0	18
Non-Family: Civil Harassment										
Temporary Restraining Order	74	76	81	89	242	90	15	87	31	785
Non-Family: Claimed Exemption	3	1	11	2	11	9	3	0	0	40
Non-Family: Expungement	0	0	7	67	1	1	1	3	0	80
Non-Family: Starting an Unlawful Detainer	3	15	124	27	7	25	28	13	28	270
Other - (Services not related to SHLAC - Referred Out)	6	88	0	10	29	0	0	0	746	879
Other Family Law: Guardianship/Conservatorship	17	16	7	88	166	17	1	4	2	318
Other Family Law: Name Change Adult	29	22	12	29	10	5	12	4	34	157
Other Family Law: Name Change Child	17	9	2	13	2	8	2	3	11	67
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	91	282	27	304	180	170	4	140	47	1245
Paternity: Default Setting	13	18	0	10	15	7	1	14	10	88
Paternity: Judgment Workshop	10	16	1	8	18	0	1	14	3	71
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement										
Conference/Trial Brief	5	15	0	26	10	1	0	7	1	65
Paternity: Order After Hearing	0	4	0	0	0	4	0	0	1	9
Paternity: Order to Show Cause Initial	47	17	4	16	68	17	1	9	24	203
Paternity: Order to Show Cause Modification	53	59	0	146	93	61	0	40	19	471
Paternity: Request for Trial Setting	21	24	0	16	16	9	1	22	20	129
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	11	7	0	22	23	2	0	4	2	71
Paternity: Response	25	39	9	33	28	15	1	29	4	183
Paternity Workshop 1	29	2	0	13	42	5	0	32	219	342
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	1	0	0	0	1
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	1919	1845	629	2128	1946	1505	266	882	1828	12948

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September 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	63	49	1	24	70	45	1	8	5	266
Civil Harassment Response	0	2	1	2	30	0	3	1	14	53
Consumer Action Workshop	0	1	0	0	0	37	0	0	0	38
Divorce: Default Setting/Request	71	65	0	65	43	27	5	31	31	338
Divorce: Default Workshop	0	0	0	1	3	0	0	0	0	4
Divorce: Disclosures/Workshops	0	3	0	9	0	0	0	0	17	29
Divorce: Disso Judgment Workshop	13	5	1	76	19	17	0	3	49	183
Divorce: Divorce 1 (Non Workshop)	129	385	19	362	233	341	21	138	27	1655
Divorce: Judgment (Non Workshop)	118	131	1	19	64	84	2	104	6	529
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	18	15	0	23	3	13	0	1	0	73
Divorce: Order After Hearing	0	6	0	0	1	3	0	1	2	13
Divorce: Order to Show Cause Initial	16	2	1	7	6	4	0	3	8	47
Divorce: Order to Show Cause Modification	162	46	1	19	48	49	0	56	7	388
Divorce: Request for Trial Set	17	19	1	17	18	24	1	11	19	127
Divorce: Response to Order to Show Cause	6	6	1	2	10	2	0	9	5	41
Divorce: Response	18	44	7	27	33	51	2	36	2	220
Divorce: Summary Dissolution	34	0	0	12	12	1	0	2	0	61
Divorce: Workshop 1	193	1	0	13	98	30	0	81	234	650
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	8	67	0	48	1	8	0	0	49	181
Domestic Violence - P Individual Assistance	212	58	0	134	0	207	0	0	35	646
Domestic Violence Clinic - P	4	2	0	7	0	0	0	0	0	13
Domestic Violence Clinic - R How to Packet	1	35	0	2	0	0	0	0	1	39
Non-Family: Answer to Unlawful Detainer	191	76	262	138	370	71	132	6	107	1353
Non-Family: Civil Complaint - Contract	286	6	19	33	26	30	7	50	0	457
Non-Family: Civil Complaint Property	0	0	1	2	5	10	0	1	0	19
Non-Family: Civil Harassment										
Temporary Restraining Order	74	49	91	71	297	113	28	92	46	861
Non-Family: Claimed Exemption	0	4	6	5	5	6	1	2	0	29
Non-Family: Expungement	1	0	1	27	1	0	1	5	0	36
Non-Family: Starting an Unlawful Detainer	7	9	114	33	10	31	30	3	60	297
Other - (Services not related to SHLAC - Referred Out)	7	46	0	2	9	14	0	0	765	843
Other Family Law: Guardianship/Conservatorship	4	6	1	58	124	20	0	10	2	225
Other Family Law: Name Change Adult	21	16	8	34	5	8	6	2	26	126
Other Family Law: Name Change Child	10	4	1	12	1	6	1	0	21	56
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	35	240	21	223	183	167	12	87	23	991
Paternity: Default Setting	8	9	0	17	27	5	0	2	6	74
Paternity: Judgment Workshop	46	18	1	8	7	6	2	10	23	121
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	4	13	0	13	8	7	0	7	0	52
Paternity: Order After Hearing	0	9	0	0	1	3	0	3	0	16
Paternity: Order to Show Cause Initial	67	7	1	31	80	10	2	3	14	215
Paternity: Order to Show Cause Modification	35	48	3	152	59	62	0	60	12	431
Paternity: Request for Trial Setting	11	15	3	12	18	9	0	12	21	101
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	2	0	2
Paternity: Response to Order to Show Cause	8	7	2	28	6	5	0	5	1	62
Paternity: Response	13	30	2	27	26	23	1	16	1	139
Paternity Workshop 1	55	1	0	16	68	16	0	58	160	374
Unlawful Detainer Trial Prep Workshop	0	1	0	0	0	0	0	0	0	1
Unlawful Detainer Workshop	0	0	0	0	0	0	0	1	0	1
TOTAL	1966	1556	571	1811	2028	1565	258	922	1799	12476

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October 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	72	49	1	49	43	39	0	5	1	259
Civil Harassment Response	1	2	8	1	44	1	4	2	7	70
Consumer Action Workshop	0	0	0	0	0	30	0	0	0	30
Divorce: Default Setting/Request	89	46	0	45	54	30	4	27	29	324
Divorce: Default Workshop	0	0	0	0	2	0	0	1	0	3
Divorce: Disclosures/Workshops	1	2	0	13	1	1	0	4	12	34
Divorce: Disso Judgment Workshop	16	9	0	59	25	35	0	1	54	199
Divorce: Divorce 1 (Non Workshop)	137	347	21	314	266	324	37	186	25	1657
Divorce: Judgment (Non Workshop)	126	123	0	21	55	100	6	67	4	502
Divorce: Mandatory Settlement										
Conference/TRIAL BRIEF	38	10	0	28	2	17	0	3	0	98
Divorce: Order After Hearing	1	5	0	0	0	1	1	1	0	9
Divorce: Order to Show Cause Initial	18	3	0	3	16	5	1	2	4	52
Divorce: Order to Show Cause Modification	164	33	4	23	65	40	7	45	4	385
Divorce: Request for Trial Set	14	20	0	18	18	19	0	16	9	114
Divorce: Response to Order to Show Cause	6	7	1	5	19	6	0	3	1	48
Divorce: Response	18	40	1	20	35	45	4	49	6	218
Divorce: Summary Dissolution	30	3	0	9	7	4	0	1	0	54
Divorce: Workshop 1	291	1	1	14	135	60	0	134	173	809
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	23	79	0	26	0	0	0	0	51	179
Domestic Violence - P Individual Assistance	223	60	0	131	2	228	0	0	33	677
Domestic Violence Clinic - P	4	2	0	1	0	2	0	0	0	9
Domestic Violence Clinic - R How to Packet	2	10	0	0	1	0	0	0	1	14
Non-Family: Answer to Unlawful Detainer	274	76	288	120	423	75	151	11	119	1537
Non-Family: Civil Complaint - Contract	207	2	40	14	24	35	26	68	0	416
Non-Family: Civil Complaint Property	0	0	0	1	3	2	0	2	0	8
Non-Family: Civil Harassment										
Temporary Restraining Order	110	54	74	86	331	88	41	105	50	939
Non-Family: Claimed Exemption	11	1	8	2	4	14	1	0	0	41
Non-Family: Expungement	1	0	6	28	8	1	1	5	0	50
Non-Family: Starting an Unlawful Detainer	12	9	101	30	7	34	24	12	53	282
Other - (Services not related to SHLAC - Referred Out)	21	64	2	4	17	1	0	1	744	854
Other Family Law: Guardianship/Conservatorship	18	4	2	63	69	6	5	9	1	177
Other Family Law: Name Change Adult	24	19	8	38	4	6	16	2	24	141
Other Family Law: Name Change Child	10	0	1	14	3	8	3	1	20	60
Paternity: Default Workshop	0	0	0	0	1	0	0	0	0	1
Paternity: (Non Workshop)	53	248	19	186	195	116	9	74	21	921
Paternity: Default Setting	4	12	2	14	11	7	0	11	9	70
Paternity: Judgment Workshop	11	7	0	8	2	1	2	9	18	58
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement										
Conference/Trial Brief	5	22	2	18	5	0	0	11	0	63
Paternity: Order After Hearing	1	4	0	0	3	2	0	2	0	12
Paternity: Order to Show Cause Initial	62	15	4	40	67	3	1	5	4	201
Paternity: Order to Show Cause Modification	82	45	0	136	73	71	3	64	14	488
Paternity: Request for Trial Setting	10	18	0	13	18	4	0	18	8	89
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	18	3	3	27	15	10	2	7	8	93
Paternity: Response	11	19	2	36	32	16	0	16	0	132
Paternity Workshop 1	104	1	1	15	66	13	0	64	137	401
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	1	0	1
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	2323	1474	600	1673	2171	1500	349	1045	1644	12779

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COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

"To Enrich Lives Through Effective and Caring Service"



Joseph M. Nicchitta
Director

Rafael Carbajal
Chief Deputy

Joel Ayala
Chief of Staff

March 9, 2020

TO: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Janice Hahn

FROM: Joseph M. Nicchitta
Director

QUARTERLY WORKLOAD REPORT NO. 15 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08874]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received, and consumers served by location. This report covers the months of November 2019, December 2019, and January 2020.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

In the current reporting period, the SHLACs provided assistance to approximately 35,000 unrepresented individuals seeking legal assistance. This is a decrease of approximately 12 percent compared to the previous reporting period.

The leading subject areas for persons seeking assistance in descending order were, divorce, paternity, unlawful detainer, civil harassment, and domestic violence. These subjects accounted for approximately 83 percent of clients in the reporting period. This is consistent with the previous quarters.

Each Supervisor
March 9, 2020
Page 2

In addition to the individual services provided to unrepresented parties, the SHLACs facilitated workshops in 11 subject areas, covering topics such as divorce, paternity, and consumer action, that were attended by approximately 4,300 clients. This reflects an increase of about eight percent in workshop attendance between the current and previous reporting period. The subjects of divorce and paternity consistently drew the highest participation among the workshops offered by the centers.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of February 2020, March 2020, and April 2020.

If you have any questions or need additional information, please contact me or Rafael Carbajal, Chief Deputy Director, at (213) 974-0834 or rcarbajal@dcba.lacounty.gov.

JMN:RC
AN:CS:dd

Attachments

c: Executive Office, Board of Supervisors

Each Supervisor
March 9, 2020
Page 3

November 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	55	53	0	28	42	38	2	8	0	224
Civil Harassment Response	0	1	11	2	19	0	1	0	4	38
Consumer Action Workshop	0	0	0	0	0	27	0	0	0	27
Divorce: Default Setting/Request	72	37	0	43	41	16	4	21	26	260
Divorce: Default Workshop	0	0	0	0	5	1	0	0	0	6
Divorce: Disclosures/Workshops	0	1	0	10	0	0	0	0	14	25
Divorce: Disso Judgment Workshop	33	7	0	64	30	9	0	1	49	193
Divorce: Divorce 1 (Non Workshop)	65	309	13	351	200	215	30	163	24	1370
Divorce: Judgment (Non Workshop)	89	110	2	9	15	46	4	67	1	343
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	14	23	1	20	4	11	0	7	0	80
Divorce: Order After Hearing	0	5	0	0	1	2	0	0	0	8
Divorce: Order to Show Cause Initial	13	5	1	0	3	9	0	5	4	40
Divorce: Order to Show Cause Modification	140	32	0	18	48	18	4	19	9	288
Divorce: Request for Trial Set	15	19	1	23	20	16	1	13	8	116
Divorce: Response to Order to Show Cause	9	4	0	6	13	1	0	5	6	44
Divorce: Response	24	47	6	28	38	34	11	31	3	222
Divorce: Summary Dissolution	24	3	0	14	7	3	2	0	0	53
Divorce: Workshop 1	211	4	0	30	80	28	0	91	190	634
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	0	111	0	43	0	0	0	0	40	194
Domestic Violence - P Individual Assistance	164	61	0	47	0	177	0	1	33	483
Domestic Violence Clinic - P	5	0	0	1	0	2	0	0	1	9
Domestic Violence Clinic - R How to Packet	0	6	0	3	0	0	0	0	1	10
Non-Family: Answer to Unlawful Detainer	192	82	224	141	322	86	138	7	116	1308
Non-Family: Civil Complaint - Contract	180	2	28	15	9	40	12	33	0	319
Non-Family: Civil Complaint Property	0	0	2	0	7	4	1	2	0	16
Non-Family: Civil Harassment										
Temporary Restraining Order	64	57	67	65	276	98	28	77	36	768
Non-Family: Claimed Exemption	9	1	14	13	3	15	3	10	0	68
Non-Family: Expungement	2	0	5	47	1	0	2	2	0	59
Non-Family: Starting an Unlawful Detainer	8	3	80	24	3	24	13	3	44	202
Other - (Services not related to SHLAC - Referred Out)	1	52	0	9	11	0	1	0	651	725
Other Family Law: Guardianship/Conservatorship	12	8	4	78	147	12	1	3	1	266
Other Family Law: Name Change Adult	38	26	8	28	4	8	13	3	27	155
Other Family Law: Name Change Child	9	5	0	10	1	6	1	1	14	47
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	31	234	11	159	164	100	12	54	21	786
Paternity: Default Setting	4	12	0	15	24	1	1	7	8	72
Paternity: Judgment Workshop	7	8	0	4	18	3	0	6	16	62
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	12	11	2	18	6	2	0	2	0	53
Paternity: Order After Hearing	0	4	0	0	7	0	0	0	0	11
Paternity: Order to Show Cause Initial	65	14	2	17	32	14	1	4	4	153
Paternity: Order to Show Cause Modification	48	34	0	149	88	70	2	31	16	438
Paternity: Request for Trial Setting	14	19	0	14	14	1	0	14	30	106
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	32	17	1	27	14	2	0	8	3	104
Paternity: Response	18	27	2	26	33	11	0	14	1	132
Paternity Workshop 1	69	6	0	18	54	14	0	58	121	340
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	1	1
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	1748	1460	485	1617	1804	1162	288	771	1523	10858

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Each Supervisor
March 9, 2020
Page 4

December 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	37	65	1	31	52	59	1	7	2	255
Civil Harassment Response	1	1	6	2	16	0	2	3	3	34
Consumer Action Workshop	0	0	0	0	0	20	0	0	0	20
Divorce: Default Setting/Request	66	31	0	40	40	42	6	29	22	276
Divorce: Default Workshop	0	0	1	1	5	0	0	0	0	7
Divorce: Disclosures/Workshops	6	0	1	5	2	1	0	2	11	28
Divorce: Disso Judgment Workshop	24	9	0	75	28	6	0	0	36	178
Divorce: Divorce 1 (Non Workshop)	126	302	22	270	195	206	26	143	15	1305
Divorce: Judgment (Non Workshop)	74	106	3	12	42	95	2	68	0	402
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	13	23	0	17	10	12	1	9	0	85
Divorce: Order After Hearing	0	4	0	3	3	0	0	1	1	12
Divorce: Order to Show Cause Initial	9	3	0	4	4	8	0	6	2	36
Divorce: Order to Show Cause Modification	137	47	5	44	26	29	1	24	6	319
Divorce: Request for Trial Set	24	17	2	18	23	22	0	19	9	134
Divorce: Response to Order to Show Cause	9	2	0	4	10	5	2	3	1	36
Divorce: Response	43	57	2	27	44	39	1	37	4	254
Divorce: Summary Dissolution	35	0	0	10	4	4	0	0	0	53
Divorce: Workshop 1	217	0	1	18	115	21	0	71	149	592
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	1	0	0	0	0	0	0	0	1
Domestic Violence - P How to Packet	0	100	0	66	0	0	0	0	40	206
Domestic Violence - P Individual Assistance	174	53	0	71	0	131	0	0	17	446
Domestic Violence Clinic - P	3	2	0	1	0	1	0	0	0	7
Domestic Violence Clinic - R How to Packet	1	6	0	2	0	0	0	0	1	10
Non-Family: Answer to Unlawful Detainer	213	75	179	108	294	62	113	6	110	1160
Non-Family: Civil Complaint - Contract	218	1	28	15	10	39	42	22	1	376
Non-Family: Civil Complaint Property	3	0	0	0	6	6	1	3	0	19
Non-Family: Civil Harassment										
Temporary Restraining Order	71	44	33	40	269	67	41	77	41	683
Non-Family: Claimed Exemption	4	3	6	4	4	9	3	0	2	35
Non-Family: Expungement	1	0	8	29	0	1	2	1	0	42
Non-Family: Starting an Unlawful Detainer	11	7	118	22	7	24	13	4	52	258
Other - (Services not related to SHLAC - Referred Out)	5	57	0	9	13	1	0	0	569	654
Other Family Law: Guardianship/Conservatorship	9	15	5	47	87	6	2	1	0	172
Other Family Law: Name Change Adult	17	16	3	13	9	9	5	2	30	104
Other Family Law: Name Change Child	6	5	0	9	0	9	0	1	9	39
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	32	250	3	177	170	108	3	76	11	830
Paternity: Default Setting	5	8	0	12	15	3	0	4	7	54
Paternity: Judgment Workshop	7	6	0	6	25	3	1	10	7	65
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	5	8	0	7	9	4	0	13	0	46
Paternity: Order After Hearing	0	10	0	0	2	0	0	1	2	15
Paternity: Order to Show Cause Initial	38	9	3	28	35	23	0	4	2	142
Paternity: Order to Show Cause Modification	66	53	3	93	72	56	0	26	16	385
Paternity: Request for Trial Setting	5	9	0	11	20	16	0	10	19	90
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	8	20	0	31	6	5	0	4	7	81
Paternity: Response	26	12	0	25	35	17	1	19	1	136
Paternity Workshop 1	90	0	0	16	52	4	0	56	106	324
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	1839	1437	433	1423	1759	1173	269	762	1311	10406

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January 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	69	83	0	45	86	89	0	21	4	397
Civil Harassment Response	2	1	8	0	15	0	2	2	6	36
Consumer Action Workshop	0	3	0	0	0	38	0	0	0	41
Divorce: Default Setting/Request	81	54	0	50	48	50	1	45	35	364
Divorce: Default Workshop	0	0	0	1	8	0	0	2	0	11
Divorce: Disclosures/Workshops	0	2	0	0	1	1	0	2	17	23
Divorce: Disso Judgment Workshop	24	15	0	85	29	27	0	3	64	247
Divorce: Divorce 1 (Non Workshop)	78	464	38	345	258	316	26	162	16	1703
Divorce: Judgment (Non Workshop)	106	149	1	9	28	76	7	131	12	519
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	33	18	0	21	16	19	0	17	0	124
Divorce: Order After Hearing	0	6	0	0	0	1	1	4	1	13
Divorce: Order to Show Cause Initial	6	2	0	2	3	9	3	4	1	30
Divorce: Order to Show Cause Modification	154	44	0	22	38	37	6	41	14	356
Divorce: Request for Trial Set	9	20	0	25	25	22	0	21	21	143
Divorce: Response to Order to Show Cause	11	11	0	5	2	1	0	9	3	42
Divorce: Response	30	56	3	25	32	28	2	41	8	225
Divorce: Summary Dissolution	32	0	0	13	12	3	2	0	0	62
Divorce: Workshop 1	265	0	0	16	137	52	0	179	255	904
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	2	0	0	0	0	0	0	0	2
Domestic Violence - P How to Packet	0	123	0	45	0	4	0	1	42	215
Domestic Violence - P Individual Assistance	164	107	0	80	0	189	0	0	19	559
Domestic Violence Clinic - P	1	0	0	2	0	1	0	0	0	4
Domestic Violence Clinic - R How to Packet	0	8	0	0	0	0	0	0	1	9
Non-Family: Answer to Unlawful Detainer	290	94	219	92	411	103	156	9	93	1467
Non-Family: Civil Complaint - Contract	253	7	38	8	14	57	26	43	0	446
Non-Family: Civil Complaint Property	0	1	2	1	4	6	0	4	0	18
Non-Family: Civil Harassment										
Temporary Restraining Order	84	57	83	46	301	113	66	127	39	916
Non-Family: Claimed Exemption	6	4	7	7	0	17	7	4	2	54
Non-Family: Expungement	2	8	9	28	0	5	4	1	0	57
Non-Family: Starting an Unlawful Detainer	16	13	118	17	5	37	27	3	61	297
Other - (Services not related to SHLAC - Referred Out)	3	34	0	4	35	1	0	0	744	821
Other Family Law: Guardianship/Conservatorship	5	13	8	55	78	15	1	9	1	185
Other Family Law: Name Change Adult	46	38	8	23	5	9	25	8	41	203
Other Family Law: Name Change Child	14	2	3	18	0	14	2	0	18	71
Paternity: Default Workshop	0	1	0	0	3	0	0	0	0	4
Paternity: (Non Workshop)	23	303	16	194	170	139	9	98	18	970
Paternity: Default Setting	8	5	0	17	18	7	0	8	4	67
Paternity: Judgment Workshop	5	3	1	6	11	4	0	6	15	51
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	9	13	0	18	23	7	0	13	0	83
Paternity: Order After Hearing	0	6	0	0	2	0	0	1	1	10
Paternity: Order to Show Cause Initial	36	5	7	19	71	20	2	16	3	179
Paternity: Order to Show Cause Modification	77	44	0	117	107	90	0	44	24	503
Paternity: Request for Trial Setting	12	16	0	6	20	9	0	10	11	84
Paternity: Request for Order Workshop	0	0	0	1	1	0	0	4	0	6
Paternity: Response to Order to Show Cause	8	13	0	30	18	6	0	11	10	96
Paternity: Response	29	36	1	17	35	12	0	22	6	158
Paternity Workshop 1	141	1	0	4	95	17	0	91	180	529
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	1	0	1
TOTAL	2132	1885	570	1519	2165	1651	375	1218	1790	13305

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COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

"To Enrich Lives Through Effective and Caring Service"



Joseph M. Nicchitta
Director

Rafael Carbajal
Chief Deputy

Joel Ayala
Chief of Staff

June 15, 2020

TO: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Janice Hahn

FROM: Joseph M. Nicchitta 
Director

QUARTERLY WORKLOAD REPORT NO. 16 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08875]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). Quarterly reports shall include the number and types of cases received, and consumers served by location. This report covers the months of February 2020, March 2020, and April 2020.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

Due to the COVID-19 pandemic and disruptions to court operations, the SHLACs shifted to remote operations on March 20, 2020. In support of this transition, the SHLACs established new contact numbers and e-mail addresses to continue providing services to the public remotely. As the courts prepare to re-open their doors and resume client-facing services to the public on June 22, 2020, the SHLACs will continue to operate remotely, and anticipate resuming in-person services in the following months.

In the current reporting period, which includes the fully operational period of February 1, 2020, through March 16, 2020, and the initial period of remote operations from March 20, 2020, to April 30, 2020, the SHLACs assisted approximately 19,000 unrepresented individuals seeking legal assistance. This is a decrease of approximately 45 percent compared to the previous reporting period. Although the service levels for February 2020 were relatively consistent with previous reporting periods, levels dropped in March 2020 and fell precipitously during April 2020 due to court closures. DCBA is working with NLSLA on reconstituting the SHLACs as the courts recommence operations in June 2020.

The leading subject areas for persons seeking assistance in descending order were, divorce, paternity, unlawful detainer, civil harassment, and domestic violence. These subjects accounted for approximately 84 percent of clients in the reporting period. This is consistent with the previous quarters; however, SHLAC attorneys anticipate a surge in the areas of eviction, domestic violence, and family law due to economic and social impact of the on-going pandemic.

In addition to the individual services provided to unrepresented parties, the SHLACs facilitated workshops in 11 subject areas, covering topics such as divorce, paternity, and consumer action, that were attended by approximately 2,200 clients. This reflects a decrease of about 48 percent in workshop attendance between the current and previous reporting period. The subjects of divorce and paternity consistently drew the highest participation among the workshops offered by the centers.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of May 2020, June 2020, and July 2020.

If you have any questions or need additional information, please contact me or Rafael Carbajal, Chief Deputy Director, at (213) 974-0834 or rcarbajal@dcba.lacounty.gov.

JMN:RC
AN:CS:dd

Attachments

c: Executive Office, Board of Supervisors

Attachment A – SHLAC Workload Report

February 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	63	60	1	39	74	59	0	13	1	310
Civil Harassment Response	3	3	2	0	16	1	3	5	5	38
Consumer Action Workshop	0	8	0	1	0	22	0	0	0	31
Divorce: Default Setting/Request	62	42	1	33	44	42	3	24	26	277
Divorce: Default Workshop	0	0	0	0	6	0	0	0	0	6
Divorce: Disclosures/Workshops	2	4	1	2	0	0	0	0	17	26
Divorce: Disso Judgment Workshop	16	3	0	36	11	31	0	4	31	132
Divorce: Divorce 1 (Non Workshop)	94	384	15	230	178	240	36	206	25	1408
Divorce: Judgment (Non Workshop)	61	191	2	23	40	56	7	64	6	450
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	13	18	0	27	13	11	0	12	0	94
Divorce: Order After Hearing	0	8	0	1	0	0	0	2	2	13
Divorce: Order to Show Cause Initial	7	1	0	4	1	3	1	14	0	31
Divorce: Order to Show Cause Modification	190	58	4	30	34	26	1	25	12	380
Divorce: Request for Trial Set	13	17	1	15	22	17	0	9	10	104
Divorce: Response to Order to Show Cause	2	13	0	3	11	0	2	8	4	43
Divorce: Response	27	45	2	28	44	26	4	35	1	212
Divorce: Summary Dissolution	34	1	0	14	1	7	0	0	5	62
Divorce: Workshop 1	257	1	2	60	113	39	0	114	180	766
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	1	0	0	0	0	0	0	1	0	2
Domestic Violence - P How to Packet	0	110	0	32	0	1	0	0	52	195
Domestic Violence - P Individual Assistance	166	84	0	81	0	135	0	1	7	474
Domestic Violence Clinic - P	3	3	0	3	0	0	0	0	0	9
Domestic Violence Clinic - R How to Packet	0	5	0	0	0	2	0	1	3	11
Non-Family: Answer to Unlawful Detainer	194	82	204	80	265	78	141	2	100	1146
Non-Family: Civil Complaint - Contract	212	11	27	18	20	53	26	29	0	396
Non-Family: Civil Complaint Property	0	0	1	1	5	1	0	4	0	12
Non-Family: Civil Harassment Temporary Restraining Order	83	45	76	52	246	96	93	89	28	808
Non-Family: Claimed Exemption	9	4	11	5	5	19	7	6	2	68
Non-Family: Expungement	0	9	6	39	0	9	0	3	0	66
Non-Family: Starting an Unlawful Detainer	13	15	106	19	6	23	24	5	43	254
Other - (Services not related to SHLAC - Referred Out)	2	9	2	7	26	0	0	0	638	684
Other Family Law: Guardianship/Conservatorship	3	10	11	62	96	14	1	5	0	202
Other Family Law: Name Change Adult	21	33	9	18	4	19	16	3	37	160
Other Family Law: Name Change Child	4	3	1	9	2	9	2	2	5	37
Paternity: Default Workshop	0	0	0	0	3	0	0	0	0	3
Paternity: (Non Workshop)	24	300	10	131	98	139	5	91	23	821
Paternity: Default Setting	8	14	1	5	19	10	0	13	15	85
Paternity: Judgment Workshop	1	2	0	3	30	2	0	5	11	54
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	2	11	0	9	34	5	0	5	1	67
Paternity: Order After Hearing	0	11	0	1	1	1	0	5	3	22
Paternity: Order to Show Cause Initial	33	11	1	28	52	13	2	4	5	149
Paternity: Order to Show Cause Modification	71	58	5	130	140	115	0	45	23	587
Paternity: Request for Trial Setting	8	19	0	9	20	13	0	6	15	90
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	22	16	0	18	9	10	0	3	9	87
Paternity: Response	24	45	3	30	42	20	0	9	9	182
Paternity Workshop 1	103	1	0	7	67	16	0	47	131	372
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	1	0	0	0	0	0	1
TOTAL	1851	1768	505	1344	1798	1383	374	919	1485	11427

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March 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	13	25	0	22	42	36	0	5	0	143
Civil Harassment Response	1	1	2	0	8	0	1	2	1	16
Consumer Action Workshop	1	6	0	0	0	11	0	0	0	18
Divorce: Default Setting/Request	40	20	0	32	25	20	1	17	14	169
Divorce: Default Workshop	0	0	0	0	6	0	1	1	0	8
Divorce: Disclosures/Workshops	0	5	0	2	1	0	0	0	9	17
Divorce: Disso Judgment Workshop	13	8	0	43	13	13	0	3	36	129
Divorce: Divorce 1 (Non Workshop)	57	181	17	137	113	108	15	111	37	776
Divorce: Judgment (Non Workshop)	45	65	0	20	33	29	2	20	1	215
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	8	14	0	12	16	4	1	4	0	59
Divorce: Order After Hearing	0	5	0	0	0	0	0	2	0	7
Divorce: Order to Show Cause Initial	4	0	0	2	0	3	0	2	0	11
Divorce: Order to Show Cause Modification	104	11	1	18	28	12	0	17	8	199
Divorce: Request for Trial Set	8	5	0	12	11	13	0	4	6	59
Divorce: Response to Order to Show Cause	0	4	0	3	3	0	0	3	1	14
Divorce: Response	28	20	7	19	16	17	0	19	8	134
Divorce: Summary Dissolution	20	0	0	5	7	4	0	0	1	37
Divorce: Workshop 1	145	0	0	30	52	19	0	54	126	426
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	1	0	0	0	0	0	0	0	0	1
Domestic Violence - P How to Packet	0	48	0	14	0	0	0	0	31	93
Domestic Violence - P Individual Assistance	95	32	0	78	0	79	0	0	10	294
Domestic Violence Clinic - P	2	2	0	3	0	0	0	0	0	7
Domestic Violence Clinic - R How to Packet	0	3	0	1	0	0	0	0	1	5
Non-Family: Answer to Unlawful Detainer	99	62	112	46	156	46	83	7	49	660
Non-Family: Civil Complaint - Contract	89	6	27	8	11	21	7	14	0	183
Non-Family: Civil Complaint Property	0	0	0	0	4	1	0	3	0	8
Non-Family: Civil Harassment Temporary Restraining Order	47	18	39	26	183	47	39	56	20	475
Non-Family: Claimed Exemption	7	1	3	3	3	8	1	3	0	29
Non-Family: Expungement	0	4	7	22	5	2	4	4	0	48
Non-Family: Starting an Unlawful Detainer	13	2	62	25	1	12	16	2	30	163
Other - (Services not related to SHLAC - Referred Out)	2	5	1	1	12	0	2	3	368	394
Other Family Law: Guardianship/Conservatorship	5	8	7	30	59	2	2	4	0	117
Other Family Law: Name Change Adult	20	18	7	6	2	8	10	7	16	94
Other Family Law: Name Change Child	7	5	1	4	0	2	0	0	11	30
Paternity: Default Workshop	0	0	0	0	2	0	0	0	0	2
Paternity: (Non Workshop)	27	120	5	71	62	34	2	54	10	385
Paternity: Default Setting	9	7	0	13	12	4	0	4	3	52
Paternity: Judgment Workshop	6	1	0	2	10	1	1	7	5	33
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	2	9	0	5	11	3	0	1	0	31
Paternity: Order After Hearing	0	3	0	0	1	0	0	2	0	6
Paternity: Order to Show Cause Initial	10	2	6	13	29	7	0	9	20	96
Paternity: Order to Show Cause Modification	40	26	0	61	96	40	0	11	0	274
Paternity: Request for Trial Setting	6	9	0	5	8	3	0	6	8	45
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	1	0	1
Paternity: Response to Order to Show Cause	11	4	0	11	12	6	0	3	4	51
Paternity: Response	14	14	3	9	21	8	1	9	9	88
Paternity Workshop 1	50	1	0	12	29	6	0	20	75	193
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	1049	780	307	826	1103	629	189	494	918	6295

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April 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	0	2	0	0	0	0	0	0	0	2
Civil Harassment Response	2	0	0	0	2	0	1	4	1	10
Consumer Action Workshop	2	0	0	0	0	0	0	0	0	2
Divorce: Default Setting/Request	3	5	0	0	0	0	1	9	0	18
Divorce: Default Workshop	0	0	0	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	0	0	0	0	0	0	0	0	0	0
Divorce: Disso Judgment Workshop	1	1	0	1	0	0	0	0	0	3
Divorce: Divorce 1 (Non Workshop)	28	29	12	20	22	15	17	32	7	182
Divorce: Judgment (Non Workshop)	4	4	1	1	2	1	3	5	0	21
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	0	2	0	0	0	0	0	0	0	2
Divorce: Order After Hearing	0	0	0	0	0	0	0	0	0	0
Divorce: Order to Show Cause Initial	5	0	2	0	6	1	0	4	0	18
Divorce: Order to Show Cause Modification	20	0	1	2	3	1	2	3	0	32
Divorce: Request for Trial Set	3	0	1	0	0	1	0	0	1	6
Divorce: Response to Order to Show Cause	2	0	0	0	0	1	0	0	0	3
Divorce: Response	11	5	1	3	4	10	3	3	2	42
Divorce: Summary Dissolution	0	3	0	0	0	0	0	0	0	3
Divorce: Workshop 1	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	1	0	0	0	0	0	0	0	2	3
Domestic Violence - P Individual Assistance	53	28	0	17	0	51	1	1	5	156
Domestic Violence Clinic - P	1	0	0	0	0	0	0	0	0	1
Domestic Violence Clinic - R How to Packet	1	2	0	0	0	0	0	0	0	3
Non-Family: Answer to Unlawful Detainer	100	78	22	39	30	69	19	10	3	370
Non-Family: Civil Complaint - Contract	4	7	7	3	5	2	9	2	0	39
Non-Family: Civil Complaint Property	0	0	0	0	0	0	0	0	0	0
Non-Family: Civil Harassment										
Temporary Restraining Order	30	9	31	10	52	37	26	35	6	236
Non-Family: Claimed Exemption	6	0	4	0	0	0	1	1	0	12
Non-Family: Expungement	0	0	0	0	1	0	0	1	0	2
Non-Family: Starting an Unlawful Detainer	11	6	4	7	3	7	6	2	3	49
Other - (Services not related to SHLAC - Referred Out)	0	1	2	0	1	0	1	3	27	35
Other Family Law: Guardianship/Conservatorship	1	0	0	2	2	0	3	2	0	10
Other Family Law: Name Change Adult	0	4	2	0	0	1	4	1	0	12
Other Family Law: Name Change Child	0	1	0	0	0	0	0	0	0	1
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	12	9	4	8	23	6	3	22	1	88
Paternity: Default Setting	0	0	0	0	3	0	1	1	0	5
Paternity: Judgment Workshop	0	1	1	0	2	0	0	0	0	4
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	2	0	0	0	0	0	0	0	0	2
Paternity: Order After Hearing	0	2	0	0	1	0	0	0	0	3
Paternity: Order to Show Cause Initial	3	3	3	7	2	9	1	6	0	34
Paternity: Order to Show Cause Modification	10	0	0	0	6	15	0	0	0	31
Paternity: Request for Trial Setting	0	0	0	0	1	0	0	2	1	4
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	0	2	0	3	0	1	0	2	1	9
Paternity: Response	0	1	0	0	1	2	0	2	0	6
Paternity Workshop 1	0	0	0	0	0	0	1	0	0	1
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	316	205	98	123	172	230	103	153	60	1460

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BOARD OF SUPERVISORS

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

"To Enrich Lives Through Effective and Caring Service"



Rafael Carbajal
Acting Director

Joel Ayala
Chief of Staff

September 8, 2020

TO: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Janice Hahn

FROM: Rafael Carbajal
Acting Director

QUARTERLY WORKLOAD REPORT NO. 17 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08876]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). Quarterly reports shall include the number and types of cases received, and consumers served by location. This report covers the months of May 2020, June 2020, and July 2020.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

Due to the COVID-19 pandemic and disruptions to court operations, the SHLACs shifted to remote operations on March 20, 2020. In support of this transition, the SHLACs established new contact numbers and e-mail addresses to continue providing services to the public remotely. As the courts re-open their doors and resume client-facing services to the public, the SHLACs will continue to operate remotely, and anticipate resuming in-person services in the upcoming months. The SHLAC Centers have clarified the process for the Courts to refer litigants to the center, which should increase the number of litigants served in the coming months.

The leading subject areas for persons seeking assistance in descending order were, divorce, paternity, unlawful detainer, domestic violence, and civil harassment. These subjects accounted for approximately 90 percent of clients in the reporting period. This is consistent with the previous quarters; however, SHLAC attorneys anticipate a surge in the areas of eviction, domestic violence, and family law due to economic and social impact of the on-going pandemic.

In addition to the individual services provided to unrepresented parties, the SHLACs facilitated workshops in 11 subject areas, covering topics such as divorce, paternity, and consumer action, that were attended by approximately 72 clients. This reflects a decrease of about 97 percent in workshop attendance between the current and previous reporting period. The decrease reflects the impact that the COVID-19 Pandemic has had on the workshops; however, the SHLACs have focused on providing the litigants more personalized, one-on-one assistance lasting anywhere from 25-40 minutes with the advanced technologies available to its advocates.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of August 2020, September 2020, and October 2020.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief Deputy Director, at (213) 712-5491 or jayala@dcba.lacounty.gov.

RC:JA
CS:dd

Attachments

c: Executive Office, Board of Supervisors

Attachment A – SHLAC Workload Report

May 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	2	3	0	3	5	4	1	0	1	19
Civil Harassment Response	1	2	3	0	7	0	3	1	3	20
Consumer Action Workshop	0	1	0	0	0	0	0	0	0	1
Divorce: Default Setting/Request	3	4	1	14	1	3	1	2	2	31
Divorce: Default Workshop	0	0	0	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	0	0	0	2	0	0	0	0	0	2
Divorce: Disso Judgment Workshop	0	1	0	0	0	0	0	0	0	1
Divorce: Divorce 1 (Non Workshop)	36	69	8	62	23	59	13	24	20	314
Divorce: Judgment (Non Workshop)	13	12	4	1	8	7	2	3	4	54
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	0	0	0	1	0	0	0	0	0	1
Divorce: Order After Hearing	0	0	0	0	0	0	0	0	0	0
Divorce: Order to Show Cause Initial	5	1	0	0	0	2	1	0	0	9
Divorce: Order to Show Cause Modification	31	5	2	14	1	9	2	2	3	69
Divorce: Request for Trial Set	1	1	0	0	0	2	0	0	0	4
Divorce: Response to Order to Show Cause	1	0	0	0	0	0	0	0	1	2
Divorce: Response	12	5		2	1	3	0	5	1	29
Divorce: Summary Dissolution	3	0	0	1	0	0	0	0	1	5
Divorce: Workshop 1	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	1	0	0	0	0	0	0	0	1
Domestic Violence - P How to Packet	0	0	0	0	0	1	0	0	1	2
Domestic Violence - P Individual Assistance	62	75	0	50	0	56	2	2	10	257
Domestic Violence Clinic - P	3	1	0	0	0	0	0	0	0	4
Domestic Violence Clinic - R How to Packet	4	14	0	0	0	0	0	0	0	18
Non-Family: Answer to Unlawful Detainer	126	61	28	78	10	100	10	7	1	421
Non-Family: Civil Complaint - Contract	13	13	5	8	1	10	1	4	0	55
Non-Family: Civil Complaint Property	2	0	0	0	0	2	0	0	0	4
Non-Family: Civil Harassment										
Temporary Restraining Order	20	20	24	26	37	30	36	50	14	257
Non-Family: Claimed Exemption	4	0	0	0	0	0	0	0	0	4
Non-Family: Expungement	2	0	1	0	0	0	0	0	0	3
Non-Family: Starting an Unlawful Detainer	27	10	1	8	5	32	7	1	16	107
Other - (Services not related to SHLAC - Referred Out)	0	0	1	0	2	0	4	0	67	74
Other Family Law: Guardianship/Conservatorship	4	1	0	2	2	1	0	1	1	12
Other Family Law: Name Change Adult	2	0	0	1	1	2	3	3	0	12
Other Family Law: Name Change Child	0	0	0	0	0	0	4	0	0	4
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	23	27	9	26	21	12	1	14	3	136
Paternity: Default Setting	0	0	0	0	1	0	0	0	0	1
Paternity: Judgment Workshop	0	0	0	0	2	2	2	0	0	6
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	2	0	0	0	0	0	1	0	0	3
Paternity: Order After Hearing	0	0	0	0	0	0	0	0	0	0
Paternity: Order to Show Cause Initial	12	1	1	18	3	7	6	3	4	55
Paternity: Order to Show Cause Modification	20	3	1	0	0	19	0	0	0	43
Paternity: Request for Trial Setting	0	4	0	0	0	1	0	1	0	6
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	2	0	0	1	0	0	0	0	0	3
Paternity: Response	3	6	3	0	4	0	1	2	0	19
Paternity Workshop 1	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	439	341	92	318	135	364	101	125	153	2068

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June 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	6	15	2	4	2	6	5	0	1	41
Civil Harassment Response	0	0	3	2	2	3	1	7	1	19
Consumer Action Workshop	0	1	0	0	0	0	0	0	0	1
Divorce: Default Setting/Request	2	10	0	10	0	38	0	5	3	68
Divorce: Default Workshop	0	0	0	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	0	1	0	0	0	0	0	0	0	1
Divorce: Disso Judgment Workshop	0	0	0	0	0	1	0	0	1	2
Divorce: Divorce 1 (Non Workshop)	45	111	25	116	33	99	24	38	7	498
Divorce: Judgment (Non Workshop)	10	29	3	12	4	36	2	4	7	107
Divorce: Mandatory Settlement										
Conference/TRIAL BRIEF	2	1	0	0	1	5	0	0	0	9
Divorce: Order After Hearing	0	1	0	0	0	0	0	0	0	1
Divorce: Order to Show Cause Initial	8	1	2	1	4	1	2	2	0	21
Divorce: Order to Show Cause Modification	34	2	3	13	8	14	6	3	2	85
Divorce: Request for Trial Set	6	7	0	4	1	4	0	1	2	25
Divorce: Response to Order to Show Cause	0	0	0	0	4	2	0	0	0	6
Divorce: Response	17	8	1	5	4	16	1	3	3	58
Divorce: Summary Dissolution	5	0	0	2	0	1	1	0	1	10
Divorce: Workshop 1	0	0	0	4	0	1	0	0	0	5
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence -H/P Workshop	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	0	0	0	0	1	0	0	0	0	1
Domestic Violence - P Individual Assistance	122	88	0	86	0	82	0	0	5	383
Domestic Violence Clinic - P	7	0	0	0	0	0	0	0	0	7
Domestic Violence Clinic - R How to Packet	1	19	0	1	0	0	0	0	1	22
Non-Family: Answer to Unlawful Detainer	34	31	17	15	17	34	12	11	1	172
Non-Family: Civil Complaint - Contract	3	9	1	3	3	12	3	0	0	34
Non-Family: Civil Complaint Property	0	0	0	0	0	1	0	0	0	1
Non-Family: Civil Harassment										
Temporary Restraining Order	46	49	21	19	26	30	61	31	8	291
Non-Family: Claimed Exemption	2	0	0	1	0	0	2	0	0	5
Non-Family: Expungement	0	0	0	0	1	0	0	0	0	1
Non-Family: Starting an Unlawful Detainer	26	5	6	6	2	26	4	0	18	93
Other - (Services not related to SHLAC - Referred Out)	2	2	2	0	4	1	4	0	55	70
Other Family Law: Guardianship/Conservatorship	7	2	1	5	3	9	4	0	1	32
Other Family Law: Name Change Adult	3	2	0	12	2	3	3	2	6	33
Other Family Law: Name Change Child	2	0	0	0	0	0	1	0	0	3
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	43	49	17	55	38	36	15	16	11	280
Paternity: Default Setting	0	1	0	0	0	2	3	3	0	9
Paternity: Judgment Workshop	0	0	0	0	2	0	0	0	0	2
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement										
Conference/Trial Brief	1	0	0	0	0	2	0	0	0	3
Paternity: Order After Hearing	1	1	0	0	0	2	0	0	0	4
Paternity: Order to Show Cause Initial	13	18	8	32	6	15	6	3	7	108
Paternity: Order to Show Cause Modification	23	0	0	0	0	43	0	0	0	66
Paternity: Request for Trial Setting	1	5	0	0	0	1	0	0	0	7
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	0	0	0	10	0	6	0	0	1	17
Paternity: Response	1	2	3	4	3	2	7	2	1	25
Paternity Workshop 1	0	1	0	0	0	0	0	0	0	1
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	473	471	115	422	171	534	167	131	143	2627

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July 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	13	28	2	8	1	23	3	3	2	83
Civil Harassment Response	15	0	5	0	1	2	7	3	1	34
Consumer Action Workshop	0	2	0	0	0	14	0	0	0	16
Divorce: Default Setting/Request	16	16	1	13	7	26	2	3	3	87
Divorce: Default Workshop	0	0	0	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	0	0	0	0	0	0	0	0	0	0
Divorce: Disso Judgment Workshop	0	0	0	0	0	0	0	0	0	0
Divorce: Divorce 1 (Non Workshop)	101	120	11	164	56	80	25	27	14	598
Divorce: Judgment (Non Workshop)	38	42	6	22	9	63	6	14	21	221
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	5	1	1	1	0	3	0	0	0	11
Divorce: Order After Hearing	0	0	0	0	0	0	0	0	1	1
Divorce: Order to Show Cause Initial	21	3	0	4	7	11	0	1	1	48
Divorce: Order to Show Cause Modification	49	14	3	10	4	20	1	1	8	110
Divorce: Request for Trial Set	12	12	4	5	1	18	1	1	3	57
Divorce: Response to Order to Show Cause	7	0	0	2	3	7	0	0	1	20
Divorce: Response	25	16	3	8	7	25	6	2	8	100
Divorce: Summary Dissolution	6	0	0	0	0	10	1	1	1	19
Divorce: Workshop 1	1	0	0	0	23	0	0	0	0	24
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	0	0	1	0	0	0	0	0	0	1
Domestic Violence - P Individual Assistance	99	73	0	70	0	61	0	0	24	327
Domestic Violence Clinic - P	10	1	0	0	1	0	0	0	0	12
Domestic Violence Clinic - R How to Packet	0	0	0	0	0	2	0	0	1	3
Non-Family: Answer to Unlawful Detainer	37	16	5	19	26	11	15	4	0	133
Non-Family: Civil Complaint - Contract	7	11	1	6	2	2	3	5	0	37
Non-Family: Civil Complaint Property	1	0	0	0	0	2	0	0	0	3
Non-Family: Civil Harassment Temporary Restraining Order	80	24	14	11	37	36	29	21	12	264
Non-Family: Claimed Exemption	5	0	1	0	3	2	1	1	0	13
Non-Family: Expungement	0	0	2	0	2	0	0	0	0	4
Non-Family: Starting an Unlawful Detainer	24	12	2	9	3	24	3	3	13	93
Other - (Services not related to SHLAC - Referred Out)	0	1	0	0	6	0	4	1	94	106
Other Family Law: Guardianship/Conservatorship	14	3	4	8	8	6	4	1	0	48
Other Family Law: Name Change Adult	7	1	1	3	8	7	14	3	5	49
Other Family Law: Name Change Child	1	1	0	0	0	3	3	0	2	10
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	40	55	14	61	37	36	15	17	7	282
Paternity: Default Setting	0	2	1	1	4	3	2	4	0	17
Paternity: Judgment Workshop	0	1	0	0	0	0	3	3	0	7
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	9	1	0	4	1	5	0	1	0	21
Paternity: Order After Hearing	0	1	1	1	0	0	0	1	0	4
Paternity: Order to Show Cause Initial	15	2	1	0	0	9	3	7	0	37
Paternity: Order to Show Cause Modification	34	13	11	49	14	33	0	13	5	172
Paternity: Request for Trial Setting	1	6	0	1	1	6	2	0	0	17
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	5	0	0	8	2	1	0	0	0	16
Paternity: Response	10	5	2	12	3	1	1	3	0	37
Paternity Workshop 1	0	1	0	0	0	0	0	0	1	2
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	708	484	97	500	277	552	154	144	228	3144

Note:

VN -Van Nuys (District 3)
PO - Pomona (District 1)
IW - Inglewood (District 2)

AV - Antelope Valley (District 5)
LB - Long Beach (District 4)
CH - Chatsworth (District 5)

SM - Santa Monica (District 3)
TO - Torrance (District 4)
CO - Compton (District 2)



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Sheila Kuehl
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

January 22, 2021

TO: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

Director

Rafael Carbajal

Chief of Staff
Joel Ayala

FROM: Rafael Carbajal
Director

QUARTERLY WORKLOAD REPORT NO. 18 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08877]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). Quarterly reports shall include the number and types of cases received, and consumers served by location. This report covers the months of August 2020, September 2020, and October 2020.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

Due to the COVID-19 pandemic and disruptions to court operations, the SHLACs shifted to remote operations on March 20, 2020. Since then, SHLACs have continued to operate remotely. NLS and its sub-contractors responded to remote needs by providing capability for video conferencing, review and e-file pleadings, and assistance obtaining records from the court. Despite the technological updates, the number of individuals utilizing SHLACs has decreased substantially due to the pandemic.



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The term of the agreement, as amended, was set to expire on October 31, 2020, with no options remaining to extend the term. In response to the impacts of the pandemic, NLS agreed to a three-month, no cost extension to the County. On September 29, 2020, your Board approved this recommended action to allow services to continue through January 31, 2021.

Regional SHLAC Summary

The leading subject areas for persons seeking assistance, in descending order, were divorce, paternity, unlawful detainer, domestic violence, and civil harassment. These subjects accounted for approximately 90 percent of clients in the reporting period. This is consistent with the previous quarters, though SHLAC attorneys anticipate a surge in the areas of eviction, domestic violence, and family law due to economic and social impact of the on-going pandemic.

In addition to the individual services provided to unrepresented parties, the SHLACs facilitated workshops in 11 subject areas, covering topics such as divorce, paternity, and consumer action, that were attended by approximately 34 clients. This reflects a decrease of about 53 percent in workshop attendance between the current and previous reporting period, and the impact that the COVID-19 pandemic has had on the workshop attendance. To balance, the SHLACs have focused on providing litigants with more personalized one-on-one assistance utilizing the advanced technologies available to its advocates.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The final quarterly report for the current agreement will cover the months of November 2020, December 2020, and January 2021, which will be submitted in March 2021.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief of Staff, at (213) 712-5491 or jayala@dcba.lacounty.gov.

RC:JA
CS:dd:rv

Attachments

c: Executive Office, Board of Supervisors
 County Counsel
 Chief Executive Office

Attachment A – SHLAC Workload

August 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	24	26	1	14	1	19	0	1	4	90
Civil Harassment Response	7	1	3	0	2	4	5	4	0	26
Consumer Action Workshop	0	1	0	0	0	0	0	0	0	1
Divorce: Default Setting/Request	5	22	6	6	2	18	11	9	2	81
Divorce: Default Workshop	0	0	0	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	0	0	0	0	0	0	0	0	1	1
Divorce: Disso Judgment Workshop	0	0	0	12	0	1	0	0	0	13
Divorce: Divorce 1 (Non Workshop)	78	91	22	135	38	68	21	29	26	508
Divorce: Judgment (Non Workshop)	44	81	5	28	8	46	7	8	8	235
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	0	0	0	2	0	7	0	1	0	10
Divorce: Order After Hearing	0	0	0	0	0	0	0	1	2	3
Divorce: Order to Show Cause Initial	9	0	0	0	3	0	0	0	1	13
Divorce: Order to Show Cause Modification	30	9	5	12	5	16	1	4	8	90
Divorce: Request for Trial Set	13	15	0	0	2	5	4	2	3	44
Divorce: Response to Order to Show Cause	29	1	0	2	0	3	0	0	1	36
Divorce: Response	27	15	4	18	3	19	2	11	8	107
Divorce: Summary Dissolution	5	0	0	3	0	0	1	0	1	10
Divorce: Workshop 1	0	1	0	7	7	0	0	0	0	15
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	0	0	0	0	0	0	0	2	0	2
Domestic Violence - P Individual Assistance	55	70	0	43	1	59	2	2	1	233
Domestic Violence Clinic - P	6	0	0	0	0	0	0	0	0	6
Domestic Violence Clinic - R How to Packet	0	0	0	0	0	0	0	0	2	2
Non-Family: Answer to Unlawful Detainer	42	4	20	14	38	15	25	16	4	178
Non-Family: Civil Complaint - Contract	3	8	4	1	2	10	4	8	0	40
Non-Family: Civil Complaint Property	1	0	0	0	0	2	0	0	0	3
Non-Family: Civil Harassment										
Temporary Restraining Order	16	14	24	9	27	42	46	40	10	228
Non-Family: Claimed Exemption	2	0	0	0	0	0	1	1	0	4
Non-Family: Expungement	2	0	0	0	2	0	2	0	0	6
Non-Family: Starting an Unlawful Detainer	18	9	6	11	2	42	3	4	29	124
Other - (Services not related to SHLAC - Referred Out)	2	0	3	0	4	0	3	3	74	89
Other Family Law: Guardianship/Conservatorship	8	1	1	1	2	0	4	1	2	20
Other Family Law: Name Change Adult	4	1	1	3	3	10	7	4	1	34
Other Family Law: Name Change Child	0	1	0	0	1	1	2	1	1	7
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	28	65	16	30	20	23	11	28	14	235
Paternity: Default Setting	3	0	0	0	0	2	0	2	1	8
Paternity: Judgment Workshop	0	1	0	0	1	0	0	0	0	2
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	4	0	0	3	0	2	0	1	0	10
Paternity: Order After Hearing	0	1	0	0	0	0	0	0	2	3
Paternity: Order to Show Cause Initial	44	2	4	21	2	14	2	4	9	102
Paternity: Order to Show Cause Modification	30	13	0	0	0	11	4	2	0	60
Paternity: Request for Trial Setting	0	3	1	0	0	1	0	0	1	6
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	5	3	0	15	0	0	0	0	2	25
Paternity: Response	9	3	0	6	5	5	0	2	2	32
Paternity Workshop 1	0	0	1	0	1	0	0	0	0	2
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	553	462	127	396	182	445	168	191	220	2744

Note:

VN -Van Nuys (District 3)

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AV - Antelope Valley (District 5)

LB - Long Beach (District 4)

CH - Chatsworth (District 5)

SM - Santa Monica (District 3)

TO - Torrance (District 4)

CO - Compton (District 2)

September 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	20	28	1	0	6	30	4	1	0	90
Civil Harassment Response	0	0	0	0	0	0	0	0	0	0
Consumer Action Workshop	0	0	0	0	0	0	0	0	0	0
Divorce: Default Setting/Request	13	15	4	5	4	19	5	5	4	74
Divorce: Default Workshop	0	0	0	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	0	0	0	0	0	0	0	0	0	0
Divorce: Disso Judgment Workshop	0	0	0	0	0	0	0	0	0	0
Divorce: Divorce 1 (Non Workshop)	128	109	32	120	42	96	30	33	38	628
Divorce: Judgment (Non Workshop)	34	85	10	43	13	74	14	14	10	297
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	5	0	0	9	0	9	0	0	1	24
Divorce: Order After Hearing	1	3	1	0	0	6	1		0	12
Divorce: Order to Show Cause Initial	20	3	6	2	1	5	0	3	3	43
Divorce: Order to Show Cause Modification	38	2	6	10	17	11	2	5	4	95
Divorce: Request for Trial Set	11	14	1	11	1	8	4	8	2	60
Divorce: Response to Order to Show Cause	15	4	1	1	3	5	0	1	0	30
Divorce: Response	27	11	4	10	6	13	9	7	6	93
Divorce: Summary Dissolution	0	0	0	0	0	0	0	0	8	8
Divorce: Workshop 1	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P Individual Assistance	72	35	6	31	4	33	5	7	7	200
Domestic Violence Clinic - P	0	0	0	0	0	0	0	0	0	0
Domestic Violence Clinic - R How to Packet	4	3	0	3	0	4	0	0	3	17
Non-Family: Answer to Unlawful Detainer	23	7	25	19	29	39	17	12	7	178
Non-Family: Civil Complaint - Contract	0	2	5	0	3	2	11	2	0	25
Non-Family: Civil Complaint Property	0	0	0	1	0	6	0	0	0	7
Non-Family: Civil Harassment										
Temporary Restraining Order	42	21	29	13	24	25	51	21	18	244
Non-Family: Claimed Exemption	0	0	1	4	2	2	0	1	0	10
Non-Family: Expungement	1	2	1	0	1	7	0	0	0	12
Non-Family: Starting an Unlawful Detainer	22	22	4	20	3	28	5	3	37	144
Other - (Services not related to SHLAC - Referred Out)	12	5	4	1	8	10	11	4	49	104
Other Family Law: Guardianship/Conservatorship	3	3	1	4	1	4	3	0	1	20
Other Family Law: Name Change Adult	7	3	6	1	2	2	4	3	2	30
Other Family Law: Name Change Child	1	1	0	2	2	5	3	2	3	19
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	36	62	19	29	19	35	5	13	16	234
Paternity: Default Setting	3	0	0	0	2	0	0	0	0	5
Paternity: Judgment Workshop	0	0	0	0		0	0	0	0	0
Paternity: Judgment (Non Workshop)	5	11	4	0	3	12	4	3	3	45
Paternity: Mandatory Settlement Conference/Trial Brief	4	0	0	3	1	0	0	1	0	9
Paternity: Order After Hearing	0	2	0	0	0	0	0	0	0	2
Paternity: Order to Show Cause Initial	10	8	1	0	0	13	2	0	1	35
Paternity: Order to Show Cause Modification	46	12	3	4	6	11	1	5	8	96
Paternity: Request for Trial Setting	3	3	0	0	0	2	2	0	1	11
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	4	4	0	3	0	0	0	0	0	11
Paternity: Response	12	6	2	1	2	2	0	1	2	28
Paternity Workshop 1	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	622	486	177	350	205	518	193	155	234	2940

Note:

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AV - Antelope Valley (District 5)
LB - Long Beach (District 4)
CH - Chatsworth (District 5)

SM - Santa Monica (District 3)
TO - Torrance (District 4)
CO - Compton (District 2)

October 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	28	10	6	10	11	18	3	4	5	95
Civil Harassment Response	0	0	0	0	0	0	0	0	0	0
Consumer Action Workshop	0	0	0	0	0	0	0	0	0	0
Divorce: Default Setting/Request	14	25	3	5	15	18	4	10	9	103
Divorce: Default Workshop	0	0	0	0	0	0	0	0	0	0
Divorce: Disclosures/Workshops	0	0	0	0	0	0	0	0	0	0
Divorce: Disso Judgment Workshop	0	0	0	0	0	0	0	0	0	0
Divorce: Divorce 1 (Non Workshop)	96	105	41	92	82	65	17	36	43	577
Divorce: Judgment (Non Workshop)	81	89	12	73	16	52	8	13	14	358
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	5	3	0	0	1	11	0	2	1	23
Divorce: Order After Hearing	0	2	2	0	0	2	0	0	1	7
Divorce: Order to Show Cause Initial	11	5	5	1	13	2	4	8	4	53
Divorce: Order to Show Cause Modification	22	6	0	5	5	28	3	4	4	77
Divorce: Request for Trial Set	16	15	1	0	6	12	1	7	4	62
Divorce: Response to Order to Show Cause	10	2	0	1	0	4	0	1	3	21
Divorce: Response	34	17	4	8	5	25	4	9	4	110
Divorce: Summary Dissolution	7	0	0	6	0	0	0	0	0	13
Divorce: Workshop 1	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence -H/P Workshop	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P Individual Assistance	72	25	14	9	23	92	10	19	14	278
Domestic Violence Clinic - P	0	0	0	0	0	0	0	0	0	0
Domestic Violence Clinic - R How to Packet	3	2	1	1	3	2	1	2	3	18
Non-Family: Answer to Unlawful Detainer	69	36	37	32	40	44	45	18	12	333
Non-Family: Civil Complaint - Contract	1	1	1	1	11	4	7	6	0	32
Non-Family: Civil Complaint Property	0	1	0	0	0	0	0	1	0	2
Non-Family: Civil Harassment										
Temporary Restraining Order	46	11	50	9	21	35	21	23	16	232
Non-Family: Claimed Exemption	0	0	0	0	5	0	1	1	0	7
Non-Family: Expungement	2	0	0	1	1	0	0	2	1	7
Non-Family: Starting an Unlawful Detainer	19	0	8	8	7	21	4	1	21	89
Other - (Services not related to SHLAC - Referred Out)	20	2	16	0	10	11	7	8	47	121
Other Family Law: Guardianship/Conservatorship	5	4	3	4	3	3	0	3	1	26
Other Family Law: Name Change Adult	4	1	4	2	2	0	8	2	7	30
Other Family Law: Name Change Child	0	0	1	1	0	1	0	1	2	6
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	25	66	23	19	23	31	4	20	27	238
Paternity: Default Setting	2	0	0	0	5	0	0	1	0	8
Paternity: Judgment Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Judgment (Non Workshop)	22	7	2	5	4	8	8	13	9	78
Paternity: Mandatory Settlement Conference/Trial Brief	6	2	0	0	0	0	1	2	1	12
Paternity: Order After Hearing	0	3	2	0	2	1	0	0	1	9
Paternity: Order to Show Cause Initial	10	5	4	0	12	1	1	2	2	37
Paternity: Order to Show Cause Modification	44	29	4	8	7	27	8	8	5	140
Paternity: Request for Trial Setting	6	2	0	1	1	4	3	0	0	17
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	10	1	0	0	0	2	0	0	2	15
Paternity: Response	13	5	1	0	2	5	2	0	2	30
Paternity Workshop 1	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	703	482	245	302	336	529	175	227	265	3264

Note:

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IW - Inglewood (District 2)

AV - Antelope Valley (District 5)

LB - Long Beach (District 4)

CH - Chatsworth (District 5)

SM - Santa Monica (District 3)

TO - Torrance (District 4)

CO - Compton (District 2)



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

April 28, 2021

Board of Supervisors

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Sheila Kuehl
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

TO: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Rafael Carbajal
Director

Director

Rafael Carbajal

Chief of Staff

Joel Ayala

QUARTERLY WORKLOAD REPORT NO. 19 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). Quarterly reports shall include the number and types of cases received and consumers served by location. This report covers the months of November 2020, December 2020, and January 2021.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

Due to the COVID-19 pandemic and disruptions to court operations, the SHLACs shifted to remote operations on March 20, 2020. Since then, SHLACs have continued to operate remotely. NLS and its sub-contractors responded to remote needs by providing video conferencing, review and e-file pleadings, and assistance obtaining records from the court. Despite the technological updates, the number of individuals utilizing SHLACs has decreased substantially due to the pandemic.



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The term of the agreement, as amended, was set to expire on January 31, 2021, with no options remaining to extend the term. In response to the expiration of the Self-Help Legal Access Centers, on December 8, 2020, your Board approved board motion "Saving our Self-Help Legal Access Centers" authored by Supervisors Kuehl and Solis to allow services to continue through January 31, 2024.

Regional SHLAC Summary

The leading subject areas for persons seeking assistance, in descending order, were divorce, paternity, unlawful detainer, domestic violence, and civil harassment. These subjects accounted for approximately 94 percent of clients in the reporting period. This is consistent with the previous quarters, though SHLAC attorneys anticipate a surge in the areas of eviction, domestic violence, and family law due to economic and social impact of the on-going pandemic.

Due to the COVID-19 pandemic and disruptions to court operations, the SHLACs have pivoted from providing workshops and focused on providing litigants with more personalized one-on-one assistance utilizing the advanced technologies available to its advocates.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The final quarterly report for the current agreement will cover the months of February 2021, March 2021, and April 2021.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief of Staff, at (213) 712-5491 or jayala@dcba.lacounty.gov.

RC:JA
MJ:dd:rv

Attachments

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel

Attachment A – SHLAC Workload Report

November 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	0	0	0	0	0	2	0	0	0	2
003 - Posting	0	0	0	0	1	2	0	2	0	5
004 - Divorce	64	119	41	45	63	70	30	32	22	486
005 - Response	24	12	5	10	8	11	1	13	2	86
006 - Request for Trial Setting	14	13	0	10	5	9	1	3	1	56
007 - Request to Enter Default / Default Setting	8	16	0	8	9	9	4	12	11	77
008 - MSC / Trial Brief	6	10	0	1	0	7	0	0	1	25
009 - Disso Judgment	29	65	9	25	2	45	4	22	30	231
010 - Request for Order (Initial)	1	5	3	0	4	6	1	3	0	23
011 - Request for Order (Modified)	26	15	3	7	2	18	5	6	9	91
012 - Order after Hearing	0	4	1	0	1	3	0	0	1	10
013 - Joint Petition for Summary Dispo	3	2	0	3	1	1	1	0	0	11
014 - Response to RFO	7	3	3	2	2	4	0	3	3	27
015 - Dec of Disclosure	27	26	6	6	8	6	4	8	3	94
--- Paternity ---										
030 - Hague	0	0	0	0	0	0	0	0	0	0
031 - Posting	0	0	1	0	3	0	3	0	0	7
032 - Paternity	42	42	18	13	19	34	0	9	19	196
033 - Paternity Judgment	1	10	4	1	7	7	7	3	7	47
034 - Response	8	1	5	0	3	1	1	4	5	28
035 - Request for Trial Setting	11	2	0	0	0	0	3	2	1	19
036 - Request to Enter Default / Default Setting	1	0	1	0	3	0	0	0	1	6
037 - MSC / Trial Brief	7	11	1	2	1	1	0	1	1	25
038 - Request for Order (Initial)	7	5	5	0	11	1	4	1	2	36
039 - Request for Order (Modified)	24	15	3	8	2	26	2	8	0	88
040 - Order after Hearing	0	1	0	0	1	0	0	0	2	4
041 - Response to RFO	0	4	1	0	2	9	1	0	1	18
--- Other Family Law ---										
050 - Guardianship	11	4	2	2	3	5	3	2	0	32
051 - Name Change (Adult)	0	5	1	2	1	0	5	3	5	22
052 - Name Change (Child)	0	0	1	1	0	2	2	2	3	11
056 - DV-P	51	34	10	11	14	50	7	10	11	198
057 - DV-R	15	11	0	0	0	0	0	2	1	29
--- Non-Family ---										
060 - Starting an Unlawful Detainer	22	14	9	6	6	18	7	2	27	111
061 - Answer to Unlawful Detainer	70	51	55	16	58	55	45	21	14	385
062 - Civil Harassment TRO	22	9	17	13	22	40	29	14	12	178
063 - Civil Complaints (Contracts)	5	4	2	1	6	6	3	2	0	29
064 - Civil Complaints (Pro Damage/PI)	2	0	2	0	0	0	0	0	0	4
065 - Expungement	2	2	2	1	1	2	1	1	0	12
066 - Claim of Exemption	3	0	1	0	2	0	0	3	0	9
067 - Civil Harassment Response	6	0	0	0	1	5	2	0	0	14
068 - EARO- P	0	4	0	0	0	14	0	0	1	19
069 - EARO- R	0	0	0	0	0	0	0	0	0	0
071 - Consumer Answer	4	1	0	0	0	1	0	0	2	8
--- Other ---										
099 - Other	3	1	2	0	5	4	2	1	8	26
TOTAL	526	521	214	194	277	474	178	195	206	2785

Note:

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CO - Compton (District 2)

Each Supervisor

April 28, 2021

Page 4

December 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	0	0	0	0	0	1	0	0	1	2
003 - Posting	0	0	0	0	0	1	0	2	0	3
004 - Divorce	127	111	22	70	30	62	33	40	37	532
005 - Response	42	23	4	9	6	15	3	5	7	114
006 - Request for Trial Setting	18	15	2	7	4	21	1	2	6	76
007 - Request to Enter Default / Default Setting	15	26	1	7	4	12	4	5	13	87
008 - MSC / Trial Brief	5	8	1	6	1	13	0	2	2	38
009 - Disso Judgment	41	66	6	29	13	39	13	22	28	257
010 - Request for Order (Initial)	19	5	5	0	6	3	2	8	3	51
011 - Request for Order (Modified)	21	8	2	1	6	22	14	6	10	90
012 - Order after Hearing	0	1	1	0	1	2	0	0	2	7
013 - Joint Petition for Summary Dispo	5	0	0	0	0	0	0	0	1	6
014 - Response to RFO	21	5	2	2	2	2	0	1	0	35
015 - Dec of Disclosure	16	18	9	11	4	26	3	5	7	99
--- Paternity ---										
030 - Hague	0	0	2	0	0	0	0	0	0	2
031 - Posting	0	0	0	0	5	2	3	1	0	11
032 - Paternity	34	41	20	15	11	18	9	22	21	191
033 - Paternity Judgment	10	10	1	0	4	2	7	4	8	46
034 - Response	3	3	2	0	7	1	2	0	4	22
035 - Request for Trial Setting	0	2	3	0	0	1	0	5	5	16
036 - Request to Enter Default / Default Setting	0	4	0	0	5	2	0	1	1	13
037 - MSC / Trial Brief	4	5	3	0	2	4	0	2	0	20
038 - Request for Order (Initial)	8	1	3	0	2	5	2	4	9	34
039 - Request for Order (Modified)	27	33	13	9	5	22	12	11	15	147
040 - Order after Hearing	0	0	0	0	1	0	0	2	2	5
041 - Response to RFO	4	3	0	4	5	2	0	0	2	20
--- Other Family Law ---										
050 - Guardianship	5	3	1	3	0	9	2	4	0	27
051 - Name Change (Adult)	1	3	10	3	8	4	4	12	2	47
052 - Name Change (Child)	4	1	2	0	0	1	0	2	4	14
056 - DV-P	28	21	14	12	17	33	14	20	26	185
057 - DV-R	9	7	2	0	0	0	2	1	1	22
--- Non-Family ---										
060 - Starting an Unlawful Detainer	25	10	2	6	3	26	1	4	16	93
061 - Answer to Unlawful Detainer	67	25	49	15	48	63	64	14	11	356
062 - Civil Harassment TRO	24	7	17	3	18	27	19	7	11	133
063 - Civil Complaints (Contracts)	1	2	6	2	3	2	7	3	1	27
064 - Civil Complaints (Pro Damage/PI)	2	1	0	1	0	0	0	0	2	6
065 - Expungement	0	0	2	0	1	0	0	0	0	3
066 - Claim of Exemption	0	0	2	0	3	4	0	0	0	9
067 - Civil Harassment Response	0	0	1	3	3	4	2	1	0	14
068 - EARO- P	0	2	2	0	0	1	0	0	7	12
069 - EARO- R	0	0	0	0	0	0	0	2	0	2
071 - Consumer Answer	3	0	0	1	0	2	0	0	0	6
--- Other ---										
099 - Other	1	2	3	0	2	2	3	3	16	32
TOTAL	590	472	215	219	230	456	226	223	281	2912

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Each Supervisor

April 28, 2021

Page 5

January 2021	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	0	0	0	0	0	0	0	0	0	0
003 - Posting	0	0	0	0	0	1	0	0	0	1
004 - Divorce	117	91	24	96	52	77	24	32	62	575
005 - Response	14	15	5	3	3	18	5	6	10	79
006 - Request for Trial Setting	5	12	4	4	1	12	1	2	13	54
007 - Request to Enter Default / Default Setting	20	23	2	5	10	24	5	9	12	110
008 - MSC / Trial Brief	12	8	2	0	0	11	0	1	4	38
009 - Disso Judgment	68	62	12	45	14	71	4	10	44	330
010 - Request for Order (Initial)	13	0	2	2	3	8	4	7	15	54
011 - Request for Order (Modified)	25	7	7	4	9	29	8	7	27	123
012 - Order after Hearing	0	0	0	0	0	1	0	1	3	5
013 - Joint Petition for Summary Dispo	9	0	0	0	0	4	0	0	2	15
014 - Response to RFO	3	6	4	1	2	4	1	0	2	23
015 - Dec of Disclosure	21	13	4	11	2	42	4	7	19	123
--- Paternity ---										
030 - Hague	0	0	0	0	0	0	0	0	0	0
031 - Posting	0	0	0	0	1	0	2	0	2	5
032 - Paternity	58	50	9	26	17	28	1	24	51	264
033 - Paternity Judgment	9	12	16	1	10	5	6	9	9	77
034 - Response	12	2	1	2	4	5	0	4	7	37
035 - Request for Trial Setting	8	2	2	0	0	3	0	6	0	21
036 - Request to Enter Default / Default Setting	7	5	0	2	2	0	0	1	2	19
037 - MSC / Trial Brief	2	0	2	0	3	2	0	0	1	10
038 - Request for Order (Initial)	4	0	4	0	2	7	3	2	2	24
039 - Request for Order (Modified)	66	17	5	11	11	26	7	7	20	170
040 - Order after Hearing	1	2	0	0	0	1	0	0	1	5
041 - Response to RFO	5	2	2	6	2	2	0	1	7	27
--- Other Family Law ---										
050 - Guardianship	9	3	1	3	3	2	0	2	2	25
051 - Name Change (Adult)	0	8	2	0	3	10	0	6	2	31
052 - Name Change (Child)	3	0	0	2	0	4	0	0	6	15
056 - DV-P	70	13	8	9	21	34	6	15	35	211
057 - DV-R	7	1	0	0	1	6	0	0	2	17
--- Non-Family ---										
060 - Starting an Unlawful Detainer	24	15	4	9	6	36	5	1	21	121
061 - Answer to Unlawful Detainer	64	52	52	15	56	36	51	21	16	363
062 - Civil Harassment TRO	32	5	16	5	19	12	20	8	28	145
063 - Civil Complaints (Contracts)	3	1	8	1	3	0	8	6	2	32
064 - Civil Complaints (Pro Damage/PI)	1	1	0	0	0	0	0	0	1	3
065 - Expungement	1	1	4	0	5	2	0	1	0	14
066 - Claim of Exemption	0	0	1	0	1	2	4	1	3	12
067 - Civil Harassment Response	1	0	1	0	2	1	2	0	1	8
068 - EARO- P	0	0	1	0	2	3	0	2	2	10
069 - EARO- R	0	0	0	0	0	0	0	0	0	0
071 - Consumer Answer	0	2	0	0	0	0	0	0	0	2
--- Other ---										
099 - Other	4	1	4	0	10	3	6	1	21	50
TOTAL	698	432	209	263	280	532	177	200	457	3248

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LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Sheila Kuehl
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

July 23, 2021

TO: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

Director
Rafael Carbajal

FROM: Rafael Carbajal
Director

Chief of Staff
Joel Ayala

QUARTERLY WORKLOAD REPORT NO. 20 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas, directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). Quarterly reports shall include the number and types of cases received and consumers served by location. This report covers the months of February 2021, March 2021, and April 2021.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to provide assistance to unrepresented litigants navigating the Los Angeles Superior Court system. These services are provided in nine regional SHLACs located throughout the County.

Due to the COVID-19 pandemic and disruptions to court operations, the SHLACs shifted to remote operations on March 20, 2020. Since that time, SHLACs have continued to operate remotely. NLSLA and its sub-contractors responded with remote assistance by providing video conferencing, review and e-file pleadings, and assisting litigants obtaining records from the court. Despite increased remote access and technological updates, the number of individuals utilizing SHLACs decreased substantially during the pandemic.



dcba.lacounty.gov
info@dcba.lacounty.gov

320 W. Temple St., Suite G-10, Los Angeles CA, 90012-2706
(213) 974-1452 • (800) 593-8222 • Fax: (213) 687-1137

On March 23, 2021, your Board approved a subsequent motion, *Saving our Self-Help Legal Access Centers*, coauthored by Supervisors Kuehl and Solis, to allow services to continue through January 31, 2024. In accordance with this motion, the term of the agreement, as amended, was extended through June 30, 2021, with additional options remaining to extend the term. On June 29, 2021, DCBA exercised its delegated authority to amend and further extend the SHLAC agreement to September 30, 2021.

Regional SHLAC Summary

The leading subject areas for persons seeking assistance, in descending order, were divorce, paternity, unlawful detainer, domestic violence, and civil harassment. These subjects accounted for approximately 93 percent of clients in the reporting period. This is consistent with the previous quarters, though SHLAC attorneys anticipate an increased demand for housing assistance due to possible sunseting of housing protections for tenants. Total persons served increased by approximately 2,800, or 31 percent, from the previous quarter, signaling the potential beginning of an upward trend in the demand for SHLAC services.

Due to the COVID-19 pandemic and disruptions to court operations, the SHLACs have pivoted from providing workshops and have focused on providing litigants with more personalized one-on-one assistance, utilizing the advanced technologies available to its advocates.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report for the current agreement will cover the months of May 2021, June 2021, and July 2021.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief of Staff, at (213) 712-5491 or jayala@dcba.lacounty.gov.

RC:JA
CO:MR:FS:ph

Attachments

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel

Attachment A – SHLAC Workload Report

February 2021	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	1	0	0	0	0	1	0	0	0	2
003 - Posting	2	1	0	0	1	1	1	1	0	7
004 - Divorce	90	99	56	80	49	89	35	48	92	638
005 - Response	16	11	1	4	15	27	5	6	13	98
006 - Request for Trial Setting	12	14	2	5	9	15	0	1	15	73
007 - Request to Enter Default / Default Setting	16	25	2	10	5	23	6	7	16	110
008 - MSC / Trial Brief	5	3	3	4	2	11	0	4	3	35
009 - Disso Judgment	48	73	12	39	7	55	10	19	49	312
010 - Request for Order (Initial)	4	0	4	1	8	16	3	7	7	50
011 - Request for Order (Modified)	32	15	6	5	5	22	8	4	11	108
012 - Order after Hearing	0	0	1	0	0	0	0	0	1	2
013 - Joint Petition for Summary Dispo	3	4	0	3	1	3	0	0	0	14
014 - Response to RFO	2	4	2	1	3	0	3	0	1	16
015 - Dec of Disclosure	14	14	7	10	11	21	2	9	16	104
--- Paternity ---										
030 - Hague	0	0	0	0	0	0	0	0	1	1
031 - Posting	0	0	5	1	1	0	2	0	0	9
032 - Paternity	46	52	13	34	28	29	1	16	49	268
033 - Paternity Judgment	9	7	7	4	11	4	3	11	11	67
034 - Response	8	6	10	2	8	3	4	1	3	45
035 - Request for Trial Setting	7	1	2	0	0	2	0	2	0	14
036 - Request to Enter Default / Default Setting	1	4	4	0	1	0	0	0	2	12
037 - MSC / Trial Brief	0	3	0	0	3	4	1	0	0	11
038 - Request for Order (Initial)	16	0	0	0	17	10	2	7	3	55
039 - Request for Order (Modified)	36	21	22	11	17	37	3	12	30	189
040 - Order after Hearing	0	1	0	1	1	0	0	2	2	7
041 - Response to RFO	4	11	0	0	2	7	0	2	1	27
--- Other Family Law ---										
050 - Guardianship	11	1	1	0	3	6	1	2	0	25
051 - Name Change (Adult)	9	2	7	3	9	0	8	10	11	59
052 - Name Change (Child)	4	2	0	0	1	0	8	0	5	20
056 - DV-P	66	43	18	5	18	34	9	27	21	241
057 - DV-R	5	2	1	2	2	3	0	3	1	19
--- Non-Family ---										
060 - Starting an Unlawful Detainer	12	9	5	12	13	21	6	7	26	111
061 - Answer to Unlawful Detainer	63	36	50	16	64	25	48	33	23	358
062 - Civil Harassment TRO	45	11	42	6	14	19	34	18	25	214
063 - Civil Complaints (Contracts)	3	0	3	1	4	6	8	5	0	30
064 - Civil Complaints (Pro Damage/PI)	3	0	0	0	0	0	0	0	0	3
065 - Expungement	0	1	1	3	0	2	0	0	0	7
066 - Claim of Exemption	3	0	8	0	0	0	6	2	2	21
067 - Civil Harassment Response	6	0	0	0	6	2	1	4	1	20
068 - EARO- P	1	0	5	0	0	2	1	2	4	15
069 - EARO- R	0	0	0	0	0	0	0	0	1	1
071 - Consumer Answer	0	2	0	1	0	0	0	0	1	4
--- Other ---										
099 - Other	3	1	4	1	13	3	9	5	21	60
TOTAL	606	479	304	265	352	503	228	277	468	3482

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March 2021	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	2	0	0	0	0	1	0	0	0	3
003 - Posting	1	1	6	0	0	0	1	4	0	13
004 - Divorce	94	119	46	64	67	77	36	72	106	681
005 - Response	17	2	6	21	16	2	4	12	6	86
006 - Request for Trial Setting	12	8	4	9	10	16	2	2	17	80
007 - Request to Enter Default / Default Setting	12	4	4	8	14	16	4	14	25	101
008 - MSC / Trial Brief	15	3	6	4	3	6	0	1	2	40
009 - Disso Judgment	42	57	22	43	24	93	13	27	40	361
010 - Request for Order (Initial)	23	0	1	1	1	10	3	11	4	54
011 - Request for Order (Modified)	34	9	0	4	3	31	6	8	12	107
012 - Order after Hearing	3	3	0	0	3	0	0	0	2	11
013 - Joint Petition for Summary Dispo	3	1	6	2	0	5	0	0	2	19
014 - Response to RFO	8	0	0	0	0	5	1	0	0	14
015 - Dec of Disclosure	31	17	1	19	25	20	8	9	22	152
--- Paternity ---										
030 - Hague	0	0	0	0	0	0	0	0	0	0
031 - Posting	1	2	2	1	0	0	0	1	0	7
032 - Paternity	75	78	33	29	51	41	14	37	70	428
033 - Paternity Judgment	10	23	3	0	22	7	4	26	18	113
034 - Response	3	8	9	1	11	0	12	11	0	55
035 - Request for Trial Setting	7	1	1	1	4	6	3	8	0	31
036 - Request to Enter Default / Default Setting	1	1	2	0	11	0	1	2	4	22
037 - MSC / Trial Brief	0	0	0	1	0	1	3	1	0	6
038 - Request for Order (Initial)	35	0	3	0	4	11	7	1	4	65
039 - Request for Order (Modified)	56	18	3	6	18	20	3	20	16	160
040 - Order after Hearing	0	5	1	0	7	0	0	7	5	25
041 - Response to RFO	16	3	1	1	0	8	0	3	2	34
--- Other Family Law ---										
050 - Guardianship	6	7	2	1	4	12	0	3	0	35
051 - Name Change (Adult)	4	5	14	1	12	6	14	6	10	72
052 - Name Change (Child)	10	0	0	0	2	2	9	2	9	34
056 - DV-P	50	61	16	15	14	30	18	32	31	267
057 - DV-R	8	2	4	0	6	2	7	7	2	38
--- Non-Family ---										
060 - Starting an Unlawful Detainer	14	21	12	5	3	24	5	9	21	114
061 - Answer to Unlawful Detainer	80	40	74	29	90	45	73	36	24	491
062 - Civil Harassment TRO	41	9	15	7	38	20	39	39	21	229
063 - Civil Complaints (Contracts)	3	4	4	2	8	6	5	7	0	39
064 - Civil Complaints (Pro Damage/PI)	0	0	0	0	0	1	3	3	1	8
065 - Expungement	1	2	0	1	5	0	3	1	1	14
066 - Claim of Exemption	0	0	2	0	1	3	2	1	1	10
067 - Civil Harassment Response	0	2	2	0	6	2	5	6	0	23
068 - EARO- P	0	0	3	0	2	0	0	4	5	14
069 - EARO- R	0	1	0	0	0	0	0	0	0	1
071 - Consumer Answer	1	0	0	0	2	11	0	0	0	14
--- Other ---										
099 - Other	3	1	0	1	1	7	0	1	22	36
TOTAL	722	518	308	277	488	547	308	434	505	4107

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April 2021	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	2	1	0	0	0	2	0	0	1	6
003 - Posting	0	0	0	1	1	10	0	2	0	14
004 - Divorce	129	133	45	67	70	99	40	62	54	699
005 - Response	17	8	7	12	13	13	12	23	0	105
006 - Request for Trial Setting	20	8	5	13	6	7	2	11	17	89
007 - Request to Enter Default / Default Setting	15	26	3	15	19	8	6	9	24	125
008 - MSC / Trial Brief	9	10	1	7	11	8	0	2	0	48
009 - Disso Judgment	50	86	21	44	40	96	17	27	53	434
010 - Request for Order (Initial)	15	0	0	0	11	7	5	7	3	48
011 - Request for Order (Modified)	23	11	4	5	8	26	8	12	19	116
012 - Order after Hearing	1	0	0	0	1	0	2	1	1	6
013 - Joint Petition for Summary Dispo	8	0	0	1	1	4	0	2	2	18
014 - Response to RFO	15	1	0	0	8	11	1	3	1	40
015 - Dec of Disclosure	26	34	3	19	20	25	1	19	14	161
--- Paternity ---										
030 - Hague	0	1	0	1	0	0	0	0	0	2
031 - Posting	0	0	0	3	0	0	0	2	0	5
032 - Paternity	63	66	23	41	18	22	10	29	60	332
033 - Paternity Judgment	9	24	9	7	39	11	0	5	15	119
034 - Response	16	12	11	3	11	3	2	11	2	71
035 - Request for Trial Setting	3	3	6	0	5	3	1	2	2	25
036 - Request to Enter Default / Default Setting	0	1	0	1	9	0	0	2	4	17
037 - MSC / Trial Brief	3	1	3	4	5	0	0	6	0	22
038 - Request for Order (Initial)	26	0	7	0	14	5	2	10	10	74
039 - Request for Order (Modified)	45	17	9	6	37	32	11	35	36	228
040 - Order after Hearing	0	0	2	0	3	0	0	5	4	14
041 - Response to RFO	15	5	0	0	0	3	0	0	7	30
--- Other Family Law ---										
050 - Guardianship	6	4	3	2	5	16	2	7	0	45
051 - Name Change (Adult)	4	4	1	0	13	1	8	7	8	46
052 - Name Change (Child)	0	3	3	0	6	5	2	6	5	30
056 - DV-P	62	49	15	19	15	31	13	34	45	283
057 - DV-R	11	1	3	0	10	2	2	5	12	46
--- Non-Family ---										
060 - Starting an Unlawful Detainer	13	16	12	4	8	11	10	3	27	104
061 - Answer to Unlawful Detainer	64	40	53	11	71	57	35	22	16	369
062 - Civil Harassment TRO	39	5	20	14	31	27	39	18	26	219
063 - Civil Complaints (Contracts)	7	1	15	2	18	2	15	18	1	79
064 - Civil Complaints (Pro Damage/PI)	1	0	3	0	0	0	0	1	0	5
065 - Expungement	1	2	2	0	15	0	4	0	1	25
066 - Claim of Exemption	3	0	8	0	13	5	10	2	0	41
067 - Civil Harassment Response	7	0	7	0	1	9	3	2	2	31
068 - EARO- P	2	2	1	2	0	0	0	0	5	12
069 - EARO- R	0	0	0	0	2	0	1	0	0	3
071 - Consumer Answer	0	0	0	0	0	30	0	0	0	30
--- Other ---										
099 - Other	3	0	0	2	0	0	0	0	36	41
TOTAL	733	575	305	306	558	591	264	412	513	4257

Note:

VN -Van Nuys (District 3)
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LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Sheila Kuehl
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

September 3, 2021

TO: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

Director

Rafael Carbajal

FROM: Rafael Carbajal
Director

Chief of Staff

Joel Ayala

QUARTERLY WORKLOAD REPORT NO. 21 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas, directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). Quarterly reports shall include the number and types of cases received and consumers served by location. This report covers the months of May 2021, June 2021, and July 2021.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to provide assistance to unrepresented litigants navigating the Los Angeles Superior Court system. These services are provided in nine regional SHLACs located throughout the County.

Due to the COVID-19 pandemic and disruptions to court operations, the SHLACs shifted to remote operations on March 20, 2020. Since that time, SHLACs have continued to operate remotely. NLSLA and its sub-contractors responded with remote assistance by providing video conferencing, review and e-file pleadings, and assisting litigants obtaining records from the court. Despite increased remote access and technological updates, the number of individuals utilizing SHLACs decreased substantially during the pandemic.



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On March 23, 2021, your Board approved a subsequent motion, *Saving our Self-Help Legal Access Centers*, coauthored by Supervisors Kuehl and Solis, to allow services to continue through January 31, 2024. In accordance with this motion, the term of the agreement, as amended, was extended through June 30, 2021, with additional options remaining to extend the term. On June 29, 2021, DCBA exercised its delegated authority to amend and further extend the SHLAC agreement to September 30, 2021.

Regional SHLAC Summary

The leading subject areas for persons seeking assistance, in descending order, were divorce, paternity, unlawful detainer, domestic violence, and civil harassment. These subjects accounted for approximately 93 percent of clients in the reporting period. This is consistent with the previous quarters, though SHLAC attorneys have seen a 22 percent increased demand for housing assistance due to the sunset of housing protections for tenants on October 3, 2021. Total persons served marginally increased by approximately 0.5 percent from the previous quarter, signaling a steady trend in the demand for SHLAC services.

Due to the COVID-19 Delta variant surging in the County, the Court's re-opening has been delayed from August 2, 2021 to October 4, 2021.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next report for the current agreement will cover the months of August 2021, September 2021, and October 2021 and is tentatively scheduled for submission November 2021.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief of Staff, at (213) 712-5491 or jayala@dcba.lacounty.gov.

RC:JA:CO
MR:FS:ph

Attachments

c: Executive Office, Board of Supervisors
 Chief Executive Office
 County Counsel

Attachment A – SHLAC Workload Report

May 2021	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	3	0	0	1	0	0	0	2	0	6
003 - Posting	4	1	1	0	3	3	3	0	1	16
004 - Divorce	110	119	42	68	73	68	50	71	52	653
005 - Response	24	15	4	2	12	11	4	6	14	92
006 - Request for Trial Setting	17	10	1	4	2	5	4	6	17	66
007 - Request to Enter Default / Default Setting	7	18	7	8	4	8	2	11	22	87
008 - MSC / Trial Brief	9	11	4	2	6	2	3	2	0	39
009 - Disso Judgment	37	55	6	18	31	47	9	32	51	286
010 - Request for Order (Initial)	12	1	1	0	5	9	1	4	0	33
011 - Request for Order (Modified)	41	16	2	7	8	25	6	25	11	141
012 - Order after Hearing	1	0	0	0	1	0	0	6	1	9
013 - Joint Petition for Summary Dispo	2	0	1	1	3	1	2	3	3	16
014 - Response to RFO	7	0	2	0	2	10	2	2	4	29
015 - Dec of Disclosure	30	16	2	6	22	21	5	18	15	135
--- Paternity ---										
030 - Hague	0	0	0	0	0	0	0	0	0	0
031 - Posting	0	2	3	0	4	0	0	5	0	14
032 - Paternity	44	58	27	35	33	31	21	32	31	312
033 - Paternity Judgment	4	16	25	8	26	2	8	17	19	125
034 - Response	3	4	0	3	4	5	4	6	5	34
035 - Request for Trial Setting	1	0	0	0	2	0	0	4	4	11
036 - Request to Enter Default / Default Setting	2	0	2	6	7	2	0	1	8	28
037 - MSC / Trial Brief	9	2	2	3	2	0	0	5	0	23
038 - Request for Order (Initial)	13	0	9	0	10	6	3	10	11	62
039 - Request for Order (Modified)	35	16	7	7	16	28	4	20	24	157
040 - Order after Hearing	0	0	1	0	3	0	1	5	6	16
041 - Response to RFO	7	0	4	4	3	6	2	1	2	29
--- Other Family Law ---										
050 - Guardianship	9	6	4	3	9	0	2	3	0	36
051 - Name Change (Adult)	3	2	2	1	11	1	7	0	8	35
052 - Name Change (Child)	5	0	0	1	6	0	2	7	1	22
056 - DV-P	51	45	17	25	25	31	26	23	37	280
057 - DV-R	9	1	4	1	0	5	0	0	4	24
--- Non-Family ---										
060 - Starting an Unlawful Detainer	25	9	12	12	15	24	15	10	25	147
061 - Answer to Unlawful Detainer	76	31	59	14	73	49	47	31	15	395
062 - Civil Harassment TRO	19	6	15	3	59	8	59	17	20	206
063 - Civil Complaints (Contracts)	3	0	3	1	6	3	13	19	0	48
064 - Civil Complaints (Pro Damage/PI)	0	0	3	0	9	2	6	2	0	22
065 - Expungement	3	4	0	4	4	1	0	7	0	23
066 - Claim of Exemption	0	0	9	1	5	1	6	3	0	25
067 - Civil Harassment Response	4	0	4	1	5	5	4	13	5	41
068 - EARO- P	0	0	0	0	2	6	0	0	11	19
069 - EARO- R	1	0	0	0	1	0	1	0	0	3
071 - Consumer Answer	0	0	0	0	0	19	0	0	0	19
--- Other ---										
099 - Other	5	0	0	0	0	2	0	0	20	27
TOTAL	635	464	285	250	512	447	322	429	447	3791

Note:

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June 2021	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	0	0	0	1	1	0	0	0	3	5
003 - Posting	5	1	0	0	0	7	0	2	0	15
004 - Divorce	123	123	50	73	86	88	54	73	70	740
005 - Response	15	9	6	7	31	10	8	20	25	131
006 - Request for Trial Setting	9	10	5	9	8	0	4	11	10	66
007 - Request to Enter Default / Default Setting	4	25	19	4	18	11	4	12	26	123
008 - MSC / Trial Brief	10	4	5	0	18	5	5	16	2	65
009 - Disso Judgment	35	65	12	31	45	71	26	32	26	343
010 - Request for Order (Initial)	20	0	1	0	8	6	6	9	2	52
011 - Request for Order (Modified)	24	10	1	5	3	17	1	12	15	88
012 - Order after Hearing	1	0	0	0	0	1	2	0	1	5
013 - Joint Petition for Summary Dispo	2	0	0	0	0	0	1	0	1	4
014 - Response to RFO	7	4	0	0	2	0	0	7	0	20
015 - Dec of Disclosure	28	14	6	9	19	25	4	17	18	140
--- Paternity ---										
030 - Hague	0	0	0	0	0	0	0	0	0	0
031 - Posting	0	3	2	1	7	2	0	2	0	17
032 - Paternity	55	96	41	40	64	37	22	34	27	416
033 - Paternity Judgment	1	16	15	13	10	7	4	6	12	84
034 - Response	4	1	5	0	9	2	6	7	0	34
035 - Request for Trial Setting	5	2	10	0	9	0	3	2	5	36
036 - Request to Enter Default / Default Setting	0	1	0	1	5	0	0	0	6	13
037 - MSC / Trial Brief	1	6	0	1	8	5	1	8	2	32
038 - Request for Order (Initial)	21	0	2	1	8	10	5	5	7	59
039 - Request for Order (Modified)	39	18	5	7	17	19	8	16	19	148
040 - Order after Hearing	0	0	0	0	1	0	0	3	2	6
041 - Response to RFO	7	3	7	6	2	10	0	6	2	43
--- Other Family Law ---										
050 - Guardianship	7	11	2	2	11	6	0	3	1	43
051 - Name Change (Adult)	5	6	5	2	8	8	4	10	4	52
052 - Name Change (Child)	0	5	7	1	8	0	5	4	5	35
056 - DV-P	59	56	37	20	22	34	32	26	26	312
057 - DV-R	6	2	8	0	5	1	2	3	4	31
--- Non-Family ---										
060 - Starting an Unlawful Detainer	18	19	15	11	15	13	14	7	31	143
061 - Answer to Unlawful Detainer	86	41	52	18	78	29	56	28	11	399
062 - Civil Harassment TRO	34	20	46	4	62	21	46	21	34	288
063 - Civil Complaints (Contracts)	9	2	4	0	9	3	20	15	0	62
064 - Civil Complaints (Pro Damage/PI)	2	0	0	0	0	2	0	2	0	6
065 - Expungement	0	3	0	0	3	0	5	2	0	13
066 - Claim of Exemption	0	0	4	0	6	2	7	5	0	24
067 - Civil Harassment Response	4	0	9	0	9	9	4	4	2	41
068 - EARO- P	4	2	0	1	0	12	0	1	8	28
069 - EARO- R	0	1	8	0	6	2	0	1	0	18
071 - Consumer Answer	2	3	0	0	0	9	0	0	0	14
--- Other ---										
099 - Other	4	0	0	0	0	2	0	0	25	31
TOTAL	656	582	389	268	621	486	359	432	432	4225

Note:

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CO - Compton (District 2)

July 2021	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	2	1	0	0	0	0	0	0	2	5
003 - Posting	15	0	0	1	4	0	2	0	0	22
004 - Divorce	70	109	58	67	96	77	50	72	63	662
005 - Response	23	6	1	3	12	11	4	13	11	84
006 - Request for Trial Setting	7	13	6	11	9	5	5	16	10	82
007 - Request to Enter Default / Default Setting	7	24	4	11	8	8	3	7	14	86
008 - MSC / Trial Brief	12	6	1	1	12	2	4	2	4	44
009 - Disso Judgment	31	56	13	16	38	35	26	39	35	289
010 - Request for Order (Initial)	10	0	2	0	7	22	0	8	2	51
011 - Request for Order (Modified)	23	11	3	6	9	25	10	11	2	100
012 - Order after Hearing	1	0	0	0	0	3	0	11	2	17
013 - Joint Petition for Summary Dispo	0	2	0	2	0	1	0	0	0	5
014 - Response to RFO	5	0	0	0	1	0	1	1	2	10
015 - Dec of Disclosure	28	25	2	16	15	25	15	10	13	149
--- Paternity ---										
030 - Hague	0	0	0	0	0	0	0	0	0	0
031 - Posting	0	3	0	1	2	1	0	0	0	7
032 - Paternity	39	49	25	15	66	36	27	41	46	344
033 - Paternity Judgment	2	9	2	11	19	9	4	12	12	80
034 - Response	9	1	7	2	13	11	0	9	0	52
035 - Request for Trial Setting	2	0	0	0	4	3	3	2	6	20
036 - Request to Enter Default / Default Setting	3	0	4	0	8	3	0	2	7	27
037 - MSC / Trial Brief	6	0	0	0	4	3	6	0	4	23
038 - Request for Order (Initial)	9	1	2	0	11	4	2	12	9	50
039 - Request for Order (Modified)	29	17	10	4	48	39	10	17	25	199
040 - Order after Hearing	5	0	0	2	0	0	0	0	7	14
041 - Response to RFO	8	0	4	0	4	4	0	5	1	26
--- Other Family Law ---										
050 - Guardianship	4	5	5	1	7	7	1	5	1	36
051 - Name Change (Adult)	1	1	8	7	7	5	5	12	8	54
052 - Name Change (Child)	0	7	0	1	5	4	2	4	12	35
056 - DV-P	78	59	36	28	38	54	49	29	20	391
057 - DV-R	6	0	3	0	5	6	2	7	1	30
--- Non-Family ---										
060 - Starting an Unlawful Detainer	3	12	12	10	18	19	5	5	27	111
061 - Answer to Unlawful Detainer	83	39	62	37	79	54	24	18	23	419
062 - Civil Harassment TRO	39	10	19	4	29	33	38	23	19	214
063 - Civil Complaints (Contracts)	2	4	9	1	8	4	3	5	0	36
064 - Civil Complaints (Pro Damage/PI)	3	0	0	0	2	1	0	2	0	8
065 - Expungement	4	0	0	0	2	1	0	0	0	7
066 - Claim of Exemption	0	1	3	0	6	2	2	0	0	14
067 - Civil Harassment Response	0	0	2	0	4	2	4	6	0	18
068 - EARO- P	3	6	0	2	0	5	0	2	7	25
069 - EARO- R	2	0	2	0	2	3	0	3	1	13
071 - Consumer Answer	2	0	0	0	0	8	0	0	0	10
--- Other ---										
099 - Other	0	0	0	0	0	3	0	0	27	30
TOTAL	576	477	305	260	602	538	307	411	423	3899

Note:

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CH - Chatsworth (District 5)

SM - Santa Monica (District 3)
TO - Torrance (District 4)
CO - Compton (District 2)



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

December 2, 2021

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Sheila Kuehl
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

TO: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

Director

Rafael Carbajal

FROM: Rafael Carbajal
Director

Chief of Staff
Joel Ayala

QUARTERLY WORKLOAD REPORT NO. 22 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas, directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). Quarterly reports shall include the number and types of cases received and consumers served by location. This report covers the months of August 2021, September 2021, and October 2021.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to provide assistance to unrepresented litigants navigating the Los Angeles Superior Court system. These services are provided in nine regional SHLACs located throughout the County.

Due to the COVID-19 pandemic and disruptions to court operations, the SHLACs shifted to remote operations on March 20, 2020. Since that time, SHLACs have continued to operate remotely. NLSLA and its sub-contractors responded with remote assistance by providing video conferencing, review and e-file pleadings, and assisting litigants obtaining records from the court. Despite increased remote access and technological updates, the number of individuals utilizing SHLACs decreased substantially during the pandemic.

On December 8, 2020, your Board approved a subsequent motion, *Saving our Self-Help Legal Access Centers*¹, coauthored by Supervisors Kuehl and Solis,

¹ <http://file.lacounty.gov/SDSInter/bos/supdocs/151065.pdf>



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to allow services to continue through January 31, 2024. In accordance with the December 8, 2020 motion, the term of the agreement, as amended, was extended through June 30, 2021, with additional options remaining to extend the term. On September 27, 2021, DCBA exercised its delegated authority to amend and further extend the SHLAC agreement to November 30, 2021. Most recently, DCBA executed a new contract with NLSLA with the term of December 1, 2021 through June 30, 2022 to align with the County's fiscal year.

Regional SHLAC Summary

DCBA reviewed program metrics and confirmed that the leading subject areas for persons seeking assistance, in descending order, were divorce, paternity, unlawful detainer, domestic violence, and civil harassment. These subjects accounted for approximately 93 percent of clients in the reporting period. This is consistent with the previous quarters. Demand for housing assistance remained steady despite the sunset of State protections for tenants on September 30, 2021, accounting for 14 percent of all services provided. Total persons served decreased by approximately 14 percent from the previous quarter, as the SHLACs have not had meaningful engagement with non-English speaking litigants and other litigants that rely on in-person access to services as a result of the Court's continued closures.

Due to the COVID-19 Delta variant surging in the County, the Court's re-opening was further delayed from October 4, 2021 to November 8, 2021. The SHLACs resumed in-person services at Court facilities on November 8, 2021 and utilize shared spaces with Court staff to make it easier for litigants to receive assistance in one location. Prior to the pandemic, SHLACs operated in their own space within the Courts, making it less seamless for litigants.

The attached workload report provides your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report for the current agreement will cover the months of November 2021, December 2021, and January 2022.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief of Staff, at (213) 712-5491 or jayala@dcba.lacounty.gov.

RC:JA:CO
MR:FS:ph

Attachments

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel

Attachment A – SHLAC Workload Report

August 2021	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	5	0	0	0	0	2	0	0	2	9
003 - Posting	2	0	1	0	0	3	0	4	0	10
004 - Divorce	60	140	46	86	87	79	44	67	57	666
005 - Response	19	16	11	12	16	11	4	6	6	101
006 - Request for Trial Setting	9	20	8	12	11	11	10	3	6	90
007 - Request to Enter Default / Default Setting	4	14	14	12	29	10	14	8	17	122
008 - MSC / Trial Brief	10	4	4	0	3	5	2	5	4	37
009 - Disso Judgment	35	25	24	50	58	46	11	45	37	331
010 - Request for Order (Initial)	5	0	4	1	12	4	0	11	1	38
011 - Request for Order (Modified)	12	8	4	12	0	32	8	6	12	94
012 - Order after Hearing	0	1	0	0	0	0	0	0	0	1
013 - Joint Petition for Summary Dispo	3	3	0	1	0	3	0	2	0	12
014 - Response to RFO	1	0	1	3	1	3	0	2	2	13
015 - Dec of Disclosure	35	14	7	19	4	28	5	12	10	134
--- Paternity ---										
030 - Hague	0	0	0	0	0	0	0	0	0	0
031 - Posting	3	0	0	0	0	1	0	0	0	4
032 - Paternity	28	70	32	22	64	58	30	53	28	385
033 - Paternity Judgment	3	12	12	7	19	6	0	17	9	85
034 - Response	3	2	11	3	11	2	6	20	4	62
035 - Request for Trial Setting	0	2	2	2	8	6	1	4	2	27
036 - Request to Enter Default / Default Setting	1	4	4	0	3	5	2	4	0	23
037 - MSC / Trial Brief	0	1	2	0	2	2	0	1	1	9
038 - Request for Order (Initial)	15	1	1	0	9	9	3	14	7	59
039 - Request for Order (Modified)	27	12	21	7	17	28	4	20	37	173
040 - Order after Hearing	3	0	8	0	9	0	0	5	3	28
041 - Response to RFO	11	2	1	3	0	13	2	12	2	46
--- Other Family Law ---										
050 - Guardianship	4	9	5	1	2	5	4	7	2	39
051 - Name Change (Adult)	0	1	2	1	3	4	4	2	1	18
052 - Name Change (Child)	6	5	0	0	8	1	3	5	2	30
056 - DV-P	63	59	23	31	43	81	45	22	24	391
057 - DV-R	8	1	5	2	11	12	7	13	4	63
--- Non-Family ---										
060 - Starting an Unlawful Detainer	10	18	14	12	3	15	7	2	23	104
061 - Answer to Unlawful Detainer	44	45	49	23	99	33	32	34	13	372
062 - Civil Harassment TRO	21	9	32	10	25	39	63	28	17	244
063 - Civil Complaints (Contracts)	1	1	2	0	7	4	17	4	1	37
064 - Civil Complaints (Pro Damage/PI)	2	1	2	0	3	0	2	2	0	12
065 - Expungement	0	3	2	1	2	0	2	0	2	12
066 - Claim of Exemption	1	0	3	2	7	0	3	4	0	20
067 - Civil Harassment Response	1	0	4	2	5	1	2	2	1	18
068 - EARO- P	3	0	2	0	3	11	0	1	7	27
069 - EARO- R	0	0	0	0	2	0	0	0	3	5
071 - Consumer Answer	3	0	0	0	0	7	0	0	0	10
--- Other ---										
099 - Other	1	0	0	0	0	1	1	0	21	24
TOTAL	462	503	363	337	586	581	338	447	368	3985

September 2021	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	0	0	0	0	0	0	0	0	0	0
003 - Posting	0	0	0	0	0	1	2	0	0	3
004 - Divorce	54	95	26	56	85	82	42	58	51	549
005 - Response	8	17	10	0	20	6	13	6	4	84
006 - Request for Trial Setting	15	12	10	2	6	11	11	8	2	77
007 - Request to Enter Default / Default Setting	1	10	3	2	10	8	3	14	4	55
008 - MSC / Trial Brief	2	6	2	3	2	11	6	1	1	34
009 - Disso Judgment	27	42	19	14	33	26	14	47	21	243
010 - Request for Order (Initial)	0	0	0	1	7	1	3	8	7	27
011 - Request for Order (Modified)	5	12	8	5	3	13	1	11	5	63
012 - Order after Hearing	0	0	0	0	0	0	0	0	0	0
013 - Joint Petition for Summary Dispo	0	0	0	0	0	3	0	0	0	3
014 - Response to RFO	4	6	0	0	0	0	0	0	0	10
015 - Dec of Disclosure	8	18	5	6	26	26	10	8	16	123
--- Paternity ---										
030 - Hague	0	0	0	2	0	0	0	0	0	2
031 - Posting	1	1	0	0	1	1	0	2	0	6
032 - Paternity	23	39	32	20	43	38	21	30	20	266
033 - Paternity Judgment	6	19	4	9	6	5	2	7	15	73
034 - Response	0	9	2	4	6	6	2	0	6	35
035 - Request for Trial Setting	3	2	0	0	4	3	0	5	2	19
036 - Request to Enter Default / Default Setting	0	1	2	3	4	2	0	2	4	18
037 - MSC / Trial Brief	5	4	2	1	0	3	0	3	1	19
038 - Request for Order (Initial)	4	8	7	0	5	1	3	7	2	37
039 - Request for Order (Modified)	13	21	11	13	11	14	2	27	23	135
040 - Order after Hearing	0	1	0	0	3	0	0	0	0	4
041 - Response to RFO	3	7	0	5	3	2	0	2	1	23
--- Other Family Law ---										
050 - Guardianship	0	13	4	5	3	2	4	5	0	36
051 - Name Change (Adult)	2	1	1	1	2	0	0	10	4	21
052 - Name Change (Child)	0	4	2	2	3	0	0	6	2	19
056 - DV-P	25	69	8	25	18	63	43	30	13	294
057 - DV-R	0	9	2	3	4	0	0	9	1	28
--- Non-Family ---										
060 - Starting an Unlawful Detainer	16	17	7	7	13	10	5	6	21	102
061 - Answer to Unlawful Detainer	51	48	48	32	74	22	47	30	18	370
062 - Civil Harassment TRO	31	32	28	7	30	66	42	21	24	281
063 - Civil Complaints (Contracts)	3	3	5	0	17	4	12	10	0	54
064 - Civil Complaints (Pro Damage/PI)	0	1	3	0	1	0	1	5	0	11
065 - Expungement	0	0	0	1	0	0	0	3	0	4
066 - Claim of Exemption	0	0	5	0	10	0	2	2	0	19
067 - Civil Harassment Response	1	0	7	0	8	0	5	0	3	24
068 - EARO - P	0	6	6	0	1	7	10	0	6	36
069 - EARO - R	0	0	0	0	4	0	0	0	0	4
071 - Consumer Answer	0	1	0	0	0	4	0	0	0	5
--- Other ---										
099 - Other	1	0	0	2	0	0	0	0	20	23
TOTAL	312	534	269	231	466	441	306	383	297	3239
<div>Note: VN - Van Nuys (District 3) PO - Pomona (District 1) IW - Inglewood (District 2) AV - Antelope Valley (District 5) LB - Long Beach (District 4) CH - Chatsworth (District 5) SM - Santa Monica (District 3) TO - Torrance (District 4) CO - Compton (District 2)</div>										

October 2021	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	0	0	0	0	1	0	0	0	0	1
003 - Posting	1	0	0	1	3	3	0	0	0	8
004 - Divorce	31	93	31	26	80	71	46	41	34	453
005 - Response	12	15	7	7	14	10	6	3	3	77
006 - Request for Trial Setting	1	14	7	3	10	9	4	3	2	53
007 - Request to Enter Default / Default Setting	0	12	11	3	15	5	11	23	21	101
008 - MSC / Trial Brief	1	5	0	0	1	3	1	2	1	14
009 - Disso Judgment	13	27	17	15	37	17	8	23	57	214
010 - Request for Order (Initial)	0	2	5	3	6	6	5	9	0	36
011 - Request for Order (Modified)	4	11	3	14	2	11	1	7	30	83
012 - Order after Hearing	0	2	0	0	0	0	0	2	1	5
013 - Joint Petition for Summary Dispo	0	0	0	0	0	1	0	0	2	3
014 - Response to RFO	4	10	1	1	3	0	1	2	0	22
015 - Dec of Disclosure	7	18	5	6	19	12	4	15	14	100
--- Paternity ---										
030 - Hague	0	0	0	0	0	0	0	0	0	0
031 - Posting	0	0	0	0	0	1	0	0	0	1
032 - Paternity	21	32	26	17	33	48	18	29	34	258
033 - Paternity Judgment	0	13	5	0	2	4	4	6	16	50
034 - Response	8	2	0	5	8	4	2	10	5	44
035 - Request for Trial Setting	1	1	2	0	2	2	0	4	5	17
036 - Request to Enter Default / Default Setting	0	1	2	0	0	4	0	1	3	11
037 - MSC / Trial Brief	0	1	6	0	9	1	0	0	0	17
038 - Request for Order (Initial)	0	2	3	0	10	3	4	7	3	32
039 - Request for Order (Modified)	10	22	8	7	22	23	4	16	12	124
040 - Order after Hearing	0	1	2	0	0	0	0	0	3	6
041 - Response to RFO	0	1	2	0	2	3	2	0	8	18
--- Other Family Law ---										
050 - Guardianship	3	8	13	3	0	9	0	6	2	44
051 - Name Change (Adult)	0	3	3	2	2	2	11	2	4	29
052 - Name Change (Child)	0	1	0	0	5	1	0	2	3	12
056 - DV-P	61	42	23	50	21	64	35	19	25	340
057 - DV-R	5	1	3	1	1	7	0	4	7	29
--- Non-Family ---										
060 - Starting an Unlawful Detainer	5	16	11	13	15	26	6	5	27	124
061 - Answer to Unlawful Detainer	42	81	31	19	76	33	35	24	32	373
062 - Civil Harassment TRO	27	18	14	6	9	40	36	15	12	177
063 - Civil Complaints (Contracts)	1	3	10	0	9	5	10	5	3	46
064 - Civil Complaints (Pro Damage/PI)	0	1	2	0	1	0	0	0	0	4
065 - Expungement	0	0	2	0	1	0	0	6	2	11
066 - Claim of Exemption	3	0	2	0	14	0	0	0	1	20
067 - Civil Harassment Response	4	0	0	0	13	8	8	2	2	37
068 - EARO - P	0	3	4	0	0	13	1	2	12	35
069 - EARO - R	0	0	2	0	2	0	0	0	0	4
071 - Consumer Answer	0	0	0	0	0	0	0	0	0	0
--- Other ---										
099 - Other	0	2	0	0	0	0	0	0	28	30
TOTAL	265	464	263	202	448	449	263	295	414	3063
<div>Note: VN - Van Nuys (District 3) PO - Pomona (District 1) IW - Inglewood (District 2) AV - Antelope Valley (District 5) LB - Long Beach (District 4) CH - Chatsworth (District 5) SM - Santa Monica (District 3) TO - Torrance (District 4) CO - Compton (District 2)</div>										



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

March 15, 2022

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Sheila Kuehl
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

TO: Supervisor Holly J. Mitchell, Chair
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Rafael Carbajal
Director

Director

Rafael Carbajal

Chief of Staff
Joel Ayala

QUARTERLY WORKLOAD REPORT NO. 23 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas, directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). Quarterly reports shall include the number and types of cases received and consumers served by location. This report covers the months of November 2021, December 2021, and January 2022.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to provide direct assistance to unrepresented litigants navigating the Los Angeles Superior Court (Court) system. These services are provided in nine regional SHLACs located throughout the County.

Due to the COVID-19 pandemic and disruptions to court operations, SHLACs shifted to remote operations on March 20, 2020. Since that time, SHLACs have continued to operate remotely. Despite increased remote access and technological updates, the number of individuals utilizing SHLACs decreased substantially during the pandemic.

On December 8, 2020, your Board approved a subsequent motion, *Saving our Self-Help Legal Access Centers*¹, coauthored by Supervisors Kuehl and Solis, to allow services to continue through January 31, 2024. On November 30, 2021, DCBA executed a new contract with NLSLA to extend services through June 30, 2022, to align with the County's fiscal year, along with additional options to extend further.

¹ <http://file.lacounty.gov/SDSInter/bos/supdocs/151065.pdf>



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Regional SHLAC Summary

The attached workload report provides your Board with the number and types of cases received at each of the nine regional SHLACs. DCBA reviewed these program metrics and confirmed that the leading subject areas for persons seeking assistance, in descending order, were divorce, paternity, domestic violence, unlawful detainer, and civil harassment. These subject areas accounted for approximately 90 percent of clients in the reporting period and are consistent with previous quarters. Demand for domestic violence assistance increased by five percent, accounting for 16 percent of all services provided. This marks the first-time that domestic violence cases surpassed that of unlawful detainer cases. Demand for housing assistance remained steady at 15 percent, despite the sunset of the State's protections for tenants on September 30, 2021. Requests for divorce assistance remained the most in demand at 31 percent, despite decreasing by nine percent.

SHLACs resumed in-person services at Court facilities on November 8, 2021, which resulted in a 45 percent increase in the number of litigants served. However, due to the COVID-19 Omicron variant surging in the County, the Courts closed their in-person services again from January 7, 2022 until February 14, 2022. As a result, overall services provided at each Courthouse decreased significantly in the month of January. Nonetheless, we anticipate an increase in the number of people assisted as we continue to lift COVID-19 health restrictions.

Next Steps

Moving forward, in an effort to ensure an accurate capture and review of SHLAC workload data, DCBA will submit its quarterly reports on the 15th of the month instead of the 2nd of the month. As such, the next quarterly report for the current agreement will be submitted to your Board on June 15, 2022 and will cover the February 2022 through April 2022 time period. Additionally, our June report will include an evaluation of both the SHLAC model and best practices from "access to justice" strategies in other jurisdictions. Finally, DCBA will provide recommendations for effective delivery and coordination of Court, County, and Stakeholder services.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief of Staff, at (213) 712-5491 or jayala@dcba.lacounty.gov.

RC:JA:CO
MR:FS:ph

Attachments

c: Executive Office, Board of Supervisors
 Chief Executive Office
 County Counsel

Attachment A – SHLAC Workload Report

November 2021	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
--- Divorce ---										
002 - Hague	0	0	0	0	0	0	0	0	0	0
003 - Posting	4	0	0	0	6	0	1	3	0	14
004 - Divorce	91	119	53	81	90	112	46	115	51	758
005 - Response	17	9	8	6	6	17	7	13	11	94
006 - Request for Trial Setting	7	6	6	4	7	4	3	12	12	61
007 - Request to Enter Default / Default Setting	0	16	7	3	24	7	4	20	12	93
008 - MSC / Trial Brief	0	6	0	0	7	2	1	4	0	20
009 - Disso Judgment	26	45	16	22	51	46	6	51	24	287
010 - Request for Order (Initial)	3	3	0	5	17	2	2	9	3	44
011 - Request for Order (Modified)	24	25	2	3	14	38	5	20	13	144
012 - Order after Hearing	2	1	0	0	0	1	0	0	0	4
013 - Joint Petition for Summary Dispo	4	0	0	0	2	3	0	0	1	10
014 - Response to RFO	5	1	5	0	2	0	2	0	2	17
015 - Dec of Disclosure	9	22	7	5	14	16	12	8	17	110
--- Paternity ---										
030 - Hague	0	0	0	0	1	0	0	0	0	1
031 - Posting	0	1	1	0	0	1	0	2	0	5
032 - Paternity	42	77	26	72	66	54	14	77	56	484
033 - Paternity Judgment	3	15	6	3	12	10	3	26	19	97
034 - Response	5	9	7	1	13	3	0	8	13	59
035 - Request for Trial Setting	0	1	1	0	6	2	1	8	3	22
036 - Request to Enter Default / Default Setting	0	0	0	0	6	1	0	3	2	12
037 - MSC / Trial Brief	2	1	1	2	11	0	0	3	5	25
038 - Request for Order (Initial)	3	0	3	4	22	1	5	13	3	54
039 - Request for Order (Modified)	19	38	17	47	46	36	8	42	35	288
040 - Order after Hearing	0	1	0	1	2	0	0	2	5	11
041 - Response to RFO	6	5	3	9	3	1	0	0	7	34
--- Other Family Law ---										
050 - Guardianship	7	8	7	16	6	0	1	7	2	54
051 - Name Change (Adult)	4	3	3	4	2	7	7	14	17	61
052 - Name Change (Child)	2	2	2	3	6	1	0	6	5	27
056 - DV-P	141	164	16	96	43	116	38	56	90	760
057 - DV-R	2	5	4	3	5	9	4	11	10	53
--- Non-Family ---										
060 - Starting an Unlawful Detainer	11	18	19	16	17	21	7	14	67	190
061 - Answer to Unlawful Detainer	74	69	47	39	73	39	29	23	56	449
062 - Civil Harassment TRO	66	57	59	32	40	74	47	60	49	484
063 - Civil Complaints (Contracts)	32	4	28	27	14	12	8	20	2	147
064 - Civil Complaints (Pro Damage/PI)	2	2	3	4	0	2	0	4	0	17
065 - Expungement	4	5	5	8	1	1	4	5	0	33
066 - Claim of Exemption	0	0	0	0	13	0	0	2	2	17
067 - Civil Harassment Response	3	1	5	6	11	0	3	15	3	47
068 - EARO- P	8	2	0	15	1	19	0	7	11	63
069 - EARO- R	0	1	0	0	0	0	0	0	0	1
071 - Consumer Answer	0	0	0	1	0	10	0	0	0	11
--- Other ---										
099 - Other	0	1	0	6	0	2	0	4	48	61
TOTAL	628	743	367	544	660	670	268	687	656	5223
<div>Note: VN - Van Nuys (District 3) PO - Pomona (District 1) IW - Inglewood (District 2) AV - Antelope Valley (District 5) LB - Long Beach (District 4) CH - Chatsworth (District 5) SM - Santa Monica (District 3) TO - Torrance (District 4) CO - Compton (District 2)</div>										

CO - Compton (District 2)

January 2022	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
002 - Hague	0	0	0	0	0	0	0	0	0	2	2
003 - Posting	0	0	0	0	1	0	0	2	0	9	12
004 - Divorce	20	28	4	28	12	0	1	22	10	396	521
005 - Response	1	0	0	0	1	0	0	9	2	62	75
006 - Request for Trial Setting	0	1	0	1	0	0	0	2	0	62	66
007 - Request to Enter Default / Default Setting	1	0	0	0	2	0	0	2	2	75	82
008 - MSC / Trial Brief	0	2	0	1	0	0	0	0	0	38	41
009 - Disso Judgment	1	0	0	1	4	0	0	8	4	246	264
010 - Request for Order (Initial)	0	0	0	0	0	0	0	3	0	22	25
011 - Request for Order (Modified)	5	1	0	0	5	0	1	3	2	57	74
012 - Order after Hearing	0	0	0	0	0	0	0	0	2	3	5
013 - Joint Petition for Summary Dispo	0	0	0	0	0	0	0	0	0	2	2
014 - Response to RFO	1	0	0	0	0	0	0	0	0	7	8
015 - Dec of Disclosure	4	0	0	5	0	0	0	2	5	114	130
--- Paternity ---											
030 - Hague	0	0	0	0	0	0	0	0	0	1	1
031 - Posting	0	0	0	0	1	0	0	0	0	3	4
032 - Paternity	14	11	2	14	4	1	2	7	11	200	266
033 - Paternity Judgment	4	0	0	0	5	0	0	0	0	38	47
034 - Response	0	1	1	0	4	0	0	1	0	30	37
035 - Request for Trial Setting	0	0	0	0	0	0	0	0	0	20	20
036 - Request to Enter Default / Default Setting	0	0	0	0	0	0	0	2	0	6	8
037 - MSC / Trial Brief	0	0	0	0	0	0	0	0	0	16	16
038 - Request for Order (Initial)	0	0	0	0	0	0	0	2	2	42	46
039 - Request for Order (Modified)	8	2	3	4	4	0	0	6	5	87	119
040 - Order after Hearing	0	0	0	0	0	0	0	0	0	5	5
041 - Response to RFO	2	0	0	0	0	0	0	0	0	22	24
--- Other Family Law ---											
050 - Guardianship	1	3	0	7	1	0	0	1	0	45	58
051 - Name Change (Adult)	2	0	0	1	0	0	1	5	0	47	56
052 - Name Change (Child)	0	0	0	1	2	0	0	2	2	12	19
056 - DV-P	23	14	1	13	1	6	4	19	39	403	523
057 - DV-R	5	0	0	1	0	0	0	0	3	24	33
--- Non-Family ---											
060 - Starting an Unlawful Detainer	1	3	1	4	0	0	0	0	13	133	155
061 - Answer to Unlawful Detainer	10	2	25	5	13	3	3	0	23	566	650
062 - Civil Harassment TRO	16	10	13	3	17	2	6	10	20	204	301
063 - Civil Complaints (Contracts)	5	1	0	5	3	3	4	4	0	89	114
064 - Civil Complaints (Pro Damage/PI)	0	0	0	1	0	0	0	0	0	18	19
065 - Expungement	0	2	0	3	0	0	1	0	0	12	18
066 - Claim of Exemption	0	0	0	0	0	0	1	1	0	15	17
067 - Civil Harassment Response	0	0	2	0	0	0	0	0	4	19	25
068 - EARO- P	2	1	0	0	1	2	0	1	10	31	48
069 - EARO- R	1	2	0	0	0	0	0	0	2	2	7
071 - Consumer Answer	0	0	0	0	0	41	0	0	0	2	43
--- Other ---											
099 - Other	0	0	0	0	0	0	0	0	22	38	60
TOTAL	127	84	52	98	81	58	24	114	183	3225	4046
Note: VN -Van Nuys (District 3) PO - Pomona (District 1) IW - Inglewood (District 2) RS - Remote Services (All Districts) AV - Antelope Valley (District 5) LB - Long Beach (District 4) CH - Chatsworth (District 5) SM - Santa Monica (District 3) TO - Torrance (District 4) CO - Compton (District 2)											



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

July 15, 2022

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Sheila Kuehl
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

TO: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

Director

Rafael Carbajal

FROM: Rafael Carbajal
Director

Chief of Staff
Joel Ayala

QUARTERLY WORKLOAD REPORT NO. 24 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas, directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). Quarterly reports shall include the number and types of cases received and consumers served by location. This report covers the months of February 2022, March 2022, and April 2022.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to assist to unrepresented litigants navigating the Los Angeles Superior Court system. These services are provided in nine regional SHLACs located throughout the County.

Due to the COVID-19 pandemic and disruptions to court operations, the SHLACs shifted to remote operations on March 20, 2020. Since that time, and as facilities began to reopen, SHLACs operated through a hybrid model providing both in-person and remote service to the public. Remote assistance was conducted via video conferencing, review and e-file pleadings, and by assisting litigants obtaining records from the court. Despite increased remote access and technological updates, the number of individuals utilizing SHLACs decreased substantially during the pandemic.



dcba.lacounty.gov
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On December 8, 2020, your Board approved a subsequent motion, *Saving our Self-Help Legal Access Centers*¹, coauthored by Supervisors Kuehl and Solis, to allow services to continue through January 31, 2024. On November 30, 2021, DCBA executed a new contract with NLSLA with the term of December 1, 2021 through June 30, 2022, with additional options to extend the term, while aligning with the County's fiscal year. The next amendment is on schedule to be executed by July 1, 2022 and extended through June 30, 2023.

Regional SHLAC Summary

DCBA reviewed program metrics and confirmed that the leading subject areas for persons seeking assistance, in descending order, were divorce, paternity, domestic violence, unlawful detainer, and civil harassment. These subjects accounted for approximately 88 percent of clients in the reporting period. This is consistent with trends observed in preceding quarters. Demand for housing assistance remained steady at 15 percent. Assistance with divorce remained the most in demand at 31 percent, same as the prior quarter. Total services provided increased by 48 percent from the previous quarter, increasing demand for services in virtually every category, as the SHLACs resumed in-person operations at Court facilities on February 14, 2022 after being closed a second time due to the then surging cases of the COVID-19 Omicron variant on January 7, 2022. The attached workload tables highlight the number and types of cases received at each of the nine regional SHLACs, for your reference.

The next quarterly report for the current agreement will cover the months of May 2022, June 2022, and July 2022 and will be submitted on August 15, 2022.

Access to Justice Pilot Program

In response to a request from your Board, attached is a report summarizing preliminary research conducted by DCBA on the potential to launch an "Access to Justice" pilot program. This program would aim to serve as a launching pad for the County to provide equitable full and limited scope legal representation services for County residents, specifically in the areas of domestic violence, guardianship, and consumer debt cases for low-income constituents in the Antelope Valley, Compton, and Chatsworth regions. The attached report includes DCBA's recommended framework for establishing the "Access to Justice" pilot program and covers the following:

- Research;
- Proposed framework for an "Access to Justice" pilot program; and
- Recommendations

¹ <http://file.lacounty.gov/SDSInter/bos/supdocs/151065.pdf>

RECOMMENDATIONS

Based on our findings and suggested framework articulated above for the establishment of an Access to Justice pilot program, DCBA recommends that your Board take the following actions:

1. Direct DCBA to work with the Chief Executive Office to identify and secure funding for the implementation of an Access to Justice pilot program during Fiscal Years 2022-23 and 2023-24;
2. Direct DCBA to work with potential legal service delivery partners to further determine the feasibility of launching an Access to Justice pilot program based on the preliminary framework outlined in this report and begin building a concrete service delivery model for providing legal and related services to litigants with cases at the following Los Angeles Superior Court courthouses for their respective assigned area of civil law listed below:
 - a. Antelope Valley for domestic violence cases;
 - b. Compton for guardianship cases; and
 - c. Chatsworth for consumer debt cases.
3. Grant delegated authority to the Director of DCBA to enter into contracts, memorandums of understandings, and accept external funding opportunities to implement the Access to Justice pilot program.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief of Staff, at (213) 712-5491 or jayala@dcba.lacounty.gov.

RC:JA:CO
MR:FS:ph

Attachments

- c: Executive Office, Board of Supervisors
 Chief Executive Office
 County Counsel

Attachment A – SHLAC Workload Report

February 2022	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
002 - Hague	0	0	0	0	0	0	0	0	0	4	4
003 - Posting	1	0	0	0	0	0	0	0	0	9	10
004 - Divorce	38	42	1	87	13	52	5	57	21	355	671
005 - Response	4	6	0	4	2	6	1	6	6	93	128
006 - Request for Trial Setting	0	1	0	8	1	2	0	0	0	51	63
007 - Request to Enter Default / Default Setting	1	1	0	3	0	1	2	6	2	64	80
008 - MSC / Trial Brief	0	0	0	0	0	2	0	0	1	33	36
009 - Disso Judgment	6	11	0	12	3	4	0	7	8	224	275
010 - Request for Order (Initial)	0	2	0	0	2	1	0	3	2	32	42
011 - Request for Order (Modified)	6	6	0	1	4	8	0	9	7	55	96
012 - Order after Hearing	0	0	0	0	0	0	0	0	0	0	0
013 - Joint Petition for Summary Dispo	0	0	0	0	0	0	0	2	2	8	12
014 - Response to RFO	4	1	0	0	0	0	0	0	2	8	15
015 - Dec of Disclosure	2	9	0	8	1	0	0	5	2	115	142
--- Paternity ---											
030 - Hague	0	0	0	0	0	0	0	0	0	0	0
031 - Posting	0	1	0	4	0	0	0	0	0	0	5
032 - Paternity	37	17	2	51	10	24	5	39	22	158	365
033 - Paternity Judgment	1	6	1	0	0	3	0	0	4	45	60
034 - Response	2	0	0	1	1	6	0	2	9	30	51
035 - Request for Trial Setting	3	0	0	1	1	0	2	2	2	14	25
036 - Request to Enter Default / Default Setting	0	0	0	2	0	0	0	0	0	8	10
037 - MSC / Trial Brief	1	2	0	0	1	0	0	3	0	17	24
038 - Request for Order (Initial)	0	5	0	1	3	0	0	9	2	33	53
039 - Request for Order (Modified)	6	24	2	22	14	14	0	17	18	79	196
040 - Order after Hearing	1	2	0	0	0	0	0	0	0	2	5
041 - Response to RFO	2	0	1	3	0	0	0	2	0	26	34
--- Other Family Law ---											
050 - Guardianship	1	2	2	18	3	2	0	4	2	31	65
051 - Name Change (Adult)	0	4	0	1	0	3	2	6	4	48	68
052 - Name Change (Child)	0	0	0	1	0	4	1	3	2	11	22
056 - DV-P	63	50	3	59	25	73	11	29	107	249	669
057 - DV-R	0	1	3	1	1	0	0	5	4	48	63
--- Non-Family ---											
060 - Starting an Unlawful Detainer	8	1	11	6	5	3	1	7	17	91	150
061 - Answer to Unlawful Detainer	35	27	25	18	19	18	17	5	48	420	632
062 - Civil Harassment TRO	41	20	39	25	19	17	15	19	55	159	409
063 - Civil Complaints (Contracts)	17	0	9	4	7	7	5	7	3	77	136
064 - Civil Complaints (Pro Damage/PI)	4	1	0	0	1	1	0	2	12	13	34
065 - Expungement	0	1	3	3	1	0	2	5	3	12	30
066 - Claim of Exemption	0	0	2	1	2	0	0	0	0	18	23
067 - Civil Harassment Response	2	0	1	2	0	0	0	2	6	16	29
068 - EARO- P	2	5	1	0	0	7	2	4	22	28	71
069 - EARO- R	0	0	0	0	0	0	0	5	0	15	20
071 - Consumer Answer	0	1	0	0	0	76	0	0	0	76	153
--- Other ---											
099 - Other	1	2	0	1	0	2	0	0	4	5	15
TOTAL	289	251	106	348	139	336	71	272	399	2780	4991
<div>Note: VN - Van Nuys (District 3) PO - Pomona (District 1) IW - Inglewood (District 2) RS - Remote Services (All Districts) AV - Antelope Valley (District 5) LB - Long Beach (District 4) CH - Chatsworth (District 5) SM - Santa Monica (District 3) TO - Torrance (District 4) CO - Compton (District 2)</div>											

March 2022	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
002 - Hague	0	0	0	0	4	0	0	0	0	7	11
003 - Posting	0	3	0	1	2	0	0	1	0	9	16
004 - Divorce	67	146	19	229	131	124	11	90	72	389	1278
005 - Response	7	8	2	5	6	8	0	5	10	94	145
006 - Request for Trial Setting	2	5	0	5	10	6	0	15	17	39	99
007 - Request to Enter Default / Default Setting	6	2	0	2	7	3	0	9	2	58	89
008 - MSC / Trial Brief	3	5	0	2	3	2	1	3	3	24	46
009 - Disso Judgment	23	28	0	18	25	18	0	40	13	243	408
010 - Request for Order (Initial)	23	3	0	1	3	2	2	5	0	50	89
011 - Request for Order (Modified)	13	22	2	2	19	16	0	16	12	56	158
012 - Order after Hearing	0	1	0	0	0	0	0	0	0	3	4
013 - Joint Petition for Summary Dispo	1	0	0	1	3	0	0	2	0	2	9
014 - Response to RFO	2	5	0	0	7	4	0	0	4	15	37
015 - Dec of Disclosure	19	12	1	14	8	10	3	17	13	92	189
--- Paternity ---											
030 - Hague	0	0	0	0	0	0	0	0	1	3	4
031 - Posting	2	0	0	1	2	0	0	0	0	9	14
032 - Paternity	47	96	11	119	71	46	3	73	56	169	691
033 - Paternity Judgment	4	7	5	0	6	0	0	12	4	30	68
034 - Response	5	6	0	3	4	2	0	7	7	37	71
035 - Request for Trial Setting	1	2	0	1	3	0	0	6	1	16	30
036 - Request to Enter Default / Default Setting	2	3	0	2	2	0	0	0	1	20	30
037 - MSC / Trial Brief	2	4	0	1	4	0	0	0	2	11	24
038 - Request for Order (Initial)	0	5	4	2	4	4	2	12	13	50	96
039 - Request for Order (Modified)	15	52	6	51	41	26	0	30	37	91	349
040 - Order after Hearing	0	5	0	1	0	0	0	0	0	5	11
041 - Response to RFO	2	3	4	4	3	4	0	5	10	12	47
--- Other Family Law ---											
050 - Guardianship	2	11	1	45	12	2	0	9	6	41	129
051 - Name Change (Adult)	4	4	0	4	5	3	5	9	16	24	74
052 - Name Change (Child)	1	1	0	3	3	2	2	4	0	37	53
056 - DV-P	174	151	10	138	123	144	25	52	215	210	1242
057 - DV-R	3	15	9	3	11	14	0	6	15	19	95
--- Non-Family ---											
060 - Starting an Unlawful Detainer	12	11	27	32	3	14	2	4	59	120	284
061 - Answer to Unlawful Detainer	74	91	72	38	60	25	49	9	133	392	943
062 - Civil Harassment TRO	77	98	77	61	54	81	29	54	116	143	790
063 - Civil Complaints (Contracts)	40	7	31	27	10	13	9	12	4	47	200
064 - Civil Complaints (Pro Damage/PI)	1	3	3	4	9	5	0	9	28	17	79
065 - Expungement	0	1	14	11	0	0	8	16	7	9	66
066 - Claim of Exemption	0	0	8	5	3	0	1	1	0	8	26
067 - Civil Harassment Response	2	11	10	1	5	0	0	6	5	19	59
068 - EARO- P	7	5	3	9	8	6	3	3	31	31	106
069 - EARO- R	0	0	0	0	0	1	0	0	1	8	10
071 - Consumer Answer	0	0	0	1	2	121	0	0	5	12	141
--- Other ---											
099 - Other	0	25	0	4	3	3	0	1	35	21	92
TOTAL	643	857	319	851	679	709	155	543	954	2692	8402
Note: VN -Van Nuys (District 3) PO - Pomona (District 1) IW - Inglewood (District 2) RS - Remote Services (All Districts) AV - Antelope Valley (District 5) LB - Long Beach (District 4) CH - Chatsworth (District 5) SM - Santa Monica (District 3) TO - Torrance (District 4) CO - Compton (District 2)											

April 2022	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
002 - Hague	0	0	0	0	1	2	0	0	3	2	8
003 - Posting	0	0	0	0	2	0	0	1	1	7	11
004 - Divorce	122	167	13	254	148	162	10	102	79	421	1478
005 - Response	10	12	2	8	9	5	0	11	9	92	158
006 - Request for Trial Setting	4	9	0	5	16	3	0	6	0	54	97
007 - Request to Enter Default / Default Setting	2	6	0	14	2	4	1	4	6	59	98
008 - MSC / Trial Brief	5	2	1	1	3	0	0	2	3	24	41
009 - Disso Judgment	26	44	2	18	13	17	0	36	11	157	324
010 - Request for Order (Initial)	23	3	0	8	2	6	0	2	2	28	74
011 - Request for Order (Modified)	20	41	0	8	11	29	0	4	30	76	219
012 - Order after Hearing	0	4	0	0	0	0	0	1	2	8	15
013 - Joint Petition for Summary Dispo	4	0	0	1	0	1	0	0	0	1	7
014 - Response to RFO	7	2	0	0	1	0	0	6	0	14	30
015 - Dec of Disclosure	15	34	3	11	1	9	1	8	4	73	159
--- Paternity ---											
030 - Hague	0	0	0	0	0	0	0	1	0	0	1
031 - Posting	9	1	0	1	1	0	0	0	0	2	14
032 - Paternity	76	139	7	185	86	64	1	72	74	165	869
033 - Paternity Judgment	3	13	6	3	4	6	0	5	5	28	73
034 - Response	3	9	6	14	12	0	0	9	12	35	100
035 - Request for Trial Setting	0	4	0	2	3	1	0	3	3	15	31
036 - Request to Enter Default / Default Setting	0	1	0	2	6	0	0	0	0	2	11
037 - MSC / Trial Brief	6	3	0	4	0	0	0	2	0	14	29
038 - Request for Order (Initial)	5	5	0	1	1	1	0	9	9	33	64
039 - Request for Order (Modified)	33	44	3	69	49	30	0	20	27	95	370
040 - Order after Hearing	0	2	2	0	0	0	0	0	8	6	18
041 - Response to RFO	2	7	0	10	8	1	0	7	5	8	48
--- Other Family Law ---											
050 - Guardianship	8	9	11	60	11	1	0	15	16	40	171
051 - Name Change (Adult)	8	10	3	18	3	3	9	0	23	25	102
052 - Name Change (Child)	7	4	0	3	3	2	3	2	12	24	60
056 - DV-P	171	131	21	116	100	166	12	95	239	169	1220
057 - DV-R	10	8	5	4	7	10	0	8	13	24	89
--- Non-Family ---											
060 - Starting an Unlawful Detainer	18	15	27	25	6	14	0	5	63	94	267
061 - Answer to Unlawful Detainer	81	66	83	49	78	95	49	15	142	344	1002
062 - Civil Harassment TRO	92	82	74	51	60	83	33	37	125	106	743
063 - Civil Complaints (Contracts)	25	4	16	20	7	17	12	14	4	47	166
064 - Civil Complaints (Pro Damage/PI)	8	1	11	6	6	0	0	7	18	15	72
065 - Expungement	1	1	11	10	3	0	4	14	1	5	50
066 - Claim of Exemption	0	1	2	3	4	1	0	0	2	19	32
067 - Civil Harassment Response	6	9	6	3	10	0	0	8	2	13	57
068 - EARO- P	17	31	2	4	7	9	2	3	36	21	132
069 - EARO- R	2	2	0	0	0	0	0	0	1	7	12
071 - Consumer Answer	0	0	0	0	5	112	0	0	1	22	140
--- Other ---											
099 - Other	1	12	0	9	7	9	0	0	40	17	95
TOTAL	830	938	317	1000	696	863	137	534	1031	2411	8757
Note: VN - Van Nuys (District 3) PO - Pomona (District 1) IW - Inglewood (District 2) RS - Remote Services (All Districts) AV - Antelope Valley (District 5) LB - Long Beach (District 4) CH - Chatsworth (District 5) SM - Santa Monica (District 3) TO - Torrance (District 4) CO - Compton (District 2)											



ACCESS TO JUSTICE

REPORT

July 15, 2022

Prepared by:

Los Angeles County Department of Consumer and Business Affairs
Rafael Carbajal, Director

Introduction

The County of Los Angeles (County), through the Department of Consumer and Business Affairs (DCBA) and in partnership with Neighborhood Legal Services of Los Angeles County (NLSLA), has operated the Self-Help Legal Assistance Center's (SHLAC) Program at Los Angeles Superior Courthouses (Courts) since September of 2011. Throughout the last decade, SHLACs have provided free legal information and resources to hundreds of thousands of County constituents seeking to represent themselves in court, many of which come from low-income or disadvantaged communities.

While the County's SHLAC system has provided critical self-representation resources and services consistently throughout the years, the COVID-19 pandemic exposed the need for the County to provide more equitable legal representation services for low-income and disadvantaged communities in various areas of civil law that build upon existing legal assistance programs operated by the County. As a result, the Los Angeles County Board of Supervisors (Board) requested that DCBA assess the feasibility of developing and launching an "Access to Justice" pilot program to complement the services offered via the SHLAC system and address the "justice gaps" that are pervasive in the County and have been exacerbated as a result of the pandemic. As part of this process, DCBA conducted research on legal representation systems and models in other metropolitan areas, engaged with multiple local non-profit legal service provider partners, analyzed SHLAC program data, and reviewed relevant literature. This research provided DCBA with valuable insights on how to construct an equitable Access to Justice pilot program that would provide effective limited and full scope legal services in high needs areas of civil law throughout the County.

The following report outlines DCBA's research findings and a proposed framework for implementing an Access to Justice pilot program in specific, high needs geographic areas that will serve as the foundation for building out a permanent, comprehensive Access to Justice program that builds on existing partnerships and infrastructure in years to come.

Background

In April of 2022, the Legal Services Corporation (LSC) published a national Justice Gap Report¹ that provided an assessment of low-income Americans' civil legal needs, the extent to which they are met, and how the pandemic has affected these needs. The LSC defines the "Justice Gap" in their report as the "difference between the civil legal needs of low-income Americans and the resources available to meet those needs." According to this report, 1 in 2 (or about 55%) low-income Americans experienced at least one or more civil legal problems in the past year that significantly impacted their lives. Of those surveyed, 92 percent did not receive or received inadequate legal assistance for the types of civil legal problems they faced. In addition, the report highlighted that Americans with higher incomes were also likely to have faced fewer barriers to getting legal help as compared to low-income Americans. Higher income levels determined whether individuals believed they could use the civil legal system to protect and enforce their rights

¹ <https://lsc-live.app.box.com/s/xl2v2uraiothbbzrhuwtilqi0emp3myz1>

(59% believing it would versus 39% believing it would not); were more likely to seek legal help for problems with substantial impacts (32% versus 25%); were less likely to go without any or enough legal help (78% versus 92%); and were more likely to be confident they could find and afford a lawyer if they needed one (73% versus 45%).

In 2019, the State Bar of California published a California focused Justice Gap Study² that found that approximately 85 percent of California residents did not receive any or inadequate legal assistance with a civil legal issue they faced. Two major factors contributed to this significant justice gap in the state: a knowledge gap, where Californians did not know that the problems they experienced had a legal component or remedy and/or did not know where to look for legal help, and a service gap, where Californians that sought legal help for their problems did not receive adequate help to resolve those problems. The study also identified areas of civil law where Californians commonly experienced problems (in descending order): health, finance, employment, rental housing, wills and estates, income maintenance, and family law. Income levels were found to be key determinants of the types of legal services sought out by residents. The study found that Californians at or below 125 percent of the Federal Poverty Line (FPL) commonly sought legal services for custody, homeownership, and immigration (between 47-54% for each), where those above 125 percent FPL sought legal help for wills and estates, family law, and custody (between 54-77% for each).

The national and state studies on the justice gap underscore the critical need for government entities and non-profit legal service providers to take action to close these gaps, particularly for low-income and other vulnerable populations. Recognizing the critical need to provide enhanced self-help legal resources for low-income residents throughout the County, and in-response to a directive from the Board of Supervisors calling for the creation of a County funded self-help program, DCBA launched its system of SHLACs on September 9, 2011. Through DCBA's partnership with NLSLA and the Los Angeles County Superior Court (LASC), the County has been operating SHLACs within nine LASC courthouses to provide self-help resources and services to in-need litigants: Antelope Valley, Chatsworth, Compton, Inglewood, Long Beach, Pomona, Santa Monica, Torrance, and Van Nuys. SHLACs offer self-help resources, legal information, and workshops in several areas of civil law, including divorce, paternity, guardianship, unlawful detainer, and various areas non-family civil law.

In addition to the SHLACs, DCBA operates the following programs that provide legal assistance and or dispute resolution services to in-need residents:

1. **Stay Housed L.A. County**³ (Stay Housed): Stay Housed is the County's branded eviction defense program and a partnership between the County, local community-based tenant advocacy organizations, and non-profit legal service providers. Together, they provide low-income tenants living in the County that are at-risk of eviction with information, resources, and services to keep them in their homes.

² <https://experience.arcgis.com/experience/9d7a43397ea84ab98a534be5b5376fba/page/Home/?views=Thematic-Filters>

³ <https://www.stayhousedla.org/>

More specifically, Stay Housed provides free legal assistance to income eligible tenants at risk of being evicted; short-term rental assistance to income eligible tenants; and direct tenant outreach, education, and navigation services.

2. **Dispute Resolution/Mediation Program**⁴: DCBA's Dispute Resolution/Mediation Program offers mediation services to County residents that wish to settle a legal dispute outside of court. During the mediation, a qualified, neutral third party will help resolve the legal dispute. Participating in a mediation process is confidential and risk free for litigants; however, each party must voluntarily agree to participate. Additionally, DCBA is the only local government agency that is a provider of court connected mediation and offers on-the-spot mediation in the Superior Court for certain types of court cases, such as limited civil, unlawful detainer, and small claims.
3. **Small Claims Advisory Program**⁵: DCBA's Small Claims program provides information and resources to litigants seeking to file or defend themselves in a small claims suit. One such resource that DCBA staff connect small claims litigants to is the Los Angeles Online Dispute Resolution (LA-ODR/TurboCourt)⁶ system that offers small claims litigants a no-cost service to explore settlement options before their hearing date. This interactive program provides litigants a platform to confidentially: 1) share documents, 2) propose a resolution, and ultimately, 3) reach a written settlement agreement before the hearing. If all parties reach a resolution, litigants may not have to appear at the hearing or trial date. The LA-ODR feature allows litigants to electronically co-create an agreement, sign and submit to the Court. Litigants can request the assistance of a certified and experienced mediator to facilitate and guide necessary conversations between the parties to find common ground and address realistic solutions.
4. **RepresentLA**: RepresentLA is managed by DCBA's Office of Immigrant Affairs and funded in partnership with the County of Los Angeles, City of Los Angeles, California Community Foundation, and Weingart Foundation. Once launched, the RepresentLA program⁷, will provide transformative immigration legal representation services for vulnerable immigrant populations that currently face extreme barriers to accessing legal counsel. This includes detained immigrants and other immigrants facing deportation proceedings without a lawyer, as well as immigrants experiencing homelessness, survivors of labor exploitation, asylum seekers, and children who have been abused, neglected or abandoned by a parent. A community support component will connect clients and their families to vital support services during their immigration proceedings, while ensuring that services also reach historically underserved groups, including Black immigrants, Indigenous immigrants and linguistically isolated communities. While these

⁴ <https://dcba.lacounty.gov/mediation/>

⁵ <https://dcba.lacounty.gov/small-claims/>

⁶ <https://dcba.lacounty.gov/turbocourt/>

⁷ The RepresentLA program is tentatively scheduled to launch in July 2022.

services cover crucial housing and immigration needs, there is a lack of representative services in the areas of family law and non-family civil cases.

These programs provide varying levels of limited and full scope legal assistance and offer foundational partnerships and infrastructure to build a more robust access to justice ecosystem; nevertheless, there is a whole host of other areas of civil law where the County does not currently provide legal assistance that an Access to Justice pilot program could help provide some coverage.

Research

Models in Peer Jurisdictions

DCBA conducted research on models and systems in peer jurisdictions that provide no-cost legal representation services that could inform how the County can structure an effective Access to Justice pilot program. DCBA looked at models in New York, San Francisco, and Chicago and uncovered complex networks of legal aid non-profits that provide a patchwork of legal representation programs to cover the most prevalent or in-demand areas of law for civil legal matters in those cities. In all three cities, non-profit legal aid organizations, specifically Legal Services NYC (LSNYC), Bay Area Legal Aid (BayLegal), Legal Aid Chicago (LAC), and Chicago Volunteer Legal Services (CVLS), took lead roles in directly delivering and/or coordinating the provision of comprehensive legal representation services for a variety of civil matters. In addition, both LSNYC and BayLegal are part of broader networks of legal aid organizations that are partially funded through their respective city governments' Right to Counsel (RTC) ordinances to provide free legal representation to constituents facing eviction. The effectiveness of these systems is strongly correlated to the levels of funding that these non-profits and networks of non-profits receive for outreach and the delivery of legal representation services, which can be very substantial.

LSNYC is a non-profit entity that was originally founded in 1968 as part of New York City's War on Poverty. Since its launch, LSNYC's program has grown into the nation's largest civil legal services provider serving the five boroughs of Brooklyn, Bronx, Manhattan, Queens, and Staten Island. In 2020, 600 of their staff members, operating out of numerous neighborhood-based offices and outreach sites, helped serve approximately 106,000 low-income New Yorkers and handled about 46,000 cases in various areas of civil law including, but not limited to, family law and domestic violence, government benefits, civil rights and language access, immigration and immigrants' rights, housing and tenants' rights, and consumer rights. Additionally, LSNYC had 3,000 volunteers who donated more than 64,000 pro bono hours helping 8,000 New Yorkers. These efforts allowed LSNYC to obtain \$50,900,000 in cash benefits, settlements, and savings on behalf of their clients and serve 21,000 hotline callers by staff, fluent in 10 languages. All services are free, and LSNYC does not charge clients for legal representation services rendered. A big factor that enables LSNYC to produce the volume of work it does for New Yorkers is their substantial budget. Funding for Legal Services NYC comes from the

federal Legal Services Corporation (LSC),⁸ grants from the city, state and federal agencies, private foundations, NY State Interest on Lawyer Account fund, and private donations. The LSNYC budget for 2020 was over \$82 million, of which \$17 million came from State contracts and \$40 million from city contracts.⁹

BayLegal is a non-profit entity in San Francisco that began in 2000 when three Bay Area legal services programs, each with their own identity, history, and resources, came together to build a program with a regional vision grounded in serving local communities. BayLegal provides access to the civil justice system through legal assistance, regardless of a client's location, language, or disability. Clients are low and very low-income members that reside in one of seven county service areas, including San Francisco, Livermore, Gilroy, and Napa; and also include particularly vulnerable populations, such as the working poor, seniors, veterans, and people with disabilities. In 2020, BayLegal served 15,803 clients, with a 95 percent favorable outcome rate, providing \$118 million in economic benefits returned to low-income families and communities. BayLegal had 414 volunteers donate over 21,700 hours valued at more than \$6.8 million consisting of pro bono attorneys, including firm, corporate counsel, and solo practitioners; law students and law graduates; undergraduate students; and other civic minded individuals. Their budget for this period was approximately \$28 million, of which about \$18 million came from government contracts.¹⁰

LAC is a non-profit entity that began in 1966 when two Chicago legal aid organizations were awarded two major grants from the Federal Office of Economic Opportunity to help fight the War on Poverty, similarly to LSNYC. Currently, LAC has expanded operations to provide free civil legal representation to residents living in Chicago and suburban Cook County (statewide for migrant and human trafficking) who have limited income or special legal needs that focus on housing, consumer debt, children and families, public benefits, and immigrants and workers' rights issues. In 2021, with a staff of over 80 full-time attorneys, LAC closed 10,188 cases impacting over 18,000 individuals with a financial impact of over \$27 million. LAC operated on a budget of slightly over \$19 million, of which \$5.7 million came from federal LSC and \$3.9 million from other government grants and contribution.¹¹

For over 55 years, CVLS has built a strong relationship with Chicago's court system and its judges. Judges presiding over probate, chancery and domestic relations courthouses appoint CVLS to represent parties in complex litigation and to serve as guardian *ad litem* for children or disabled adults for a wide variety of domestic cases. CVLS is comprised of 2,100+ volunteer attorneys who donate free services to thousands of low-income Chicagoans annually, serving approximately 2,500+ individuals each year. CVLS utilizes approximately 20+ staff to support and train a pool of thousands of volunteer attorneys from more than 990 firms, companies, and organizations throughout the city. CVLS operates on a modest budget of \$2,500,000 per year, of which \$600,000 comes from

⁸ In 2020, LSNYC received \$13,259,862 in LSC Basic Field Funding and \$50,640,021 Non-LSC Funding (excluding carryover funds). <https://www.lsc.gov/grants/our-grantees/legal-services-nyc-program-profile>

⁹ <https://www.legalservicesnyc.org/storage/PDFs/2020%20annual%20report.pdf>

¹⁰ <https://baylegal.org/wp-content/uploads/2021/10/2019-2020-BayLegal-Biennial-Report-FINAL.pdf>

¹¹ <https://www.legalaidchicago.org/wp-content/uploads/2021/12/2021-Annual-Report.pdf>

government contracts. Such a large-scale program can operate on such a limited budget due to the heavy reliance on their network of over 2,100 volunteer attorneys.¹²

The research collected on the legal service delivery models in New York, San Francisco, and Chicago share some common characteristics that are critical for the County to consider as it designs and builds an Access to Justice pilot program. First, all three cities rely on formalized and well-organized networks of legal service providers to deliver free or low-cost legal services to low-income and historically underserved communities. In L.A. County there currently exists a large network of legal aid non-profits that will need to be engaged as partners to implement a County funded Access to Justice program, with the County serving as a key facilitator in this work. Second, the large models/systems operating in all three subject cities are sourced by non-profit legal aid organizations from a mix of private and public sources to adequately fund the widescale legal representation programs found in those cities. In L.A. County, legal aid organizations also fund local legal representation programs through a mix of public and private grant sources, but do not rely on significant levels of funding from the local government. This provides the County with an opportunity to serve as a primary funder of legal assistance programs in the region and to help facilitate the strategic delivery of such assistance programs throughout the County.

Shriver Program

The Sargent Shriver Civil Counsel Act (Shriver) pilot program, which was legislatively established in 2009 (AB590) and expanded in 2019 (AB330), provides DCBA with critical insights on the how to structure a successful legal representation program for low-income litigants in the County. The Shriver Program was created to provide legal assistance and judicial system innovations to low-income people in cases involving critical livelihood issues, such as housing, child custody, and family guardianship. The Shriver program was implemented through ten pilot programs in seven counties, which were selected and funded by the Judicial Counsel of California in 2011. Six of the pilot programs were focused on housing cases, three on child custody cases, and one on guardianship cases. All the pilots were collaborative efforts between legal services programs and their local superior courts with the purpose of improving court access, increasing court efficiency, and improving quality of justice. Shriver legal services were intended for individuals with an income at or below 200 percent of the FPL that were facing an opposing party that possessed legal representation. These services included full scope legal representation and limited legal assistance for discrete legal tasks such as brief counsel and advice, preparation of forms, educational materials for trial preparation, or representation during mediation and settlement negotiations.

In the Shriver program's first five years, the various pilots served nearly 27,000 individuals facing housing, child custody, guardianship, or conservatorship issues. For housing and unlawful detainer cases that involved full representation by Shriver attorneys, significantly fewer cases ended by default than was typically the case at the time and most cases settled helping tenants avoid formal evictions (even though the majority of tenants

¹² <https://www.cvl.org/wp-content/uploads/2021/11/CVLS-Audit-report-6.30.21-FINAL-11.8.21.pdf>

ultimately moved on their own accord). Individuals nearly doubled their ability to reach settlements for housing related cases, as compared to those without Shriver support or representation, from 34 percent to 67 percent, and significantly reduced trials and defaults, from 14 percent to 3 percent and 26 percent to 8 percent, respectively. On child custody cases, representation by Shriver attorneys increased collaboration between parties and yielded a higher rate of settlement, fewer hearings, and longer lasting court orders. For two years following Shriver representation in child custody court orders, only 10 percent of Shriver cases filed a request to change their orders compared to 30 percent for similar cases where a litigant did not receive Shriver services.¹³

For the lone guardianship pilot program in the state, data gathered over the course of the first five years of implementation showed that 73 percent of clients served were seeking assistance with guardianship cases, with the remaining 27 percent seeking help with conservatorships. As a result of Shriver legal assistance, petitions for guardianship or conservatorships were filed more successfully on their first attempt, more litigants had their petitions granted, and fewer had them denied compared to litigants without Shriver assistance. Before the Shriver program, court staff estimate it took litigants at least three attempts to file a petition and that many gave up before succeeding. Those with Shriver representation saw 86 percent success rate compared to 70 percent for those without Shriver assistance. Efficiencies in the court room also increased. For guardianship cases, 53 percent of those where the Shriver program provided representation were resolved within 60 days compared to 35 percent for those without.¹⁴

SHLAC Data

DCBA extrapolated and analyzed SHLAC program performance data from February 2018 to January 2022 to gain insights on the predominant types of legal issues being encountered by L.A. County residents seeking assistance at SHLACs and where in the County the SHLACs see the highest demand for legal services. Based on monthly SHLAC performance data, SHLACs have provided services on approximately 387,000 cases where self-represented individuals have come to the Courts seeking assistance. Prior to March of 2020 (pre-pandemic), SHLACs assisted on an average of 148,000 cases annually. However, because of the COVID-19 pandemic and subsequent widespread closures of physical locations, the average number of cases assisted by the SHLACs drastically reduced to 48,000 cases annually. This decline continued even though service delivery pivoted entirely to remote means for most of the last two years. This reduction in the number of cases served was also largely due to individuals not being able to seek out services due to a lack of technological/digital proficiency and/or or being a non-English speaker. One thing that remained consistent throughout the last four years, however, was the proportion of service types that litigants requested at SHLACs. Pre- and post-pandemic, litigants sought assistance for family law at a 70 percent rate compared to unlawful detainers or other non-family related civil cases, which were 14 and 13 percent of sought-after services, respectively. Within family law, the percentage breakdown for

¹³ <https://www.courts.ca.gov/documents/Shriver-Civil-Counsel-Act-Summary-of-Findings.pdf>

¹⁴ <https://www.courts.ca.gov/documents/Shriver-Probate-2017.pdf>

litigants seeking assistance for the following categories were divorce at 39 percent, paternity at 23 percent, domestic violence at 7 percent, and guardianship at 2 percent.

DCBA met with several legal partners, including Bet Tzedek, Legal Aid Foundation of Los Angeles (LAFLA), NLSLA, and Public Counsel, to gain insights to what legal service needs exist in the communities they serve and what they consider to be the biggest justice gaps in the County. The feedback received from the partners highlighted four major areas of law where there is a huge demand for services and/or where services are not currently reaching the most vulnerable to at-need litigants: domestic violence, guardianship, consumer debt, and economic justice (public benefits issues).

One of the strongest recommendations received by the partners is to launch a pilot program that addresses domestic violence cases in the Lancaster and Pomona regions as they both have a high number of domestic violence restraining order cases that were assisted by the SHLACs. Pre-pandemic, between 2017 and 2019, SHLAC data showed over 600 cases annually of domestic abuse petitions and responses were served at these SHLAC locations. While the Van Nuys SHLAC generally saw the most litigants coming in for assistance, a pilot project in Lancaster and Pomona locations would address need and accessibility, as these are two of the most remote locations in the County with high numbers of litigants seeking services. “As one of the only legal aid providers to offer any type of full-scope representation in these two locations, [NLSLA is] acutely aware of the disproportionately in services available to residents living within those courts’ respective geographic jurisdictions.” “The need for full-scope representation – even on a limited scope basis – far exceeds the availability of current resources. Experience has shown [NLSLA] that many survivors of trauma require services beyond just legal assistance to help stabilize their lives.” The use of service navigators could help fill the gaps by connecting survivors of domestic violence with other service providers. “This holistic approach would help ensure that the attorneys could focus on the legal work, increasing their efficiency, while simultaneously still providing a much-needed service to those individuals who might not be able to get attorney representation through the project.”

A second recommended area of civil law where the pilot could help address service gaps would be for guardianship cases. Approximately 2,000 probate legal guardianships are filed in the County annually. Our partners reported that “although the Los Angeles Superior Court does not track the number of cases that are contested or involve families who have had contact with the Department of Children and Family Services (DCFS), we know anecdotally, and through national data, that many families are pressured to seek guardianship orders in probate, where custody can and is transferred from parents to other adults without the substantial due process protections provided to parents and without the oversight and support offered to children by the dependency court – a practice often called hidden foster care.¹⁵ While sparing children from placement in state legal custody, guardianships infringe on the fundamental right to due process of law when parents with limited means are compelled to litigate what are frequently highly technical

¹⁵ A. Schwartz & C. Krebs, “Addressing Hidden Foster Care: The Human Impact and Ideas for Solutions,” ABA Children’s Rights Litigation Committee (March 2020).

cases without benefit of counsel.”¹⁶ This results in a racial justice issue as most of the families that end up under investigation by DCFS are families of color.

According, to an article published by Mother Jones on March 22, 2021, *Mommy, How Come I only See You on the Phone: The unending tragedy of foster care during a pandemic*, at any given time the County has about 21,000 children in foster care. However, certain demographic groups are highly overrepresented in the County’s foster care population over others. In 2020, three quarters of children removed from their homes were Latino or Black and Black children were involved in child welfare cases at a rate five times higher than white children. This discrepancy is a result of several factors including the disproportionate number of families of color that live in poverty and an already inundated legal system where Court-appointed lawyers representing these families typically manage caseloads ranging from, 179 clients prior to the pandemic to about 250 client post-pandemic.¹⁷

Areas of the State that implemented legal representation programs for children and parents separated by the foster care system showed vast improvement in the lives of those families. In 2019, the Walter S. Johnson Foundation invested in three legal organizations to provide legal representation for these families: Dependency Legal Services (Marin and Solano Counties), East Bay Children’s Law offices (Alameda County) and East Bay Family Defenders (Alameda County). The following are key outcomes that resulted from these investments:

Less use of foster care—In July 2018 prior to the launching of the program, Alameda County had 1097 children in foster care. This number dropped to 867 by July 2021. Black children were in foster care at a rate of approximately 14.5 children per 1000, however, by July 2021 this rate had been reduced to 11 out of 1000. Both Marin and Alameda counties saw increases in foster care exit rates for infants ages 1 to 11 months, increasing nearly 60 percent by June 2019. In Solano County, for every 1000 days, children moved less than 5 times in one year compared to over 8 times three years prior.

More children went home to parents or relatives—In Marin and Solano counties, family reunification saw a significant increase between June 2018 to June 2021. Foster children returning home to their parents was highest in Marin County, increasing from 40.5 percent to 66.7 percent above California’s rate of around 50 percent. While reunifications stayed similar in Alameda County, the proportion of foster children going home to relative guardians increased, from about 5.7 percent in 2017-2018 to 13 percent in 2020.

¹⁶ Courts in other states have held that an indigent parent has a due process right to court-appointed counsel in guardianship cases because his or her custody and control of a child is at stake. See, e.g., *Guardianship of V.V.* (2015) 470 Mass.

¹⁷ <https://www.motherjones.com/crime-justice/2021/03/mommy-how-come-i-only-see-you-on-the-phone/>

Families remained stable—The increased return of children to their home has been safe and stable. In Marin County, there were no children re-entering foster care while the re-entry number in Solano County remained nominal. Across California, just above 10 percent of children re-enter foster care. In Alameda County, the percentage of children re-entering foster care has fluctuated greatly, most recently dropping from 10 percent (17 children) during July 2017 - June 2018 to just under 9 percent (14 children) in the most recent year observed (July 2018-June 2019).

Our partners further report that, although approximately a third of all children will experience a child welfare investigation during their childhood, 62.8 percent of all Black children in Los Angeles will undergo an investigation prior to their 18th birthday. These investigations further compound this issue as they have been shown to be traumatic to both children and their families. Additionally, because counsel is not appointed until and unless a petition is filed in dependency court, low-income families often are not informed of their rights while they are being investigated which can lead to parents making admissions against their families' interest, agreeing to unnecessary services, and, at worst, agreeing to a transfer of custody to a non-parent outside of the protections afforded in the dependency court process.

In order to address this justice gap, it is imperative that families, specifically families of color, be provided with access to counsel during guardianship proceedings to reduce the disproportionate impact that they often experience.¹⁸ Public Counsel prepares 80 to 90 percent of all guardianships filed in the County. They estimate that 95 percent of the litigants seeking assistance are low-income, 80 percent are people of color, and about 35 percent primarily speak a language other than English. Based on litigant self-reporting, it's estimated about one-third of all families are involved with DCFS by the time they access Public Counsel services. "Most litigants ask [Public Counsel] for advice, which cannot be given, and for a referral to an attorney who can help them navigate the complex guardianship process." Although they refer litigants to Alliance for Children's Rights and Bet Tzedek, there are no other agencies who offer these services at no cost to parents wishing to contest a guardianship or terminate one that has already been issued.

A third recommendation that was received by most legal service partners was to launch a pilot to address consumer debt cases in the County. Per the Pew Charitable Trusts, it is estimated that debt collection makes up 24 percent of all civil cases filed in state courts.¹⁹ The number of civil court filings in the Courts between 2019 and 2020 were over a quarter of a million,²⁰ making an estimated 62,000 debt collection cases filed each year. "Many of those cases are not filed by original creditors, but by debt buyers who have bought up delinquent debt for pennies on the dollar, often without purchasing the proof underpinning the debt."²¹ Data from the Center for Responsible Lending (CRL) found that

¹⁸ F. Edwards, S. Wakefield, K. Healy, and C. Wildeman, Proc. Natl. Acad. Sci. U.S.A. (July 19, 2021).

¹⁹ <https://www.pewtrusts.org/-/media/assets/2020/06/debt-collectors-to-consumers.pdf>.

²⁰ <https://www.courts.ca.gov/documents/2021-Court-Statistics-Report.pdf>.

²¹ Based on a national sample of 3.9 million accounts purchased by six large debt buyers, the FTC found that documentation of the debt, such as account statements or terms and conditions, was absent for 88% of the accounts

approximately 20,000 filings were from the top 20 debt buyer firms in the Courts in 2017, with CRL estimating that 61 percent of cases reviewed across the state were filed without legally required documentation, an omission that should disqualify them from resolution by judgement.²² Only 1.8 percent of debt collection defendants in California are represented in court by an attorney, with another 5 percent representing themselves. As such, two-thirds of debt-buyer cases end in default judgement. All clients currently served by Public Counsel for consumer debt are low-income and 70 percent are Black or Hispanic/Latinx. In 2021, 122 cases were closed and over \$200,000 in financial benefits were obtained by clients. Two-thirds of the cases where Public Counsel intervened were dismissed without payment made by clients, which matches CRL's findings and, in cases examined, the small number of defendants who were represented by an attorney resulted in dismissal 100 percent of the time. There is an anticipation that with increased representation for debtors and bad actors facing real opposition, that the number of filings will decrease significantly, required documentation for these debt filings will improve, as well fewer default judgements as more consumers will be represented or assisted with filings to competently represent themselves.

In addition to providing the recommendations outlined above, legal service partners also provided feedback on potential costs of launching the recommended pilot programs to tackle the justice gaps in those areas of law. Using this feedback, DCBA developed a proposed framework to address the growing need for full and limited-scope representation in specific areas of civil law in targeted locations across the County.

Proposed Framework for an Access to Justice Pilot Program in L.A. County

Collectively, the research collected on legal representation and access to justice programs from around the country and state; analysis of SHLAC performance data; feedback received from local legal service providers on the community needs for legal services in the County; and literature reviewed on the national and state justice gaps have provided valuable insights on how to structure a proposal for an Access to Justice pilot program. The following is a suggested framework for a pilot program that addresses the justice gap in specific areas of civil law and in targeted locations with high needs and can potentially serve as the foundation for building out a permanent, comprehensive Access to Justice program in years to come.

Case Types and Geographic Locations

Based on synthesis of information collected from local legal aid providers—as highlighted in the preceding section of this report—and on state and national legal representation programs, DCBA believes the best course of action would be to build a pilot program that focuses on the local justice gap in the areas of domestic violence, guardianship, and consumer debt cases in the Antelope Valley, Compton, and Chatsworth courthouse

at the time of purchase. See Federal Trade Commission, The Structure and Practices of the Debt Buying Industry (2013), p.35 & T-11.

²² <https://www.responsiblelending.org/sites/default/files/nodes/files/research-publication/crl-california-debt-oct2020.pdf>

locations, respectively. In addition to being recognized as areas of high needs by local legal partners, these locations align with high needs areas and communities disproportionately impacted by the COVID-19 pandemic, as identified by the County's Equity Explorer tool²³ which visualizes various layers of information on the specific vulnerabilities and needs of communities across the entire County. Per the Equity Explorer's Justice Equity Need Services Index filter, DCBA was able to identify the three most in-need communities as it pertains to investments to reverse historical injustices caused by the formal justice system: South Los Angeles, the corridor between downtown Los Angeles and Long Beach; the San Fernando Valley, particularly the regions around Van Nuys and Chatsworth; and areas in and around Lancaster and Palmdale in the Antelope Valley. Additional filters in the Equity Explorer tool show that these areas are dense with low and moderate-income households, households with families with limited English proficiency, and contain the most Department of Children and Family Services (DCFS) referrals and investigations per 1000 children in combined statistical areas. Chatsworth was also identified as a suitable location for a pilot as it is one of only two courthouse regions, alongside Norwalk, that hear cases for consumer debt in the County. The Antelope Valley, Compton, and Chatsworth courthouses are also ideal locations for the Access to Justice pilot program because it would be able to leverage the infrastructure already in place through the SHLACs located in those courthouses to drive referrals for litigants that require services beyond self-help for the above referenced areas of civil law.

Program Eligibility

DCBA proposes that the Access to Justice pilot program offer free full-scope legal representation and limited-scope legal assistance to litigants that make up to 250 percent of the FPL (defined as \$33,975 per year for a single person household or \$69,375 per year for a four-person household) and that have had their cases filed at the Antelope Valley, Compton, and Chatsworth courthouses for the respective types of civil cases the pilot program will serve each of those locations. DCBA believes that setting the income eligibility threshold to double that of the Shriver Program and other comparable local legal representation programs (125% of the FPL) would make the pilot program accessible to a wider spectrum of in-need households that currently wouldn't qualify for such services. In addition, several peer jurisdictions have utilized the 200-250 percent FPL threshold as the primary eligibility requirement for access to justice and right to counsel programs that aim to provide critical legal assistance to low-income residents.

Budget and Staffing

As part of a departmental proposal for American Rescue Plan Act (ARPA) tranche two funds, DCBA requested \$3.5 million to launch and implement an Access to Justice pilot program during Fiscal Years 2022-2023 and 2023-24. However, based on DCBA's assessment of what a successful Access to Justice pilot program could look like, DCBA recommends an operating budget of \$5 million over two years (\$2.5 million per year) to

23

https://experience.arcgis.com/experience/9d7a43397ea84ab98a534be5b5376fba/page/page_0/?views=view_8%2Cview_6

adequately provide services for the three locations it aims to service, a difference of \$1.5 million from the ARPA tranche two budget request. This ideal budget scenario would support a staff of approximately 18 full-time equivalents (FTE), pending final approved funding levels and staff costs. The proposed staffing structure under this scenario would include three (3) leading associate supervising attorneys to manage each type of case serviced through the pilot at each of the three courthouses. Each location would then be supported by two (2) staff attorneys, one (1) paralegal, one (1) services navigator, and one (1) intake screener.

Customer Flow and Service Delivery

The Antelope Valley, Compton, and Chatsworth SHLAC courthouse locations would serve as entry points for low-income litigants seeking legal assistance for domestic violence, guardianship, or consumer debt cases through the Access to Justice pilot program. SHLAC staff at each of the above-mentioned locations would make direct, warm referrals of self-help litigants to Access to Justice staff that meet the eligibility criteria for full or limited legal assistance. Access to Justice staff would, in-turn, conduct program intake and triage the litigant's specific legal and service needs and connect litigants to staff attorneys and/or service navigators that will provide direct assistance to help resolve the individual's legal issues and further connect them to other resources and services that will help stabilize their household or living situation. This service delivery would also take into account the specific needs of litigants that cannot access the physical SHLAC locations or that have linguistic or other barriers that prevent them from accessing services through conventional means and offer user-friendly alternatives to accessing the legal services through the program. DCBA would work closely with its service delivery partners to identify more accessible service points, whether they be virtual, via phone, or through alternative or pop-up locations, that make the program more inviting and broadly accessible to a wider spectrum of County residents.

The demand for full scope representation and limited scope legal assistance in the areas of domestic violence and guardianship at the targeted LASC courthouses would likely far exceed the staff resources that would be made available as part of this pilot, but the ability to provide these free legal services to very high-need, low-income litigants would yield very positive outcomes for program participants and insights on the feasibility of implementing a larger scale program in the future. Additionally, our legal service partners' expertise in these areas would allow the pilot program to offer additional resources—such as service navigators—to help connect survivors of trauma with additional services to help them bring stability back into their lives. This holistic approach would help ensure attorneys can be as efficient as possible in providing legal services to litigants in the program and to provide additional resources to those individuals who do not meet legal representation eligibility requirements but that are still eligible for other forms of assistance through the program.

Currently, the County does not have a centralized agency that coordinates the various types of free legal assistance programs offered by the County. As part of this pilot, DCBA would:

1. Help build a structure for better internal coordination and alignment of the various legal assistance programs implemented by the department;
2. Formalize the external partnerships that contract with the County to implement the department's legal assistance programs; and
3. Work with its service delivery partners to facilitate the growth of legal assistance programs countywide to help systemically address the local justice gaps.

If DCBA's ARPA tranche 2 funding proposal receives formal approval, the department would seek to contract with a primary legal service delivery partner that would have the option to subcontract with other partners to implement the pilot program. If successful, DCBA could expand this pilot for a broader, more comprehensive access to justice program that provides legal assistance in other high-needs areas of civil law.

Recommendations

Based on our findings and suggested framework articulated above for the establishment of an Access to Justice pilot program, DCBA recommends that the Los Angeles County Board of Supervisors take the following actions:

- Direct DCBA to work with the Chief Executive Office to identify and secure funding for the implementation of an Access to Justice pilot program during Fiscal Years 2022-23 and 2023-24
- Direct DCBA to work with potential legal service delivery partners to further determine the feasibility of launching an Access to Justice pilot program based on the preliminary framework outlined in this report and begin building a concrete service delivery model for providing legal and related services to litigants with cases at the following LASC courthouses for their respective assigned area of civil law listed below:
 - Antelope Valley for domestic violence cases;
 - Compton for guardianship cases; and
 - Chatsworth for consumer debt cases
- Grant delegated authority to the Director of DCBA to enter into contracts, memorandums of understandings, and accept external funding opportunities to implement the Access to Justice pilot program.



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

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First District

Holly J. Mitchell
Second District

Sheila Kuehl
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

Director

Rafael Carbajal

Chief of Staff

Joel Ayala

September 12, 2022

TO: Supervisor Holly J. Mitchell, Chair
Supervisor Hilda L. Solis
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

FROM: Rafael Carbajal
Director

QUARTERLY WORKLOAD REPORT NO. 25 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). Quarterly reports shall include the number and types of cases received and consumers served by location. This report covers the months of May 2022, June 2022, and July 2022.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to assist unrepresented litigants navigate the Los Angeles Superior Court system. These services are provided in nine regional SHLACs located throughout the County.

Due to the COVID-19 pandemic and disruptions to court operations, SHLACs shifted to remote operations on March 20, 2020. Since that time, and as facilities reopened, SHLACs operated through a hybrid model providing both in-person and remote services to the public. Remote assistance was conducted via video conferencing, review and e-file pleadings, and by assisting litigants obtaining records from the court. Despite increased remote access and technological updates, the number of individuals utilizing SHLACs decreased substantially since the onset of the pandemic. However, this number has seen a gradual increase over the course of the last year-and-a-half.

On December 8, 2020, your Board approved a subsequent motion, *Saving our Self-Help Legal Access Centers*¹, coauthored by Supervisors Kuehl and Solis, to allow services to continue through January 31, 2024. On November 30, 2021, DCBA executed a new contract with NLSLA with a term of December 1, 2021 through

¹ <http://file.lacounty.gov/SDSInter/bos/supdocs/151065.pdf>



June 30, 2022. On June 28, 2022, Amendment No. 1 was executed to extend the term of the contract for 12-months from July 1, 2022 through June 30, 2023. The next amendment is on schedule to be executed by July 1, 2023 and would further extend the contract through January 31, 2024.

Regional SHLAC Summary

DCBA reviewed program metrics and confirmed that the leading subject areas for persons seeking assistance, in descending order, were divorce, unlawful detainer, paternity, domestic violence, and civil harassment. These subjects accounted for approximately 91 percent of clients in the reporting period. This is consistent with trends observed in preceding quarters. Housing assistance increased from 15 to 20 percent of overall services provided while divorce remained the most in demand type of assistance at 28 percent, similar to the demand observed in the prior quarter. The total number of services provided across all assistance types increased by 28 percent from the previous quarter, continuing an upward trend from previous quarters for services in virtually every category. This increase is due to SHLACs now operating on a fully hybrid model of in-person and remote services. The attached workload tables highlight the number of services provided for the respective types of cases for which assistance is provided at each of the nine regional SHLACs and remotely, for your reference.

NLSLA is currently in the process of overhauling their intake reporting and data tracking system to account for both qualitative and quantitative outcome measures that more accurately captures the impact SHLACs have with litigants that receive their assistance. The revised reporting and tracking system launched on September 1, 2022 and will be highlighted as part of the next quarterly report. The next quarterly report for the current agreement will cover the months of September 2022, October 2022, and November 2022 and will be submitted on January 15, 2023.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief of Staff, at (213) 712-5491 or jayala@dcba.lacounty.gov.

RC:JA:CO
MR:FS:EV:ph

Attachments

c: Executive Office, Board of Supervisors
 Chief Executive Office
 County Counsel

Attachment A – SHLAC Workload Report

May 2022	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
002 - Hague	1	0	0	0	0	1	0	0	2	3	7
003 - Posting	1	1	0	0	0	4	0	4	0	10	20
004 - Divorce	152	131	5	256	122	162	8	94	124	288	1342
005 - Response	9	23	1	12	3	2	0	13	24	59	146
006 - Request for Trial Setting	5	3	0	12	4	9	0	11	12	34	90
007 - Request to Enter Default / Default Setting	5	1	1	11	2	6	2	2	9	39	78
008 - MSC / Trial Brief	0	8	0	1	2	6	0	3	4	22	46
009 - Disso Judgment	35	37	2	29	14	27	1	30	33	153	361
010 - Request for Order (Initial)	17	5	0	9	3	4	0	4	0	44	86
011 - Request for Order (Modified)	25	32	0	12	4	23	1	13	30	44	184
012 - Order after Hearing	0	1	0	0	0	0	0	0	2	0	3
013 - Joint Petition for Summary Dispo	0	0	0	0	0	0	0	0	0	3	3
014 - Response to RFO	3	1	0	2	3	0	0	0	3	10	22
015 - Dec of Disclosure	14	21	2	13	3	8	0	7	4	65	137
--- Paternity ---											
030 - Hague	1	0	0	0	0	0	0	0	0	1	2
031 - Posting	8	2	0	1	0	0	0	0	1	1	13
032 - Paternity	65	90	2	183	88	58	2	93	110	149	840
033 - Paternity Judgment	2	12	0	2	0	5	0	13	18	15	67
034 - Response	0	12	1	5	0	2	0	5	11	29	65
035 - Request for Trial Setting	1	1	0	2	1	2	0	3	0	11	21
036 - Request to Enter Default / Default Setting	0	0	0	6	2	0	0	2	0	11	21
037 - MSC / Trial Brief	2	1	0	1	2	2	0	3	0	6	17
038 - Request for Order (Initial)	1	1	2	3	2	2	1	14	6	34	66
039 - Request for Order (Modified)	29	48	5	90	26	45	0	40	42	113	438
040 - Order after Hearing	0	2	0	0	2	0	0	0	6	4	14
041 - Response to RFO	3	2	0	9	3	2	0	6	2	22	49
--- Other Family Law ---											
050 - Guardianship	8	11	1	66	2	4	0	3	4	44	143
051 - Name Change (Adult)	8	7	1	7	2	3	5	1	22	35	91
052 - Name Change (Child)	10	0	0	3	3	1	2	2	5	12	38
056 - DV-P	203	157	13	129	70	198	18	76	293	129	1286
057 - DV-R	3	5	7	6	6	18	4	2	13	31	95
--- Non-Family ---											
060 - Starting an Unlawful Detainer	31	8	26	29	14	18	5	17	72	75	295
061 - Answer to Unlawful Detainer	95	87	159	96	79	80	68	13	224	377	1278
062 - Civil Harassment TRO	125	88	101	49	75	101	29	42	151	94	855
063 - Civil Complaints (Contracts)	26	3	17	24	6	18	4	16	4	40	158
064 - Civil Complaints (Pro Damage/PI)	3	1	6	0	4	4	0	0	31	13	62
065 - Expungement	2	0	15	12	0	0	4	6	7	8	54
066 - Claim of Exemption	1	1	3	0	0	0	0	0	0	26	31
067 - Civil Harassment Response	9	11	2	3	6	6	1	4	7	13	62
068 - EARO- P	8	11	4	4	4	20	0	5	26	23	105
069 - EARO- R	2	1	0	2	0	1	0	3	2	14	25
071 - Consumer Answer	0	1	0	0	16	0	0	0	3	110	130
--- Other ---											
099 - Other	2	8	0	27	1	4	0	0	29	8	79
TOTAL	915	835	376	1116	574	846	155	550	1336	2222	8925
Note: VN - Van Nuys (District 3) PO - Pomona (District 1) IW - Inglewood (District 2) RS - Remote Services (All Districts) AV - Antelope Valley (District 5) LB - Long Beach (District 4) CH - Chatsworth (District 5) SM - Santa Monica (District 3) TO - Torrance (District 4) CO - Compton (District 2)											

Each Supervisor
September 12, 2022
Page 4

June 2022	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
002 - Hague	0	0	0	0	0	0	0	0	13	6	19
003 - Posting	1	0	0	2	1	1	0	1	2	14	22
004 - Divorce	166	122	3	264	134	222	12	119	174	343	1559
005 - Response	5	19	0	11	3	6	2	8	12	64	130
006 - Request for Trial Setting	6	6	0	8	3	17	0	13	15	44	112
007 - Request to Enter Default / Default Setting	9	2	0	3	1	3	3	6	3	56	86
008 - MSC / Trial Brief	4	5	0	5	1	4	0	0	4	23	46
009 - Disso Judgment	20	55	5	42	7	25	3	35	38	162	392
010 - Request for Order (Initial)	18	1	1	3	1	7	0	4	5	44	84
011 - Request for Order (Modified)	26	37	2	4	6	22	0	16	36	55	204
012 - Order after Hearing	0	4	0	0	0	0	0	0	1	0	5
013 - Joint Petition for Summary Dispo	2	0	0	0	0	2	0	0	1	3	8
014 - Response to RFO	5	2	0	4	0	2	0	6	3	8	30
015 - Dec of Disclosure	11	28	3	13	2	20	1	7	11	64	160
--- Paternity ---											
030 - Hague	0	1	0	0	0	0	0	0	0	1	2
031 - Posting	1	2	0	0	0	0	0	0	0	2	5
032 - Paternity	94	100	15	169	96	119	5	103	109	155	965
033 - Paternity Judgment	2	13	3	6	4	1	0	10	15	18	72
034 - Response	3	13	4	6	3	10	0	3	13	36	91
035 - Request for Trial Setting	0	9	0	2	0	2	0	1	3	14	31
036 - Request to Enter Default / Default Setting	0	1	0	2	2	1	0	2	2	3	13
037 - MSC / Trial Brief	2	2	1	1	0	4	0	0	0	12	22
038 - Request for Order (Initial)	1	5	0	7	13	1	2	14	26	42	111
039 - Request for Order (Modified)	39	56	3	82	28	46	0	15	54	105	428
040 - Order after Hearing	1	7	0	0	0	0	0	1	7	7	23
041 - Response to RFO	2	9	1	4	3	4	0	6	8	34	71
--- Other Family Law ---											
050 - Guardianship	11	15	1	66	2	5	0	8	15	36	159
051 - Name Change (Adult)	7	5	3	10	5	19	11	5	7	18	90
052 - Name Change (Child)	15	1	0	11	3	2	0	0	5	9	46
056 - DV-P	168	190	7	157	77	218	21	116	209	148	1311
057 - DV-R	5	19	2	3	13	14	4	6	18	21	105
--- Non-Family ---											
060 - Starting an Unlawful Detainer	27	11	40	17	7	12	2	12	87	76	291
061 - Answer to Unlawful Detainer	144	135	262	79	108	143	63	7	255	557	1753
062 - Civil Harassment TRO	117	100	74	49	64	108	42	61	152	76	843
063 - Civil Complaints (Contracts)	32	9	19	29	1	17	3	18	4	35	167
064 - Civil Complaints (Pro Damage/PI)	12	8	2	10	8	3	0	8	35	7	93
065 - Expungement	1	3	10	12	3	0	1	15	2	10	57
066 - Claim of Exemption	1	0	1	3	0	0	1	4	0	18	28
067 - Civil Harassment Response	8	10	4	3	3	4	0	4	11	22	69
068 - EARO- P	13	24	0	2	7	14	3	7	9	4	83
069 - EARO- R	0	1	0	1	2	0	0	0	4	8	16
071 - Consumer Answer	0	0	0	0	21	5	0	2	0	76	104
--- Other ---											
099 - Other	0	16	0	24	6	10	0	1	41	8	106
TOTAL	979	1046	466	1114	638	1093	179	644	1409	2444	10012
Note: VN - Van Nuys (District 3) PO - Pomona (District 1) IW - Inglewood (District 2) RS - Remote Services (All Districts) AV - Antelope Valley (District 5) LB - Long Beach (District 4) CH - Chatsworth (District 5) SM - Santa Monica (District 3) TO - Torrance (District 4) CO - Compton (District 2)											

Each Supervisor
September 12, 2022
Page 5

July 2022	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
002 - Hague	0	1	0	1	0	0	0	0	3	2	7
003 - Posting	0	4	0	3	0	2	0	1	0	13	23
004 - Divorce	197	130	14	213	147	210	13	123	143	274	1464
005 - Response	4	15	1	8	1	5	0	4	15	59	112
006 - Request for Trial Setting	1	12	0	12	1	2	0	3	4	70	105
007 - Request to Enter Default / Default Setting	13	3	0	4	1	2	0	5	3	30	61
008 - MSC / Trial Brief	3	6	0	2	0	2	0	5	0	30	48
009 - Disso Judgment	8	45	6	21	6	14	1	27	35	140	303
010 - Request for Order (Initial)	2	4	2	2	4	0	0	7	6	14	41
011 - Request for Order (Modified)	34	26	0	5	11	20	2	9	19	34	160
012 - Order after Hearing	0	3	0	0	0	0	0	2	0	1	6
013 - Joint Petition for Summary Dispo	1	0	0	1	0	2	0	2	0	1	7
014 - Response to RFO	6	7	2	4	0	1	0	0	3	12	35
015 - Dec of Disclosure	20	34	3	10	1	10	0	12	18	82	190
--- Paternity ---											
030 - Hague	0	0	0	1	0	0	0	0	2	0	3
031 - Posting	6	1	0	1	2	0	0	0	1	2	13
032 - Paternity	78	94	4	144	69	71	1	89	91	156	797
033 - Paternity Judgment	0	21	0	3	2	1	0	7	11	24	69
034 - Response	4	10	1	7	0	2	0	18	14	15	71
035 - Request for Trial Setting	2	6	0	0	1	0	0	8	1	10	28
036 - Request to Enter Default / Default Setting	1	2	0	6	2	1	0	6	0	10	28
037 - MSC / Trial Brief	0	2	0	0	0	1	0	3	0	14	20
038 - Request for Order (Initial)	1	5	7	7	13	1	0	23	23	30	110
039 - Request for Order (Modified)	25	59	0	59	49	34	1	32	59	62	380
040 - Order after Hearing	0	1	0	1	0	0	0	0	3	0	5
041 - Response to RFO	3	8	0	13	3	0	0	8	5	18	58
--- Other Family Law ---											
050 - Guardianship	7	1	3	38	5	6	1	11	13	29	114
051 - Name Change (Adult)	6	6	3	5	3	2	4	7	26	33	95
052 - Name Change (Child)	12	3	0	6	0	4	0	8	8	3	44
056 - DV-P	198	173	8	155	84	262	14	110	210	126	1340
057 - DV-R	9	17	4	3	3	7	0	4	18	26	91
--- Non-Family ---											
060 - Starting an Unlawful Detainer	34	14	41	21	8	8	3	3	46	87	265
061 - Answer to Unlawful Detainer	173	156	266	121	144	131	80	18	264	480	1833
062 - Civil Harassment TRO	101	72	69	54	44	103	31	39	185	59	757
063 - Civil Complaints (Contracts)	26	3	17	24	3	6	3	21	17	29	149
064 - Civil Complaints (Pro Damage/PI)	14	8	3	5	3	2	0	5	31	7	78
065 - Expungement	0	3	9	10	5	0	7	13	2	13	62
066 - Claim of Exemption	0	1	4	8	1	0	0	2	1	2	19
067 - Civil Harassment Response	11	7	4	3	1	1	0	10	24	25	86
068 - EARO- P	6	20	0	1	6	15	3	8	31	14	104
069 - EARO- R	2	2	0	2	2	0	0	0	1	11	20
071 - Consumer Answer	0	0	0	0	5	7	0	2	0	81	95
--- Other ---											
099 - Other	1	18	0	9	1	6	0	1	45	8	89
TOTAL	1009	1003	471	993	631	941	164	656	1381	2136	9385
Note: VN - Van Nuys (District 3) PO - Pomona (District 1) IW - Inglewood (District 2) RS - Remote Services (All Districts) AV - Antelope Valley (District 5) LB - Long Beach (District 4) CH - Chatsworth (District 5) SM - Santa Monica (District 3) TO - Torrance (District 4) CO - Compton (District 2)											



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Lindsey P. Horvath
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

January 17, 2023

TO: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey P. Horvath
Supervisor Kathryn Barger

Director

Rafael Carbajal

FROM: Rafael Carbajal
Director

Chief of Staff

Joel Ayala

QUARTERLY WORKLOAD REPORT NO. 26 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for its system of Self-Help Legal Access Centers (SHLAC). Quarterly reports include the number and types of cases received, the number of consumers served by location, and other key program outcomes. This report covers the months of August 2022, September 2022, and October 2022.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to assist unrepresented litigants navigate the Los Angeles Superior Court system by providing them with self-help services. These services are provided in nine regional SHLACs located throughout the County.

As indicated in previous reports, due to the COVID-19 pandemic and the resulting disruptions to court operations, SHLACs shifted to remote operations on March 20, 2020. Since that time, and as facilities began to reopen, SHLACs operated through a hybrid model providing both in-person and remote services to the public. Remote assistance was conducted via video conferencing to assist litigants review and e-file pleadings and obtain records from the court. Despite increased access to remote services and technological innovations to service delivery, the number of individuals utilizing SHLACs decreased substantially during the pandemic.



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Additionally, on December 8, 2020, your Board approved a subsequent motion, *Saving our Self-Help Legal Access Centers*,¹ to allow services to continue through January 31, 2024. On November 30, 2021, DCBA executed a new contract with NLSLA covering a term spanning from December 1, 2021 through June 30, 2022—with additional options to extend—while aligning with the County's fiscal year. The latest amendment to that agreement was executed on June 28, 2022 and extended the agreement through June 30, 2023.

Regional SHLAC Summary

DCBA reviewed program metrics and confirmed that the leading subject areas for persons seeking assistance, in descending order, were restraining orders / domestic violence, divorce, unlawful detainer, and paternity / custody and support. These subjects accounted for approximately 93 percent of clients in the reporting period. This is consistent with trends observed in preceding quarters. Total services provided increased by 12 percent from the previous quarter, continuing the trend of increasing demand from the previous quarter for services in virtually every category. Of individuals surveyed, approximately 56 percent were first time users of self-help services, with 48 percent being referred from the Los Angeles County Superior Court system.

As part of an updated intake system that was developed in partnership with NLSLA and deployed in September 2022, we are now able to capture additional service delivery outcomes that illustrate the impact that SHLAC services are having on County constituents seeking to resolve legal issues. Service delivery outcomes obtained from clients throughout various opportunities for service² since September 2022 indicate that:

- Over 8,800 litigants obtained a general or in-depth understanding of their legal situations, rights, and responsibilities, which indicates successful efforts to provide education to litigants with legal issues;
- Approximately 2,500 litigants removed barriers that prevented litigants from advancing their cases, moved their cases forward, prevented case closures, and felt empowered or prepared enough to self-represent at trial. These outcomes are indicators that services provided at SHLACs helped litigants advance their cases so that they could achieve desirable results;
- 2,800 litigants were able to preserve their right to have a say in their case or obtained or modified an enforceable court order, indicating the success of SHLAC services in helping litigants exercise certain legal rights;
- 2,100 individuals responded that they felt they were safe from abuse and/or threats of harm as part of receiving self-help services, demonstrating the success of

¹ <http://file.lacounty.gov/SDSInter/bos/supdocs/151065.pdf>

² Service delivery outcomes are obtained throughout the various stages of service provided by NLSLA including 1. Intake 2. Brief individual assistance/legal education 3. Extended individual assistance/legal education 4. Workshop and 5. Referral

SHLACs in helping individuals that were experiencing mental or physical threats or abuse;

- Over 4,400 litigants were able to preserve tenant housing in the short-term, discourage illegal lockouts and illegal acts against themselves, improve stability in a child's life, and help mitigate the risk of legal misunderstandings for their cases; and
- Over 6,200 litigants were able to obtain information on no or low-cost options for services when available and received referrals and/or resources to trustworthy legal and social services.

The attached workload tables highlight the number and types of cases received remotely, and at each of the nine regional SHLACs. DCBA will continue to work with NLSLA to refine the new reporting structure to highlight the impact of SHLAC services.

On our prior Quarterly Workload Report No. 25, we had indicated that September through November 2022 would be this document's reporting period. However, the reporting period should have been identified as August through October 2022. This report corrects this oversight.

The next quarterly report for the current agreement will cover the months of November 2022, December 2022, and January 2023 and will be submitted on March 15, 2023.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief of Staff, at (213) 712-5491 or jayala@dcba.lacounty.gov.

RC:JA:CO
MR:FS:EV:ph

Attachments

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel

Attachment A – SHLAC Workload Report

August 2022	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
002 - Hague	0	0	0	0	0	0	0	1	3	6	10
003 - Posting	1	0	0	2	2	5	0	0	4	15	29
004 - Divorce	158	220	9	320	119	221	6	206	174	297	1730
005 - Response	13	20	1	8	5	15	0	17	9	71	159
006 - Request for Trial Setting	7	11	2	13	1	14	2	15	11	58	134
007 - Request to Enter Default / Default Setting	6	7	0	6	0	7	3	6	5	27	67
008 - MSC / Trial Brief	10	3	0	8	0	4	0	8	0	31	64
009 - Disso Judgment	12	48	2	53	15	21	1	56	48	180	436
010 - Request for Order (Initial)	4	2	0	3	4	2	0	17	9	45	86
011 - Request for Order (Modified)	64	39	1	13	10	25	0	19	18	50	239
012 - Order after Hearing	0	8	0	0	0	0	0	0	2	10	20
013 - Joint Petition for Summary Dispo	1	0	0	0	0	0	0	0	0	4	5
014 - Response to RFO	5	3	0	0	1	4	0	2	7	4	26
015 - Dec of Disclosure	28	48	0	34	0	15	2	14	28	75	244
--- Paternity ---											
030 - Hague	0	0	0	0	0	0	0	0	2	1	3
031 - Posting	0	1	0	0	0	1	0	0	0	1	3
032 - Paternity	89	142	2	201	72	118	7	141	188	179	1139
033 - Paternity Judgment	0	43	0	1	4	0	0	18	2	25	93
034 - Response	6	11	0	19	0	4	0	15	5	37	97
035 - Request for Trial Setting	0	8	0	1	1	1	0	10	7	15	43
036 - Request to Enter Default / Default Setting	2	2	1	4	0	0	0	2	4	5	20
037 - MSC / Trial Brief	2	1	0	4	2	0	0	5	0	11	25
038 - Request for Order (Initial)	3	3	0	8	17	2	0	39	23	23	118
039 - Request for Order (Modified)	46	99	5	127	32	39	2	39	75	114	578
040 - Order after Hearing	0	2	0	0	1	0	0	0	13	12	28
041 - Response to RFO	1	6	1	10	2	6	0	9	10	11	56
--- Other Family Law ---											
050 - Guardianship	4	10	5	102	7	8	0	18	7	52	213
051 - Name Change (Adult)	15	4	3	14	6	14	2	20	22	19	119
052 - Name Change (Child)	12	4	0	10	1	14	0	5	13	23	82
056 - DV-P	221	238	5	169	67	228	25	133	370	154	1610
057 - DV-R	11	10	2	9	5	7	0	13	32	18	107
--- Non-Family ---											
060 - Starting an Unlawful Detainer	33	13	37	13	15	7	0	23	64	54	259
061 - Answer to Unlawful Detainer	231	179	305	192	196	185	120	34	334	610	2386
062 - Civil Harassment TRO	148	123	69	65	75	103	32	70	178	96	959
063 - Civil Complaints (Contracts)	49	0	20	29	5	12	5	29	20	19	188
064 - Civil Complaints (Pro Damage/PI)	18	7	4	12	4	2	0	15	40	5	107
065 - Expungement	4	0	14	10	2	0	9	14	1	5	59
066 - Claim of Exemption	0	1	3	1	0	2	1	5	0	10	23
067 - Civil Harassment Response	2	3	2	2	2	1	0	6	12	14	44
068 - EARO- P	9	28	4	6	9	13	0	23	34	12	138
069 - EARO- R	0	0	0	0	1	0	0	5	2	19	27
071 - Consumer Answer	0	0	0	1	10	17	0	0	6	112	146
--- Other ---											
099 - Other	0	23	0	28	16	21	0	0	42	16	146
TOTAL	1215	1370	497	1498	709	1138	217	1052	1824	2545	12065
Note: VN - Van Nuys (District 3) PO - Pomona (District 1) IW - Inglewood (District 2) RS - Remote Services (All Districts) AV - Antelope Valley (District 5) LB - Long Beach (District 4) CH - Chatsworth (District 5) SM - Santa Monica (District 3) TO - Torrance (District 4) CO - Compton (District 2)											

September 2022	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	1	0	0	0	4	2	0	0	0	10	17
002. Petition	130	173	16	145	94	123	4	95	92	161	1033
003. Response	11	17	0	5	8	28	3	14	12	47	145
004. Proof of Service	8	7	0	12	2	5	0	7	3	21	65
005. Trial Setting	3	7	0	15	3	16	0	15	9	32	100
006. Default/Default Setting	6	8	1	14	2	16	0	19	7	40	113
007. Declaration of Disclosure	17	45	2	27	9	16	0	16	4	77	213
008. Trial Prep/Brief	5	5	0	5	1	4	0	6	2	13	41
009. Request for Order	37	38	1	25	7	31	0	29	15	36	219
010. Response to Request for Order	4	2	0	1	1	4	0	3	0	10	25
011. Findings and Order After Hearing	2	5	0	1	3	0	0	4	1	2	18
012. Joint Petition for Summary Dissolution	0	0	0	3	0	3	0	0	0	7	13
013. Judgement	22	46	1	36	15	36	4	43	25	141	369
014. Dismissal	2	0	0	4	0	0	0	2	2	2	12
015. Restoration of Name	1	0	0	1	0	3	0	2	0	1	8
016. Stipulated Modification	0	0	0	0	0	0	0	1	0	0	1
017. Continuance	0	0	0	1	0	0	0	0	0	0	1
--- Paternity / Custody & Support ---											
101. Posting and Publication	2	2	1	3	3	2	0	0	0	5	18
102. Petition	69	143	2	103	51	67	3	63	106	87	694
103. Response	10	17	0	11	12	12	2	6	12	28	110
104. Proof of Service	5	2	0	3	1	6	0	0	7	8	32
105. Trial Setting	3	4	0	3	2	1	0	14	4	8	39
106. Default/Default Setting	1	2	0	2	0	2	0	0	5	7	19
107. Request for Order	56	71	4	87	61	59	3	83	74	79	577
108. Trial Prep/Brief	6	8	1	5	4	7	1	5	12	6	55
109. Response to Request for Order	1	7	2	10	3	1	0	6	12	17	59
110. Findings and Order After Hearing	2	7	0	9	7	2	0	2	11	8	48
111. Judgement	1	13	0	6	11	0	0	13	16	18	78
112. Dismissal	1	0	0	1	3	2	1	0	0	1	9
113. Stipulated Modification	0	0	0	0	0	0	0	3	0	0	3
114. Continuance	0	0	0	0	0	0	0	0	0	0	0
--- Housing ---											
301. Pre-Litigation Assistance	10	0	8	6	5	1	1	8	28	34	101
302. Starting an Unlawful Detainer	19	18	19	18	12	19	6	12	38	54	215
303. Answer to Unlawful Detainer	250	116	251	111	172	108	98	14	203	397	1720
304. Trial Prep	17	2	22	59	16	29	0	2	13	97	257
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs)	2	2	0	36	4	5	1	0	82	86	218
--- Restraining Orders ---											
401. DVRO	231	229	4	136	60	169	33	67	271	85	1285
402. DVRO Response	14	13	2	8	14	13	1	8	21	21	115
403. EARO	31	30	0	6	7	17	0	16	18	11	136
404. EARO Response	1	8	0	0	0	1	0	2	1	1	14
405. CHRO	108	92	63	79	77	71	37	47	186	60	820
406. CHRO Response	2	9	5	3	6	0	1	7	9	4	46
407. Shelter Reviews	2	0	0	0	0	0	0	0	0	0	2
408. Continuances	0	0	3	2	0	2	0	0	0	0	7
409. Dismissals	1	0	0	0	4	2	3	7	11	2	30
410. Renewals	1	0	0	2	2	0	0	0	4	0	9
411. Modifications	5	1	1	1	1	2	0	0	15	12	38
412. Supplemental Dec/Evidence	1	0	1	0	1	0	0	0	2	1	6
413. Trial Prep	0	0	0	1	0	0	0	0	0	1	2
--- Guardianship ---											
501. Petition for Guardianship	1	8	1	49	6	2	0	5	2	24	98
502. Objection to Guardianship	0	0	0	2	0	0	0	1	0	2	5
503. Letters & Orders	1	0	0	6	0	0	0	1	0	0	8
504. Termination of Guardianship	1	0	0	3	0	1	0	0	0	0	5
505. Notice of Guardianship/ Service	0	0	0	1	0	0	0	0	2	0	3
506. Consents	1	0	0	2	0	1	0	0	0	0	4
507. Supplemental Declarations/Trial prep	0	0	0	0	0	0	0	2	0	1	3
508. Visitation Requests	0	0	0	2	0	0	0	0	0	2	4
509. Caregivers affidavit	0	0	0	0	0	0	0	0	0	0	0
--- Consumer ---											
601. Claims of Exemption	1	0	1	1	0	0	0	1	3	9	16
602. Answer to Consumer Case	4	1	0	0	0	4	0	0	0	81	90
603. Trial Prep	0	0	0	0	0	0	0	0	0	0	0
604. Discovery	0	0	0	0	0	0	0	1	0	0	1
605. Motion to Vacate	0	0	0	0	1	0	2	0	0	1	4
606. Debt Collection Letter	0	0	1	0	0	0	0	0	2	2	5
607. Creditor Issue	1	1	0	0	1	0	0	0	0	3	6
--- Name Change ---											
701. Adult Name Change	17	7	0	6	2	8	8	14	3	8	73
702. Child Name Change	7	2	0	4	3	1	0	5	5	2	29
703. Adult Name & Gender	0	0	0	0	0	0	0	0	0	0	0
704. Child Name & Gender	0	1	0	0	0	0	2	0	0	0	3
705. Adult Gender	0	0	0	0	0	0	0	0	0	0	0
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	45	24	14	35	45	40	5	6	71	39	324
TOTAL	1180	1193	427	1117	746	944	219	677	1421	1912	9836

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	205	440	71	149	383	429	44	36	490	490	2737
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	153	356	112	200	181	105	129	10	205	253	1704
3. Removed barrier to next step of case	1	17	1	12	3	7	0	1	3	31	76
4. Moved case forward	87	145	81	106	85	28	70	5	83	167	857
5. Prevented case closure	2	24	4	10	5	4	0	1	9	31	90
6. Empowered/prepared litigant to self-represent at trial	2	33	2	26	25	18	1	3	33	45	188
7. Preserved right to have a say in the case	47	86	82	55	71	14	64	2	71	61	553
8. Obtained or modified enforceable order	67	211	23	89	84	76	60	5	99	91	805
9. Kept the person safe from abuse and/or threats of harm	106	234	102	113	119	69	116	4	121	69	1053
10. Preserved tenant housing in the short term	43	70	79	50	61	12	62	2	55	46	480
11. Discouraged illegal lockouts and illegal acts	3	1	1	3	3	1	1	0	14	9	36
12. Improved stability in a child's life	17	50	1	32	20	14	2	4	42	40	222
13. Mitigated the risk of legal misunderstandings	72	135	1	14	18	124	0	0	108	23	495
14. Info on no cost or low cost options when available	161	113	26	64	72	75	12	6	360	204	1093
15. Referrals and/or resources to trustworthy legal and social services	364	331	43	209	122	170	41	12	545	453	2290
TOTAL	1330	2246	629	1132	1252	1146	602	91	2238	2013	12679

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	624	469	246	382	391	461	176	288	506	716	4259
No	356	337	98	573	230	271	5	208	276	446	2800
Did Not Respond	93	109	62	51	89	58	0	61	61	14	598
TOTAL	1073	915	406	1006	710	790	181	557	843	1176	7657

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	4	0	4	3	3	1	9	4	1	2	31
Court	448	453	158	451	318	422	82	263	419	647	3661
Friend / Family	196	149	26	206	115	111	20	93	129	45	1090
Internet	50	40	16	38	47	38	10	32	20	81	372
Legal Aid	87	38	55	88	78	59	21	32	83	210	751
Other	131	95	71	156	90	108	36	76	94	131	988
Did Not Respond	158	140	76	64	59	51	3	57	97	60	765
TOTAL	1074	915	406	1006	710	790	181	557	843	1176	7658

Note:

VN - Van Nuys (District 3)

PO - Pomona (District 1)

IW - Inglewood (District 2)

RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)

LB - Long Beach (District 4)

CH - Chatsworth (District 5)

SM - Santa Monica (District 3)

TO - Torrance (District 4)

CO - Compton (District 2)

October 2022	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	0	5	4	5	5	2	0	7	3	19	50
002. Petition	122	143	12	143	70	147	2	99	135	153	1026
003. Response	11	19	1	12	11	24	0	10	13	44	145
004. Proof of Service	10	8	0	10	2	7	0	4	6	13	60
005. Trial Setting	8	8	0	14	1	9	0	11	5	31	87
006. Default/Default Setting	7	25	0	7	10	9	0	7	7	34	106
007. Declaration of Disclosure	29	61	0	25	0	25	0	20	23	61	244
008. Trial Prep/Brief	6	6	0	11	0	0	0	2	1	18	44
009. Request for Order	27	34	0	49	8	22	0	26	18	31	215
010. Response to Request for Order	2	5	0	5	1	1	0	5	3	18	40
011. Findings and Order After Hearing	0	6	0	1	1	0	0	7	0	2	17
012. Joint Petition for Summary Dissolution	1	1	0	1	0	1	0	0	6	2	12
013. Judgement	21	65	1	50	13	18	0	33	36	118	355
014. Dismissal	0	7	0	5	1	4	0	3	0	3	23
015. Restoration of Name	0	1	0	2	1	2	0	0	0	0	6
016. Stipulated Modification	0	0	0	0	0	0	0	0	0	0	0
017. Continuance	0	1	0	1	0	0	0	0	0	0	2
--- Paternity / Custody & Support ---											
101. Posting and Publication	1	0	0	1	0	0	0	2	0	8	12
102. Petition	59	80	9	95	68	75	4	77	81	67	615
103. Response	8	16	3	5	4	16	0	15	13	19	99
104. Proof of Service	2	3	0	5	6	6	0	6	2	7	37
105. Trial Setting	1	7	0	3	0	5	0	8	8	13	45
106. Default/Default Setting	4	0	2	6	2	4	0	1	5	4	28
107. Request for Order	57	58	5	76	65	37	0	93	85	54	530
108. Trial Prep/Brief	0	4	0	10	2	0	0	2	9	11	38
109. Response to Request for Order	5	9	0	2	1	4	0	5	19	20	65
110. Findings and Order After Hearing	0	1	0	3	2	0	0	4	0	7	17
111. Judgement	4	18	0	4	2	4	0	13	4	11	60
112. Dismissal	0	0	0	3	0	0	0	0	3	1	7
113. Stipulated Modification	2	2	2	2	0	0	0	0	0	0	8
114. Continuance	0	0	0	3	0	0	0	0	0	0	3
--- Housing ---											
301. Pre-Litigation Assistance	11	9	3	6	5	2	0	12	49	25	122
302. Starting an Unlawful Detainer	17	16	14	16	40	9	1	8	50	58	229
303. Answer to Unlawful Detainer	313	87	274	113	126	56	92	11	228	316	1616
304. Trial Prep	9	3	3	45	36	0	2	6	2	71	177
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs)	14	9	62	37	10	25	6	4	161	89	417
--- Restraining Orders ---											
401. DVRO	161	194	11	141	71	148	14	77	235	68	1120
402. DVRO Response	7	13	3	8	3	16	0	19	21	19	109
403. EARO	20	17	2	14	12	16	3	7	48	24	163
404. EARO Response	4	1	0	0	2	0	0	0	0	0	7
405. CHRO	130	88	74	40	71	72	24	43	161	54	757
406. CHRO Response	4	5	1	7	1	3	0	8	0	10	39
407. Shelter Reviews	0	0	0	0	1	0	0	0	1	1	3
408. Continuances	1	0	1	4	0	0	0	4	2	1	13
409. Dismissals	4	4	1	5	0	0	2	4	8	3	31
410. Renewals	1	4	0	2	1	0	1	0	5	1	15
411. Modifications	2	1	0	8	0	2	0	5	19	13	50
412. Supplemental Dec/Evidence	0	0	0	2	0	1	0	1	6	2	12
413. Trial Prep	3	0	1	1	0	0	0	1	0	3	9
--- Guardianship ---											
501. Petition for Guardianship	4	5	2	40	1	4	0	2	2	33	93
502. Objection to Guardianship	0	0	0	2	0	0	0	0	0	3	5
503. Letters & Orders	0	0	0	6	0	0	0	0	0	0	6
504. Termination of Guardianship	0	0	0	6	1	0	0	0	0	0	7
505. Notice of Guardianship/ Service	0	0	0	8	0	0	0	0	0	3	11
506. Consents	0	0	0	3	0	0	0	0	0	1	4
507. Supplemental Declarations/Trial prep	0	0	0	5	0	0	0	0	0	0	5
508. Visitation Requests	1	0	0	0	0	0	0	0	0	0	1
509. Caregivers affidavit	0	0	0	1	0	0	0	0	0	1	2
--- Consumer ---											
601. Claims of Exemption	0	2	10	0	0	2	0	6	1	8	29
602. Answer to Consumer Case	1	2	3	3	1	15	0	5	1	30	61
603. Trial Prep	0	0	0	2	0	0	0	2	0	3	7
604. Discovery	0	0	0	0	0	0	0	4	0	1	5
605. Motion to Vacate	0	0	0	0	0	0	0	1	0	1	2
606. Debt Collection Letter	0	0	0	0	0	1	0	3	0	1	5
607. Creditor Issue	0	0	4	1	0	1	0	4	1	1	12
--- Name Change ---											
701. Adult Name Change	9	5	6	5	3	4	6	6	18	5	67
702. Child Name Change	1	1	1	7	0	2	1	3	6	3	25
703. Adult Name & Gender	0	0	0	3	0	0	0	0	2	0	5
704. Child Name & Gender	0	0	0	1	0	0	1	0	0	0	2
705. Adult Gender	0	0	0	0	0	0	0	0	0	0	0
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	46	47	32	102	35	91	17	10	100	49	529
TOTAL	1150	1106	547	1203	696	892	176	716	1612	1670	9768

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	291	287	58	145	373	400	23	105	416	456	2554
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	154	416	86	245	228	151	120	19	168	274	1861
3. Removed barrier to next step of case	8	16	0	14	9	1	0	0	3	42	93
4. Moved case forward	83	180	46	116	112	26	63	2	67	197	892
5. Prevented case closure	5	23	0	9	9	2	0	1	3	39	91
6. Empowered/prepared litigant to self-represent at trial	8	44	1	53	29	18	0	7	13	41	214
7. Preserved right to have a say in the case	53	94	46	60	68	24	62	0	56	89	552
8. Obtained or modified enforceable order	70	246	22	112	105	123	41	16	91	74	900
9. Kept the person safe from abuse and/or threats of harm	113	240	65	100	142	117	95	9	128	74	1083
10. Preserved tenant housing in the short term	51	65	45	43	63	15	62	0	52	53	449
11. Discouraged illegal lockouts and illegal acts	0	10	16	8	23	0	2	0	11	12	82
12. Improved stability in a child's life	9	51	0	44	34	18	2	5	14	33	210
13. Mitigated the risk of legal misunderstandings	112	89	0	6	71	94	0	7	56	51	486
14. Info on no cost or low cost options when available	220	70	22	81	57	38	4	7	226	211	936
15. Referrals and/or resources to trustworthy legal and social services	439	182	62	216	95	88	11	68	369	407	1937
TOTAL	1616	2013	469	1252	1418	1115	485	246	1673	2053	12340

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	563	514	274	402	396	482	167	295	542	586	4221
No	361	391	124	588	236	252	1	195	334	394	2876
Did Not Respond	79	110	55	42	41	49	0	19	50	8	453
TOTAL	1003	1015	453	1032	673	783	168	509	926	988	7550

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	4	1	1	1	1	9	0	5	3	1	26
Court	302	497	160	354	222	303	67	163	296	505	2869
Friend / Family	187	162	47	271	122	133	16	92	155	45	1230
Internet	61	37	27	40	37	34	18	35	45	84	418
Legal Aid	127	58	70	95	130	103	36	60	128	186	993
Other	206	111	91	199	107	138	29	108	161	112	1262
Did Not Respond	116	149	57	72	54	63	2	46	138	56	753
TOTAL	1003	1015	453	1032	673	783	168	509	926	989	7551

Note:

VN - Van Nuys (District 3)

PO - Pomona (District 1)

IW - Inglewood (District 2)

RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)

LB - Long Beach (District 4)

CH - Chatsworth (District 5)

SM - Santa Monica (District 3)

TO - Torrance (District 4)

CO - Compton (District 2)



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

March 22, 2023

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Lindsey P. Horvath
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

TO: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey P. Horvath
Supervisor Kathryn Barger

Director
Rafael Carbajal

FROM: Rafael Carbajal
Director

Chief of Staff
Joel Ayala

QUARTERLY WORKLOAD REPORT NO. 27 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for its system of Self-Help Legal Access Centers (SHLAC). Quarterly reports include the number and types of cases received, the number of consumers served by location, and other key program outcomes. This report covers the months of November 2022, December 2022, and January 2022.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to assist unrepresented litigants navigate the Los Angeles Superior Court system by providing them with self-help services. These services are provided in nine regional SHLACs located throughout the County.

Due to the COVID-19 pandemic and the resulting disruptions to court operations, SHLACs shifted to remote operations on March 20, 2020. Since that time, and as facilities began to reopen, SHLACs operated through a hybrid model providing both in-person and remote services to the public. Remote assistance was conducted via video conferencing, review and e-file pleadings, and by assisting litigants obtain records from the court. Despite increased access to remote services and technological innovations to service delivery, the number of individuals utilizing SHLACs decreased substantially during the pandemic.



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On December 8, 2020, your Board approved a subsequent motion, *Saving our Self-Help Legal Access Centers*,¹ to allow services to continue through January 31, 2024. On November 30, 2021, DCBA executed a new contract with NLSLA covering a term spanning from December 1, 2021 through June 30, 2022—with additional options to extend—while aligning with the County's fiscal year. The latest amendment to that agreement was executed on June 28, 2022 and extended the agreement through June 30, 2023.

SHLAC Planning Meeting

On March 1, 2023, executives and operational staff from DCBA, the Los Angeles Superior Court (LASC), and NLSLA met to discuss the future of the SHLAC partnership and begin developing a shared roadmap for the continued operations of the SHLAC system through January of 2024 and beyond. During this meeting, all three partner organizations reaffirmed the importance of continuing to operate the self-help system through the DCBA-LASC-NLSLA partnership and recommitted to working together to improve operations and determine the best approach for how to evolve the SHLAC system to make it more responsive to the needs of County litigants. This planning meeting served as the first of a series of meetings that will take place over the course of the next months to help DCBA plan for the future operations of SHLACs and to help the department develop a budget and procurement plan for the continued operations of the system beyond the current appropriation, which will end at the end of January 2024.

Regional SHLAC Summary

DCBA reviewed program metrics during the last reporting period and confirmed that the leading subject areas for persons seeking assistance, in descending order, were housing, restraining orders/domestic violence, divorce, and paternity/custody and support. These subjects accounted for approximately 91 percent of clients in the reporting period. This is consistent with trends observed in preceding quarters. Total services provided increased by two percent from the previous quarter, continuing a trend of increasing demand for services from previous quarters. Of individuals surveyed, approximately 56 percent were first time users of self-help services, with 35 percent being referred from the LASC system.

As part of an updated intake system that was developed in partnership with NLSLA and deployed in September 2022, we are now able to capture various service delivery outcomes that illustrate the impact SHLAC services are having on County constituents seeking to resolve legal issues. Service delivery outcomes obtained from clients throughout various opportunities for service² since November 2022 indicate that:

¹ <http://file.lacounty.gov/SDSInter/bos/supdocs/151065.pdf>

² Service delivery outcomes are obtained throughout the various stages of service provided by NLSLA including 1. Intake 2. Brief individual assistance/legal education 3. Extended individual assistance/legal education 4. Workshop and 5. Referral

- Over 11,700 litigants obtained a general or in-depth understanding of their legal situations, rights, and responsibilities, which indicates successful efforts to provide education to litigants with legal issues;
- Over 3,200 litigants removed barriers that prevented them from advancing their cases, moved their cases forward, prevented case closures, and felt empowered or prepared enough to self-represent at trial. These outcomes are indicators that services provided at SHLACs helped litigants advance their cases so they could achieve desirable results;
- Over 3,800 litigants were able to preserve their right to have a say in their case or obtained or modified an enforceable court order, indicating the success of SHLAC services in helping litigants exercise certain legal rights;
- Over 2,900 litigants reported that they felt safe from abuse and/or threats of harm due to receiving self-help services, demonstrating the success of SHLACs in helping individuals that might be experiencing mental or physical threats or abuse;
- Over 6,300 litigants were able to preserve tenant housing in the short-term; discourage illegal lockouts and illegal acts against themselves; improve stability in a child's life; and help mitigate the risk of legal misunderstandings for their cases; and
- Over 8,800 litigants were able to obtain information on no or low-cost options for services when available and received referrals and/or resources to trustworthy legal and social services.

The attached workload tables highlight the number and types of cases received remotely, and at each of the nine regional SHLACs. DCBA will continue to work with NLSLA to refine the new reporting structure to highlight the impact of SHLAC services.

These reports will now be submitted on a semi-annual basis and the next report for the current agreement will cover the months of February 2023 through June 2023 and will be submitted on July 15, 2023.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief of Staff, at (213) 712-5491 or jayala@dcba.lacounty.gov.

RC:JA:CO
MR:FS:EV:ph

Attachments

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel

Each Supervisor

March 22, 2022

Page 4

Attachment A – SHLAC Workload Report

November 2022	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	0	0	1	1	0	2	0	11	2	7	24
002. Petition	98	103	21	161	59	103	10	82	88	140	865
003. Response	11	14	4	12	5	22	1	31	13	39	152
004. Proof of Service	14	10	2	15	0	12	0	6	4	12	75
005. Trial Setting	9	10	1	17	5	17	0	13	7	21	100
006. Default/Default Setting	6	11	1	4	1	5	3	5	9	19	64
007. Declaration of Disclosure	25	31	2	10	5	21	0	13	14	37	158
008. Trial Prep/Brief	6	3	0	6	1	12	0	5	3	13	49
009. Request for Order	23	31	1	24	11	23	1	17	14	23	168
010. Response to Request for Order	1	3	0	4	0	1	0	9	7	7	32
011. Findings and Order After Hearing	0	5	0	0	2	2	0	9	1	1	20
012. Joint Petition for Summary Dissolution	1	0	0	0	0	6	0	1	1	1	10
013. Judgement	17	43	2	45	12	41	1	41	29	74	305
014. Dismissal	1	0	0	1	1	6	0	1	4	3	17
015. Restoration of Name	0	1	0	1	1	0	0	2	2	0	7
016. Stipulated Modification	1	0	0	2	0	0	0	0	0	1	4
017. Continuance	0	0	0	4	0	0	0	1	0	0	5
--- Paternity / Custody & Support ---											
101. Posting and Publication	1	0	0	1	2	1	0	2	0	7	14
102. Petition	41	43	13	101	55	67	7	87	67	65	546
103. Response	4	16	0	9	12	15	0	17	16	33	122
104. Proof of Service	3	7	0	6	0	8	0	0	1	6	31
105. Trial Setting	1	8	0	4	4	5	0	6	13	4	45
106. Default/Default Setting	0	4	0	7	1	5	0	4	2	2	25
107. Request for Order	33	41	0	65	47	55	2	80	63	66	452
108. Trial Prep/Brief	3	1	0	5	0	6	0	1	2	3	21
109. Response to Request for Order	3	12	1	9	8	9	0	10	9	21	82
110. Findings and Order After Hearing	0	5	0	1	1	2	0	2	2	4	17
111. Judgement	2	12	0	7	7	7	1	10	23	13	82
112. Dismissal	0	2	2	0	0	1	0	0	1	1	7
113. Stipulated Modification	2	0	0	0	0	0	0	0	0	0	2
114. Continuance	0	0	0	1	0	1	0	2	0	3	7
--- Housing ---											
301. Pre-Litigation Assistance	13	2	13	10	3	2	3	2	53	23	124
302. Starting an Unlawful Detainer	17	9	24	21	10	7	1	7	45	49	190
303. Answer to Unlawful Detainer	237	104	241	103	110	54	97	7	233	328	1514
304. Trial Prep	44	0	9	39	6	10	4	4	27	53	196
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs)	22	18	101	39	45	31	14	6	139	88	503
--- Restraining Orders ---											
401. DVRO	166	127	11	132	75	149	17	81	166	65	989
402. DVRO Response	8	14	9	9	4	5	1	14	30	19	113
403. EARO	16	15	3	14	4	17	0	13	30	7	119
404. EARO Response	1	0	0	1	2	0	0	0	0	1	5
405. CHRO	91	70	68	27	41	87	24	38	127	57	630
406. CHRO Response	0	9	4	0	4	1	1	1	5	8	33
407. Shelter Reviews	0	0	0	2	0	0	0	1	0	1	4
408. Continuances	3	0	2	3	3	10	4	7	2	3	37
409. Dismissals	1	0	0	3	1	2	1	2	8	3	21
410. Renewals	4	2	0	0	1	4	0	0	0	2	13
411. Modifications	13	7	5	7	1	12	1	2	2	1	51
412. Supplemental Dec/Evidence	0	0	0	0	0	3	0	3	0	0	6
413. Trial Prep	0	0	0	1	0	2	1	2	0	0	6
--- Guardianship ---											
501. Petition for Guardianship	0	3	0	51	4	0	0	9	5	18	90
502. Objection to Guardianship	0	0	0	1	2	0	0	0	0	1	4
503. Letters & Orders	0	0	0	11	0	0	1	1	0	0	13
504. Termination of Guardianship	0	0	0	5	0	0	0	2	0	0	7
505. Notice of Guardianship/ Service	0	0	0	3	0	0	0	0	0	1	4
506. Consents	0	0	1	0	0	0	0	0	0	0	1
507. Supplemental Declarations/Trial prep	0	0	0	2	0	0	0	0	0	0	2
508. Visitation Requests	0	0	0	1	0	0	0	0	0	2	3
509. Caregivers affidavit	0	0	0	0	0	0	0	0	0	0	0
--- Consumer ---											
601. Claims of Exemption	0	0	0	0	1	0	0	6	0	6	13
602. Answer to Consumer Case	0	0	0	1	0	10	0	17	0	40	68
603. Trial Prep	0	0	0	0	0	0	0	4	0	1	5
604. Discovery	0	0	0	0	0	0	0	15	0	0	15
605. Motion to Vacate	0	0	0	0	0	0	0	2	0	2	4
606. Debt Collection Letter	0	0	2	1	0	1	0	4	0	1	9
607. Creditor Issue	0	0	0	1	4	0	0	8	0	3	16
--- Name Change ---											
701. Adult Name Change	11	6	6	6	0	4	11	9	8	1	62
702. Child Name Change	1	1	0	4	0	1	0	1	1	7	16
703. Adult Name & Gender	0	1	0	0	0	0	2	0	0	0	3
704. Child Name & Gender	0	0	0	0	0	0	0	0	0	1	1
705. Adult Gender	0	1	0	0	0	0	0	0	1	0	2
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	63	32	25	101	40	66	11	4	108	44	494
TOTAL	1017	837	575	1122	601	933	220	740	1387	1462	8894

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	158	200	114	201	265	444	35	200	597	417	2631
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	108	292	121	266	213	144	127	37	276	260	1844
3. Removed barrier to next step of case	2	20	1	15	2	1	1	0	7	28	77
4. Moved case forward	52	136	65	124	106	27	81	1	120	192	904
5. Prevented case closure	4	24	0	11	5	1	4	0	13	22	84
6. Empowered/prepared litigant to self-represent at trial	2	34	1	40	24	15	2	7	37	37	199
7. Preserved right to have a say in the case	48	91	63	39	90	13	76	3	111	110	644
8. Obtained or modified enforceable order	52	142	18	143	90	116	33	34	119	65	812
9. Kept the person safe from abuse and/or threats of harm	97	169	80	119	146	103	95	26	178	104	1117
10. Preserved tenant housing in the short term	47	66	63	25	81	7	74	0	90	83	536
11. Discouraged illegal lockouts and illegal acts	1	6	35	6	16	1	2	0	19	7	93
12. Improved stability in a child's life	4	36	0	71	29	17	4	5	45	43	254
13. Mitigated the risk of legal misunderstandings	3	93	0	6	41	131	0	3	96	30	403
14. Info on no cost or low cost options when available	95	73	35	96	45	90	20	24	310	220	1008
15. Referrals and/or resources to trustworthy legal and social services	202	191	104	267	123	230	43	78	514	416	2168
TOTAL	875	1573	700	1429	1276	1340	597	418	2532	2034	12774

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	568	394	244	357	300	424	195	324	483	491	3780
No	300	296	130	578	206	261	2	191	305	352	2621
Did Not Respond	37	96	70	42	41	43	0	11	62	14	416
TOTAL	905	786	444	977	547	728	197	526	850	857	6817

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	7	3	2	0	1	5	3	0	4	0	25
Court	254	428	157	298	156	308	74	151	272	425	2523
Friend / Family	179	109	55	234	101	113	14	89	154	48	1096
Internet	71	25	15	26	28	40	22	28	30	56	341
Legal Aid	136	34	48	158	100	84	56	62	119	179	976
Other	165	101	95	181	102	114	28	140	166	65	1157
Did Not Respond	93	86	72	80	59	64	0	56	105	84	699
TOTAL	905	786	444	977	547	728	197	526	850	857	6817

Note:

VN - Van Nuys (District 3)
PO - Pomona (District 1)
IW - Inglewood (District 2)
RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)
LB - Long Beach (District 4)
CH - Chatsworth (District 5)

SM - Santa Monica (District 3)
TO - Torrance (District 4)
CO - Compton (District 2)

Each Supervisor

March 22, 2022

Page 6

December 2022	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	0	1	1	3	5	1	0	2	0	0	13
002. Petition	87	94	7	134	72	97	0	91	84	96	762
003. Response	11	17	0	12	6	18	3	31	12	36	146
004. Proof of Service	10	7	0	4	1	8	0	10	0	5	45
005. Trial Setting	5	2	1	10	3	5	0	9	9	8	52
006. Default/Default Setting	7	9	1	4	1	6	1	13	3	17	62
007. Declaration of Disclosure	20	31	0	19	9	16	0	13	10	26	144
008. Trial Prep/Brief	6	5	0	4	2	5	0	3	0	6	31
009. Request for Order	23	32	2	11	7	24	0	32	21	38	190
010. Response to Request for Order	5	6	0	4	0	2	0	1	4	4	26
011. Findings and Order After Hearing	0	1	0	1	1	0	0	4	0	5	12
012. Joint Petition for Summary Dissolution	3	1	0	0	0	0	0	4	0	3	11
013. Judgement	17	55	0	25	19	20	1	39	28	57	261
014. Dismissal	2	0	0	4	1	3	0	4	1	2	17
015. Restoration of Name	0	2	0	4	0	1	0	0	7	0	14
016. Stipulated Modification	0	0	0	1	0	0	0	0	0	0	1
017. Continuance	0	0	0	0	0	0	0	2	0	0	2
--- Paternity / Custody & Support ---											
101. Posting and Publication	0	0	2	4	1	1	0	1	5	0	14
102. Petition	39	72	5	79	51	58	2	71	82	44	503
103. Response	11	9	1	6	5	4	0	16	10	16	78
104. Proof of Service	2	2	0	1	3	4	0	5	3	2	22
105. Trial Setting	0	3	0	2	4	2	0	10	2	3	26
106. Default/Default Setting	0	7	0	1	2	1	0	0	0	7	18
107. Request for Order	50	50	0	67	41	65	0	45	94	42	454
108. Trial Prep/Brief	0	4	0	3	1	0	0	5	3	1	17
109. Response to Request for Order	7	11	0	8	9	7	0	2	17	6	67
110. Findings and Order After Hearing	1	1	0	0	2	0	0	1	10	3	18
111. Judgement	2	20	0	7	8	0	1	1	7	10	56
112. Dismissal	0	1	0	0	1	0	0	0	3	0	5
113. Stipulated Modification	0	0	0	3	0	4	0	2	0	0	9
114. Continuance	0	0	0	0	0	0	0	0	0	0	0
--- Housing ---											
301. Pre-Litigation Assistance	7	0	16	6	0	4	0	3	51	22	109
302. Starting an Unlawful Detainer	14	16	22	9	4	6	0	4	23	54	152
303. Answer to Unlawful Detainer	213	150	170	91	183	69	85	11	156	339	1467
304. Trial Prep	105	1	0	35	6	5	0	2	6	40	200
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs)	40	8	147	34	53	19	13	6	203	60	583
--- Restraining Orders ---											
401. DVRO	147	143	8	112	76	131	13	105	262	48	1045
402. DVRO Response	7	15	0	4	1	6	0	11	28	6	78
403. EARO	11	24	2	15	10	10	2	7	33	7	121
404. EARO Response	1	1	0	0	0	0	0	1	0	0	3
405. CHRO	99	50	61	35	48	41	12	31	129	44	550
406. CHRO Response	5	6	1	3	5	2	1	1	16	14	54
407. Shelter Reviews	0	0	0	0	0	0	0	0	0	0	0
408. Continuances	2	0	0	1	1	4	0	6	4	0	18
409. Dismissals	2	0	0	4	2	0	0	1	6	4	19
410. Renewals	5	0	2	1	0	2	1	2	2	0	15
411. Modifications	4	4	0	8	2	3	0	2	21	11	55
412. Supplemental Dec/Evidence	0	0	0	1	1	0	0	3	4	0	9
413. Trial Prep	0	0	0	0	0	0	0	0	0	0	0
--- Guardianship ---											
501. Petition for Guardianship	3	7	1	39	8	1	0	3	8	13	83
502. Objection to Guardianship	0	0	0	2	0	0	0	0	2	1	5
503. Letters & Orders	0	0	0	12	0	0	0	2	0	3	17
504. Termination of Guardianship	0	0	0	4	0	0	0	2	0	1	7
505. Notice of Guardianship/ Service	0	0	0	4	0	0	0	0	0	0	4
506. Consents	0	0	0	0	0	0	0	0	0	0	0
507. Supplemental Declarations/Trial prep	0	0	0	5	0	0	0	0	0	0	5
508. Visitation Requests	0	0	0	0	0	0	0	0	0	1	1
509. Caregivers affidavit	0	0	0	0	0	0	0	0	0	0	0
--- Consumer ---											
601. Claims of Exemption	1	2	1	1	1	1	0	3	0	11	21
602. Answer to Consumer Case	0	0	0	2	0	7	0	13	2	9	33
603. Trial Prep	0	0	0	0	0	0	0	3	0	3	6
604. Discovery	0	0	0	0	1	0	0	1	0	2	4
605. Motion to Vacate	0	0	0	0	0	1	0	3	0	0	4
606. Debt Collection Letter	0	0	0	0	5	1	0	2	2	0	10
607. Creditor Issue	0	0	0	0	1	0	0	5	3	3	12
--- Name Change ---											
701. Adult Name Change	9	7	4	4	0	6	4	7	5	13	59
702. Child Name Change	3	2	0	2	1	2	3	4	0	2	19
703. Adult Name & Gender	0	0	0	0	0	0	0	0	0	0	0
704. Child Name & Gender	0	0	0	0	0	0	0	0	1	0	1
705. Adult Gender	0	1	0	0	0	0	0	0	0	0	1
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	57	44	34	70	19	37	11	9	130	43	454
TOTAL	1043	924	489	925	683	710	153	670	1512	1191	8300

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	218	219	104	237	335	195	15	185	602	293	2403
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	189	288	105	288	231	142	76	46	302	241	1908
3. Removed barrier to next step of case	0	8	0	19	1	3	1	0	4	28	64
4. Moved case forward	89	133	42	152	117	33	47	18	115	163	909
5. Prevented case closure	0	12	0	15	3	4	2	1	7	23	67
6. Empowered/prepared litigant to self-represent at trial	18	35	0	34	26	28	0	2	31	34	208
7. Preserved right to have a say in the case	84	117	40	61	108	25	46	9	113	76	679
8. Obtained or modified enforceable order	94	153	17	137	97	105	21	27	130	78	859
9. Kept the person safe from abuse and/or threats of harm	151	209	57	130	170	91	60	23	191	72	1154
10. Preserved tenant housing in the short term	76	98	40	42	100	18	45	1	92	58	570
11. Discouraged illegal lockouts and illegal acts	1	3	39	7	16	1	3	0	36	16	122
12. Improved stability in a child's life	16	36	2	72	28	19	2	6	31	35	247
13. Mitigated the risk of legal misunderstandings	151	80	0	3	51	17	0	8	188	11	509
14. Info on no cost or low cost options when available	184	164	23	104	18	19	0	24	334	201	1071
15. Referrals and/or resources to trustworthy legal and social services	358	341	52	278	117	73	1	90	606	343	2259
TOTAL	1629	1896	521	1579	1418	773	319	440	2782	1672	13029

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	509	499	230	299	331	333	140	282	517	448	3588
No	305	312	108	488	217	247	2	154	345	198	2376
Did Not Respond	55	66	74	33	63	37	0	22	54	3	407
TOTAL	869	877	412	820	611	617	142	458	916	649	6371

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	5	0	3	2	4	1	1	6	8	0	30
Court	230	414	147	205	246	223	66	124	272	401	2328
Friend / Family	185	118	39	169	99	95	12	72	160	25	974
Internet	69	40	26	32	23	40	10	35	40	40	355
Legal Aid	142	70	51	183	96	95	35	57	135	83	947
Other	137	165	78	157	85	113	18	120	172	85	1130
Did Not Respond	101	70	68	72	58	50	0	44	129	15	607
TOTAL	869	877	412	820	611	617	142	458	916	649	6371

Note:

VN - Van Nuys (District 3)
PO - Pomona (District 1)
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Each Supervisor

March 22, 2022

Page 8

January 2023	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	0	1	0	2	1	2	0	3	0	3	12
002. Petition	110	132	11	167	77	147	3	90	105	142	984
003. Response	11	16	2	10	5	31	2	23	10	33	143
004. Proof of Service	9	10	0	4	3	5	3	9	0	24	67
005. Trial Setting	6	11	0	12	7	11	1	15	5	18	86
006. Default/Default Setting	12	11	3	7	4	3	0	19	5	17	81
007. Declaration of Disclosure	24	39	0	28	10	14	0	26	38	56	235
008. Trial Prep/Brief	10	11	0	4	2	5	0	1	2	18	53
009. Request for Order	28	27	1	18	11	28	1	22	18	55	209
010. Response to Request for Order	3	8	0	2	0	1	0	0	2	6	22
011. Findings and Order After Hearing	0	4	0	1	4	0	0	3	0	5	17
012. Joint Petition for Summary Dissolution	0	0	0	2	0	10	0	8	0	2	22
013. Judgement	13	77	0	44	16	26	1	43	31	101	352
014. Dismissal	3	2	0	1	1	3	0	6	2	0	18
015. Restoration of Name	1	2	0	8	0	1	0	1	0	1	14
016. Stipulated Modification	0	0	0	1	0	2	0	2	0	0	5
017. Continuance	0	0	0	0	0	1	0	3	0	0	4
--- Paternity / Custody & Support ---											
101. Posting and Publication	1	0	0	1	3	1	0	6	0	4	16
102. Petition	50	74	3	94	61	62	4	67	118	83	616
103. Response	6	7	4	5	2	16	0	15	14	19	88
104. Proof of Service	0	7	0	4	2	2	0	2	4	13	34
105. Trial Setting	2	3	0	1	2	7	0	2	7	9	33
106. Default/Default Setting	2	1	0	3	1	1	0	1	11	5	25
107. Request for Order	50	75	2	76	49	46	0	62	121	50	531
108. Trial Prep/Brief	1	3	1	3	2	6	0	8	12	10	46
109. Response to Request for Order	6	9	1	6	9	6	3	12	4	12	68
110. Findings and Order After Hearing	0	8	0	1	0	0	0	5	7	0	21
111. Judgement	3	25	0	15	9	0	0	9	9	10	80
112. Dismissal	0	2	0	1	4	0	0	0	3	0	10
113. Stipulated Modification	0	0	0	0	1	0	0	1	0	0	2
114. Continuance	1	0	0	0	0	0	0	0	0	0	1
--- Housing ---											
301. Pre-Litigation Assistance	8	1	13	5	1	6	2	5	50	33	124
302. Starting an Unlawful Detainer	26	10	18	7	1	4	0	6	20	25	117
303. Answer to Unlawful Detainer	219	121	174	96	143	69	82	6	217	322	1449
304. Trial Prep	95	0	4	29	2	3	0	0	30	34	197
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs)	28	19	118	49	67	39	23	12	172	83	610
--- Restraining Orders ---											
401. DVRO	166	154	8	117	69	174	13	103	287	62	1153
402. DVRO Response	11	16	4	1	4	10	1	18	20	18	103
403. EARO	18	14	2	19	9	12	3	5	41	14	137
404. EARO Response	1	1	0	0	1	0	1	0	3	6	13
405. CHRO	95	59	119	32	72	50	30	52	103	65	677
406. CHRO Response	7	7	4	0	4	0	0	2	4	19	47
407. Shelter Reviews	0	0	0	0	0	0	0	0	0	0	0
408. Continuances	4	0	1	0	0	3	1	2	5	1	17
409. Dismissals	3	0	0	5	3	1	1	3	5	5	26
410. Renewals	2	1	0	0	0	1	0	2	0	4	10
411. Modifications	10	5	8	2	0	2	0	8	9	7	51
412. Supplemental Dec/Evidence	1	0	1	0	2	0	0	0	6	2	12
413. Trial Prep	0	0	0	1	0	1	0	0	0	7	9
--- Guardianship ---											
501. Petition for Guardianship	1	8	1	31	4	0	0	5	2	32	84
502. Objection to Guardianship	0	0	0	2	0	1	0	0	0	0	3
503. Letters & Orders	0	0	0	14	0	0	0	4	0	2	20
504. Termination of Guardianship	1	0	0	4	0	0	0	2	0	3	10
505. Notice of Guardianship/ Service	0	0	0	7	0	0	0	2	0	0	9
506. Consents	0	0	0	0	0	0	0	0	0	0	0
507. Supplemental Declarations/Trial prep	0	0	0	0	0	0	0	0	0	1	1
508. Visitation Requests	0	0	0	0	1	1	0	0	0	0	2
509. Caregivers affidavit	0	0	0	1	0	0	0	1	0	0	2
--- Consumer ---											
601. Claims of Exemption	1	1	3	0	2	2	2	2	2	4	19
602. Answer to Consumer Case	0	0	0	9	0	4	0	14	0	9	36
603. Trial Prep	0	0	0	0	0	0	0	0	0	0	0
604. Discovery	0	0	0	0	2	0	0	6	0	5	13
605. Motion to Vacate	0	0	0	0	2	2	0	4	0	0	8
606. Debt Collection Letter	0	0	2	0	0	0	0	4	0	2	8
607. Creditor Issue	0	0	5	0	1	3	0	4	1	3	17
--- Name Change ---											
701. Adult Name Change	3	2	5	9	2	11	1	9	18	13	73
702. Child Name Change	5	1	0	3	2	0	0	8	13	8	40
703. Adult Name & Gender	0	0	1	0	0	1	0	0	0	4	6
704. Child Name & Gender	0	0	0	1	0	0	0	0	0	1	2
705. Adult Gender	0	0	0	0	0	0	0	0	2	0	2
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	76	51	23	92	40	40	13	17	162	55	569
TOTAL	1133	1036	542	1057	720	877	191	770	1700	1545	9571

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	343	257	172	333	383	469	48	409	677	584	3675
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	268	337	264	327	224	273	117	74	301	469	2654
3. Removed barrier to next step of case	11	14	2	27	5	13	3	4	9	49	137
4. Moved case forward	131	148	112	163	116	83	63	12	143	306	1277
5. Prevented case closure	8	15	2	22	3	9	3	3	17	42	124
6. Empowered/prepared litigant to self-represent at trial	16	33	1	43	21	33	3	11	42	67	270
7. Preserved right to have a say in the case	113	93	116	71	104	59	60	9	123	141	889
8. Obtained or modified enforceable order	131	192	89	174	85	184	42	58	127	143	1225
9. Kept the person safe from abuse and/or threats of harm	226	218	192	166	162	195	96	48	201	152	1656
10. Preserved tenant housing in the short term	109	74	109	63	97	47	56	2	112	98	767
11. Discouraged illegal lockouts and illegal acts	0	11	52	7	16	4	7	1	12	14	124
12. Improved stability in a child's life	7	30	1	69	22	20	2	9	49	76	285
13. Mitigated the risk of legal misunderstandings	308	57	19	25	51	70	0	26	111	64	731
14. Info on no cost or low cost options when available	256	142	55	126	45	69	11	61	444	278	1487
15. Referrals and/or resources to trustworthy legal and social services	522	442	109	397	113	135	26	287	722	492	3245
TOTAL	2449	2063	1295	2013	1447	1663	537	1014	3090	2975	18546

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	582	536	265	336	389	467	158	292	542	511	4078
No	358	375	126	548	232	267	8	193	378	315	2800
Did Not Respond	36	67	72	47	42	38	1	36	67	9	415
TOTAL	976	978	463	931	663	772	167	521	987	835	7293

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	8	4	2	1	4	3	1	4	3	0	30
Court	295	384	166	216	210	311	49	149	341	423	2544
Friend / Family	172	190	42	199	115	135	15	97	173	54	1192
Internet	71	52	33	29	36	52	15	43	28	57	416
Legal Aid	142	92	57	266	131	74	48	67	154	122	1153
Other	202	149	91	141	114	149	31	104	145	102	1228
Did Not Respond	86	107	72	79	53	48	8	57	143	77	730
TOTAL	976	978	463	931	663	772	167	521	987	835	7293

Note:

VN - Van Nuys (District 3)
PO - Pomona (District 1)
IW - Inglewood (District 2)
RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)
LB - Long Beach (District 4)
CH - Chatsworth (District 5)

SM - Santa Monica (District 3)
TO - Torrance (District 4)
CO - Compton (District 2)



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

July 21, 2023

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Lindsey P. Horvath
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

Director
Rafael Carbajal

Chief of Staff
Joel Ayala

TO: Supervisor Janice Hahn, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey P. Horvath
Supervisor Kathryn Barger

FROM: Rafael Carbajal
Director

BIANNUAL WORKLOAD REPORT NO. 28 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for its system of Self-Help Legal Access Centers (SHLAC). Reports include the number and types of cases received, the number of consumers served by location, and other key program outcomes. In report No. 27, your Board was informed that SHLAC reporting would be converting from quarterly to bi-annual reporting. Due to the timeframe of the previous report, this report covers the months of February 2023 through June 2023, however moving forward, all reports will contain data corresponding bi-annual formatting.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to assist unrepresented litigants with the Los Angeles Superior Court (LASC) system by providing them with in-person and remote self-help services. In-person services are provided in nine regional SHLACs located throughout the County.

On December 8, 2020, your Board approved a subsequent motion, *Saving our Self-Help Legal Access Centers*,¹ to allow services to continue through January 31, 2024. On November 30, 2021, DCBA executed a new contract with NLSLA covering a term from December 1, 2021 through June 30, 2022—with additional options to extend. The latest amendment was executed on June 21, 2023, which extended the agreement through January 31, 2024.

¹ <http://file.lacounty.gov/SDSInter/bos/supdocs/151065.pdf>



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320 W. Temple St., Room G-10, Los Angeles CA, 90012-2706
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Regional SHLAC Summary

DCBA reviewed program metrics during the last reporting period and confirmed that the leading subject areas for persons seeking assistance, in descending order, were housing, restraining orders/domestic violence, divorce, and paternity/custody and support. These subjects accounted for approximately 89 percent of clients in the reporting period. This is consistent with trends observed in preceding quarters. Total services provided averaged approximately 10,100 per month, which amounts to an increase of 13 percent from the previous quarter, continuing a trend of increasing demand for services from previous reporting periods. Of individuals surveyed, approximately 55 percent were first time users of self-help services, with 35 percent being referred from the LASC system.

As part of an updated intake system that was developed in partnership with NLSLA and deployed in September 2022, we are now able to capture additional service delivery outcomes that illustrate the impact SHLAC services are having on County constituents seeking to resolve legal issues. Service delivery outcomes obtained from clients² since February 2023 indicate that:

- 33,168 litigants obtained a general or in-depth understanding of their legal situations, rights, and responsibilities, which indicates successful efforts to provide education to litigants with legal issues;
- 9,479 litigants removed barriers that prevented litigants from advancing their cases, moved their cases forward, prevented case closures, and felt empowered or prepared enough to self-represent at trial. These outcomes are indicators that services provided at SHLACs helped litigants advance their cases so that they could achieve desirable results;
- 11,816 litigants were able to preserve their right to have a say in their case or obtained or modified an enforceable court order, indicating the success of SHLAC services in helping litigants exercise certain legal rights;
- 9,070 litigants reported that they felt safe from abuse and/or threats of harm due to receiving self-help services, demonstrating the success of SHLACs in helping individuals that were experiencing mental or physical threats or abuse;
- 19,133 litigants were able to preserve tenant housing in the short-term, discourage illegal lockouts and illegal acts against themselves, improve stability in a child's life, and help mitigate the risk of legal misunderstandings for their cases; and
- 25,408 litigants were able to obtain information on no or low-cost options for services when available and received referrals and/or resources to trustworthy legal and social services.

² Service delivery outcomes are obtained throughout the various stages of service provided by NLSLA including: 1. Intake, 2. Brief individual assistance/legal education, 3. Extended individual assistance/legal education, 4. Workshop, and 5. Referral.

Each Supervisor
July 21, 2023
Page 3

The attached workload tables highlight the total number and types of self-help services provided at each of the nine regional SHLACs and via remote means. DCBA will continue to work with NLSLA to refine the new reporting structure to highlight the impact of SHLAC services.

The next biannual report for the current agreement will cover the months from July 2023 through December 2023 and will be submitted on February 1, 2024.

If you have any questions or need additional information, please contact me or Joel Ayala, Chief of Staff, at (213) 712-5491 or jayala@dcba.lacounty.gov.

RC:JA:CO
MR:FS:EV:ph

Attachments

c: Executive Office, Board of Supervisors
 Chief Executive Office
 County Counsel

Attachment A – SHLAC Workload Report

February 2023	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	0	2	0	2	1	2	2	13	0	5	27
002. Petition	85	120	17	168	60	151	5	80	113	146	945
003. Response	9	11	2	8	10	34	0	28	11	40	153
004. Proof of Service	10	9	0	12	1	22	1	10	4	19	88
005. Trial Setting	9	7	0	11	3	6	0	17	1	16	70
006. Default/Default Setting	5	11	1	17	6	5	1	9	1	22	78
007. Declaration of Disclosure	26	32	0	36	7	35	0	26	27	39	228
008. Trial Prep/Brief	4	1	0	12	8	6	0	4	9	7	51
009. Request for Order	45	30	0	25	9	24	0	31	9	39	212
010. Response to Request for Order	1	11	0	3	0	0	0	10	4	16	45
011. Findings and Order After Hearing	0	1	0	0	0	0	0	7	0	5	13
012. Joint Petition for Summary Dissolution	3	2	0	1	0	1	0	4	0	4	15
013. Judgement	23	55	6	59	11	29	2	41	33	71	330
014. Dismissal	0	0	0	2	1	4	0	2	0	1	10
015. Restoration of Name	1	2	0	2	0	0	0	4	5	0	14
016. Stipulated Modification	0	0	0	0	0	0	0	3	0	0	3
017. Continuance	0	0	0	0	0	0	0	0	0	0	0
--- Paternity / Custody & Support ---											
101. Posting and Publication	0	0	0	0	0	0	0	1	1	1	3
102. Petition	41	59	4	111	70	50	2	64	81	63	545
103. Response	7	12	0	8	2	7	0	9	26	22	93
104. Proof of Service	2	3	0	4	3	3	0	2	3	7	27
105. Trial Setting	0	3	0	4	0	3	1	11	10	5	37
106. Default/Default Setting	2	5	0	4	5	2	0	6	0	3	27
107. Request for Order	55	69	2	101	49	59	0	59	83	53	530
108. Trial Prep/Brief	1	2	0	0	0	3	0	4	5	10	25
109. Response to Request for Order	3	16	0	10	1	8	1	8	19	9	75
110. Findings and Order After Hearing	1	4	0	0	0	0	0	3	1	4	13
111. Judgement	2	22	0	8	6	1	0	8	19	7	73
112. Dismissal	0	0	0	2	0	0	0	2	0	0	4
113. Stipulated Modification	1	0	0	2	1	0	0	1	1	3	9
114. Continuance	0	0	0	1	0	0	0	2	0	0	3
--- Housing ---											
301. Pre-Litigation Assistance	8	13	11	2	1	9	0	7	38	24	113
302. Starting an Unlawful Detainer	15	4	15	8	7	4	2	12	32	31	130
303. Answer to Unlawful Detainer	200	83	104	63	123	54	106	3	241	309	1286
304. Trial Prep	106	0	6	14	2	10	0	2	27	56	223
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs)	43	14	110	32	56	30	7	5	140	105	542
306. Motions	0	0	0	0	7	0	34	0	0	4	45
--- Restraining Orders ---											
401. DVRO	146	152	3	130	77	143	9	65	199	74	998
402. DVRO Response	4	11	1	8	1	9	1	15	25	8	83
403. EARO	16	18	2	9	10	20	0	4	30	17	126
404. EARO Response	2	2	0	0	2	0	0	0	4	3	13
405. CHRO	77	74	69	40	43	67	22	67	153	65	677
406. CHRO Response	4	6	3	0	6	1	0	0	6	12	38
407. Shelter Reviews	0	0	0	1	0	0	0	0	0	2	3
408. Continuances	3	1	2	1	0	2	0	8	1	1	19
409. Dismissals	5	0	0	1	2	2	2	4	5	3	24
410. Renewals	2	3	0	1	0	3	0	4	7	1	21
411. Modifications	7	2	4	3	1	3	1	11	10	6	48
412. Supplemental Dec/Evidence	1	0	0	0	2	0	0	6	0	2	11
413. Trial Prep	1	0	0	0	0	1	0	0	0	5	7
--- Guardianship ---											
501. Petition for Guardianship	0	3	5	31	1	0	2	7	3	36	88
502. Objection to Guardianship	0	0	0	3	0	0	0	0	2	0	5
503. Letters & Orders	0	0	0	17	0	0	0	0	0	9	26
504. Termination of Guardianship	0	0	0	3	0	0	0	2	0	1	6
505. Notice of Guardianship/ Service	0	2	0	8	0	0	0	0	0	0	10
506. Consents	0	0	0	1	0	0	0	0	0	0	1
507. Supplemental Declarations/Trial prep	0	0	0	2	0	0	0	0	0	0	2
508. Visitation Requests	0	0	0	1	0	1	0	2	0	0	4
509. Caregivers affidavit	0	0	0	0	0	0	0	0	0	0	0
--- Consumer ---											
601. Claims of Exemption	0	0	3	0	1	9	0	9	2	2	26
602. Answer to Consumer Case	0	1	0	1	2	9	0	3	0	0	16
603. Trial Prep	0	0	0	0	1	0	0	2	0	0	3
604. Discovery	0	0	0	0	0	0	0	6	0	10	16
605. Motion to Vacate	0	0	0	1	0	1	0	2	0	0	4
606. Debt Collection Letter	0	0	0	0	0	0	0	1	0	7	8
607. Creditor Issue	0	0	2	0	2	0	0	6	0	9	19
--- Name Change ---											
701. Adult Name Change	2	2	8	3	2	4	3	14	19	9	66
702. Child Name Change	4	2	1	0	2	3	0	2	6	5	25
703. Adult Name & Gender	0	0	0	0	1	0	0	0	0	0	1
704. Child Name & Gender	0	0	0	0	0	0	0	0	0	3	3
705. Adult Gender	0	0	0	0	0	0	0	0	1	0	1
706. Child Gender	0	0	0	1	0	0	0	0	0	0	1
--- Other Service - Referrals ---											
999 - Other Service	66	51	36	109	46	25	4	5	132	83	557
TOTAL	1048	933	417	1107	652	865	208	743	1549	1519	9041

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	256	174	130	365	382	467	38	395	576	584	3367
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	262	370	222	309	200	285	126	87	340	444	2645
3. Removed barrier to next step of case	4	11	0	25	8	14	15	1	4	35	117
4. Moved case forward	140	138	82	143	95	67	92	22	152	296	1227
5. Prevented case closure	1	21	0	21	2	10	2	2	7	27	93
6. Empowered/prepared litigant to self-represent at trial	17	52	3	45	25	48	1	11	50	69	321
7. Preserved right to have a say in the case	123	97	85	64	84	48	85	8	145	161	900
8. Obtained or modified enforceable order	124	226	56	166	91	205	30	60	156	129	1243
9. Kept the person safe from abuse and/or threats of harm	224	232	129	156	141	190	110	50	224	162	1618
10. Preserved tenant housing in the short term	120	70	80	45	84	32	98	2	121	119	771
11. Discouraged illegal lockouts and illegal acts	0	3	66	5	10	2	3	2	21	25	137
12. Improved stability in a child's life	14	65	1	87	30	40	4	18	55	82	396
13. Mitigated the risk of legal misunderstandings	311	96	15	9	20	66	0	22	91	56	686
14. Info on no cost or low cost options when available	278	146	46	121	27	43	15	64	412	282	1434
15. Referrals and/or resources to trustworthy legal and social services	530	390	65	433	64	113	30	261	633	491	3010
TOTAL	2404	2091	980	1994	1263	1630	649	1005	2987	2962	17965

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	557	456	229	315	349	424	175	265	497	523	3790
No	306	353	94	548	224	284	2	192	378	315	2696
Did Not Respond	35	71	47	57	45	42	2	23	51	26	399
TOTAL	898	880	370	920	618	750	179	480	926	864	6885

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	3	9	1	1	3	3	0	2	1	0	23
Court	269	311	151	321	183	305	81	171	298	424	2514
Friend / Family	173	181	33	184	118	116	23	73	184	54	1139
Internet	77	33	20	38	30	32	14	26	33	60	363
Legal Aid	146	102	49	171	114	83	33	53	138	127	1016
Other	148	154	69	131	114	145	25	96	107	119	1108
Did Not Respond	82	90	47	74	56	66	3	59	165	80	722
TOTAL	898	880	370	920	618	750	179	480	926	864	6885

Note:

VN - Van Nuys (District 3)

PO - Pomona (District 1)

IW - Inglewood (District 2)

RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)

LB - Long Beach (District 4)

CH - Chatsworth (District 5)

SM - Santa Monica (District 3)

TO - Torrance (District 4)

CO - Compton (District 2)

Each Supervisor

July 21, 2023

Page 6

March 2023	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	2	1	0	2	2	1	0	6	2	5	21
002. Petition	112	112	14	186	48	167	7	146	121	150	1063
003. Response	9	12	0	14	14	37	0	20	25	37	168
004. Proof of Service	11	12	0	9	1	5	0	13	5	20	76
005. Trial Setting	3	11	0	27	4	4	0	23	4	16	92
006. Default/Default Setting	12	11	0	10	4	5	0	15	13	17	87
007. Declaration of Disclosure	33	59	0	37	16	15	0	29	43	48	280
008. Trial Prep/Brief	7	13	0	2	3	3	0	14	3	11	56
009. Request for Order	38	36	3	24	14	24	3	30	21	46	239
010. Response to Request for Order	6	8	0	7	0	5	2	13	3	14	58
011. Findings and Order After Hearing	0	5	0	0	0	0	0	5	2	1	13
012. Joint Petition for Summary Dissolution	2	1	0	3	0	2	0	2	2	4	16
013. Judgement	32	48	2	52	15	15	1	68	53	84	370
014. Dismissal	0	4	0	4	0	3	0	1	1	2	15
015. Restoration of Name	2	0	0	0	0	0	0	3	3	0	8
016. Stipulated Modification	0	0	0	2	1	0	0	1	0	1	5
017. Continuance	0	0	0	0	0	0	0	2	0	1	3
--- Paternity / Custody & Support ---											
101. Posting and Publication	0	0	0	1	0	0	0	0	0	0	1
102. Petition	46	93	8	112	52	79	3	92	106	73	664
103. Response	8	13	0	7	5	24	0	16	15	26	114
104. Proof of Service	1	2	0	7	1	5	0	0	2	5	23
105. Trial Setting	1	8	0	8	5	8	0	7	3	6	46
106. Default/Default Setting	2	2	0	0	0	1	0	1	2	4	12
107. Request for Order	48	97	6	143	50	48	0	108	98	86	684
108. Trial Prep/Brief	1	1	0	8	2	0	1	6	8	14	41
109. Response to Request for Order	5	11	1	12	10	7	0	23	17	18	104
110. Findings and Order After Hearing	0	10	0	2	0	5	0	6	1	3	27
111. Judgement	4	33	0	11	2	7	0	16	26	12	111
112. Dismissal	0	1	0	0	1	0	0	1	1	0	4
113. Stipulated Modification	0	0	0	2	0	3	0	0	0	0	5
114. Continuance	0	0	0	0	0	0	0	0	0	0	0
--- Housing ---											
301. Pre-Litigation Assistance	16	14	9	8	2	13	1	9	52	25	149
302. Starting an Unlawful Detainer	16	3	37	10	4	1	0	4	30	23	128
303. Answer to Unlawful Detainer	229	120	138	84	173	91	114	3	225	328	1505
304. Trial Prep	113	1	13	23	3	4	3	2	32	80	274
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs)	44	23	40	55	37	32	9	9	237	89	575
306. Motions	0	0	72	3	24	0	64	0	3	59	225
--- Restraining Orders ---											
401. DVRO	163	206	7	143	80	154	18	95	287	58	1211
402. DVRO Response	12	21	6	12	8	3	0	8	16	13	99
403. EARO	19	20	1	24	13	13	1	3	56	6	156
404. EARO Response	3	1	0	1	1	0	0	0	0	6	12
405. CHRO	129	107	91	53	63	66	34	60	148	61	812
406. CHRO Response	6	8	2	3	6	1	1	3	2	12	44
407. Shelter Reviews	1	0	0	0	0	0	0	0	0	1	2
408. Continuances	8	1	0	3	2	5	0	5	5	2	31
409. Dismissals	2	0	0	3	3	0	0	4	3	1	16
410. Renewals	2	3	0	1	1	2	0	0	4	1	14
411. Modifications	13	1	4	6	3	8	0	4	17	6	62
412. Supplemental Dec/Evidence	0	0	0	0	0	0	0	2	5	1	8
413. Trial Prep	0	1	0	0	1	0	0	0	4	7	13
--- Guardianship ---											
501. Petition for Guardianship	1	11	10	28	0	1	1	8	2	18	80
502. Objection to Guardianship	0	0	2	0	0	0	0	0	0	1	3
503. Letters & Orders	0	0	0	17	0	0	0	2	0	1	20
504. Termination of Guardianship	1	0	0	3	0	0	0	0	0	5	9
505. Notice of Guardianship/ Service	0	0	0	7	0	0	0	0	0	5	12
506. Consents	0	0	0	5	0	0	0	2	0	0	7
507. Supplemental Declarations/Trial prep	0	0	0	0	0	0	0	0	0	2	2
508. Visitation Requests	0	0	0	0	0	0	0	0	0	0	0
509. Caregivers affidavit	0	0	2	0	0	0	0	2	0	0	4
--- Consumer ---											
601. Claims of Exemption	1	0	22	0	0	0	1	7	0	16	47
602. Answer to Consumer Case	0	0	3	0	2	13	0	11	0	19	48
603. Trial Prep	0	0	0	0	0	0	0	2	0	3	5
604. Discovery	0	0	0	0	0	0	1	0	0	4	5
605. Motion to Vacate	0	0	0	0	0	1	0	4	0	2	7
606. Debt Collection Letter	0	0	3	0	0	0	1	4	0	2	10
607. Creditor Issue	0	0	8	0	0	1	2	19	0	18	48
--- Name Change ---											
701. Adult Name Change	2	13	0	12	4	7	3	4	18	15	78
702. Child Name Change	5	1	0	5	0	6	0	6	12	7	42
703. Adult Name & Gender	0	0	0	3	0	1	0	0	0	0	4
704. Child Name & Gender	1	0	0	0	0	0	0	0	0	3	4
705. Adult Gender	0	0	0	0	0	0	0	0	0	0	0
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	66	46	6	138	22	46	3	7	209	53	596
TOTAL	1238	1205	510	1342	702	942	274	956	1947	1657	10773

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	338	208	160	511	321	547	53	489	723	688	4038
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	348	493	205	311	286	311	154	124	347	406	2985
3. Removed barrier to next step of case	2	11	45	23	19	7	31	7	4	47	196
4. Moved case forward	160	192	98	114	154	113	97	34	154	251	1367
5. Prevented case closure	4	23	0	15	2	11	0	8	10	28	101
6. Empowered/prepared litigant to self-represent at trial	13	64	7	70	22	40	1	28	42	77	364
7. Preserved right to have a say in the case	149	121	113	54	156	84	96	15	140	143	1071
8. Obtained or modified enforceable order	185	291	70	179	114	192	48	84	167	120	1450
9. Kept the person safe from abuse and/or threats of harm	301	298	163	148	233	210	139	57	243	143	1935
10. Preserved tenant housing in the short term	138	87	141	43	159	67	125	2	124	112	998
11. Discouraged illegal lockouts and illegal acts	3	10	15	14	7	2	3	2	9	24	89
12. Improved stability in a child's life	13	96	0	75	25	43	0	28	49	63	392
13. Mitigated the risk of legal misunderstandings	274	102	26	16	26	92	0	28	292	52	908
14. Info on no cost or low cost options when available	310	188	73	136	28	48	13	53	551	335	1735
15. Referrals and/or resources to trustworthy legal and social services	552	507	100	519	77	84	36	343	877	553	3648
TOTAL	2790	2691	1216	2228	1629	1851	796	1302	3732	3042	21277

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	638	638	285	449	353	496	231	320	604	589	4603
No	361	440	102	627	248	320	0	268	413	365	3144
Did Not Respond	67	76	43	69	51	41	0	28	80	32	487
TOTAL	1066	1154	430	1145	652	857	231	616	1097	986	8234

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	7	4	3	6	2	0	0	2	6	1	31
Court	304	453	166	463	195	332	83	201	355	487	3039
Friend / Family	213	228	47	251	108	141	27	95	210	56	1376
Internet	66	39	25	31	31	54	15	43	40	72	416
Legal Aid	174	119	48	100	144	92	58	82	144	122	1083
Other	186	207	90	198	102	143	44	127	181	117	1395
Did Not Respond	116	104	51	96	70	95	4	66	161	131	894
TOTAL	1066	1154	430	1145	652	857	231	616	1097	986	8234

Note:

VN - Van Nuys (District 3)
PO - Pomona (District 1)
IW - Inglewood (District 2)
RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)
LB - Long Beach (District 4)
CH - Chatsworth (District 5)

SM - Santa Monica (District 3)
TO - Torrance (District 4)
CO - Compton (District 2)

Each Supervisor

July 21, 2023

Page 8

April 2023	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	2	3	0	1	1	1	0	3	2	3	16
002. Petition	115	144	10	143	58	158	4	111	153	117	1013
003. Response	14	11	0	26	14	28	0	23	18	26	160
004. Proof of Service	14	12	0	9	2	20	0	2	6	5	70
005. Trial Setting	8	9	2	15	1	9	0	16	4	16	80
006. Default/Default Setting	4	6	0	11	0	5	2	11	5	11	55
007. Declaration of Disclosure	29	44	0	42	15	23	0	37	38	21	249
008. Trial Prep/Brief	12	9	2	4	5	5	0	8	2	4	51
009. Request for Order	23	26	4	22	8	31	0	35	28	30	207
010. Response to Request for Order	3	3	0	4	0	5	0	1	6	2	24
011. Findings and Order After Hearing	0	2	0	2	0	1	0	2	0	0	7
012. Joint Petition for Summary Dissolution	2	0	2	2	0	0	0	0	0	0	6
013. Judgement	16	49	3	72	30	45	5	66	36	45	367
014. Dismissal	2	1	0	2	1	4	0	5	1	1	17
015. Restoration of Name	0	2	0	5	0	0	0	3	1	1	12
016. Stipulated Modification	0	2	0	2	1	0	0	1	0	0	6
017. Continuance	0	0	0	0	0	0	0	1	0	0	1
--- Paternity / Custody & Support ---											
101. Posting and Publication	0	0	0	0	0	0	0	0	3	3	6
102. Petition	38	75	5	92	41	80	3	64	94	56	548
103. Response	9	11	0	5	6	15	0	14	18	18	96
104. Proof of Service	1	2	0	2	1	3	0	0	2	1	12
105. Trial Setting	3	10	0	2	4	1	0	20	11	7	58
106. Default/Default Setting	1	2	0	4	0	5	0	4	0	0	16
107. Request for Order	38	72	5	103	51	52	0	64	116	28	529
108. Trial Prep/Brief	0	4	0	3	0	6	0	4	4	1	22
109. Response to Request for Order	2	8	0	6	1	1	0	6	15	4	43
110. Findings and Order After Hearing	0	2	0	0	1	3	0	4	12	0	22
111. Judgement	0	18	1	6	7	9	0	16	25	3	85
112. Dismissal	1	0	0	1	2	1	0	0	0	0	5
113. Stipulated Modification	1	2	0	1	1	0	0	0	2	0	7
114. Continuance	0	0	0	0	0	1	0	0	0	2	3
--- Housing ---											
301. Pre-Litigation Assistance	16	10	11	3	6	13	0	18	63	26	166
302. Starting an Unlawful Detainer	19	7	19	8	3	3	0	8	34	29	130
303. Answer to Unlawful Detainer	289	115	123	73	160	65	99	4	215	324	1467
304. Trial Prep	126	0	8	15	3	6	0	2	25	58	243
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs)	39	15	60	27	30	39	4	12	99	76	401
306. Motions	0	0	76	3	54	3	27	1	0	55	219
--- Restraining Orders ---											
401. DVRO	145	175	12	139	65	164	18	124	284	54	1180
402. DVRO Response	5	10	7	5	2	9	0	17	22	10	87
403. EARO	22	18	1	15	6	20	1	11	38	9	141
404. EARO Response	2	2	1	3	0	0	0	1	2	3	14
405. CHRO	128	98	76	45	61	78	29	61	190	45	811
406. CHRO Response	7	1	6	5	2	1	0	0	4	11	37
407. Shelter Reviews	0	0	0	0	0	0	0	0	0	1	1
408. Continuances	3	1	4	4	0	5	0	0	6	0	23
409. Dismissals	3	0	1	1	0	2	0	3	5	0	15
410. Renewals	4	0	1	1	2	5	0	1	5	3	22
411. Modifications	7	4	3	14	1	11	0	4	4	7	55
412. Supplemental Dec/Evidence	1	1	2	0	0	1	0	0	4	0	9
413. Trial Prep	0	0	1	0	0	0	0	0	5	4	10
--- Guardianship ---											
501. Petition for Guardianship	1	6	3	35	3	5	0	10	3	30	96
502. Objection to Guardianship	0	0	0	5	0	0	0	1	0	3	9
503. Letters & Orders	0	0	0	16	0	1	0	0	0	0	17
504. Termination of Guardianship	0	0	0	3	0	0	0	0	0	1	4
505. Notice of Guardianship/ Service	0	0	0	7	0	0	0	0	0	0	7
506. Consents	0	0	0	0	0	0	0	0	0	0	0
507. Supplemental Declarations/Trial prep	0	0	0	9	0	0	0	0	0	2	11
508. Visitation Requests	0	0	0	2	0	1	0	2	0	0	5
509. Caregivers affidavit	0	0	2	0	0	2	0	0	0	2	6
--- Consumer ---											
601. Claims of Exemption	0	0	37	0	2	3	2	12	0	11	67
602. Answer to Consumer Case	0	1	2	0	2	6	0	14	0	16	41
603. Trial Prep	0	0	0	0	0	0	2	1	0	4	7
604. Discovery	0	0	0	0	1	0	0	0	0	2	3
605. Motion to Vacate	1	0	0	0	2	0	0	7	0	0	10
606. Debt Collection Letter	0	0	1	0	0	0	0	1	0	3	5
607. Creditor Issue	0	0	22	1	0	1	0	13	0	7	44
--- Name Change ---											
701. Adult Name Change	7	1	0	11	2	4	2	7	14	14	62
702. Child Name Change	2	2	1	5	2	2	1	6	14	3	38
703. Adult Name & Gender	0	0	0	0	1	0	1	0	0	0	2
704. Child Name & Gender	0	0	0	1	1	0	0	0	0	0	2
705. Adult Gender	0	0	0	0	0	0	0	0	0	0	0
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	71	79	0	139	46	40	2	0	170	60	607
TOTAL	1236	1075	514	1182	708	1002	202	862	1808	1278	9867

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	383	238	171	402	334	596	37	437	660	539	3797
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	342	452	184	316	268	287	120	134	321	265	2689
3. Removed barrier to next step of case	7	17	48	26	37	11	16	5	4	25	196
4. Moved case forward	172	191	96	135	148	90	74	49	146	187	1288
5. Prevented case closure	5	28	1	18	6	13	2	7	12	15	107
6. Empowered/prepared litigant to self-represent at trial	14	58	2	63	29	41	0	25	44	28	304
7. Preserved right to have a say in the case	153	105	117	51	129	58	67	4	138	121	943
8. Obtained or modified enforceable order	162	262	61	195	119	204	48	101	159	52	1363
9. Kept the person safe from abuse and/or threats of harm	299	273	153	147	205	197	108	61	238	118	1799
10. Preserved tenant housing in the short term	148	88	143	43	158	49	81	3	124	98	935
11. Discouraged illegal lockouts and illegal acts	2	10	4	2	5	2	1	2	8	15	51
12. Improved stability in a child's life	15	91	0	78	36	28	2	26	46	38	360
13. Mitigated the risk of legal misunderstandings	262	66	15	6	34	86	0	33	167	76	745
14. Info on no cost or low cost options when available	300	126	77	142	47	57	17	59	534	278	1637
15. Referrals and/or resources to trustworthy legal and social services	511	385	111	463	71	119	31	290	827	469	3277
TOTAL	2775	2390	1183	2087	1626	1838	604	1236	3428	2324	19491

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	652	563	263	381	378	500	167	338	568	488	4298
No	361	391	99	582	260	346	1	217	362	309	2928
Did Not Respond	47	54	85	38	51	45	1	21	77	24	443
TOTAL	1060	1008	447	1001	689	891	169	576	1007	821	7669

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	8	3	1	3	3	10	1	0	7	1	37
Court	312	418	174	284	226	285	59	192	322	392	2664
Friend / Family	218	204	44	218	121	166	17	100	195	43	1326
Internet	59	48	21	38	39	69	23	46	44	41	428
Legal Aid	203	95	42	89	111	118	36	83	126	103	1006
Other	168	157	83	289	120	155	29	98	158	112	1369
Did Not Respond	92	83	82	80	69	88	4	57	155	129	839
TOTAL	1060	1008	447	1001	689	891	169	576	1007	821	7669

Note:

VN - Van Nuys (District 3)

PO - Pomona (District 1)

IW - Inglewood (District 2)

RS - Remote Services (All Districts)

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LB - Long Beach (District 4)

CH - Chatsworth (District 5)

SM - Santa Monica (District 3)

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CO - Compton (District 2)

Each Supervisor

July 21, 2023

Page 10

May 2023	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	1	1	0	0	2	0	0	3	7	9	23
002. Petition	98	141	12	159	67	126	8	123	94	95	923
003. Response	9	19	1	30	8	21	5	34	26	34	187
004. Proof of Service	11	13	0	12	2	2	0	6	7	3	56
005. Trial Setting	8	5	0	11	1	1	0	29	8	9	72
006. Default/Default Setting	6	16	0	6	1	3	2	27	11	11	83
007. Declaration of Disclosure	32	51	2	42	7	8	2	37	38	14	233
008. Trial Prep/Brief	6	14	0	17	0	0	0	14	4	1	56
009. Request for Order	24	38	7	42	12	17	4	53	26	20	243
010. Response to Request for Order	4	6	0	3	0	1	1	3	9	11	38
011. Findings and Order After Hearing	0	5	0	1	0	0	0	0	0	2	8
012. Joint Petition for Summary Dissolution	2	0	0	0	0	0	0	1	0	4	7
013. Judgement	27	49	0	76	16	22	0	65	46	40	341
014. Dismissal	0	0	0	3	0	5	0	3	1	3	15
015. Restoration of Name	0	4	0	0	0	2	0	1	2	1	10
016. Stipulated Modification	0	1	0	1	0	0	0	0	0	3	5
017. Continuance	0	0	0	0	0	0	0	0	0	0	0
--- Paternity / Custody & Support ---											
101. Posting and Publication	0	0	0	0	2	0	0	3	0	3	8
102. Petition	49	75	6	106	75	56	2	103	124	43	639
103. Response	11	12	0	5	5	16	0	9	10	14	82
104. Proof of Service	2	0	1	8	1	0	0	2	5	1	20
105. Trial Setting	2	3	0	3	1	3	0	21	5	1	39
106. Default/Default Setting	3	7	0	1	2	0	0	0	1	3	17
107. Request for Order	55	62	4	127	72	26	0	84	127	39	596
108. Trial Prep/Brief	1	2	1	8	1	1	0	4	19	2	39
109. Response to Request for Order	10	9	0	8	10	3	0	4	22	14	80
110. Findings and Order After Hearing	0	2	0	0	2	0	0	4	1	0	9
111. Judgement	3	26	0	9	2	3	0	15	21	4	83
112. Dismissal	2	0	0	0	1	1	0	0	0	0	4
113. Stipulated Modification	0	0	0	0	1	2	0	0	1	0	4
114. Continuance	1	0	0	0	0	0	0	0	0	0	1
--- Housing ---											
301. Pre-Litigation Assistance	13	7	8	4	2	12	2	11	71	37	167
302. Starting an Unlawful Detainer	12	4	40	11	14	0	3	13	17	33	147
303. Answer to Unlawful Detainer	258	105	138	97	136	82	206	13	218	295	1548
304. Trial Prep	139	0	4	18	6	17	0	2	48	52	286
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs)	65	15	83	53	33	15	2	11	158	60	495
306. Motions	3	0	69	14	56	7	27	0	0	75	251
--- Restraining Orders ---											
401. DVRO	154	195	15	181	110	140	23	130	314	53	1315
402. DVRO Response	3	12	5	4	10	11	0	12	41	4	102
403. EARO	28	12	5	21	10	16	0	10	38	5	145
404. EARO Response	3	0	2	0	0	0	0	3	0	0	8
405. CHRO	133	104	105	56	56	61	33	59	199	47	853
406. CHRO Response	3	1	6	1	4	3	0	3	13	10	44
407. Shelter Reviews	0	0	0	1	1	0	0	0	0	1	3
408. Continuances	4	0	0	1	1	0	0	3	3	0	12
409. Dismissals	2	3	1	5	4	0	0	6	17	1	39
410. Renewals	5	0	0	0	0	0	0	5	1	1	12
411. Modifications	11	2	2	2	2	4	2	1	16	3	45
412. Supplemental Dec/Evidence	1	0	0	0	1	1	0	2	14	0	19
413. Trial Prep	4	0	0	0	0	0	0	2	6	0	12
--- Guardianship ---											
501. Petition for Guardianship	2	5	6	64	4	0	0	20	2	29	132
502. Objection to Guardianship	1	0	0	2	1	1	0	0	0	2	7
503. Letters & Orders	0	0	0	14	1	0	0	4	0	4	23
504. Termination of Guardianship	0	1	0	5	0	0	0	3	1	1	11
505. Notice of Guardianship/ Service	0	0	0	0	0	0	0	0	0	3	3
506. Consents	0	0	0	0	0	0	0	0	2	1	3
507. Supplemental Declarations/Trial prep	0	0	0	8	0	1	0	0	0	1	10
508. Visitation Requests	0	1	0	2	0	0	0	1	0	4	8
509. Caregivers affidavit	0	0	0	0	0	0	0	0	0	0	0
--- Consumer ---											
601. Claims of Exemption	0	2	35	1	5	7	1	14	5	7	77
602. Answer to Consumer Case	0	1	1	0	0	5	0	18	0	13	38
603. Trial Prep	0	0	0	0	0	0	2	3	0	7	12
604. Discovery	0	0	0	0	1	0	0	6	0	2	9
605. Motion to Vacate	0	0	0	0	0	0	0	2	0	0	2
606. Debt Collection Letter	0	0	0	0	0	0	0	8	2	0	10
607. Creditor Issue	0	0	24	0	6	0	5	14	0	25	74
--- Name Change ---											
701. Adult Name Change	6	3	10	5	4	4	3	14	15	8	72
702. Child Name Change	1	4	1	1	0	3	0	6	7	5	28
703. Adult Name & Gender	0	0	1	0	0	0	1	0	2	0	4
704. Child Name & Gender	1	0	0	2	0	0	1	1	0	0	5
705. Adult Gender	0	0	0	0	0	0	0	0	0	0	0
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	81	64	0	115	47	26	1	0	176	39	549
TOTAL	1300	1102	595	1366	806	735	336	1048	2001	1212	10501

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	323	249	197	470	471	423	50	537	749	541	4010
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	382	477	217	396	230	255	171	153	368	231	2880
3. Removed barrier to next step of case	9	15	44	14	28	1	18	12	3	16	160
4. Moved case forward	193	186	97	175	99	80	115	50	166	146	1307
5. Prevented case closure	6	22	0	11	2	1	2	12	11	10	77
6. Empowered/prepared litigant to self-represent at trial	26	56	1	69	36	26	1	30	68	37	350
7. Preserved right to have a say in the case	171	107	121	80	96	71	113	9	152	101	1021
8. Obtained or modified enforceable order	183	286	90	234	113	175	55	108	181	59	1484
9. Kept the person safe from abuse and/or threats of harm	320	295	175	210	163	202	160	72	235	96	1928
10. Preserved tenant housing in the short term	166	78	140	68	111	60	127	2	127	69	948
11. Discouraged illegal lockouts and illegal acts	2	6	5	4	8	0	0	0	6	13	44
12. Improved stability in a child's life	19	91	1	107	34	19	1	28	66	50	416
13. Mitigated the risk of legal misunderstandings	275	75	19	5	26	86	0	28	122	58	694
14. Info on no cost or low cost options when available	325	157	91	126	43	32	81	85	526	287	1753
15. Referrals and/or resources to trustworthy legal and social services	594	376	137	499	78	57	99	358	884	437	3519
TOTAL	2994	2476	1335	2468	1538	1488	993	1484	3664	2151	20591

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	607	564	311	440	426	411	239	411	623	440	4472
No	418	422	108	724	266	231	0	271	428	308	3176
Did Not Respond	60	49	75	44	64	28	0	11	87	20	438
TOTAL	1085	1035	494	1208	756	670	239	693	1138	768	8086

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	4	4	4	4	3	5	1	4	2	0	31
Court	311	397	203	349	228	231	92	221	335	349	2716
Friend / Family	272	183	44	246	148	124	24	121	199	31	1392
Internet	70	45	25	30	37	34	19	46	47	47	400
Legal Aid	142	121	55	123	119	78	56	92	154	107	1047
Other	187	175	105	366	131	127	46	137	131	93	1498
Did Not Respond	99	110	58	90	90	71	1	72	270	141	1002
TOTAL	1085	1035	494	1208	756	670	239	693	1138	768	8086

Note:

VN - Van Nuys (District 3)
PO - Pomona (District 1)
IW - Inglewood (District 2)
RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)
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SM - Santa Monica (District 3)
TO - Torrance (District 4)
CO - Compton (District 2)

Each Supervisor

July 21, 2023

Page 12

June 2023	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	1	1	0	2	9	1	0	5	7	9	35
002. Petition	119	148	9	123	73	137	7	128	160	76	980
003. Response	10	17	3	23	8	27	1	28	28	30	175
004. Proof of Service	8	16	0	19	6	9	0	16	2	7	83
005. Trial Setting	5	8	0	19	4	7	1	17	7	10	78
006. Default/Default Setting	5	26	1	11	4	0	0	25	16	10	98
007. Declaration of Disclosure	20	35	2	41	12	26	1	24	38	18	217
008. Trial Prep/Brief	5	10	0	14	4	7	0	10	7	5	62
009. Request for Order	33	29	1	18	11	40	1	39	22	12	206
010. Response to Request for Order	2	1	0	4	1	3	0	8	5	6	30
011. Findings and Order After Hearing	0	8	0	0	0	0	0	2	0	1	11
012. Joint Petition for Summary Dissolution	3	0	0	3	0	2	0	6	0	0	14
013. Judgement	31	62	1	70	13	26	4	42	46	21	316
014. Dismissal	1	2	0	3	0	1	0	6	1	0	14
015. Restoration of Name	0	6	0	1	0	0	0	2	0	2	11
016. Stipulated Modification	0	0	0	3	0	1	0	2	4	0	10
017. Continuance	0	1	0	0	0	1	0	1	0	0	3
--- Paternity / Custody & Support ---											
101. Posting and Publication	0	0	1	1	4	0	0	0	1	1	8
102. Petition	60	90	6	80	62	52	0	69	115	44	578
103. Response	4	21	0	7	7	10	0	9	24	18	100
104. Proof of Service	2	1	0	1	4	4	0	2	3	1	18
105. Trial Setting	5	5	0	3	4	4	0	6	14	6	47
106. Default/Default Setting	4	4	0	6	1	3	0	5	4	0	27
107. Request for Order	47	88	8	102	81	67	0	72	116	27	608
108. Trial Prep/Brief	3	8	0	5	3	7	0	4	14	2	46
109. Response to Request for Order	5	17	5	4	2	4	0	5	32	1	75
110. Findings and Order After Hearing	0	3	0	0	1	1	0	5	1	0	11
111. Judgement	1	20	0	8	12	8	0	7	11	2	69
112. Dismissal	1	2	0	1	1	0	0	1	1	0	7
113. Stipulated Modification	1	0	0	1	3	0	0	0	0	0	5
114. Continuance	0	0	0	0	0	0	0	0	0	0	0
--- Housing ---											
301. Pre-Litigation Assistance	11	16	8	3	4	7	0	3	76	21	149
302. Starting an Unlawful Detainer	29	1	11	11	6	5	0	2	25	33	123
303. Answer to Unlawful Detainer	284	103	145	61	178	58	168	6	271	325	1599
304. Trial Prep	128	0	4	20	13	35	4	1	44	70	319
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs)	46	12	60	26	26	20	13	15	173	56	447
306. Motions	1	0	58	0	26	9	44	0	0	42	180
--- Restraining Orders ---											
401. DVRO	195	141	11	156	84	147	9	105	353	45	1246
402. DVRO Response	15	8	8	6	7	4	0	7	16	14	85
403. EARO	19	33	2	18	8	19	0	7	31	6	143
404. EARO Response	3	3	1	1	1	2	0	2	1	5	19
405. CHRO	122	92	73	58	81	66	27	49	203	46	817
406. CHRO Response	3	5	3	2	5	1	0	1	21	4	45
407. Shelter Reviews	0	0	0	0	0	0	0	0	0	0	0
408. Continuances	3	2	3	1	2	0	0	2	3	0	16
409. Dismissals	6	0	2	6	1	2	0	5	6	0	28
410. Renewals	0	2	0	0	1	4	0	0	2	3	12
411. Modifications	8	2	9	7	0	1	0	1	20	4	52
412. Supplemental Dec/Evidence	0	0	0	2	2	1	0	5	5	0	15
413. Trial Prep	2	0	0	0	1	0	0	0	3	2	8
--- Guardianship ---											
501. Petition for Guardianship	2	6	6	23	2	5	0	16	3	20	83
502. Objection to Guardianship	0	0	0	3	0	0	0	0	0	4	7
503. Letters & Orders	1	0	0	18	0	0	0	2	0	2	23
504. Termination of Guardianship	0	0	0	4	0	0	0	0	0	3	7
505. Notice of Guardianship/ Service	0	1	0	3	0	0	0	0	0	1	5
506. Consents	0	0	0	0	0	0	0	0	0	0	0
507. Supplemental Declarations/Trial prep	0	0	0	1	0	0	0	0	0	0	1
508. Visitation Requests	0	0	0	1	0	1	0	0	0	0	2
509. Caregivers affidavit	0	0	0	0	0	0	0	1	0	0	1
--- Consumer ---											
601. Claims of Exemption	1	1	32	3	8	3	3	5	4	17	77
602. Answer to Consumer Case	0	0	1	0	1	8	0	12	0	7	29
603. Trial Prep	0	0	2	1	0	0	0	3	0	2	8
604. Discovery	0	0	0	0	0	0	0	6	0	0	6
605. Motion to Vacate	0	0	0	0	0	0	0	8	0	1	9
606. Debt Collection Letter	1	0	0	0	1	0	0	3	2	0	7
607. Creditor Issue	1	0	19	0	8	0	4	15	0	6	53
--- Name Change ---											
701. Adult Name Change	11	3	3	11	3	4	2	5	23	11	76
702. Child Name Change	6	1	0	5	1	4	0	5	11	1	34
703. Adult Name & Gender	0	0	2	2	0	2	1	0	0	1	8
704. Child Name & Gender	0	0	1	0	0	0	0	0	3	0	4
705. Adult Gender	0	0	0	1	0	0	0	0	0	0	1
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	74	67	0	150	43	30	2	0	228	69	663
TOTAL	1348	1128	501	1177	843	886	292	838	2206	1130	10349

Each Supervisor

July 21, 2023

Page 13

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	444	227	151	402	498	479	28	475	819	495	4018
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	358	471	218	334	259	304	151	126	301	217	2739
3. Removed barrier to next step of case	10	23	42	25	21	5	24	11	1	16	178
4. Moved case forward	185	225	112	145	113	81	108	54	147	138	1308
5. Prevented case closure	8	28	1	16	10	5	0	11	2	8	89
6. Empowered/prepared litigant to self-represent at trial	17	63	2	63	39	60	3	22	41	19	329
7. Preserved right to have a say in the case	163	117	132	55	100	55	101	9	147	110	989
8. Obtained or modified enforceable order	161	236	72	214	137	224	37	77	139	55	1352
9. Kept the person safe from abuse and/or threats of harm	296	244	172	165	192	205	130	49	226	111	1790
10. Preserved tenant housing in the short term	151	80	150	41	101	43	121	2	129	83	901
11. Discouraged illegal lockouts and illegal acts	4	5	8	1	2	1	4	3	4	13	45
12. Improved stability in a child's life	19	109	1	77	40	42	0	18	40	29	375
13. Mitigated the risk of legal misunderstandings	278	28	23	17	27	113	0	28	241	44	799
14. Info on no cost or low cost options when available	331	180	57	129	50	50	74	78	659	276	1884
15. Referrals and/or resources to trustworthy legal and social services	548	431	90	441	75	103	90	237	1086	410	3511
TOTAL	2973	2467	1231	2125	1664	1770	871	1200	3982	2024	20307

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	665	565	261	400	448	424	209	321	621	406	4320
No	426	444	100	576	278	331	0	261	429	277	3122
Did Not Respond	60	64	71	44	73	19	2	14	105	38	490
TOTAL	1151	1073	432	1020	799	774	211	596	1155	721	7932

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	7	8	0	4	8	2	2	3	1	0	35
Court	323	387	162	323	265	287	81	171	386	348	2733
Friend / Family	215	183	45	221	127	154	25	113	184	30	1297
Internet	80	63	16	39	53	61	23	49	49	59	492
Legal Aid	190	149	42	100	141	82	47	66	124	111	1052
Other	202	183	93	242	125	122	28	119	197	94	1405
Did Not Respond	134	100	74	91	80	66	5	75	214	79	918
TOTAL	1151	1073	432	1020	799	774	211	596	1155	721	7932

Note:

VN - Van Nuys (District 3)

PO - Pomona (District 1)

IW - Inglewood (District 2)

RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)

LB - Long Beach (District 4)

CH - Chatsworth (District 5)

SM - Santa Monica (District 3)

TO - Torrance (District 4)

CO - Compton (District 2)



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

March 26, 2024

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Lindsey P. Horvath
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

TO: Supervisor Lindsey P. Horvath, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Janice Hahn
Supervisor Kathryn Barger

Director
Rafael Carbajal

FROM: Rafael Carbajal
Director

Chief Deputy
Joel Ayala

BIANNUAL WORKLOAD REPORT NO. 29 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion directing the Los Angeles County (County) Department of Consumer and Business Affairs (DCBA or Department) to provide written quarterly workload reports for its system of Self-Help Legal Access Centers (SHLAC)¹. In report No. 27, dated March 22, 2023, your Board was informed that SHLAC reporting would be converting from quarterly to bi-annual reporting. Reports include the number and types of cases received, the number of consumers served by location, and other key program outcomes. This report covers the months of July through December 2023.

This report will also provide a critical update regarding the pivotal role the SHLAC system plays in the County's access to justice infrastructure and steps needed to ensure the on-going funding for this program that has helped more than 1.75 million residents to-date in accessing free legal services. As the primary entry point and hub for accessing no-cost civil legal services and resources in the County, the SHLAC system has, for nearly 24 years, served as a critical lifeline for vulnerable County residents confronting the daunting task of navigating the civil legal system. The continued presence of the SHLAC program advances equity and universal access to justice to free legal services, specifically to our most in-need residents in the County, providing on-the-spot assistance at nine courthouses where the need for help is at its most urgent. It is at this all-important and often critical moment, that the individual will find

¹ <https://file.lacounty.gov/SDSInter/bos/supdocs/103634.pdf>



the County ready and available to guide them through an often intimidating and arduous process. These individuals have an opportunity to receive the appropriate referral to pro-bono full or limited civil legal representation programs or other County or community social service providers. Unrepresented litigants in civil matters statistically have little to no chance of presenting a successful defense. The County has the opportunity to both continue the SHLAC program and expand its investments in access-to-justice programming to help level the playing field and give those that cannot afford representation a fighting chance in legal proceedings that could permanently alter their livelihood.

Background

In 2000, your Board created the first SHLAC pilot program with the aim of providing free legal assistance at the Van Nuys Courthouse to County residents who were involved in civil court proceedings but could not afford representation. By 2011, this program had expanded to nine County courthouses and had grown into prominence as one of the Department's most successful initiatives, providing much needed assistance to at-risk and underserved populations. The SHLACs also served as an effective conduit for those who would benefit from County legal aid programs and other social services. During the pandemic, the SHLAC program became the primary pathway in connecting self-help litigants to the County's branded eviction defense program, Stay Housed LA, and other tenant supports. Upon the courts re-opening, the program's physical presence at the courthouses provided a crucial lifeline to those seeking assistance, but unsure of who they could ask, or where they could go, for help.

At the end of 2020, DCBA received delegated authority from your Board to extend the program through January 31, 2024. Once this authority expired, DCBA extended its contract to maintain SHLAC programming through the end of Fiscal Year 2023-2024 using a stopgap funding strategy authorized through the Proclamation of a Local Emergency for Homelessness in the County, which your Board adopted on January 10, 2023.²

Meeting A Critical Need

The SHLAC program has proven to be one of DCBA's most effective consumer assistance programs, ensuring access to justice for individuals whose basic human rights are not only at risk but who have historically faced barriers to accessing government and community resources. The SHLACs provide guidance to litigants requiring protection from domestic violence, resolving child custody disputes, seeking a divorce, halting an eviction to avoid homelessness, and many other civil legal matters. The SHLAC system takes a human-centered, linguistically and culturally competent approach to delivering critical self-help legal services. Our SHLAC contracted partner, Neighborhood Legal Services of

² <https://file.lacounty.gov/SDSInter/bos/supdocs/176661.pdf>

Los Angeles County (NLSLA) and its subcontractors, the Legal Aid Foundation of Los Angeles (LAFLA), and Community Legal Aid of Southern California (CLA SoCal), use their decades of collective experience and social capital to assist unrepresented litigants within the Los Angeles Superior Court (Court) system by providing them with in-person and remote self-help services. In-person services are provided in nine regional SHLAC courthouse locations throughout the County.

In 2023, this contracted group of attorneys, paralegals, and support staff provided over 122,000 instances of service to just under 95,000 County residents, of which over a quarter were related to eviction proceedings.

SHLAC 2023 Summary of Services		
Service Areas	Total Services Provided	Percentage of Services Provided
Housing / Unlawful Detainer	33,058	27%
Restraining Orders / Domestic Violence	29,331	24%
Divorce	27,980	23%
Paternity / Custody & Support	18,974	16%
Special Referrals ³	7,255	6%
Consumer Debt	2,415	2%
Guardianship	1,812	1%
Name Changes	1,330	1%
Total	122,155	100%

The SHLAC program acts as a key safety net for vulnerable tenants at risk of being evicted and falling into homelessness, proving to be an effective intervention. The SHLACs play a critical role in assisting at-risk tenants faced with filing a timely response to an unlawful detainer complaint, which in most circumstances is required within just five business days of receiving the notice. Tenants able to file a timely initial answer are then afforded time to acquire representation to defend their rights. Additionally, the SHLAC program plays a pivotal role in referring income-qualifying tenants to the Stay Housed LA program, which provides limited and full scope legal representation and, in some cases, short-term rental assistance.

The remaining two-thirds of services provided are primarily related to family court proceedings. Often the individuals seeking assistance are in crisis seeking safety from an abuser or trying to secure custody of their children. SHLAC staff are specifically trained in providing trauma-informed care, assisting often anxious self-help litigants in filing the necessary forms to realize the positive outcomes they are seeking. Stress-related illnesses and other adverse consequences attributed to legal problems pose a significant risk to the well-being of the litigant and the other members of their household. Self-help

³ Reflects the number of litigants who visited a SHLAC but needed a service not provided. Common examples include seeking assistance with criminal cases, small claims cases, and discovery assistance.

litigants will often find the legal process unfamiliar and intimidating, requiring a knowledgeable authority that is eager to engage and ask the right questions to relieve that considerable anxiety. If not addressed directly through the types of services provided via the SHLACs, these factors adversely impact the social determinants of health and contribute to the destabilization of litigant's housing and household. SHLAC staff ensure that the County is playing an active role in lessening the harms legal issues cause certain groups of historically underserved households and that their efforts complement other countywide initiatives to mitigate such harms, such as the County's Care First Community Investment (CFCI) and Anti-racism, Diversity, and Inclusion (ARDI) initiatives. If needed, staff connect individuals to much needed social supports that the County and other agencies and organizations provide. In total for 2023, the SHLAC program referred just under 20,000 individuals to a variety of legal aid and social service programs within the County.

Service Delivery Outcomes July 2023 - December 2023

With the assistance of NLSLA's operations team, the following service delivery outcomes illustrate the impact that SHLACs are having on County constituents seeking to resolve legal issues at the Courts. Service delivery outcomes obtained from clients⁴ from July through December 2023 indicate that:

- 40,871 litigants obtained a general or in-depth understanding of their legal situations, rights, and responsibilities, which indicates successful efforts to provide education to litigants with legal issues.
- 10,930 litigants removed barriers that prevented litigants from advancing their cases, moved their cases forward, prevented case closures, and felt empowered or prepared enough to self-represent at trial. These outcomes are indicators that services provided at SHLACs helped litigants advance their cases so that they could achieve desirable results.
- 13,899 litigants were able to preserve their right to have a say in their case or obtained or modified an enforceable court order, indicating the success of SHLAC services in helping litigants exercise certain legal rights.
- 10,799 litigants reported that they felt safe from abuse and/or threats of harm due to receiving self-help services, demonstrating the success of SHLACs in helping individuals that were experiencing mental or physical threats or abuse.
- 12,665 litigants were able to preserve tenant housing in the short-term, discourage illegal lockouts and illegal acts against themselves, improve stability in a child's life, and help mitigate the risk of legal misunderstandings for their cases.

⁴ Service delivery outcomes are obtained throughout the various stages of service provided by NLSLA including: 1. Intake 2. Brief individual assistance/legal education 3. Extended individual assistance/legal education 4. Workshop and 5. Referral

Regional SHLAC Summary July 2023 - December 2023

DCBA reviewed program metrics during the last reporting period and confirmed that the leading subject areas for persons seeking assistance, in descending order, were housing (unlawful detainer), restraining orders/domestic violence, divorce, and paternity/custody and support. These subjects accounted for approximately 89 percent of clients in the reporting period. This is consistent with trends observed in preceding reporting periods. Total services provided averaged approximately 10,342 per month, which amounts to an increase of two percent from the previous reporting period, continuing a trend of increasing demand for services from previous reporting periods. Of individuals surveyed, approximately 53 percent were first time users of self-help services, with 34 percent being referred from the Court system, 16 percent from a friend or family member, and 13 percent from a legal aid program.

The attached workload tables highlight the total number and types of self-help services provided at each of the nine regional SHLACs and via remote means. DCBA will continue to work with NLSLA to refine the new reporting structure to highlight the impact of SHLAC services.

A Valuable Program with Unmet Needs

The value this program provides to the community cannot be understated. Direct contact at the courts provides the County with a unique opportunity to deliver on-the-spot assistance, identify additional needs of the individual, and potentially guide them to available resources that they would otherwise not have known about. Not wanting to lose this opportunity, DCBA and its partners continue to advocate for permanent funding while concurrently deploying creative solutions to preserve the program's existence. The current funding structure, despite all efforts to mitigate inflation and rising rates for attorneys, remains temporary and unsustainable. Unfortunately, the SHLAC program has operated under the same, limited budget since 2018, necessitating creative solutions and the leveraging of partner resources to maintain high quality in-person services and stand-up remote self-help legal services. As of now, DCBA seeks renewed authority to extend its current agreement with NLSLA through the end of Fiscal Year 2024-2025, and approval of its corresponding budgetary ask of \$3,000,000 annually, inclusive of DCBA's administrative costs, currently under consideration by the Chief Executive Office (CEO). DCBA recommends, however, that CEO work with the Department to explore the augmentation of the SHLAC budget during the Fiscal Year 2024-2025 Final Changes Budget process, funds permitting, to account for the higher costs of operating the current system.

While DCBA's top priority is to secure short-term funding, the overall goal is to leverage the time allowed with the current Fiscal Year 2024-2025 budgetary ask to obtain permanent funding for an expanded SHLAC program in subsequent years. Additionally, DCBA seeks to initiate an "Access to Justice" pilot program that would bolster the

Department's current suite of legal aid programs for eviction defense and immigration and expand into new critical areas of need.

The current funding structure of the existing contract (unchanged since 2018) is insufficient to fully staff the SHLAC program and replicate service levels attained pre-pandemic. In 2019, the SHLAC program peaked, supporting over 150,000 individuals. Coming out of the pandemic, however, with the reopening of the courts in July 2021, the program partners have struggled to maintain staffing levels, limiting personnel at certain locations to remain within budget. As a result, program outputs have yet to return to pre-pandemic heights. This condition can be directly attributed to the current agreement's outdated pricing schedule for attorneys, paralegals, and support staff, which has not adjusted to account for increasing wages and inflation. NLSLA and its subcontractors have found it difficult to recruit and maintain staffing levels when contracted compensation rates remain so uncompetitive.

An additional concern is the continuation of remote services. First introduced out of necessity during the pandemic, remote services, which includes phone and video counseling and the transmission of digitized documentation through e-mail, have proven to effectively support many potential litigants without them having to travel to a courthouse. With the costs to provide remote services decreasing every year and the population's increased adoption of remote service technology, DCBA envisions remote services becoming the most utilized, and cost-effective form of assistance offered by the program. The current remote SHLAC services are funded through a \$1.275 million pilot grant that will soon expire, requiring DCBA and its partners to find, in the short-term, the means to maintain this asset.

To permanently address the program's staffing shortfalls and fund the continuation of remote services, DCBA is committed to exploring all potential funding opportunities with CEO as they become available. Options may include the pursuit of additional state-funded grants, but that remains a short-term, potentially unsustainable solution. The SHLAC program's recruitments would be beholden to subsidies outside of the County's control, undermining the stability of the program and continuity of staff.

Reducing the Justice Gap

Coming out of the pandemic, DCBA met routinely with the Court and NLSLA to establish a new vision for the ongoing operations of the SHLAC program, assessing its current state and forming recommendations to evolve and grow the SHLAC program as part of a broader "Access to Justice" initiative. While SHLAC provides critical self-representation resources and services, the COVID-19 pandemic exposed the need for the County to provide more equitable legal representation services for low-income and disadvantaged communities.

In April of 2022, the Legal Services Corporation (LSC) published a national Justice Gap Report⁵ that provided an assessment of low-income Americans' civil legal needs, the extent to which they are met, and how the pandemic affected these needs. According to this report, 55 percent of low-income Americans experienced at least one or more civil legal problems in 2021 that significantly impacted their lives with the consequences affecting their financial stability, housing, mental health, physical health, and safety.⁶ In trying to address those life-changing legal issues, sufficient representation was acquired only eight percent of the time. Moreover, through a lack of knowledge or general distrust in the legal system, the overwhelming majority of low-income litigants, 74 percent, either were unsure or strongly believed a lawyer could help resolve their problem.⁷ This prevalent, counter-intuitive, mindset masks the reality that representation exponentially increases a self-help litigant's chance for success. In a study conducted on eviction filings in Colorado, findings showed that renters who faced eviction without representation were evicted 68 percent of the time, while renters with representation were evicted only six percent of the time.⁸ Locally, the County's eviction defense program (Stay Housed LA), from May 2022 to March of 2024, helped 91 percent of tenants that received legal representation avoid homelessness, with only two percent of represented tenants losing their case in court and being evicted, demonstrating overwhelming positive outcomes for represented litigants.⁹ Access to legal representation matters.

The underlying problem in bridging this gap is that there are not enough resources to meet the demand. In 2019, the State Bar of California published a California focused Justice Gap Study¹⁰ which had similar findings to the national study, attributed the current State conditions to two major factors. The first was a knowledge gap: Californians were unaware of the legal component associated with their problem or they did not know where to look for assistance. Second was a service gap: Californians that sought legal help for their problems could not attain adequate help to resolve those problems due to the limited availability of legal aid for low-income individuals. The study determined that the limited availability of legal aid present throughout the State meant that 40 percent of those able to locate free legal services were still unable to receive any services due to lack of capacity and certain restrictions on funding.

DCBA views the SHLAC program as an opportunity to effectively address the knowledge gap. In maintaining a visible presence at the courthouses, giving readily available opportunity for inquiry and engagement, self-help litigants can learn more about the options available to them and the benefits of representation. Ideally the County could then take action to address the service gap, by standing up programming ready to support the

⁵ <https://lsc-live.app.box.com/s/xl2v2uraitobbzrhwtjlgi0emp3myz1>

⁶ Ibid.

⁷ Ibid.

⁸ https://copolicy.org/wp-content/uploads/2017/10/Facing-Eviction-Alone-9-11-17_revised.pdf

⁹ Out of all represented tenants, 49% remained in their homes and 42% negotiated a soft landing (relocation), constituting the 91% of tenants that avoided homelessness.

¹⁰ <https://www.calbar.ca.gov/Portals/0/documents/accessJustice/California-Justice-Gap-Report.pdf>

needs of those identified by the SHLACs, creating a streamlined pathway to assistance. Looking to transform this vision into reality, DCBA assessed the feasibility of developing and launching an “Access to Justice” pilot program to complement the services offered via the SHLAC program and leverage its referral capacities. An initial report was provided to your Board on July 15, 2022, summarizing DCBA’s research and proposing a broad framework for a pilot program including a recommendation to target litigants with specific case types in three identified Courthouses:¹¹

- Antelope Valley for Domestic Violence Cases;
- Compton for Guardianship Cases; and
- Chatsworth for Consumer Debt Cases.

Since that report, DCBA has continued to conduct research on similar legal representation models in other metropolitan areas and engaged with multiple non-profit legal service provider partners to refine its vision of an equitable, two-year “Access to Justice” pilot program that would provide limited and full scope legal services in high needs areas of civil law, particularly those areas where self-representation is commonly arduous and unsuccessful.

To start, DCBA is proposing a pilot that would deliver civil legal services to low-income residents facing consumer debt litigation. Like most eviction cases, self-represented litigants in consumer debt cases usually face an experienced attorney representing the plaintiff. The courts lack standardized forms for these types of cases and defendants often face voluminous and complex discovery requests from plaintiff attorneys. If a response is not provided to the creditor within 30 days, the self-represented litigant could lose the case and be liable for the creditor’s attorney’s fees. While SHLAC assistance can help, most individuals facing this type of litigation require assistance well beyond what the SHLAC centers can provide. The pandemic has further exacerbated the problem as bills increase due to those who still have not fully recovered financially. To add, the County is already cognizant of the enormity of the medical debt problem, a sub-category of consumer debt, and is currently taking measures to address the issue in multiple directions.¹² DCBA sees this proposed pilot as an additional opportunity to expand the current scope of the SHLAC program to directly address consumer and medical debt in response to your Board’s request to improve capacity of legal aid within the County.

The anticipated budgetary ask for the two-year pilot will be \$1.9 million, inclusive of DCBA’s administrative costs. This will cover the services of at least three attorneys and four support staff to provide consumer debt legal assistance and representation at DCBA’s South Whittier Community Resource Center. This area was identified as one of three ideal areas for launching a pilot program, given its proximity to Compton and based

¹¹ https://file.lacounty.gov/SDSInter/bos/bc/1127292_2022-07-15SHLACQuarterlyWorkloadReportNo.24_rc.pdf

¹² <https://file.lacounty.gov/SDSInter/bos/supdocs/184627.pdf>

on an analysis of SHLAC program data, feedback collected from legal aid partners, and information collected on high needs areas disproportionately impacted by COVID-19 as identified through the County's Equity Explorer Tool/Justice Equity Need Services Index. With additional funding, the pilot could potentially expand to the other two target areas, Antelope Valley and Compton/South Los Angeles. The South Whittier Center is also owned and operated by DCBA and could serve as a cost-efficient option should your Board direct the launching of a pilot program.

Based on current data of the SHLAC program, DCBA anticipates SHLAC-specific referrals to be more than sufficient to fully exhaust the funding requested. More importantly, the experience should inform a meaningful path forward to developing future legal aid supports in multiple areas under an all-encompassing "Access to Justice" umbrella program. There is unanimous agreement that representation in nearly all civil matters has a direct correlation to positive outcomes. What is lacking is the conviction to devote the resources needed to meet the need of those unable to afford it.

DCBA's short-term funding solution will be fully exhausted by June 30, 2024. Efforts to mitigate the potential conclusion and further expand the program include the following:

- \$3,000,000 in annual funding submitted in the current Fiscal Year 2024-2025 Recommended Budget.
- On-going collaboration with the CEO and community stakeholders to inform a potential additional request in the Fiscal Year 2024-2025 Supplemental Budget needed to meet the increasing demand for services.
- Continued pursuit with partners of potential State grant opportunities to further support the program when current grants expire on December 31, 2024.
- Preparation of a formal proposal for DCBA's two-year Access to Justice pilot program, targeted to begin in Fiscal Year 2025-2026 in time to allow for the solicitation of a legal service provider.

The next status report for the current agreement will cover January through June 2024 and will be submitted in August 2024. DCBA will also provide an update on its efforts enumerated above. If you have any questions or need additional information, please contact me or Dana Pratt, Deputy Director, at (213) 634-5923 or DPratt@dcba.lacounty.gov.

RC:JA:AB:CO
DP:MR:JP:EV:ph

Attachments

c: Executive Office, Board of Supervisors
Chief Executive Office
County Counsel

Attachment A – SHLAC Workload Report

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	352	278	191	402	438	540	47	454	869	490	4061
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	342	493	263	389	222	304	161	168	312	278	2932
3. Removed barrier to next step of case	8	19	48	12	28	7	21	15	3	18	179
4. Moved case forward	143	193	131	151	107	73	119	69	145	200	1331
5. Prevented case closure	7	25	1	6	9	4	1	16	8	11	88
6. Empowered/prepared litigant to self-represent at trial	23	63	5	51	31	53	4	37	57	20	344
7. Preserved right to have a say in the case	134	101	152	83	90	65	110	11	125	149	1020
8. Obtained or modified enforceable order	187	288	91	236	111	214	40	109	156	61	1493
9. Kept the person safe from abuse and/or threats of harm	277	272	206	235	162	206	134	66	212	148	1918
10. Preserved tenant housing in the short term	119	69	174	68	104	44	128	3	116	124	949
11. Discouraged illegal lockouts and illegal acts	0	7	12	2	2	3	2	0	5	13	46
12. Improved stability in a child's life	26	112	3	73	28	44	4	31	59	38	418
13. Mitigated the risk of legal misunderstandings	338	25	24	17	28	134	0	52	187	77	882
14. Info on no cost or low cost options when available	354	121	81	110	25	41	86	92	675	223	1808
15. Referrals and/or resources to trustworthy legal and social services	593	380	124	456	33	74	110	256	1078	332	3436
TOTAL	2903	2446	1506	2291	1418	1806	967	1379	4007	2182	20905

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	631	550	307	467	369	457	229	328	632	403	4373
No	392	471	123	592	277	335	0	279	448	348	3265
Did Not Respond	54	53	80	60	52	30	0	11	109	17	466
TOTAL	1077	1074	510	1119	698	822	229	618	1189	768	8104

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	6	6	1	4	3	9	3	4	3	2	41
Court	312	408	199	339	216	293	67	212	395	362	2803
Friend / Family	220	169	46	257	133	160	34	122	187	51	1379
Internet	60	41	17	43	39	52	24	49	36	51	412
Legal Aid	159	117	60	121	102	104	68	74	157	105	1067
Other	199	160	116	240	127	142	32	106	161	92	1375
Did Not Respond	121	173	71	115	78	62	1	51	250	105	1027
TOTAL	1077	1074	510	1119	698	822	229	618	1189	768	8104

Note:

VN - Van Nuys (District 3)

PO - Pomona (District 1)

IW - Inglewood (District 2)

RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)

LB - Long Beach (District 4)

CH - Chatsworth (District 5)

SM - Santa Monica (District 3)

TO - Torrance (District 4)

CO - Compton (District 2)

August 2023	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	1	0	0	4	0	1	0	7	1	7	21
002. Petition	114	115	15	147	80	174	4	137	215	109	1110
003. Response	6	16	0	24	6	23	1	28	24	18	146
004. Proof of Service	10	15	1	16	1	6	0	9	8	2	68
005. Trial Setting	10	4	1	18	6	5	0	11	12	10	77
006. Default/Default Setting	3	10	1	7	2	4	0	26	23	19	95
007. Declaration of Disclosure	39	42	1	33	22	15	0	37	49	18	256
008. Trial Prep/Brief	8	7	2	21	3	3	0	12	14	1	71
009. Request for Order	46	23	0	35	25	25	0	41	26	24	245
010. Response to Request for Order	1	5	2	5	1	3	0	0	7	2	26
011. Findings and Order After Hearing	0	1	0	0	0	0	0	2	6	0	9
012. Joint Petition for Summary Dissolution	2	0	0	3	0	1	0	5	2	6	19
013. Judgement	21	51	1	73	21	19	0	78	74	43	381
014. Dismissal	1	1	0	2	1	3	0	15	7	0	30
015. Restoration of Name	0	0	0	3	1	0	0	0	0	0	4
016. Stipulated Modification	0	2	0	1	0	0	0	0	0	0	3
017. Continuance	0	0	0	0	0	1	0	0	0	0	1
--- Paternity / Custody & Support ---											
101. Posting and Publication	4	0	0	2	1	1	0	0	1	2	11
102. Petition	90	85	11	102	50	75	1	76	184	43	717
103. Response	8	21	2	11	2	24	0	12	20	14	114
104. Proof of Service	5	4	0	5	0	2	0	0	8	0	24
105. Trial Setting	3	7	0	6	1	1	0	14	5	3	40
106. Default/Default Setting	2	7	0	1	3	3	0	4	17	0	37
107. Request for Order	85	59	1	173	70	40	1	71	187	23	710
108. Trial Prep/Brief	2	4	0	5	2	3	0	7	10	0	33
109. Response to Request for Order	6	20	1	9	5	4	0	8	17	18	88
110. Findings and Order After Hearing	2	4	0	0	0	0	0	2	6	0	14
111. Judgement	3	20	0	5	3	1	0	10	31	4	77
112. Dismissal	1	1	0	0	1	0	0	4	3	1	11
113. Stipulated Modification	0	0	0	3	0	1	0	0	0	0	4
114. Continuance	0	1	0	0	0	0	0	1	0	0	2
--- Housing ---											
301. Pre-Litigation Assistance	9	11	18	12	8	12	0	18	87	19	194
302. Starting an Unlawful Detainer	28	1	25	12	2	1	4	9	28	46	156
303. Answer to Unlawful Detainer	249	112	165	143	115	79	221	14	301	363	1762
304. Trial Prep	91	0	1	25	4	38	2	2	46	65	274
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs	48	16	71	52	29	35	12	6	182	81	532
306. Motions	5	0	107	1	36	18	70	0	0	54	291
--- Restraining Orders ---											
401. DVRO	200	131	13	232	110	188	19	123	374	62	1452
402. DVRO Response	9	22	5	8	8	11	0	14	31	16	124
403. EARO	27	17	8	25	6	27	1	10	60	13	194
404. EARO Response	2	1	3	0	0	0	0	1	2	1	10
405. CHRO	138	81	92	66	62	67	25	66	246	53	896
406. CHRO Response	6	4	6	4	1	2	2	0	1	3	29
407. Shelter Reviews	0	1	0	0	0	0	0	0	0	0	1
408. Continuances	5	1	1	4	3	0	1	12	11	0	38
409. Dismissals	5	0	2	11	0	0	0	11	14	7	50
410. Renewals	0	0	0	1	0	2	0	5	7	0	15
411. Modifications	10	2	3	3	1	5	0	5	18	1	48
412. Supplemental Dec/Evidence	1	0	4	2	1	0	0	4	9	0	21
413. Trial Prep	0	0	1	1	0	0	0	0	0	4	6
--- Guardianship ---											
501. Petition for Guardianship	5	3	9	50	2	3	0	10	10	13	105
502. Objection to Guardianship	0	1	0	0	0	0	0	2	0	2	5
503. Letters & Orders	0	0	0	10	0	1	0	8	0	3	22
504. Termination of Guardianship	0	0	0	5	0	1	0	1	0	8	15
505. Notice of Guardianship/ Service	0	0	0	6	0	0	0	0	0	5	11
506. Consents	0	0	0	1	0	0	0	0	0	2	3
507. Supplemental Declarations/Trial prep	0	0	0	1	0	0	0	0	0	1	2
508. Visitation Requests	0	0	0	1	0	1	0	2	2	0	6
509. Caregivers affidavit	0	0	4	0	1	0	0	0	0	0	5
--- Consumer ---											
601. Claims of Exemption	1	0	41	1	3	1	1	15	6	20	89
602. Answer to Consumer Case	2	0	1	2	0	15	0	4	4	44	72
603. Trial Prep	0	0	0	0	0	0	0	6	0	0	6
604. Discovery	0	0	0	0	0	0	0	2	0	0	2
605. Motion to Vacate	0	0	0	0	0	0	0	2	0	0	2
606. Debt Collection Letter	0	0	0	0	0	0	0	6	0	6	12
607. Creditor Issue	0	0	27	2	4	1	4	12	0	12	62
--- Name Change ---											
701. Adult Name Change	7	3	7	4	7	1	10	3	13	14	69
702. Child Name Change	5	1	1	3	2	0	4	6	18	8	48
703. Adult Name & Gender	0	0	1	0	0	0	0	0	3	0	4
704. Child Name & Gender	0	0	0	0	0	0	0	0	0	3	3
705. Adult Gender	2	0	0	0	1	0	0	0	0	0	3
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	67	78	0	150	37	44	1	2	288	87	754
TOTAL	1395	1011	655	1552	750	991	384	998	2718	1383	11837

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	449	257	196	407	418	593	48	626	1046	620	4660
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	322	409	280	497	257	330	178	144	321	282	3020
3. Removed barrier to next step of case	6	14	68	25	19	10	29	6	7	20	204
4. Moved case forward	142	192	141	192	81	112	116	55	132	206	1369
5. Prevented case closure	7	23	1	13	6	8	1	9	11	8	87
6. Empowered/prepared litigant to self-represent at trial	35	46	2	95	47	38	2	22	62	28	377
7. Preserved right to have a say in the case	127	110	171	97	67	80	116	11	124	142	1045
8. Obtained or modified enforceable order	175	207	91	316	159	203	55	93	168	64	1531
9. Kept the person safe from abuse and/or threats of harm	264	226	216	271	176	219	156	66	214	146	1954
10. Preserved tenant housing in the short term	122	71	198	80	72	53	143	3	106	120	968
11. Discouraged illegal lockouts and illegal acts	0	0	14	6	9	2	3	1	5	10	50
12. Improved stability in a child's life	25	90	1	116	44	36	5	28	65	33	443
13. Mitigated the risk of legal misunderstandings	214	30	46	7	30	77	0	47	376	45	872
14. Info on no cost or low cost options when available	349	122	83	149	45	62	108	81	868	297	2164
15. Referrals and/or resources to trustworthy legal and social services	624	347	113	647	62	79	129	228	1351	475	4055
TOTAL	2861	2144	1621	2918	1492	1902	1089	1420	4856	2496	22799

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	726	486	336	491	368	531	249	413	726	529	4855
No	425	403	129	810	319	331	1	296	511	377	3602
Did Not Respond	58	76	89	77	33	48	2	19	136	22	560
TOTAL	1209	965	554	1378	720	910	252	728	1373	928	9017

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	7	4	1	6	3	8	2	2	3	1	37
Court	336	390	186	428	199	305	108	225	455	438	3070
Friend / Family	227	152	62	273	148	164	24	120	232	43	1445
Internet	94	39	33	37	42	74	15	62	57	77	530
Legal Aid	189	99	77	153	147	100	72	96	179	101	1213
Other	241	164	105	352	118	168	26	126	148	112	1560
Did Not Respond	115	117	90	129	63	91	5	97	299	156	1162
TOTAL	1209	965	554	1378	720	910	252	728	1373	928	9017

Note:

VN - Van Nuys (District 3)
PO - Pomona (District 1)
IW - Inglewood (District 2)
RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)
LB - Long Beach (District 4)
CH - Chatsworth (District 5)

SM - Santa Monica (District 3)
TO - Torrance (District 4)
CO - Compton (District 2)

September 2023	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	1	1	0	1	1	1	0	4	13	10	32
002. Petition	106	95	14	142	64	126	7	110	134	64	862
003. Response	15	19	2	19	8	17	1	24	12	11	128
004. Proof of Service	5	8	0	8	0	5	0	17	8	5	56
005. Trial Setting	4	2	0	8	5	11	1	9	15	10	65
006. Default/Default Setting	3	15	0	6	5	9	0	23	22	4	87
007. Declaration of Disclosure	21	15	1	28	17	17	2	23	46	13	183
008. Trial Prep/Brief	4	7	0	14	4	6	1	15	9	9	69
009. Request for Order	41	35	0	35	14	27	0	44	23	13	232
010. Response to Request for Order	7	3	0	9	0	6	0	0	2	3	30
011. Findings and Order After Hearing	0	4	0	0	0	0	0	5	1	0	10
012. Joint Petition for Summary Dissolution	1	0	0	0	0	0	0	0	0	0	1
013. Judgement	25	41	1	57	19	12	1	60	46	22	284
014. Dismissal	2	2	0	0	0	2	0	5	1	0	12
015. Restoration of Name	1	0	0	2	0	1	0	3	3	0	10
016. Stipulated Modification	0	0	0	2	0	0	0	0	0	0	2
017. Continuance	0	0	0	0	0	0	0	2	0	0	2
--- Paternity / Custody & Support ---											
101. Posting and Publication	0	1	0	3	2	0	4	5	0	4	19
102. Petition	55	57	7	102	49	54	1	84	90	36	535
103. Response	5	21	2	7	4	14	0	13	22	5	93
104. Proof of Service	2	1	0	8	1	0	0	9	3	2	26
105. Trial Setting	2	2	0	3	2	4	0	7	6	4	30
106. Default/Default Setting	0	5	0	0	2	0	0	4	6	0	17
107. Request for Order	63	70	0	86	57	55	0	91	122	24	568
108. Trial Prep/Brief	0	9	0	5	1	2	0	3	14	1	35
109. Response to Request for Order	11	8	2	6	5	2	0	8	11	10	63
110. Findings and Order After Hearing	0	2	0	0	0	0	0	0	0	0	2
111. Judgement	1	8	0	7	2	0	0	22	13	4	57
112. Dismissal	0	1	0	2	0	0	0	2	0	0	5
113. Stipulated Modification	1	0	0	3	0	2	0	0	0	0	6
114. Continuance	0	0	0	0	0	0	0	7	0	0	7
--- Housing ---											
301. Pre-Litigation Assistance	8	6	10	3	4	5	0	15	79	19	149
302. Starting an Unlawful Detainer	17	0	34	8	2	5	2	11	18	27	124
303. Answer to Unlawful Detainer	209	75	133	142	142	96	170	11	257	317	1552
304. Trial Prep	66	0	2	16	1	70	0	0	37	58	250
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs	54	16	53	21	32	33	7	17	140	71	444
306. Motions	0	0	69	1	35	5	33	2	0	67	212
--- Restraining Orders ---											
401. DVRO	171	108	7	161	82	171	20	82	297	48	1147
402. DVRO Response	5	21	0	4	5	6	0	9	28	7	85
403. EARO	21	22	6	20	5	9	0	5	47	3	138
404. EARO Response	5	0	0	0	2	1	0	0	3	1	12
405. CHRO	106	40	96	57	70	51	19	82	184	63	768
406. CHRO Response	5	1	4	9	6	2	0	12	6	0	45
407. Shelter Reviews	0	0	0	1	0	0	0	0	0	0	1
408. Continuances	1	1	7	7	3	1	0	12	9	0	41
409. Dismissals	8	0	0	4	0	0	0	1	6	3	22
410. Renewals	2	2	0	1	2	1	0	5	3	0	16
411. Modifications	16	5	3	5	1	1	0	6	8	0	45
412. Supplemental Dec/Evidence	0	0	0	0	6	0	0	5	1	0	12
413. Trial Prep	0	0	2	0	0	0	0	2	0	0	4
--- Guardianship ---											
501. Petition for Guardianship	2	2	0	29	1	2	0	8	3	23	70
502. Objection to Guardianship	1	0	0	2	0	0	0	0	3	1	7
503. Letters & Orders	0	0	0	15	0	0	0	0	0	4	19
504. Termination of Guardianship	1	0	0	5	0	1	0	0	0	3	10
505. Notice of Guardianship/ Service	0	0	0	4	0	0	0	0	0	1	5
506. Consents	0	0	0	1	0	0	0	0	0	0	1
507. Supplemental Declarations/Trial prep	0	0	0	1	0	0	0	0	0	0	1
508. Visitation Requests	1	0	0	1	0	2	0	2	2	0	8
509. Caregivers affidavit	0	0	0	0	0	0	0	0	0	0	0
--- Consumer ---											
601. Claims of Exemption	0	0	26	0	6	3	1	19	3	14	72
602. Answer to Consumer Case	0	0	0	0	0	4	0	7	0	22	33
603. Trial Prep	0	0	0	0	0	0	0	3	0	0	3
604. Discovery	0	0	0	0	0	0	0	0	0	6	6
605. Motion to Vacate	0	0	2	0	0	0	0	5	0	2	9
606. Debt Collection Letter	0	0	5	0	1	1	0	11	0	1	19
607. Creditor Issue	0	0	19	0	12	0	6	19	0	18	74
--- Name Change ---											
701. Adult Name Change	12	2	4	5	4	4	5	4	3	11	54
702. Child Name Change	8	2	2	4	0	0	1	1	10	5	33
703. Adult Name & Gender	0	1	1	0	0	0	1	0	0	0	3
704. Child Name & Gender	0	0	0	0	2	0	0	0	2	0	4
705. Adult Gender	0	0	0	0	0	0	0	0	0	0	0
706. Child Gender	0	0	0	0	1	0	0	0	0	0	1
--- Other Service - Referrals ---											
999 - Other Service	81	53	0	154	19	31	0	0	179	71	588
TOTAL	1176	789	514	1244	706	878	283	955	1950	1120	9615

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	328	246	157	332	408	483	34	574	774	487	3823
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	255	250	215	367	219	305	136	129	237	272	2385
3. Removed barrier to next step of case	3	17	55	21	24	15	16	12	5	21	189
4. Moved case forward	96	98	109	174	90	111	91	39	118	191	1117
5. Prevented case closure	3	18	2	18	1	9	0	11	5	12	79
6. Empowered/prepared litigant to self-represent at trial	33	32	1	55	31	48	2	24	35	23	284
7. Preserved right to have a say in the case	94	67	122	114	83	91	87	18	115	135	926
8. Obtained or modified enforceable order	150	132	84	184	116	186	43	78	111	65	1149
9. Kept the person safe from abuse and/or threats of harm	204	145	190	206	163	222	121	53	186	154	1644
10. Preserved tenant housing in the short term	81	42	163	95	96	80	100	3	107	124	891
11. Discouraged illegal lockouts and illegal acts	0	0	4	4	4	0	1	4	0	15	32
12. Improved stability in a child's life	27	46	1	61	24	35	2	22	28	35	281
13. Mitigated the risk of legal misunderstandings	266	37	20	1	64	72	0	57	209	69	795
14. Info on no cost or low cost options when available	317	96	58	83	29	59	86	69	584	228	1609
15. Referrals and/or resources to trustworthy legal and social services	593	295	87	545	58	88	99	252	939	356	3312
TOTAL	2450	1521	1268	2260	1410	1804	818	1345	3453	2187	18516

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	581	367	279	424	375	448	175	374	534	417	3974
No	394	324	107	681	247	298	1	268	381	333	3034
Did Not Respond	67	62	49	45	48	36	1	18	83	10	419
TOTAL	1042	753	435	1150	670	782	177	660	998	760	7427

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	13	4	2	3	4	1	0	8	3	0	38
Court	296	275	166	352	238	269	63	234	323	386	2602
Friend / Family	226	124	39	257	119	138	32	110	169	35	1249
Internet	63	34	30	38	33	54	18	39	22	37	368
Legal Aid	175	95	47	103	112	104	40	77	126	115	994
Other	180	123	89	304	101	143	22	119	104	86	1271
Did Not Respond	89	98	62	93	63	73	2	73	251	101	905
TOTAL	1042	753	435	1150	670	782	177	660	998	760	7427

Note:

VN - Van Nuys (District 3)
PO - Pomona (District 1)
IW - Inglewood (District 2)
RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)
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TO - Torrance (District 4)
CO - Compton (District 2)

October 2023	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	3	7	0	6	7	4	0	1	7	1	36
002. Petition	135	142	12	173	91	149	8	183	162	80	1135
003. Response	18	15	1	20	8	25	0	35	21	39	182
004. Proof of Service	3	5	1	10	0	9	0	30	14	1	73
005. Trial Setting	8	4	1	11	7	9	1	8	17	3	69
006. Default/Default Setting	8	10	0	4	7	8	1	20	23	7	88
007. Declaration of Disclosure	31	53	2	37	21	22	3	31	45	18	263
008. Trial Prep/Brief	5	9	0	35	8	5	0	10	4	4	80
009. Request for Order	42	30	4	34	21	30	0	67	41	14	283
010. Response to Request for Order	2	2	0	5	1	6	0	9	4	9	38
011. Findings and Order After Hearing	0	2	0	1	0	1	0	3	1	2	10
012. Joint Petition for Summary Dissolution	6	0	1	0	2	1	0	3	0	2	15
013. Judgement	40	36	3	63	10	26	1	71	55	24	329
014. Dismissal	3	7	0	4	0	4	0	2	5	4	29
015. Restoration of Name	2	0	1	0	0	1	0	3	3	0	10
016. Stipulated Modification	0	2	0	2	0	0	0	0	0	0	4
017. Continuance	0	0	0	0	0	0	0	0	0	0	0
--- Paternity / Custody & Support ---											
101. Posting and Publication	1	1	0	6	0	0	0	0	2	4	14
102. Petition	58	66	9	93	56	46	2	77	105	49	561
103. Response	4	20	0	5	8	12	0	5	13	3	70
104. Proof of Service	7	0	2	12	4	3	0	1	7	1	37
105. Trial Setting	2	3	0	2	5	4	0	10	4	0	30
106. Default/Default Setting	4	4	0	1	0	3	0	6	3	2	23
107. Request for Order	40	66	7	114	77	77	2	105	154	22	664
108. Trial Prep/Brief	1	6	0	19	4	1	0	11	31	3	76
109. Response to Request for Order	12	6	4	7	7	11	0	8	8	2	65
110. Findings and Order After Hearing	0	2	0	1	1	1	0	1	7	0	13
111. Judgement	1	15	0	6	6	4	0	14	39	4	89
112. Dismissal	4	0	0	1	0	0	0	3	0	1	9
113. Stipulated Modification	0	2	0	4	0	0	0	1	0	0	7
114. Continuance	0	0	0	0	0	0	0	2	0	0	2
--- Housing ---											
301. Pre-Litigation Assistance	10	4	15	3	5	9	0	8	79	20	153
302. Starting an Unlawful Detainer	10	4	21	16	5	0	0	9	19	27	111
303. Answer to Unlawful Detainer	315	109	158	116	193	77	174	8	373	400	1923
304. Trial Prep	136	0	9	25	3	61	0	2	35	68	339
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs	29	12	79	32	57	50	21	17	192	70	559
306. Motions	1	0	70	0	24	10	55	2	0	84	246
--- Restraining Orders ---											
401. DVRO	170	170	10	188	102	216	16	110	394	54	1430
402. DVRO Response	11	14	6	9	10	9	0	11	20	7	97
403. EARO	15	29	8	15	13	14	1	14	24	1	134
404. EARO Response	3	1	4	3	1	0	0	1	0	4	17
405. CHRO	136	70	98	59	93	84	16	67	250	39	912
406. CHRO Response	10	4	11	3	5	5	3	3	8	4	56
407. Shelter Reviews	0	0	0	1	0	0	0	0	0	1	2
408. Continuances	3	1	0	3	2	2	0	4	6	1	22
409. Dismissals	4	0	0	1	1	1	1	9	11	0	28
410. Renewals	3	0	0	1	2	3	0	5	1	0	15
411. Modifications	6	1	8	6	1	1	0	9	13	0	45
412. Supplemental Dec/Evidence	0	0	2	2	0	1	0	5	6	0	16
413. Trial Prep	0	0	0	2	1	0	0	4	1	3	11
--- Guardianship ---											
501. Petition for Guardianship	2	7	0	54	4	3	0	10	0	37	117
502. Objection to Guardianship	0	0	0	0	0	0	0	0	1	2	3
503. Letters & Orders	0	0	0	10	0	0	0	0	0	10	20
504. Termination of Guardianship	0	0	0	5	2	0	0	0	0	1	8
505. Notice of Guardianship/ Service	0	0	0	6	0	0	0	1	0	1	8
506. Consents	0	0	0	0	0	0	0	0	0	0	0
507. Supplemental Declarations/Trial prep	0	0	0	2	0	0	1	0	0	1	4
508. Visitation Requests	0	0	0	3	2	0	0	0	0	1	6
509. Caregivers affidavit	0	0	0	2	0	0	0	0	0	0	2
--- Consumer ---											
601. Claims of Exemption	1	0	17	1	3	8	0	9	0	12	51
602. Answer to Consumer Case	1	1	2	1	1	7	1	17	1	82	114
603. Trial Prep	0	0	0	0	0	1	0	6	0	0	7
604. Discovery	0	0	0	0	0	0	0	6	0	3	9
605. Motion to Vacate	0	0	0	0	0	0	0	15	0	0	15
606. Debt Collection Letter	0	0	2	0	0	0	0	9	0	5	16
607. Creditor Issue	0	1	19	0	5	0	3	19	2	28	77
--- Name Change ---											
701. Adult Name Change	3	7	6	8	2	3	5	9	14	17	74
702. Child Name Change	2	1	1	5	0	1	5	3	0	4	22
703. Adult Name & Gender	0	0	0	0	0	1	1	0	0	0	2
704. Child Name & Gender	1	0	0	0	0	1	0	0	0	0	2
705. Adult Gender	0	0	0	0	0	0	0	0	0	0	0
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	71	107	0	162	25	84	1	0	171	98	719
TOTAL	1383	1058	594	1420	913	1114	322	1112	2396	1384	11696

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	408	306	184	409	494	636	51	590	933	643	4654
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	376	375	261	391	294	363	141	159	361	291	3012
3. Removed barrier to next step of case	5	15	46	34	26	15	33	12	7	16	209
4. Moved case forward	186	166	124	180	138	108	95	47	187	233	1464
5. Prevented case closure	7	23	0	22	8	8	1	7	9	11	96
6. Empowered/prepared litigant to self-represent at trial	24	37	7	71	42	47	2	35	60	15	340
7. Preserved right to have a say in the case	170	101	145	92	132	78	93	15	176	164	1166
8. Obtained or modified enforceable order	176	218	92	203	133	244	42	108	162	52	1430
9. Kept the person safe from abuse and/or threats of harm	301	251	204	199	217	255	122	75	267	159	2050
10. Preserved tenant housing in the short term	148	85	165	84	135	63	123	5	165	142	1115
11. Discouraged illegal lockouts and illegal acts	0	1	18	4	9	2	3	0	2	13	52
12. Improved stability in a child's life	28	66	4	75	42	37	6	33	48	42	381
13. Mitigated the risk of legal misunderstandings	318	56	25	3	29	104	1	71	182	51	840
14. Info on no cost or low cost options when available	350	96	62	100	17	54	74	81	655	285	1774
15. Referrals and/or resources to trustworthy legal and social services	599	377	104	620	109	112	99	361	1102	445	3928
TOTAL	3096	2173	1441	2487	1825	2126	886	1599	4316	2562	22511

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	681	527	302	496	417	554	207	378	676	521	4759
No	466	414	133	756	344	433	8	323	498	401	3776
Did Not Respond	57	81	70	58	60	43	1	13	106	31	520
TOTAL	1204	1022	505	1310	821	1030	216	714	1280	953	9055

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	9	10	2	1	4	6	4	3	6	2	47
Court	322	372	191	371	281	371	80	225	409	453	3075
Friend / Family	241	208	41	297	114	176	27	127	235	39	1505
Internet	112	51	32	50	39	71	16	47	41	56	515
Legal Aid	167	103	58	144	166	162	47	101	176	150	1274
Other	257	166	104	348	134	173	38	119	129	103	1571
Did Not Respond	96	112	77	99	83	71	4	92	284	150	1068
TOTAL	1204	1022	505	1310	821	1030	216	714	1280	953	9055

Note:

VN - Van Nuys (District 3)
PO - Pomona (District 1)
IW - Inglewood (District 2)
RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)
LB - Long Beach (District 4)
CH - Chatsworth (District 5)

SM - Santa Monica (District 3)
TO - Torrance (District 4)
CO - Compton (District 2)

November 2023	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	4	5	0	7	9	2	0	2	4	0	33
002. Petition	130	89	10	105	75	137	13	154	115	83	911
003. Response	10	19	0	19	11	18	0	28	21	9	135
004. Proof of Service	3	8	1	15	6	3	0	32	1	3	72
005. Trial Setting	1	5	2	12	4	5	1	14	22	6	72
006. Default/Default Setting	2	7	0	10	6	3	0	23	20	2	73
007. Declaration of Disclosure	25	32	3	32	27	29	0	32	32	18	230
008. Trial Prep/Brief	1	6	1	25	13	3	0	9	15	6	79
009. Request for Order	30	28	4	30	24	17	0	62	25	17	237
010. Response to Request for Order	2	4	1	7	7	8	0	7	2	6	44
011. Findings and Order After Hearing	1	3	0	1	0	4	0	7	2	0	18
012. Joint Petition for Summary Dissolution	4	0	0	0	0	1	0	0	0	0	5
013. Judgement	13	36	0	55	19	23	3	51	30	38	268
014. Dismissal	3	2	0	2	0	1	0	2	2	1	13
015. Restoration of Name	0	1	0	1	0	0	0	0	0	0	2
016. Stipulated Modification	0	1	0	1	0	1	0	0	2	0	5
017. Continuance	0	0	0	0	0	0	0	0	0	0	0
--- Paternity / Custody & Support ---											
101. Posting and Publication	0	0	0	6	2	0	0	0	7	2	17
102. Petition	60	69	11	75	51	34	5	61	166	48	580
103. Response	13	14	4	10	7	13	2	14	9	14	100
104. Proof of Service	0	4	0	6	4	5	1	3	6	1	30
105. Trial Setting	0	3	0	5	2	1	0	6	7	6	30
106. Default/Default Setting	1	1	0	2	2	1	0	4	5	0	16
107. Request for Order	36	89	7	118	59	35	1	72	107	33	557
108. Trial Prep/Brief	1	3	0	16	2	4	0	0	26	1	53
109. Response to Request for Order	8	2	3	8	6	12	1	2	15	4	61
110. Findings and Order After Hearing	0	3	0	0	2	2	0	5	0	0	12
111. Judgement	2	12	0	6	3	3	0	17	9	4	56
112. Dismissal	0	0	0	0	0	0	0	1	2	0	3
113. Stipulated Modification	1	4	0	1	0	2	0	1	1	0	10
114. Continuance	0	0	0	0	0	0	0	0	0	0	0
--- Housing ---											
301. Pre-Litigation Assistance	4	4	5	8	8	13	0	9	78	7	136
302. Starting an Unlawful Detainer	11	11	12	1	5	0	2	2	20	11	75
303. Answer to Unlawful Detainer	256	75	134	96	119	51	150	7	258	370	1516
304. Trial Prep	95	0	9	21	2	79	4	2	27	57	296
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs	20	11	60	22	49	44	18	16	149	76	465
306. Motions	4	0	71	4	22	0	58	0	0	121	280
--- Restraining Orders ---											
401. DVRO	136	126	7	154	84	170	22	90	341	53	1183
402. DVRO Response	5	4	9	9	14	2	1	20	28	8	100
403. EARO	13	16	11	14	7	10	1	5	41	9	127
404. EARO Response	1	0	1	0	0	0	0	0	2	0	4
405. CHRO	134	67	77	79	104	81	30	68	205	51	896
406. CHRO Response	2	2	2	2	5	1	0	1	0	4	19
407. Shelter Reviews	0	0	0	0	0	0	0	0	0	0	0
408. Continuances	1	0	1	2	1	1	2	8	6	0	22
409. Dismissals	6	3	1	0	2	3	0	2	4	2	23
410. Renewals	2	1	0	1	0	3	0	4	6	3	20
411. Modifications	3	2	1	5	1	4	0	4	11	6	37
412. Supplemental Dec/Evidence	0	2	0	2	1	0	0	0	5	3	13
413. Trial Prep	0	1	0	0	1	0	0	0	4	0	6
--- Guardianship ---											
501. Petition for Guardianship	3	3	9	48	6	0	0	15	10	23	117
502. Objection to Guardianship	0	1	0	2	0	0	0	0	0	0	3
503. Letters & Orders	0	0	0	21	0	0	0	0	0	2	23
504. Termination of Guardianship	0	0	0	5	0	0	0	0	3	1	9
505. Notice of Guardianship/ Service	0	0	0	9	0	0	0	0	0	2	11
506. Consents	0	0	0	6	0	0	0	0	0	0	6
507. Supplemental Declarations/Trial prep	0	0	0	2	0	0	0	0	0	0	2
508. Visitation Requests	0	1	0	3	0	0	0	0	0	0	4
509. Caregivers affidavit	0	0	0	0	0	0	0	0	0	0	0
--- Consumer ---											
601. Claims of Exemption	0	0	16	2	7	0	5	5	6	13	54
602. Answer to Consumer Case	2	0	4	1	1	0	0	19	2	122	151
603. Trial Prep	0	0	0	0	0	0	0	25	1	0	26
604. Discovery	0	0	0	0	0	0	0	0	0	0	0
605. Motion to Vacate	0	0	0	0	0	0	0	0	0	2	2
606. Debt Collection Letter	0	0	0	0	0	0	0	3	0	4	7
607. Creditor Issue	0	0	20	0	4	0	2	14	0	4	44
--- Name Change ---											
701. Adult Name Change	6	3	10	8	5	3	5	6	10	7	63
702. Child Name Change	1	1	1	3	0	0	5	12	5	2	30
703. Adult Name & Gender	2	0	0	0	0	1	0	0	0	0	3
704. Child Name & Gender	0	0	0	0	0	0	0	0	0	0	0
705. Adult Gender	0	0	0	0	0	0	0	0	0	0	0
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	60	83	0	105	30	69	2	0	186	71	606
TOTAL	1118	867	508	1210	819	902	334	946	2061	1336	10101

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	412	293	178	412	358	389	61	488	735	649	3975
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	309	304	193	336	254	283	153	158	291	255	2536
3. Removed barrier to next step of case	3	7	40	32	25	9	21	5	8	17	167
4. Moved case forward	142	119	90	157	101	67	86	47	139	178	1126
5. Prevented case closure	2	9	1	15	4	8	0	6	9	9	63
6. Empowered/prepared litigant to self-represent at trial	25	41	8	54	38	29	2	36	39	21	293
7. Preserved right to have a say in the case	129	75	107	73	103	56	86	18	129	134	910
8. Obtained or modified enforceable order	162	187	75	181	131	205	55	106	139	57	1298
9. Kept the person safe from abuse and/or threats of harm	255	196	152	180	188	220	128	65	220	146	1750
10. Preserved tenant housing in the short term	118	60	125	63	109	46	102	2	120	125	870
11. Discouraged illegal lockouts and illegal acts	2	0	6	2	11	3	9	2	2	18	55
12. Improved stability in a child's life	28	55	6	81	29	28	7	37	39	34	344
13. Mitigated the risk of legal misunderstandings	162	37	14	32	70	97	2	55	155	40	664
14. Info on no cost or low cost options when available	235	69	63	111	47	40	56	63	577	266	1527
15. Referrals and/or resources to trustworthy legal and social services	398	270	97	462	188	230	100	300	1035	424	3504
TOTAL	2382	1722	1155	2191	1656	1710	868	1388	3637	2373	19082

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	584	452	252	436	382	453	208	348	620	437	4172
No	370	329	114	628	273	324	19	279	422	446	3204
Did Not Respond	50	51	53	58	58	39	2	13	88	25	437
TOTAL	1004	832	419	1122	713	816	229	640	1130	908	7813

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	9	7	0	7	2	4	0	0	3	0	32
Court	279	339	167	340	215	327	74	213	360	391	2705
Friend / Family	224	141	40	254	107	140	22	112	179	31	1250
Internet	66	41	23	54	40	45	18	57	40	74	458
Legal Aid	149	75	55	93	116	87	69	74	152	130	1000
Other	194	125	77	277	120	158	38	124	104	93	1310
Did Not Respond	83	104	57	97	113	55	8	60	292	189	1058
TOTAL	1004	832	419	1122	713	816	229	640	1130	908	7813

Note:

VN - Van Nuys (District 3)
PO - Pomona (District 1)
IW - Inglewood (District 2)
RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)
LB - Long Beach (District 4)
CH - Chatsworth (District 5)

SM - Santa Monica (District 3)
TO - Torrance (District 4)
CO - Compton (District 2)

December 2023	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
--- Divorce ---											
001. Posting and Publication	1	0	0	7	21	5	0	0	7	6	47
002. Petition	89	98	4	122	52	121	2	151	103	62	804
003. Response	9	11	0	9	11	22	0	21	17	8	108
004. Proof of Service	3	15	0	19	2	6	0	20	2	2	69
005. Trial Setting	1	6	0	7	2	9	0	11	8	2	46
006. Default/Default Setting	5	16	0	12	9	1	1	12	7	2	65
007. Declaration of Disclosure	13	52	1	41	24	50	0	34	18	11	244
008. Trial Prep/Brief	2	9	0	21	8	18	0	6	4	0	68
009. Request for Order	25	25	1	34	15	33	0	44	22	12	211
010. Response to Request for Order	5	4	0	4	0	8	0	5	0	3	29
011. Findings and Order After Hearing	2	2	0	0	1	3	0	2	2	0	12
012. Joint Petition for Summary Dissolution	3	0	0	0	0	0	0	2	0	1	6
013. Judgement	16	53	0	50	20	29	3	49	31	23	274
014. Dismissal	2	0	0	2	0	4	0	4	1	0	13
015. Restoration of Name	1	0	0	1	0	0	0	0	1	0	3
016. Stipulated Modification	0	0	0	1	0	0	0	1	2	0	4
017. Continuance	0	0	0	1	0	1	0	1	0	0	3
--- Paternity / Custody & Support ---											
101. Posting and Publication	2	0	0	7	1	1	0	0	0	2	13
102. Petition	35	40	6	67	56	41	3	60	97	42	447
103. Response	5	19	1	9	6	14	0	15	15	11	95
104. Proof of Service	5	2	0	9	2	6	0	12	2	0	38
105. Trial Setting	4	2	0	3	1	1	0	11	8	1	31
106. Default/Default Setting	2	4	0	2	5	2	0	4	2	0	21
107. Request for Order	25	61	4	71	62	67	2	79	83	18	472
108. Trial Prep/Brief	2	7	3	27	4	4	0	9	9	2	67
109. Response to Request for Order	2	8	4	7	2	17	0	8	9	4	61
110. Findings and Order After Hearing	0	8	0	0	0	2	0	2	4	0	16
111. Judgement	3	11	0	2	3	7	0	14	20	5	65
112. Dismissal	1	1	0	2	0	1	0	5	2	0	12
113. Stipulated Modification	0	1	0	8	0	1	0	2	2	2	16
114. Continuance	0	0	0	0	0	0	0	0	0	0	0
--- Housing ---											
301. Pre-Litigation Assistance	6	7	13	3	27	12	0	5	46	6	125
302. Starting an Unlawful Detainer	7	10	29	12	1	5	1	3	19	16	103
303. Answer to Unlawful Detainer	183	76	98	119	82	48	133	10	167	278	1194
304. Trial Prep	73	1	1	0	2	67	0	0	17	41	202
305. Other Housing (non UD- Security deposit, accommodations, lock-outs, utility shut-offs)	54	21	60	57	40	55	4	14	103	69	477
306. Motions	12	0	99	1	31	4	46	1	0	57	251
--- Restraining Orders ---											
401. DVRO	118	139	6	151	73	154	13	115	208	36	1013
402. DVRO Response	5	6	1	6	14	13	0	18	19	9	91
403. EARO	15	10	10	13	9	5	0	6	27	7	102
404. EARO Response	2	0	2	1	0	0	0	1	2	0	8
405. CHRO	108	58	53	45	75	51	16	39	101	36	582
406. CHRO Response	7	2	4	1	1	0	0	0	2	2	19
407. Shelter Reviews	1	0	0	1	0	0	0	0	0	0	2
408. Continuances	5	2	1	0	0	3	0	4	2	3	20
409. Dismissals	3	2	3	7	0	3	0	5	13	2	38
410. Renewals	0	2	0	1	1	3	0	1	0	0	8
411. Modifications	5	4	3	4	0	5	0	10	9	2	42
412. Supplemental Dec/Evidence	0	0	2	0	0	2	0	1	5	0	10
413. Trial Prep	1	2	0	2	0	1	0	7	1	0	14
--- Guardianship ---											
501. Petition for Guardianship	1	4	4	42	0	5	0	15	0	9	80
502. Objection to Guardianship	0	0	1	2	0	0	0	0	0	0	3
503. Letters & Orders	0	0	0	16	0	0	0	0	0	0	16
504. Termination of Guardianship	0	0	0	4	1	0	0	2	2	0	9
505. Notice of Guardianship/ Service	0	0	0	9	0	0	0	0	0	0	9
506. Consents	0	0	0	2	0	0	0	0	0	0	2
507. Supplemental Declarations/Trial prep	0	0	0	4	0	0	0	0	0	0	4
508. Visitation Requests	0	0	0	1	0	1	0	0	0	0	2
509. Caregivers affidavit	0	0	0	1	0	0	0	0	0	0	1
--- Consumer ---											
601. Claims of Exemption	0	0	18	0	5	2	1	4	0	13	43
602. Answer to Consumer Case	2	0	7	1	0	6	0	27	0	70	113
603. Trial Prep	0	1	0	0	0	1	0	25	0	0	27
604. Discovery	0	0	0	0	0	0	0	0	0	2	2
605. Motion to Vacate	0	0	0	1	0	0	0	0	0	0	1
606. Debt Collection Letter	3	0	0	0	0	9	0	3	0	2	17
607. Creditor Issue	0	0	28	0	15	5	0	13	0	19	80
--- Name Change ---											
701. Adult Name Change	2	4	5	10	3	2	5	13	22	7	73
702. Child Name Change	4	1	2	6	0	0	0	5	3	1	22
703. Adult Name & Gender	0	0	0	2	0	0	0	0	0	0	2
704. Child Name & Gender	0	0	0	0	0	1	0	0	1	0	2
705. Adult Gender	0	0	0	0	0	0	0	0	0	0	0
706. Child Gender	0	0	0	0	0	0	0	0	0	0	0
--- Other Service - Referrals ---											
999 - Other Service	57	74	0	105	29	96	0	0	144	68	573
TOTAL	937	881	474	1175	716	1033	230	931	1391	974	8742

Outcome	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
1. Obtained general understanding of legal situation, rights, and responsibilities	244	375	144	478	294	438	34	500	552	501	3560
2. Obtained in-depth understanding of legal situation, rights, and responsibilities	271	286	176	362	219	270	103	134	276	156	2253
3. Removed barrier to next step of case	3	18	70	19	32	10	18	7	1	7	185
4. Moved case forward	106	126	86	179	70	76	69	46	114	106	978
5. Prevented case closure	8	20	1	15	4	7	1	8	5	5	74
6. Empowered/prepared litigant to self-represent at trial	23	33	4	51	32	55	0	28	48	13	287
7. Preserved right to have a say in the case	96	72	92	105	65	57	66	19	112	80	764
8. Obtained or modified enforceable order	158	166	57	175	134	173	33	88	144	39	1167
9. Kept the person safe from abuse and/or threats of harm	222	180	131	210	154	161	92	57	196	80	1483
10. Preserved tenant housing in the short term	90	58	152	93	81	35	82	4	97	69	761
11. Discouraged illegal lockouts and illegal acts	0	5	18	4	4	2	1	1	6	8	49
12. Improved stability in a child's life	20	43	3	76	28	43	1	36	42	23	315
13. Mitigated the risk of legal misunderstandings	81	17	25	12	47	64	0	77	228	41	592
14. Info on no cost or low cost options when available	127	48	63	71	65	47	59	78	320	208	1086
15. Referrals and/or resources to trustworthy legal and social services	422	220	84	334	176	325	76	296	563	312	2808
TOTAL	1871	1667	1106	2184	1405	1763	635	1379	2704	1648	16362

First Visit	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Yes	499	438	227	348	350	501	143	344	505	332	3687
No	322	337	123	705	224	398	2	254	338	319	3022
Did Not Respond	48	66	50	28	41	42	0	20	83	21	399
TOTAL	869	841	400	1081	615	941	145	618	926	672	7108

How Referred to SHLAC	VN	PO	IW	AV	LB	CH	SM	TO	CO	RS	Total
Bar Association	6	0	1	1	1	2	4	6	3	7	31
Court	247	318	159	369	186	363	64	207	267	304	2484
Friend / Family	191	138	31	199	105	161	18	126	176	23	1168
Internet	83	40	18	47	34	62	12	44	33	51	424
Legal Aid	92	80	59	107	106	113	30	72	119	94	872
Other	162	143	68	299	115	169	17	99	156	53	1281
Did Not Respond	88	122	64	59	68	71	0	64	172	140	848
TOTAL	869	841	400	1081	615	941	145	618	926	672	7108

Note:

VN - Van Nuys (District 3)
PO - Pomona (District 1)
IW - Inglewood (District 2)
RS - Remote Services (All Districts)

AV - Antelope Valley (District 5)
LB - Long Beach (District 4)
CH - Chatsworth (District 5)

SM - Santa Monica (District 3)
TO - Torrance (District 4)
CO - Compton (District 2)



LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

August 19, 2024

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Lindsey P. Horvath
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

To: Supervisor Lindsey P. Horvath, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Janice Hahn
Supervisor Kathryn Barger

Director
Rafael Carbajal

From: Rafael Carbajal
Director

Chief Deputy
Joel Ayala

BIANNUAL WORKLOAD REPORT NO. 30 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO.23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for its system of Self-Help Legal Access Centers (SHLAC). In report No. 27, dated March 22, 2023, your Board was informed that SHLAC reporting would be converting from a quarterly to a bi-annual basis. Reports include the number and types of services provided, referral information, litigant demographics, and other key program outcomes. This report covers the months of January through June of 2024.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to assist unrepresented litigants as they navigate the Los Angeles Superior Court (LASC) system by providing them in-person and remote self-help services. In-person services are provided at nine regional SHLACs located in LASC courthouses throughout the County.

Regional SHLAC Summary

Since the last reporting period, the leading subject areas for individuals seeking assistance continue to be restraining orders, housing (eviction defense), divorce, and paternity/custody proceedings. These subjects accounted for 89 percent of clients in the reporting period, which is consistent with trends observed in preceding reports. Total services provided averaged 10,536 per month across all court locations and through the program's virtual platforms.



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(213) 974-1452 • (800) 593-8222 • Fax: (213) 687-1137

Of individuals surveyed, 55 percent were first time users of self-help services, with 35 percent being referred directly from the LASC system.

The SHLACs continue to provide a critical service for County constituents, most of whom generally cannot afford or do not know how to access legal services. The program tracks specific service outcome data that helps quantify that impact. Service delivery outcome data obtained from clients from January 2024 through June 2024 indicate that:

- 38,069 litigants obtained a general or in-depth understanding of their legal situation as well as their rights and responsibilities under the law.
- 10,461 litigants experiencing mental or physical threats reported that they felt safe from abuse and/or threats of harm as a result of receiving self-help services.
- 4,792 litigants were able to preserve tenant housing in the short-term and discourage illegal lockouts.
- 2,209 litigants were able to improve the stability in a child's life.
- 9,184 litigants obtained or modified an enforceable court order.
- 8,059 litigants were assisted in removing barriers to the advancement of their cases, including the prevention of case closure.
- 6,680 litigants preserved their right to have a say in their case and were empowered (and better prepared) to self-represent at trial.
- 3,598 litigants effectively mitigated the risk of legal misunderstandings with their cases.
- 27,031 litigants were able to obtain information on free or low-cost options for services when available and received referrals and/or resources to trustworthy legal and social services.

Litigant Stories

The following narratives provide a more personal perspective on the accomplishments at the SHLACs. These services extend beyond mere assistance with forms and court procedures; they significantly influence not only the outcome of a legal issue, but also the individual's mental and physical well-being.

West Covina - A monolingual Mandarin speaker reached out for assistance with a civil harassment restraining order against her landlord. The landlord who had previously been arrested for raping the litigant, continued to harass and threaten her once he had been released from jail. The litigant moved out of the home with her son, but the landlord continued to send threats through an intermediary. Upon learning of the threats, the litigant was immediately overwhelmed with distress. She stated she feared daily that her landlord was going to assault or kill her and her son.

A SHLAC staff attorney was able to communicate with the litigant using her native language and helped her understand the restraining order process. He also helped her prepare her restraining order paperwork and arranged for her to pick up and file it at her local courthouse. The court granted her requested temporary restraining order in its entirety and the SHLAC attorney was able to refer her to another legal aid organization for direct representation.

The litigant expressed appreciation for the assistance and has since informed the program that she is finally able to sleep better at night knowing she has this restraining order protecting her.

Inglewood - *A litigant came to the Inglewood SHLAC with an eviction notice. She was afraid of being evicted and did not know what to do. The center assisted her with filing an answer and educated her on the eviction process. This empowered her to address the situation directly with her landlord once the looming deadline to file an answer had been met. The litigant returned to notify us that she had settled with the landlord, paid her past due rent, and continues to live in her unit. The litigant no longer had to fear having to find a new place to live or experience homelessness.*

Los Angeles - *A monolingual Spanish speaker connected with SHLAC staff through its remote services to inquire about his old divorce case. The litigant had been diagnosed with cancer and felt that he could no longer proceed with his case. SHLAC staff had several conversations with the litigant going over his options. At the time, the litigant was undergoing chemotherapy treatments, making it difficult to communicate; however, program staff worked patiently with him to allow ample time for him to form his thoughts and to ask his questions. The litigant later expressed his appreciation for providing the information he was seeking and for easing his mind during this particularly traumatic time in his life.*

Woodland Hills - *A 90-year-old litigant reached out to a SHLAC for assistance with an unlawful detainer. She was extremely anxious about facing an eviction but was waiting to hear back regarding her renter's assistance application with the City of Los Angeles. SHLAC staff assisted her with the answer to the unlawful detainer and referred her to a legal service provider. The litigant later called the program to thank us and let us know that she had been connected with a pro bono attorney who was able to resolve the situation.*

Torrance - *Using the SHLAC hotline, an individual seeking assistance with a divorce reached out for help. He was frustrated with the long wait time for an appointment through the LASC remote dissolution workshop. SHLAC*

staff informed him that they could assist him remotely and asked to review his documents through the program's virtual platform. Upon review, SHLAC staff noticed potential issues with his financial disclosures. It seemed he may have been confused about the distinction between separate and community property. After explaining these concepts to him, the litigant left the session to readdress his disclosures.

A few months later, the litigant reconnected with the program. He was at first assisted remotely and then scheduled for an in-person appointment at the Torrance SHLAC. The litigant was extremely grateful to the staff for ensuring his trip to the courthouse was not wasted. Had he proceeded on his own, he would not have been properly prepared with his financial information, which likely could have added another two months to his wait time and required multiple trips to the courthouse.

Antelope Valley - *A County social worker reached out to the LASC's Americans with Disability Act coordinator requesting assistance. The litigant required an American Sign Language interpreter and her paternal grandmother, a monolingual Spanish speaker, also requested an interpreter. Both wanted to learn more about the guardianship process, with each having their own separate questions and concerns. Aware of the language services available at the SHLAC, court staff teamed up with SHLAC staff at the Antelope Valley location to assist with addressing the questions and concerns of both parties and educating them on the process. While the mother and paternal grandmother were not on good terms, they both eventually agreed it was in the best interest of the child for the paternal grandmother to apply for guardianship. The SHLAC staff then helped them both prepare the necessary forms and initiate the process.*

Referrals

The SHLACs serve as a valuable resource for litigants, providing information on additional assistance options, including County services. Numerous constituents may not be fully informed about the various County services that are accessible to them, so the SHLACs play a crucial role in connecting them with these additional resources. The following data illustrates the number of referrals made by SHLACs to both County and external support agencies.

- 3,100 litigants were referred to specific pro bono attorneys
- 3,002 litigants were referred to various legal aid organizations
- 1,366 litigants were referred to the Stay Housed LA program

- 1,285 litigants were referred to other social service agencies that assist with elder abuse, child abuse, suicide prevention, domestic violence, and other crisis counseling
- 223 litigants were referred to DCBA services
- 12 litigants were referred to mediation

The next bi-annual report will cover the months from July 2024 through December 2024 and will be submitted on February 28, 2025. Should you have any questions concerning this report, please contact me or Joel Ayala, Chief Deputy, at (213) 712-5491 or JAyala@dcba.lacounty.gov.

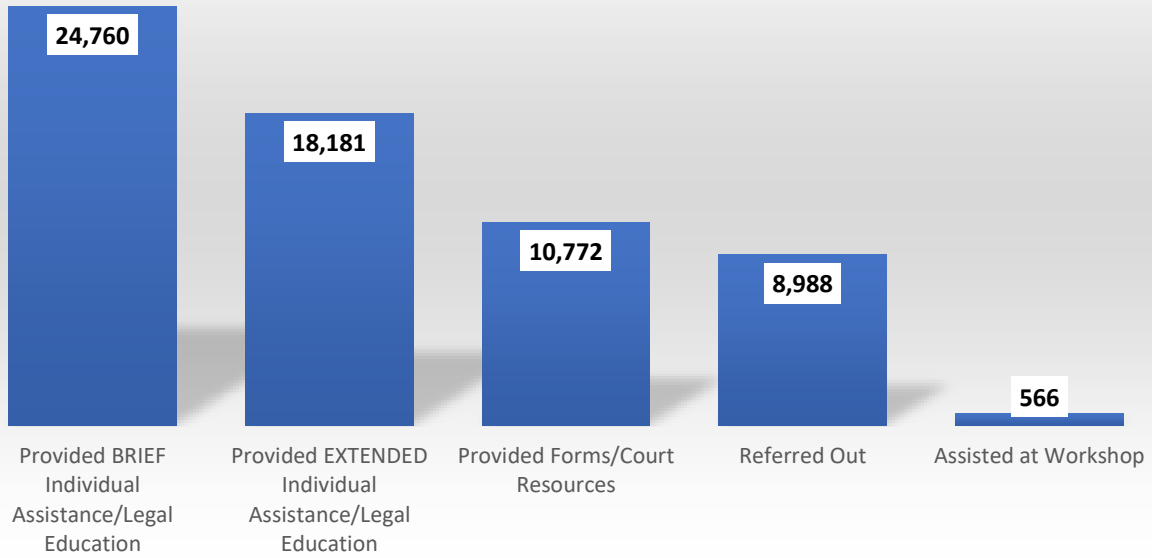
RC:JA:DP:CO
MR:JP:ER;ph

Attachments

c: Executive Officer, Board of Supervisors
Chief Executive Office
County Counsel

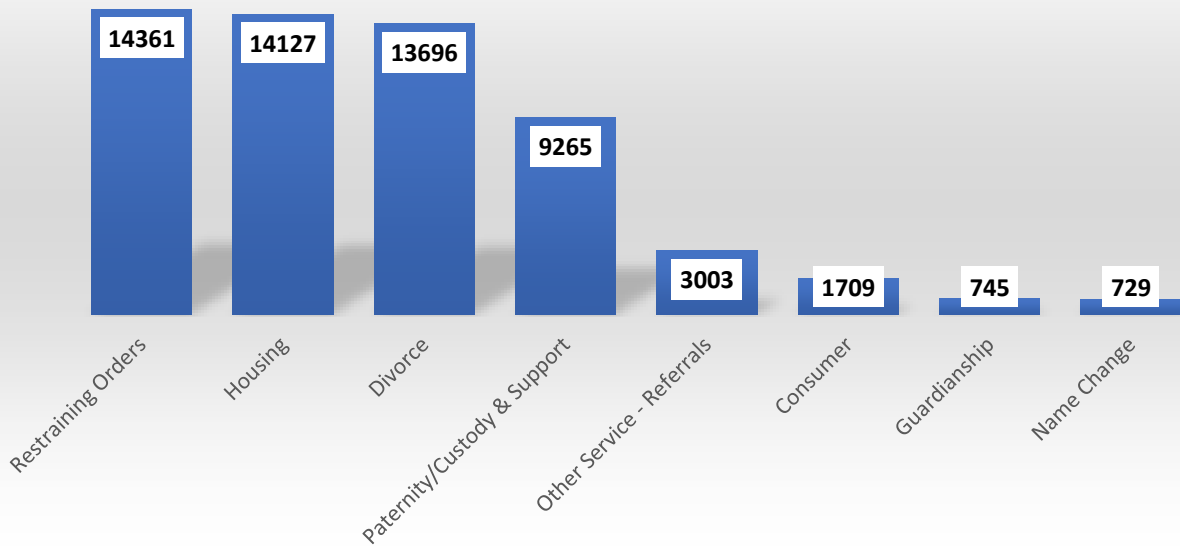
Service Action

January - June 2024



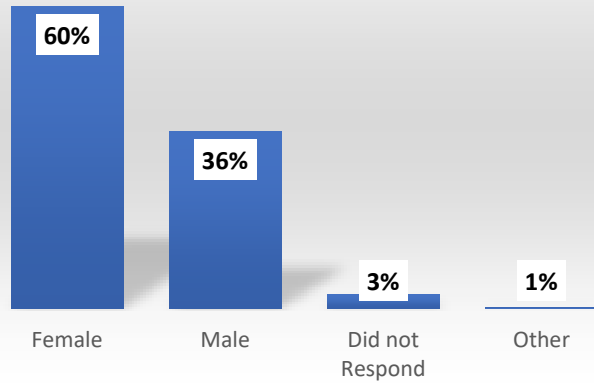
Service Category

January - June 2024

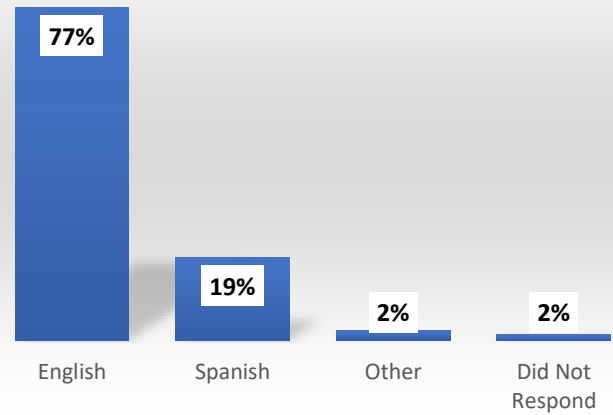


SHLAC Demographics

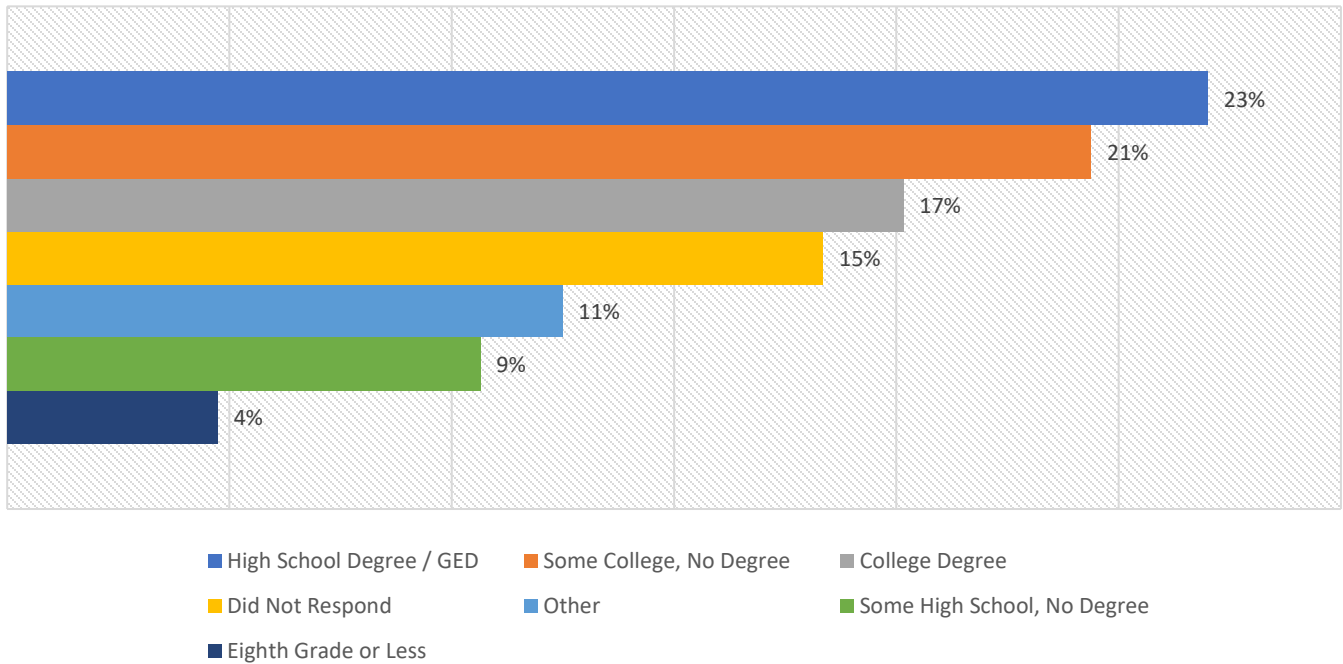
Gender



Language

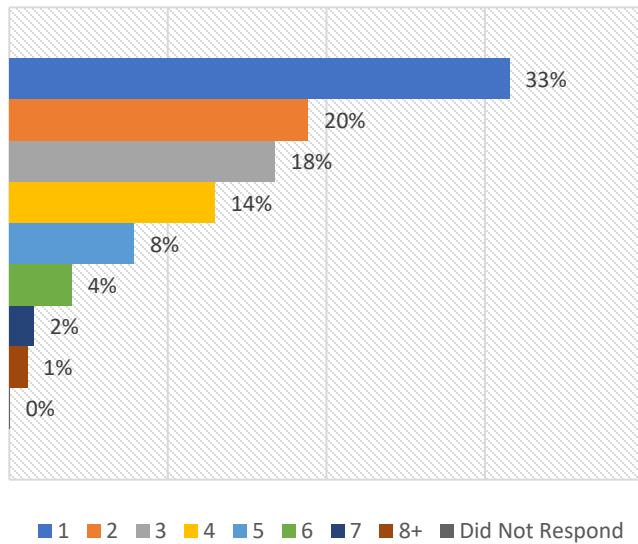


Education

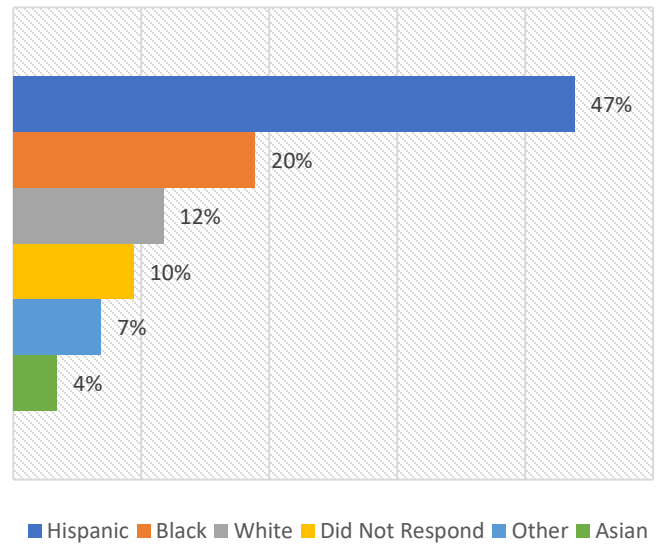


SHLAC Demographics

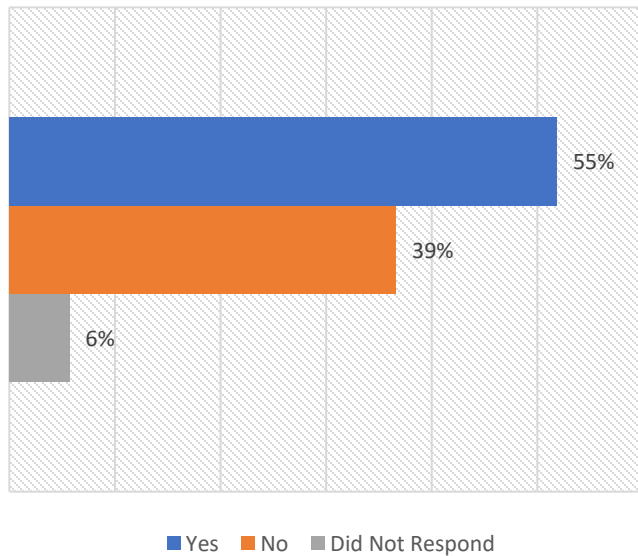
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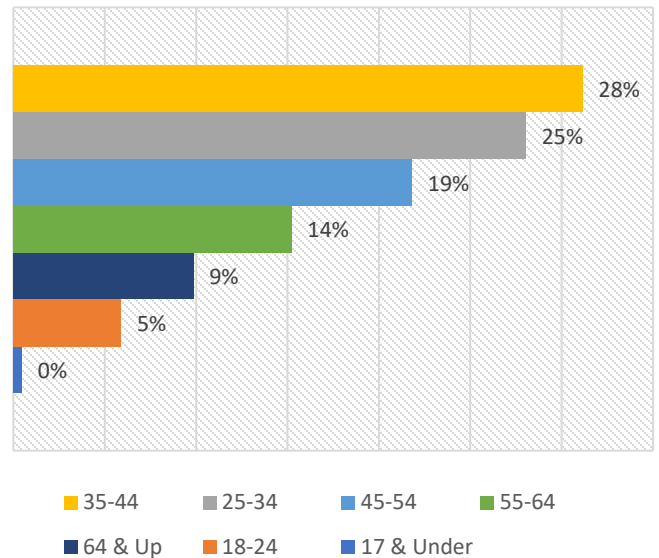
Race



First Visit to Center



Age at Intake





LOS ANGELES COUNTY

CONSUMER & BUSINESS AFFAIRS

Board of Supervisors

March 7, 2025

Hilda L. Solis
First District

Holly J. Mitchell
Second District

Lindsey P. Horvath
Third District

Janice Hahn
Fourth District

Kathryn Barger
Fifth District

To: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
Supervisor Holly J. Mitchell
Supervisor Lindsey P. Horvath
Supervisor Janice Hahn

Director
Rafael Carbajal

From: Rafael Carbajal
Director

Chief Deputy
Joel Ayala

BIANNUAL WORKLOAD REPORT NO. 31 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08878]

On May 3, 2016, your Board adopted a motion directing the Department of Consumer and Business Affairs (DCBA) to provide written quarterly workload reports for its system of Self-Help Legal Access Centers (SHLAC). In report No. 27, dated March 22, 2023, your Board was informed that SHLAC reporting would be converting from quarterly to biannual reporting. Reports include the number and types of services provided, referral information, litigant demographics, and other key program outcomes. This report covers the months of July through December of 2024.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County (NLSLA) to assist unrepresented litigants as they navigate the Los Angeles Superior Court (LASC) system by providing them in-person and remote self-help services. In-person services are provided at nine regional SHLACs located throughout the County.

On December 8, 2020, your Board approved a motion, Saving Our Self-Help Legal Access Centers,¹ to continue funding the SHLAC program. On November 30, 2021, DCBA executed a new contract with NLSLA covering a term from December 1, 2021, through June 30, 2022. The latest amendment was executed on June 14, 2024, which extended the agreement through June 30, 2025.

¹ <http://file.lacounty.gov/SDSInter/bos/supdocs/151065.pdf>



Regional SHLAC Summary

Since the last reporting period, the primary areas of assistance requested by individuals have remained consistent, focusing on restraining orders (26% of services provided), divorce (24.2%), housing/eviction defense (23.7%), and paternity/custody proceedings (15.5%). These topics comprised 90 percent of total services requested during this period, reflecting trends identified in previous reports. The total number of services averaged 9,585 per month across all court locations and through the program's virtual platforms. Among those surveyed, 53 percent were first-time users of self-help services, while 37 percent were referred directly from the LASC system.

The SHLACs continue to deliver essential services to County constituents, many of whom are either unable to afford representation or lack knowledge about how to obtain it. The program actively monitors specific service outcome data that quantifies its impact. Data collected from clients regarding service delivery outcomes from July 2024 to December 2024 indicates that:

- **37,892** litigants obtained a general or in-depth understanding of their legal situation as well as their rights and responsibilities under the law.
- **11,052** litigants experiencing mental or physical threats reported that they felt safe from abuse and/or threats of harm as a result of receiving self-help services.
- **4,731** litigants were able to preserve tenant housing in the short-term and discourage illegal lockouts.
- **2,759** litigants were able to improve the stability in a child's life.
- **10,012** litigants obtained or modified an enforceable court order.
- **8,904** litigants were assisted in removing barriers to the advancement of their cases, including the prevention of case closure.
- **7,009** litigants preserved their right to have a say in their case and were empowered (and better prepared) to self-represent at trial.
- **3,977** litigants effectively mitigated the risk of legal misunderstandings with their cases.
- **26,321** litigants were able to obtain information on free or low-cost assistance options and received resources and/or referrals to trustworthy legal and social services.

Litigant Stories

The following narratives highlight the achievements of the Self-Help Legal Access Centers from a more personal perspective. The services offered extend beyond basic assistance with forms and court procedures, significantly influencing not only the

resolution of legal matters but also the mental and physical well-being of the individuals served.

Los Angeles – A litigant contacted the remote support line seeking assistance with her divorce case filed at the downtown courthouse. The litigant's primary language was Tagalog, and she divided her time between the Philippines and Los Angeles. The remote team identified errors in her initial petition that were hindering her progress in the case. To prevent any delays, the team continued communication with her via email while she was in the Philippines. After several months of dedicated support, the remote team successfully guided the litigant through the divorce process and assisted her in obtaining her divorce judgment. The litigant expressed her sincere gratitude for the assistance.

Inglewood – An elderly individual sought assistance at the center due to experiencing mistreatment from his granddaughter, who was residing with him at the time. Due to severe tremors, he was unable to write, so staff members assisted him in typing his declaration for an Elder Abuse Restraining Order (EARO). He successfully filed his EARO on the same day and was granted an immediate temporary restraining order that included a move-out provision. The following day, the Sheriff served the restraining and move-out orders to his granddaughter. As a result, he is now able to live and rest peacefully in his home.

Chatsworth – In November, an individual approached the center for assistance with an unlawful detainer case related to non-payment of rent. She expressed her concerns about a lack of understanding regarding her rights, the eviction process, and her inability to afford legal representation. SHLAC staff provided her with a thorough explanation of the process, assisted her in form preparation, and referred her to Stay Housed LA for potential legal representation. Knowing that she would have a place to live during the holiday season was particularly comforting for her.

Long Beach - A resident of Long Beach contacted the remote assistance line regarding his divorce case. The individual, who is legally blind, expressed difficulty in completing the necessary forms independently and also faced challenges in travelling to the courthouse. He requested that we include his sister in our email communications, as she was assisting him in reading his documents. Staff provided remote support and, at his request, mailed the filed final divorce judgment paperwork. The staff later received confirmation that his divorce was finalized in early January, approximately one month after staff assisted with the mailing process.

Antelope Valley - A litigant had been visiting the Antelope Valley Self-Help Center for over six years for assistance with two custody cases. Initially, he would enter the center in a distressed state, struggling to articulate his needs. Recognizing that new and stressful situations often heightened his anxiety, the staff adapted their approach to providing information and support, focusing on minimizing his stress levels. They practiced patience and broke down instructions into manageable steps. Over the years, the staff witnessed a significant transformation in this individual; he evolved from someone overwhelmed by fear and anger about the custody process to a person who trusted the SHLAC staff and felt empowered. Ultimately, he successfully gained custody of all his children. Recently, he visited the center again after being served with a modification request. He asked a few questions and expressed gratitude for the resources available to him. It has been rewarding for the staff to observe the progress he has made over the years.

Referrals

The SHLACs serve as a valuable resource for litigants, providing information on additional assistance options, including County services. Numerous constituents may not be fully informed about the various County services that are accessible to them, and the SHLACs play a crucial role in connecting them with these additional resources. The following data illustrates the number of referrals made by SHLAC to both County and external support agencies.

- **3,273** litigants were referred to various legal aid organizations.
- **2,881** litigants were referred to specific pro bono attorneys.
- **1,595** litigants were referred to the Stay Housed LA program.
- **1,085** litigants were referred to other social service agencies that assist with elder abuse, child abuse, suicide prevention, domestic violence, and other crisis counseling.
- **197** litigants were referred to DCBA services.
- **13** litigants were referred to mediation.

Future of SHLAC

DCBA continues to advocate for increased, ongoing funding for this program. As part of its submission for the Fiscal Year 2025-26 Recommended Budget, DCBA requested an increase in annual funding from the \$3.0 million authorized in 2020 to \$5.1 million. The increase of \$2.1 million annually attempts to address operational and budgetary shortfalls being experienced by the current program and is necessary to maintain existing service levels. This specific request was also highlighted as a critical unmet need and discussed

with your Board as part of DCBA's Department Budget Presentation on February 12, 2025.² Running concurrent to the budget process, DCBA has released a Request for Proposals³ for which interested respondents must submit multiple proposals for administering the SHLAC program, one with the assumption of the requested increase in funding and one contemplating existing funding levels. Proposals were due February 27, 2025, and are currently being reviewed and scored as part of the selection process. The selection of a vendor is expected to take place in time to enter into a new agreement when the current contract expires on June 30, 2025.

The next biannual report will cover the months from January 2025 through June 2025 and will be submitted on August 29, 2025.

Should you have any questions concerning this report, please contact me or Joel Ayala, Chief Deputy, at (213) 974-9750 or JAyala@dcba.lacounty.gov.

RC:JA:CO:MR
JP:ER;ph

Attachments

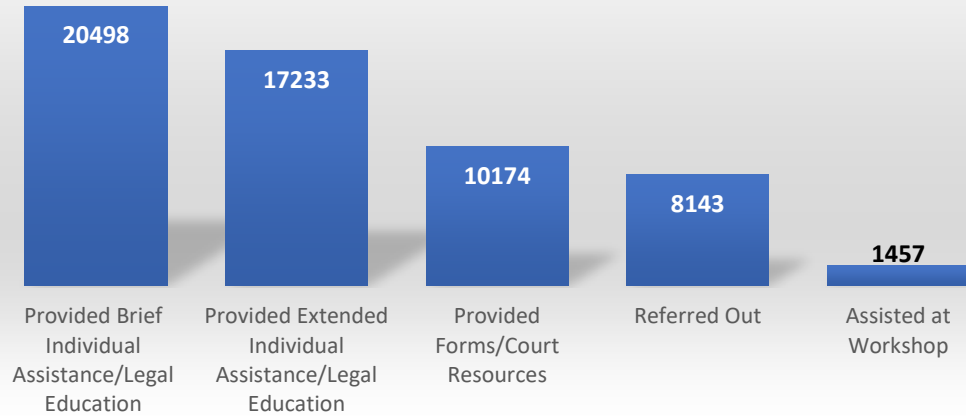
c: Executive Officer, Board of Supervisors
Chief Executive Office
County Counsel

² <https://file.lacounty.gov/SDSInter/bos/supdocs/200323.pdf>

³ <https://doingbusiness.lacounty.gov/solicitation>

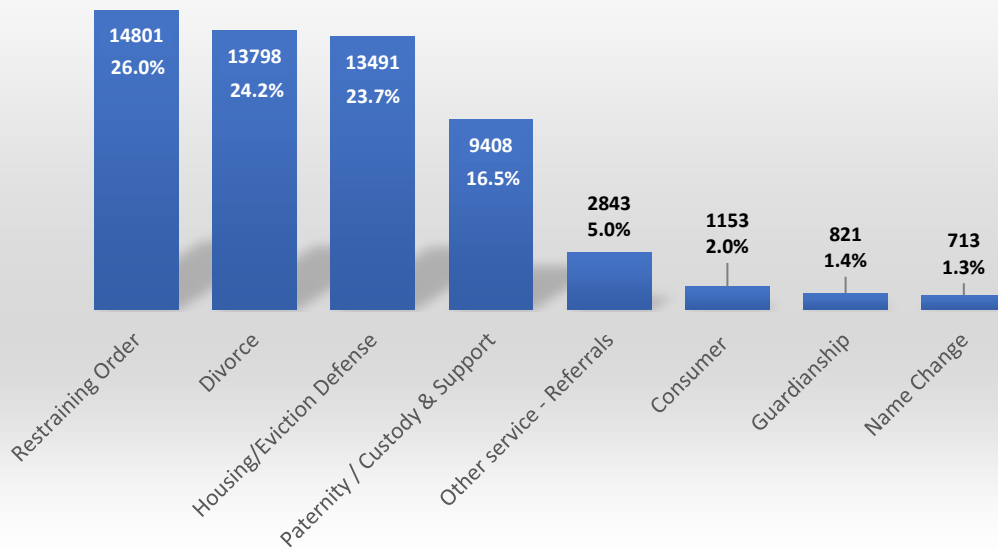
Service Action

July - December 2024



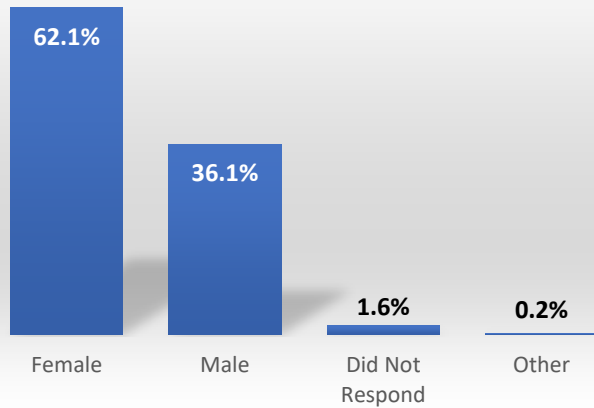
Service Category

July - December 2024

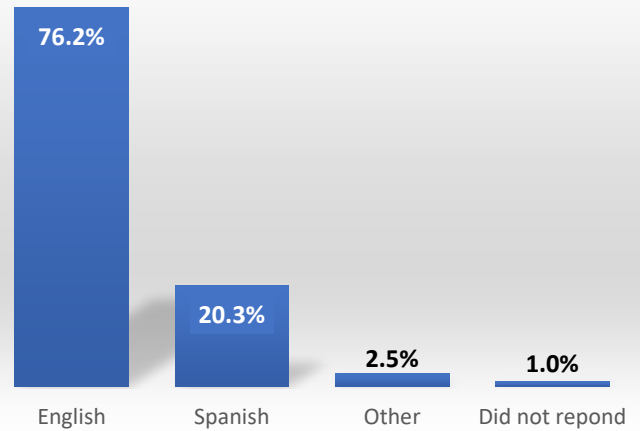


SHLAC DEMOGRAPHICS JULY – DECEMBER 2024

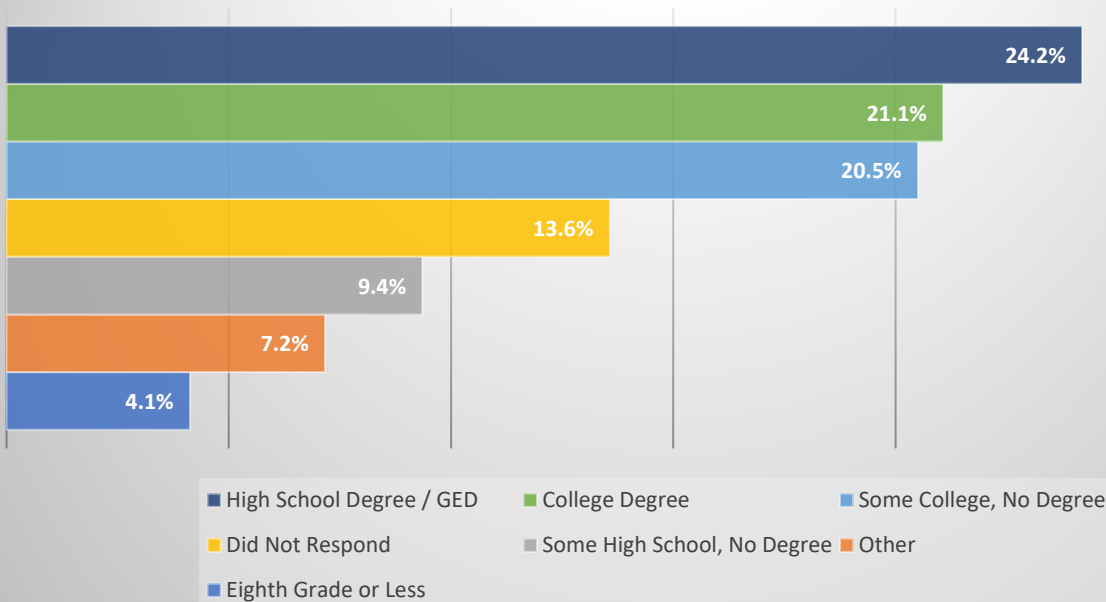
Gender



Language

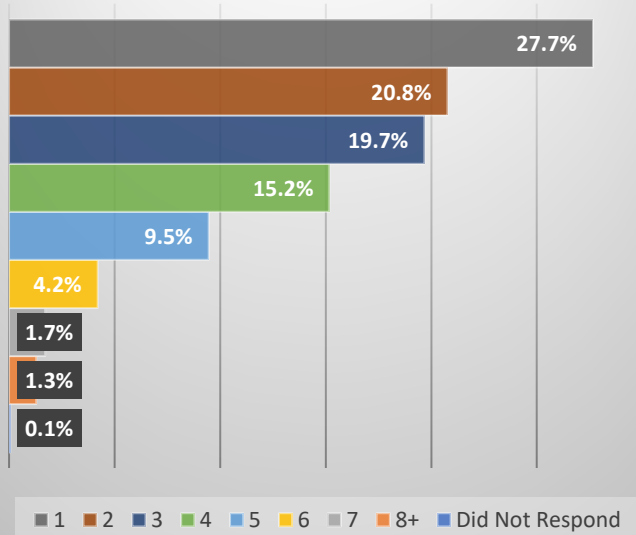


Education

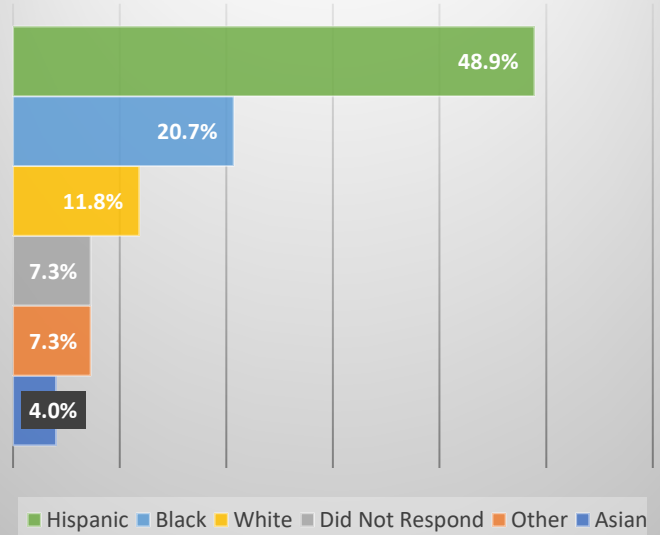


SHLAC DEMOGRAPHICS JULY – DECEMBER 2024

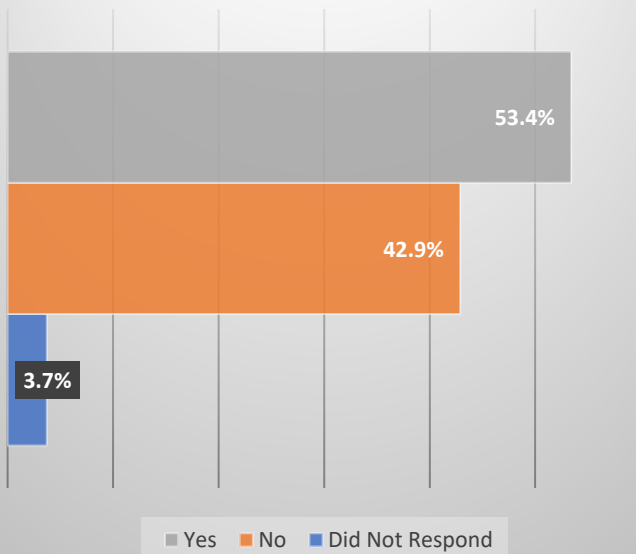
Family Size



Race



First Visit to Center



Age at Intake

