



LOS ANGELES COUNTY
CONSUMER & BUSINESS AFFAIRS

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

Board of Supervisors

June 10, 2025

18 June 10, 2025

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First District

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The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

A handwritten signature in black ink that reads "Edward Yen".

EDWARD YEN
EXECUTIVE OFFICER

Dear Supervisors:

Director

Rafael Carbajal

Chief Deputy
Joel Ayala

**APPROVAL OF CONTRACT WITH
NEIGHBORHOOD LEGAL SERVICES OF LOS ANGELES COUNTY
TO PROVIDE SELF-HELP LEGAL ACCESS CENTER SERVICES
(ALL SUPERVISORIAL DISTRICTS) (3 VOTES)**

SUBJECT

The Department of Consumer and Business Affairs (DCBA) requests approval from your Board of Supervisors (Board) to award a contract to Neighborhood Legal Services of Los Angeles County (NLS) for the provision of Self-Help Legal Access Center (SHLAC) services.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Delegate authority to the Director of DCBA, or his designee, to finalize and execute, extend, and, if necessary, terminate for convenience, a contract with NLS for an initial period of one year, effective July 1, 2025, through June 30, 2026, with up to four additional one-year option periods, for an anticipated aggregate maximum contract sum of \$13,780,000 for the entire possible five year contract term, subject to review and approval as to form by County Counsel. This contract has been competitively bid.
2. Delegate authority to the Director of DCBA, or his designee, to execute amendments with NLS throughout the term of the contract, contingent upon performance and funding availability as follows: (1) to increase or decrease the maximum contract sum (including, but not limited to baseline funds, one-time-only funds, and/or supplemental monies), up to twenty percent (20%) of the maximum contract sum listed in Recommendation

One above, in response to the availability of funding and/or based on performance measures, provided that the total allocation does not exceed available funding; (2) increase the maximum contract sum by more than 20 percent of the maximum contract sum listed in Recommendation One above, provided that the total allocation does not exceed available funding and the Director of DCBA, or his designee, notifies the Board of such action; (3) modify or incorporate applicable State, and/or local terms and conditions; (4) modify performance goals consistent with funding allocation modifications; and (5) update the statement of work as operationally necessary. All amendments will be subject to review and approval as to form by County Counsel.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The purpose of the recommended actions will ensure the continued provision of SHLAC services in the County of Los Angeles (County).

The court-based Self-Help Centers are a collaboration of the Superior Court of Los Angeles County (LASC) and County funded nonprofit legal service providers. At most court locations, SHLACs are staffed and co-operated by both a nonprofit legal service provider and the Court Self-Help program. They deliver essential services to County constituents, many of whom are either unable to afford legal representation or lack knowledge about how to obtain it.

The SHLAC program provides free legal information and resources to County constituents seeking to represent themselves in court on a variety of civil legal matters, including paternity, guardianship, domestic violence, consumer debt, unlawful detainer, and divorce. Each SHLAC is staffed with a trained lawyer, knowledgeable professionals, and volunteers who provide neutral forms of assistance to inquiring self-litigants. The program averages over 100,000 instances of individual assistance each year across all its centers providing for a variety of positive outcomes.¹

SHLAC is designed not only to provide general assistance, but also to help close the “justice gap” in the County. 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. While legal representation is prohibited within the framework of SHLAC, the continued presence at the courts provides a vital opportunity for a self-litigant to present their legal issue and become connected to a variety of programs and services specific to their need. The program annually makes nearly 20,000 referrals. It is through this critical connection that the County can provide the necessary awareness and direct linkage to pro-bono representation, including under the County’s Right to Counsel Ordinance, housing

¹ https://file.lacounty.gov/SDSInter/bos/bc/1178828_2025-03-07SHLACBiannualWorkloadReportNo.31_rc.pdf

assistance, or other social supports that directly improve outcomes for residents forced to address an immediate crisis with little-to-no resources.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommended actions support the County's Strategic Plan North Star 1, Make Investments That Transform Lives, and North Star 2, Foster Vibrant and Resilient Communities.

FISCAL IMPACT/FINANCING

The estimated annual contract amount is \$2,756,000 and is fully funded through one-time Additional Fund Balance funding. Funding for this program is included in DCBA's Fiscal Year 2025-26 operating budget as approved by the Board on April 15, 2025. Funding for future fiscal years will be requested via the annual budget process and is not currently budgeted in the DCBA's operating budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The SHLAC pilot project launched in the year 2000 at a single location and since then has expanded to additional self-help centers in nine LASCs throughout the County. Courthouse locations include Pomona, Compton, Inglewood, Van Nuys, Long Beach, Antelope Valley, Santa Monica, Torrance, and Chatsworth.

The County, through DCBA, has funded SHLAC operations at LASC since the program's inception. On December 8, 2020, your Board approved a motion titled "Saving Our Self-Help Legal Access Centers" which authorized ongoing funding for the SHLAC program. On November 30, 2021, DCBA executed a new contract with NLS to operate and staff the SHLAC program between December 1, 2021, through June 30, 2022. The latest amendment was executed on June 14, 2024, which extended the agreement through June 30, 2025.

The recommended contract will include the County's standard terms and conditions to ensure Contractor compliance with all required Board policies, programs, and ordinances, including consideration of qualified County employees targeted for layoffs, consideration of GAIN/START participants for employment openings, acknowledgement of County's commitment to the Safely Surrendered Baby Law, and fair chance employment practices.

CONTRACTING PROCESS

On December 6, 2024, DCBA released a Request for Proposals (RFP) to solicit proposals from qualified agencies for the provision of SHLAC services within Los Angeles County.

The contracting opportunity announcement was posted on the County's "Doing Business With Los Angeles" and WebVen websites and was also advertised through DCBA's social

media channels. The originally scheduled Mandatory Virtual Proposers Conference was delayed by three weeks and held on January 22, 2025, to allow additional time for outreach. One agency and LASC partners attended the conference. Responses to the RFP were due on February 27, 2025.

DCBA received one proposal by the submission deadline. The proposal met all RFP minimum requirements. The proposal submission was reviewed and assessed by an evaluation committee comprised of DCBA staff, in accordance with Policy 5.054 – Evaluation methodology for Proposals. Proposal evaluations concluded on April 2, 2025. The evaluation committee recommended NLS as the awarded agency based upon background, experience, capacity to provide the required services, proposed staff levels, and pricing.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The contract with NLS will allow for the continued provision of essential SHLAC program services throughout the County which includes free legal information and resources to County constituents seeking to represent themselves in court on a variety of civil legal matters.

Respectfully submitted,



Rafael Carbajal
Director

RC:AB:EV:ph

c: Executive Office, Board of Supervisors
County Counsel