Judicial Council *of* California

455 Golden Gate Avenue · San Francisco, California 94102-3688
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REPORT TO THE JUDICIAL COUNCIL

Item No.: 25-124
For business meeting on July 18, 2025

Title
Report to the Legislature: Shriver Civil Counsel Act Report

Submitted by
Judicial Council staff
Anna Maves, Principal Managing Attorney
Center for Families, Children & the Courts

Report Type
Information

Date of Report
June 30, 2025

Contact
Anna Maves, 916-263-8684
anna.maves@jud.ca.gov

Executive Summary

On June 30, 2025, Judicial Council staff submitted a report to the Legislature on Shriver Civil Counsel Act funding, services, and outcomes in accordance with Assembly Bill 590 (Stats. 2009, ch. 457). Between fiscal years 2019–20 and 2023–24, the period covered by the report, 14 programs were allocated $54.7 million.

Relevant Previous Reporting or Action

Reports on the Shriver Civil Counsel Act have been submitted to the Legislature on June 30, 2020,[1] August 4, 2017,[2] and January 29, 2016.[3] Since this year's report does not contain any recommendations that require Judicial Council approval, it has been submitted to the Legislature and included as an Information item on the Judicial Council agenda.

[1] Judicial Council of Cal., *Sargent Shriver Civil Counsel Act Evaluation* (June 2020), *https://courts.ca.gov/sites/default/files/courts/default/2024-12/lr-2020-sargent-shriver-gov68085_c.pdf.*

[2] Judicial Council of Cal., *Evaluation of the Sargent Shriver Civil Counsel Act (AB 590)* (July 2017), *https://courts.ca.gov/system/files/file/lr-2017-jc-shriver-civil-right-counsel.pdf.*

[3] Judicial Council of Cal., *Report to the Legislature on the Sargent Shriver Civil Counsel Act* (Jan. 2016), *https://courts.ca.gov/sites/default/files/courts/default/2024-12/lr-sargentshrivercivilcounselact.pdf.*

Analysis/Rationale

The Sargent Shriver Civil Counsel Act (Assem. Bill 590; Stats. 2009, ch. 457) provides that, commencing in fiscal year 2011–12, one or more pilot projects selected by the Judicial Council are to be funded to provide legal representation and improved court services to low-income parties on critical legal issues affecting basic human needs. These issues include housing, child custody disputes, domestic violence, or the need for a guardianship or conservatorship. The pilot projects are to be operated by legal services nonprofit corporations working in collaboration with their local superior courts.

The report describes the legal representation services provided over a period of five years to low-income persons in cases involving housing, child custody, domestic violence, and guardianship and conservatorship. It includes extensive demographic, legal services, and outcomes data reported from the participating programs. The report covers the period from fiscal years 2019–20 to 2023–24 (Attachment A).

The report describes the notable contributions the Shriver program made to alleviate the legal problems, particularly in housing cases, that were encountered by low-income persons since the COVID-19 pandemic and through its lasting impacts. It also shows the contributions Shriver programs make to access to justice and court efficiency.

During the reporting period, the COVID-19 pandemic and its aftermath placed unprecedented stress on low-income Californians. The eight housing projects funded by the Shriver program provided critical legal representation to prevent evictions and homelessness and link clients to support services. The Shriver program served 16,000 clients in the reporting period, 85 percent of whom received representation or unbundled legal services in housing cases. The additional clients were served by four child custody, two restraining order, and two guardianship/ conservatorship projects.

Sixty-seven percent of Shriver housing clients were persons of color, and 66 percent were women. All Shriver clients have an income below 200 percent of the federal poverty guidelines. About two-thirds of housing clients with both income and rent data reported have an income that places them in the “severe rent-burdened” category, paying more than 50 percent of their income in rent. Almost 75 percent of housing clients do not live in subsidized housing and pay market value in rent.

Thirty-three percent of cases resulted in the client staying in the home. For those clients who were required to move and had reached a settlement with the landlord, having a Shriver attorney helped to ensure that they gained important settlement terms to prevent economic hardship, including records being sealed, information not reported to credit agencies, and an adjustment of their move-out date.

Fiscal Impact and Policy Implications

No costs or policy implications are associated with the submission of this report.

Attachments and Links

1. Attachment A: *Shriver Civil Counsel Act Report, 2020–2024*.

JUDICIAL COUNCIL *of* CALIFORNIA

455 Golden Gate Avenue
San Francisco, CA 94102-3688
Tel. 415-865-4200
Fax 415-865-4205
www.courts.ca.gov

June 30, 2025

Ms. Cara L. Jenkins
Legislative Counsel
1021 O Street, Suite 3210
Sacramento, California 95814

Ms. Erika Contreras
Secretary of the Senate
State Capitol, Room 400
Sacramento, California 95814

Ms. Sue Parker
Chief Clerk of the Assembly
State Capitol, Room 319
Sacramento, California 95814

Re: *Sargent Shriver Civil Counsel Act Report*, as required under Government Code section 68651(c)

Dear Ms. Jenkins, Ms. Contreras, and Ms. Parker:

Pursuant to Government Code section 68651(c), the Judicial Council is submitting the *Sargent Shriver Civil Counsel Act Report* (June 2025).

If you have any questions related to this report, please contact Anna Maves, principal managing attorney, at 916-263-8624 or anna.maves@jud.ca.gov.

Sincerely,

Michelle Curran
Administrative Director
Judicial Council

MC/AM
Attachments
cc: Eric Dang, Counsel, Office of Senate President pro Tempore Mike McGuire
Emelyn Rodriguez, General Counsel, Office of Assembly Speaker Robert Rivas
Shaun Naidu, Policy Consultant, Office of Assembly Speaker Robert Rivas
Anita Lee, Principal Fiscal and Policy Analyst, Legislative Analyst's Office
Gabriel Petek, Legislative Analyst, Legislative Analyst's Office
Mark Jimenez, Principal Program Budget Analyst, Department of Finance
Henry Ng, Budget Analyst, Department of Finance
Margie Estrada, Chief Counsel, Senate Judiciary Committee
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Lyndsay Mitchell, Consultant, Assembly Republican Office of Policy & Budget
Gary Olson, Consultant, Assembly Republican Office of Policy & Budget
Daryl Thomas, Consultant, Assembly Republican Office of Policy & Budget
Cory T. Jasperson, Director, Governmental Affairs, Judicial Council
Zlatko Theodorovic, Director, Budget Services, Judicial Council
Fran Mueller, Deputy Director, Budget Services, Judicial Council
Alona Daniliuk, Administrative Coordinator, Governmental Affairs, Judicial Council

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455 Golden Gate Avenue
San Francisco, CA 94102-3688
Tel. 415-865-4200
Fax 415-865-4205
www.courts.ca.gov

Report title: *Sargent Shriver Civil Counsel Act Report*

Statutory citation: Assem. Bill 590 (Stats. 2009, ch. 457)
Code section: Government Code section 68651(c)

Date of report: June 30, 2025

The Judicial Council has submitted a report to the Legislature in accordance with Assembly Bill 590 (Stats. 2009, ch. 457).

The following summary of the report is provided under requirements of Government Code section 9795.

The report describes the legal representation services provided over a period of five years to low-income persons in cases involving housing, child custody, domestic violence, and guardianship and conservatorship. The report includes extensive demographic, legal services, and outcome data reported from the participating programs. The report covers calendar years 2019 through 2023, with qualitative findings from 2024.

The report describes the notable contributions the Shriver Program made to alleviate the legal problems, particularly in housing cases, that were encountered by low-income persons during the COVID-19 pandemic and its aftermath. It also shows the contribution Shriver programs make to access to justice and court efficiency.

The full report can be accessed at *courts.ca.gov/news-reference/reports-publications/reports-legislature*. A printed copy of the report may be obtained by calling 916-263-8684.

June 2025

Shriver Civil Counsel Act Report

REPORT TO THE LEGISLATURE

Judicial Council *of* California

JUDICIAL COUNCIL OF CALIFORNIA

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Chief Justice of California and
Chair of the Judicial Council

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Administrative Director

Robert Oyung
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Chief Operating Officer

CENTER FOR FAMILIES, CHILDREN & THE COURTS

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Deputy Director

Anna Maves
Principal Managing Attorney

Melanie Snider
Supervising Attorney

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Consultant

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University of Southern California,
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JUDICIAL COUNCIL STAFF TO THE COMMITTEE

Ms. Melanie Snider
Supervising Attorney
Center for Families, Children & the Courts

Ms. Youn Kim
Senior Analyst
Center for Families, Children & the Courts

Contents

EXECUTIVE SUMMARY

This report on the funding, services, and outcomes of the projects funded by the Sargent Shriver Civil Counsel Act (Assembly Bill 590; Stats. 2009, ch. 457) is provided to the Legislature under the mandate in Government Code section 68651(c). This is the third report on the program provided by the Judicial Council. It covers calendar years 2019–2023 with qualitative findings from 2024.

Major Accomplishments

During the reporting period, the COVID-19 pandemic and its aftermath placed unprecedented stress on low-income Californians. The 8 housing projects funded by the Shriver Program provided critical legal representation to prevent evictions and homelessness and link clients to support services. The Shriver Program served 16,000 clients in the reporting period, 85 percent of whom received representation or unbundled legal services in housing cases. The additional clients were served by 4 child custody, 2 restraining order, and 2 guardianship/ conservatorship projects.

Sixty-seven percent of Shriver housing clients were persons of color, and 66 percent were women. All Shriver clients have an income below 200 percent of the federal poverty guidelines. About two-thirds of housing clients with both income and rent data reported have an income that places them in the "severe rent-burdened" category, paying more than 50 percent of their income in rent. Almost 75 percent of housing clients do not live in subsidized housing and pay market value in rent.

The 2020 Shriver study quantified that in the study control group—unrepresented tenants that had not used the Shriver Program—26 percent defaulted on eviction notices. Defaults—not responding to the eviction notice—generally result in a family losing their housing. During this study period, Shriver clients with full representation again saw almost no defaults. Eighty-five percent of the cases were settled or dismissed before trial, saving critical court resources.

Thirty-three percent of cases resulted in the client staying in the home. For those clients who were required to move and had reached a settlement with the landlord, having a Shriver attorney helped to ensure that they gained important settlement terms to prevent economic hardship, including records being sealed, information not reported to credit agencies, and adjustment of move-out date.

Pandemic Response

The Shiver Program played a critical role in the court and legal services response to the COVID-19 pandemic and mitigating the crisis in evictions and homelessness. As the pandemic deepened after March 2020, a statewide eviction moratorium was established by executive order, and numerous local governments established additional moratoria restricting

evictions. During this time, funds for rent assistance also became available through the federal Emergency Renters Assistance Program (ERAP). However, information on eviction protections and rental assistance was not necessarily accessible to either low-income tenants or landlords. Courts, court-based self-help centers, and local governments were operating remotely.

Shriver project directors and legal staff noted that despite eviction protections and rental assistance, many tenants sought legal help because they were uncertain about their rights and unsure if they could face eviction in the frequently changing legal landscape. Attorneys noted an increased number of tenants alleging that they were facing landlord harassment, an illegal lockout, or an illegal eviction notice. In response to this shift in legal needs, Shriver attorneys helped tenants navigate the complex rules around filing evictions during the moratorium period and helped with applications for emergency rental assistance programs to ensure clients had every opportunity to remain housed. Shriver projects found that, while court filings went down during the eviction, their client numbers remained relatively stable over the same period.

Services to Courts

Courts report that the clients served by Shriver place far less of a burden on court staff and judicial officers because they understand their cases and the required processes. Only 4 percent of cases resulted in a hearing or a trial, with most of the cases focusing on settlement or the landlord agreeing to dismiss the case. Some courts also collaborated with Shriver to assist low-income housing clients by using Shriver funds to employ a court settlement master or retool housing case procedures, including piloting a same-day settlement procedure.

Considerations

Data analysis and extensive interviews with project staff, judicial officers, and court staff bring up these issues for consideration in the next five-year period:

- Research and document best practices in a range of settlement procedures used by the projects and the courts and disseminate to the legal services and court community.
- Coordinate with the projects and other legal services funding administrators to develop procedures for triaging cases and using legal services funding most effectively.
- Coordinate with the projects and other legal services funding administrators to explore streamlining and aligning reporting requirements.
- Conduct outreach to court leadership to ensure that they are aware of potential Shriver resources available for settlement assistance and other innovative housing projects.

INTRODUCTION

Purpose of Report

This report on the funding, services, and outcomes of the projects funded by the Sargent Shriver Civil Counsel Act (Assembly Bill 590; Stats. 2009, ch. 457) is provided to the Legislature under the mandate in Government Code section 68651(c). This is the third report on the program provided by the Judicial Council. It covers calendar years 2019–2023 with qualitative findings from 2024. During this period, 14 programs were allocated $54.7 million in Shriver funding. Particular strengths of the Shriver Program highlighted in this report are:

- The continued expansion of Shriver Program services to unrepresented litigants in California;
- The critical role played by court and legal service Shriver projects in the state's response to protecting unrepresented tenants from eviction and homelessness during the COVID-19 pandemic; and
- The Shriver Program's continued innovation in service models that increase court efficiency and simplify eviction and other housing cases for tenants and landlords.

Civil Legal Needs of Low-Income Californians

The American civil legal system includes areas of law that deeply affect families and children—such as housing, family, and probate. Issues like eviction, child custody, guardianship, and restraining orders can carry life-altering consequences. Although anyone can bring a civil case, navigating the legal process is complex and often requires an attorney. Yet many people face significant barriers to accessing legal help and must navigate the system alone.

In 2019 the State Bar of California conducted a statewide justice gap study that showed similar results to Legal Services Corporation's (LSC) nationwide report at the time, notably finding that 7 out of 10 low-income Californians (at or below 125 percent of federal poverty guidelines) experienced a civil legal issue that had a substantial impact on their lives, for which they did not receive legal assistance to help resolve.[1] The 2019 report further noted that 60 percent of low-income Californians experienced at least one civil legal problem in a year, with an average of four. Higher-income households experienced an average of two per year. The *2019 California Justice Gap Study* found that the problems were magnified for communities of color, households with someone living with a disability, or survivors of domestic violence or sexual assault.

[1] State Bar of Cal., *2019 California Justice Gap Study* (2019), calbar.ca.gov/Portals/0/documents/accessJustice/Justice-Gap-Study-Executive-Summary.pdf.

According to the 2022 nationwide justice gap study by LSC, the disparity in access to civil justice continues to be an issue for low-income Americans.[2] The study found that although 7 out of 10 low-income American families reported experiencing a civil legal issue, they only sought legal help for 25 percent of these problems.[3] Further, 92 percent of low-income Americans reported that they do not get enough legal help on issues that have a "substantial impact" on them. Many of these low-income families experienced civil legal issues related to or exacerbated by the COVID-19 pandemic, which has left lasting ripple effects on economic stability, access to affordable housing, and physical and mental health needs.

The Sargent Shriver Civil Counsel Act

To improve access to the civil legal system for low-income Californians, the 2009 Sargent Shriver Civil Counsel Act[4] was passed to fund legal services for litigants in high-stakes civil cases who are at or below 200 percent of the federal poverty guidelines. Funded projects are required to partner with their local superior court to ensure services are well integrated with court operations and responsive to local needs.

Initial pilot projects began providing services in (FY) 2012, with the goal of promoting fair outcomes based on case merits. In 2019 Assembly Bill 330[5] was enacted which expanded and strengthened the program with increased funding. In 2022 Assembly Bill 2193[6] further expanded the program by requiring projects to provide services without regard to the citizenship or immigration status of the person represented. The Shriver Program funds legal services to low-income litigants regardless of their citizenship or immigration status in housing-related matters (unlawful detainer), child custody, guardianship of the person, probate conservatorship, domestic violence restraining orders, civil harassment restraining orders, and elder abuse cases. The program has also helped forge partnerships between legal aid organizations and local superior courts to provide unrepresented litigants with self-help services and alternative dispute resolution (ADR) services.

Exhibit 1 provides funding information for the current Shriver projects.

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[2] Legal Services Corporation, *The Justice Gap: The Unmet Civil Legal Needs of Low-Income Americans* (Apr. 2022), https://lsc-live.app.box.com/s/xl2v2uraiotbbzrhuwtjlgi0emp3myz1.

[3] *Ibid.*

[4] See AB 590 (Stats. 2009, ch. 457), leginfo.ca.gov/pub/09-10/bill/asm/ab_0551-0600/ab_590_bill_20091011_chaptered.pdf.

[5] See AB 330 (Stats. 2019, ch. 217), leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201920200AB330.

[6] See AB 2193 (Stats. 2022, ch. 486), leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=202120220AB2193&search_keywords=Shriver.

Exhibit 1: Shriver Project Funding FY 2019–20 Through FY 2024–25

Legal Services Agency	Superior Court	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
Centro Legal de la Raza (Housing)	Alameda		$640,323	$640,323	$640,323	$693,444	$722,833
Legal Access Alameda (Child Custody)	Alameda		$93,342	$93,342	$93,342	$100,409	$104,646
Central California Legal Services (Housing)	Fresno	$412,939	$386,858	$386,858	$386,858	$642,116	$655,697
Greater Bakersfield Legal Assistance (Housing)	Kern	$408,430	$525,409	$525,409	$525,409	$631,816	$649,304
Los Angeles Center for Law and Justice (Child Custody)	Los Angeles	$877,782	$882,598	$882,598	$882,598	$981,100	$999,447
Neighborhood Legal Services of Los Angeles County (Housing)	Los Angeles	$3,046,119	$3,046,119	$3,046,119	$3,046,119	$4,193,521	$4,193,521
The Public Law Center (Child Custody)	Orange						$163,042
The Legal Aid Society of San Diego (Housing) / The San Diego Volunteer Legal Program (Child Custody)	San Diego	$2,805,487	$3,033,131	$3,033,131	$3,033,131	$3,268,758	$3,341,177
The San Diego Volunteer Legal Program (Domestic Violence)	San Diego		$612,075	$612,075	$612,075	$715,559	$748,676
The Justice & Diversity Center of the Bar Association of San Francisco (Child Custody)	San Francisco	$419,938		$422,209	$577,251	$341,988	$348,717
California Rural Legal Assistance	San Joaquin						$1,017,594
San Luis Obispo Legal Assistance Foundation (Housing / Elder Abuse / Guardianship / Probate)	San Luis Obispo		$342,560	$342,560	$342,560	$485,650	$499,050
Legal Aid Foundation of Santa Barbara County (Housing / Probate / Guardianship / Conservatorship)	Santa Barbara	$553,177	$557,440	$557,440	$557,440	$695,160	$706,504
Legal Services of Northern California-Yolo (Housing)	Yolo	$392,217	$423,789	$423,789	$423,789	$375,522	$384,027
Total		$8,916,089	$10,543,644	$10,965,853	$11,120,895	$13,125,043	$14,534,235

SHRIVER PROGRAM 2012–2023

Overview

In 2012 the Shriver Civil Counsel Act began providing legal assistance to low-income Californians facing life-changing civil legal issues such as eviction, custody, guardianship, and restraining orders. Over 13 years, the Shriver Program has helped stabilize families, resolve disputes more fairly, and streamline court processes, serving more than 53,000 cases and benefiting nearly 150,000 household members across California (Exhibit 2).

Services Provided

Shriver projects offer a continuum of services to meet litigants' needs, both in and out of courtrooms.

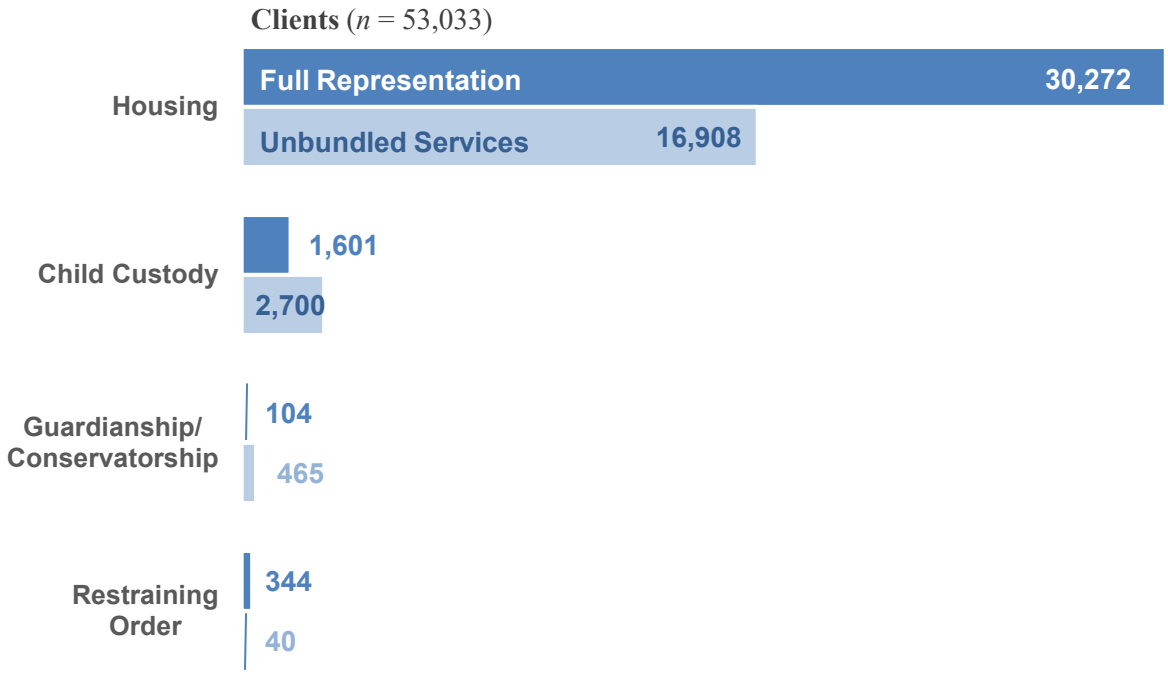
Legal services agencies provided:

- Full representation by a project attorney who manages the client's case from start to finish—32,300 low-income Californians have been provided full representation since 2012;
- Unbundled legal services for clients needing help with specific legal tasks such as advice or preparing forms—20,100 low-income Californians have received unbundled services since 2012; and
- Innovative supports, including housing inspectors in two projects to document substandard conditions and same-day representation at housing settlement conferences in a third project.

Court-based services included:

- Expanded self-help assistance, such as help preparing court papers in housing cases and probate facilitators in guardianship and conservatorship matters;
- Settlement programs developed in partnership with courts that help litigants reach agreements and avoid unnecessary hearings, improving outcomes and court efficiency; and
- 3,200 ADR settlement conferences and mediation sessions and litigant assistance in 37,000 self-help encounters from January 2012 through December 2023.

Exhibit 2: Shriver Project Services (2012–2023)



Program Impacts

Legal Services Benefiting At-Risk Communities

Shriver projects reached people who are often left behind in the legal system—those at the highest risk of defaulting, losing high-stakes cases involving their housing or child custody, or failing to navigate complex court processes such as obtaining a protective order or a child guardianship. Shriver clients:

- Were persons of color (67 percent);
- Had a disability or chronic health condition (42 percent); and
- Had a median household income of $1,326 a month.

This data reflects the projects' role in expanding access to justice for Californians facing systemic barriers (Exhibit 3).

Exhibit 3: Shriver Program Client Demographics (2012–2023)

Demographic Characteristic	Clients	
	N	(%)
Clients served	53,033	
Household members impacted	147,520	
Gender		
Woman	31,824	60
Man	16,918	32
Gender-diverse/nonbinary	47	<1
Transgender	11	<1
Prefer not to say	21	<1
Unknown/missing	4,232	8
Age		
Under 25	4,258	8
26–45	21,909	41
46–65	17,015	32
66 and older	3,515	7
Unknown/missing	6,365	12
Race		
Hispanic/Latino	18,992	36
Black/African American	12,204	23
White	12,359	23
Asian	1,360	3
American Indian/Alaska Native	785	1
Native Hawaiian or Pacific Islander	307	1
Other	2,128	4
Declined to answer	734	1
Unknown/missing	6,348	12
Disability or Chronic Illness in Household[1]		
Yes	6,687	42
No	8,090	50
Unknown/missing	1,423	8

[1] Information about client disability or chronic health conditions was not collected in early versions of the Shriver Program services instrument. Related estimates in this table are based on the 16,331 clients served by Shriver projects from January 2019 through December 2023.

Improved Access to Justice and Legal Outcomes

Eviction: Through almost the entire study period, tenants typically had just five days to respond to an eviction complaint or risk losing their home by default. The 2020 Shriver study quantified that in the study control group—unrepresented tenants that had not used the Shriver Program—26 percent defaulted on eviction notices.[7] During this study period, Shriver clients again saw almost no defaults. Eighty-five percent of cases were settled or dismissed before trial, saving critical resources. Representation also led to better settlements, often helping tenants secure time to relocate or obtain alternative housing.

Child custody: These cases are complex and require significant attorney time. The 2020 Shriver study showed that families represented by Shriver attorneys were less likely to return to court after two years than those who were unrepresented, indicating greater stability and fewer drawn-out disputes[8].

Restraining orders: Project attorneys helped clients obtain final restraining orders in 80 percent of cases.

Guardianship and conservatorship: Many litigants in these case types exceed income thresholds for legal services but still cannot navigate probate court alone. Shriver-funded Probate Facilitators bridged this gap with self-help services that helped people file petitions and complete the complex paperwork, ensuring access to justice even without a lawyer.

Rapid Response to the Eviction Moratorium

Although formal evictions for nonpayment were temporarily paused during the pandemic, tenants remained vulnerable to informal pressures and feared losing their homes. Shriver projects quickly adapted by offering unbundled legal services, including legal advice, education on tenant protections, and practical support.

Improved Court Efficiency

Shriver services not only benefited litigants, they helped the courts operate more effectively. During this report period, the projects worked with the courts to implement settlement services and ADR and provided targeted self-help services in areas such as eviction defense and complex probate matters involving families and children. By helping litigants understand the legal process and present their cases clearly, Shriver projects supported more informed decision-making and a more efficient justice system.

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[7] Judicial Council of Cal., Center for Families, Children & Cts., *Sargent Shriver Program Civil Counsel Act Evaluation* (June 30, 2020), *https://courts.ca.gov/sites/default/files/courts/default/2024-12/lr-2020-sargent-shriver-gov68085_c.pdf*.

[8] *Ibid.*

Current Shriver Projects

In FY 2012, the initial Shriver cohort included 10 projects: 6 serving housing cases, 3 serving child custody cases, and 1 serving guardianship/conservatorship cases. Nine of these original projects have maintained operations and funding since 2012. The program has expanded, and the current Shriver cohort operates in 11 counties (Exhibit 4) with nine housing projects, five child custody projects, two guardianship/conservatorship projects, and two projects that provide services for restraining order cases (Exhibit 5). A full list of all Shriver projects can be found in Appendix A: Shriver Projects.

Exhibit 4: Counties with Shriver Projects

Note: Orange and San Joaquin projects began operations in January 2024 and are not included in the analysis in the remainder of this report, which summarizes data collected between January 2012–December 2023.

Exhibit 5: Current Shriver Projects

Counties	Housing	Child Custody	Restraining Order	Guardianship/ Conservatorship
Alameda	✓	✓		
Fresno	✓			
Kern	✓			
Los Angeles	✓	✓		
Orange[1]		✓		
San Diego	✓	✓	✓	
San Francisco		✓		
San Joaquin[1]	✓			
San Luis Obispo	✓		✓	✓
Santa Barbara	✓			✓
Yolo	✓			
Total	**9**	**5**	**2**	**2**

[1] Project began operation in January 2024—after this study period, which ended in December 2023.

Methodology

NPC Research has conducted the evaluation of the Shriver Program since 2012. As part of this work, NPC collects information from the Shriver projects, maintains the program database, and summarizes service information. The Judicial Council of California oversees ongoing monitoring and reporting on the Shriver Program. This report is based on data collected by all Shriver projects on cases and case outcomes, with most findings based on data from calendar years 2019 through 2023. This data covers all areas of law offered by Shriver projects, including housing, child custody, guardianship/conservatorship and restraining orders. The findings were supplemented by extensive interviews with Shriver project staff and court personnel, offering insight into project operations and impact. A full description of the data collection and methodology of the report can be found in Appendix B, Methodology.

HOUSING PROJECTS

The main legal service provided by the Shriver projects, by far, concerns eviction defense and housing matters. Between January 2019 and December 2023, the projects provided representation and unbundled legal services in housing cases to 13,529 clients, 85 percent of the total 15,946 clients served by projects in this period.

The National Low Income Housing Coalition's (NLIHC) *Out of Reach* report ranked California as the state with the highest "housing wage" in the country. According to the NLIHC, housing wage is "an estimate of the hourly wage a full-time worker must earn to afford a rental home at HUD's fair market rent without spending more than 30 percent of their income on housing costs." In California in 2023, a full-time worker had to earn $47.38 per hour to afford a two-bedroom apartment without becoming rental cost burdened. This housing wage is considerably higher than the 2023 state minimum wage ($16 per hour) and the average renter wage across the state ($30.93 per hour). At the start of the reporting period in 2019, California had the second-highest housing wage at $34.69 an hour to afford a two-bedroom apartment without becoming rental cost burdened. The housing wage increased by 37 percent during the reporting period.[9]

The judicial, legislative, and executive branches recognized the need for legal services to respond to California's ongoing housing and eviction crisis before the COVID-19 pandemic. Beginning in 2019, the Governor's Budget began augmenting the state Equal Access Fund for legal services with what was eventually $161 million in supplemental funding for eviction defense. This funding was administered by the Judicial Council in collaboration with the State Bar of California. In 2020 Chief Justice Tani G. Cantil-Sakauye created the Work Group on Homelessness to evaluate how court programs might be improved to better serve people who are without housing or housing insecure.[10] This work group examined several models of legal services in housing, including the Shriver Program, and encouraged the state to adopt a statewide program for full-scope legal representation in residential unlawful detainer proceedings, as well as expanding diversion, mediation, and settlement efforts.

Housing Clients and Services

The housing projects provided legal services to 13,529 low-income tenants and landlords and, by extension, to 33,352 household members. Full representation was provided to 7,607 clients

[9] National Low Income Housing Coalition, *Out of Reach* (2024), https://nlihc.org/oor/state/ca (accessed Apr. 2025). See also https://nlihc.org/sites/default/files/oor/2024_OOR-california.pdf.

[10] Judicial Council of Cal., Advisory Com. Rep., *Final Report from the Work Group on Homelessness to the Chief Justice* (Nov. 21, 2021), https://jcc.legistar.com/View.ashx?M=F&ID=9964125&GUID=F083B56D-3BDB-4AEA-9127-18B079FBD65A.

(56 percent), while 5,851 clients (43 percent) received unbundled services.[11] Full representation was more common among clients with an eviction case compared to those with other housing matters.

In full representation cases, Shriver housing clients were primarily tenants (98 percent).[12] Of the clients provided with full representation, 89 percent faced a landlord with an attorney (9 percent did not, and 1 percent were missing this information). Of those clients provided with unbundled services, 36 percent faced a represented landlord, while 40 percent did not, and 24 percent were missing this information.

Demographics

All Shriver clients have an income below 200 percent of the federal poverty guidelines. About two-thirds of Shriver clients have an income that places them in the "severe rent burdened" category, paying more than 50 percent of their income in rent. Seventy-four percent of clients do not live in subsidized housing and pay market value in rent.

As shown in Exhibit 6, two-thirds of the clients are women, and 89 percent are under 45 years old. Forty percent have minors in the household, and 45 percent have someone with a disability in the household. A full demographic picture of housing clients is found in Appendix C.

[11] The type of service was not available in 71 cases.

[12] Due to income requirements, which include calculations of assets, landlords rarely qualify for legal services. Low-income landlords made up 1 percent of housing clients, while 1 percent of cases were missing data. The remainder of this section reports on the 98 percent of clients who were tenants (13,279).

Exhibit 6: Housing Client Demographics (2019–2023)

Housing	Total	
	N	(%)
Clients served	13,276	
Household members impacted	32,709	
Gender		
Woman	8,765	(66)
Man	4,325	(33)
Transgender	9	(<1)
Gender-diverse/nonbinary	24	(<1)
Other gender not listed	8	(<1)
Prefer not to say	3	(<1)
Unknown	21	(<1)
Missing	121	(1)
Age		
Under 25	712	(5)
26–45	11,099	(84)
46–65	1,447	(11)
66 and older	0	(0)
Unknown/missing	18	(<1)
Race		
American Indian or Alaskan Native	296	(2)
Asian	399	(3)
Black/African American	3,068	(23)
Hispanic/Latino	4,541	(34)
Middle Eastern or North African	44	(<1)
Native Hawaiian or Pacific Islander	91	(1)
White	4,025	(30)
Other specify:	557	(4)
Declined to answer	349	(3)
Unknown	195	(1)
Missing	372	(3)
Total	**13,276**	**(100)**

Cases and Outcomes

Fourteen percent of full representation cases began representation before a complaint was filed. During the pandemic, these prefiling cases increased due to a number of factors, including landlords attempting to evict tenants through means other than a court eviction filing. As noted above, almost all (89 percent) of tenants with full representation faced a landlord represented by an attorney.

It is very rare for a housing case to proceed all the way to trial. Most cases are resolved by default, dismissal, or settlement. Many more cases end with the tenant moving out than the tenant retaining possession. Of the Shriver project cases in full representation, approximately two-thirds ended with a tenant being required to move out; however, an attorney for the tenant allows the tenant to significantly mitigate the risk of losing housing. This section examines the most common outcomes (see Exhibit 7).

Most tenants moved.

Of the 6,963 full representation cases with possession outcomes, 4,158, or 60 percent, resulted in landlord possession, and 2,294, or 33 percent, resulted in tenant possession.[13]

Defaults were prevented.

A default occurs when the tenant does not respond to an eviction notice. In the majority of these instances, the tenant is evicted. The 2020 Shriver study quantified that in the study control group—unrepresented tenants that had not used the Shriver Program—26 percent of cases defaulted.[14] When an attorney is available, as in the Shriver Program, defaults are nearly always prevented, and the tenant, even if ultimately required to move out, is often able to negotiate more favorable terms and lower the risk for becoming unhoused. Representation helps to ensure that tenants engage with the case and do not unknowingly waive their rights.

Exhibit 7: Housing Outcomes in Full Representation Cases (2019–2023)

Outcome	Landlord Possession		Tenant Possession		Total	
	N	(%)	*N*	(%)	*N*	(%)
Default	32	1	5	0	39	1
Plaintiff dismissal	245	6	1,055	46	1,490	21
Settlement	3,712	89	715	31	4,480	64
Trial or hearing	100	2	141	6	267	4
Court dismissal	22	1	201	9	240	3
Other court ruling	14	0	28	1	47	1
Notice rescinded	17	0	98	4	148	2
Other	2	0	4	0	6	0
Unknown	11	0	43	2	215	3
Missing	3	0	4	0	31	0
Total	4,158	100	2,294	100	6,963	100

Note: Discrepancies in totals represent cases with unknown outcomes.

[13] Seven percent of possession outcomes were reported as other, unknown or were missing.

[14] Judicial Council of Cal., Center for Families, Children & Cts., *Sargent Shriver Program Civil Counsel Act Evaluation* (June 30, 2020), https://courts.ca.gov/sites/default/files/courts/default/2024-12/lr-2020-sargent-shriver-gov68085_c.pdf.

Plaintiff dismissals were the leading reason for tenants remaining in their housing.

This outcome, before the court takes action, often results from the attorney's review of the case and subsequent communication to the landlord. Of the 6,963 cases receiving full representation, 1,490 (21 percent) were dismissed by the plaintiff, leading to 1,055, or 15 percent, of all tenants with full representation remaining in their housing. This dismissal rate is roughly the same as the dismissal rate reported in 2020 (18 percent).

Sixty-four percent of full representation cases ended with a settlement between the parties.

Settlements are taken to the judge and result in a court order. In settlement a Shriver attorney will meet with the landlord's attorney to reach an equitable set of conditions to present to the judge. Sometimes a mediator who works for the court will also be involved. This proportion is again consistent with the settlement proportion of 66 percent reported in 2020.

It is important, as with default, to compare these results to earlier research where the outcomes of a control group of cases were tracked.[15] Among those cases, only 34 percent settled, with a much higher proportion of cases defaulting or going to trial.

[15] *Ibid.*

Exhibit 8: Settlement Terms (2019–2023)

Terms	Landlord Possession		Total	
	N	(%)	*N*	(%)
Total cases resolved via settlement	3,712	100	4,427	100
Total cases resolved via settlement with terms	3,315	89	3,888	88
Among the cases resolved via settlement with terms				
Record sealed/masked	2,982	90	3,427	88
Not reported to credit agencies	2,638	80	3,004	77
Neutral credit references	2,592	78	2,867	74
Writ to be stayed until lockout date	2,166	65	2,188	56
Writ to issue immediately	2,015	61	2,040	52
Reservation of right to sue	897	27	936	24
Payment plan	648	20	935	24
Move-out date adjusted	597	18	610	16
Preserved Housing Choice Voucher	397	12	481	12
Other	280	8	370	10
Tenancy reinstated	7	0	361	9
Reasonable accommodation for disability	239	7	290	7
Reduced rent based on defects	162	5	182	5
Temporary stay of eviction	142	4	149	4
Repairs to be made by plaintiff	22	1	61	2
Missing	31	1	35	1
Building/health code violations addressed	14	0	25	1
Repairs to be made by defendant	4	0	10	0

Of the 4,480 full representation cases ending via settlement, 16 percent of cases retained possession for the tenant. Remaining in possession of housing is not necessarily the goal in eviction defense. Sometimes this outcome is not feasible. In settlement the attorney is able to negotiate terms that can prevent the tenant and family from becoming unhoused and improve their ability to find new housing. As shown in Exhibit 8, in the 3,712 cases where landlords retained possession, the most common terms related to sealing the record and protecting the tenant's information from credit agencies and references. Twenty percent of tenants were afforded a payment plan, and 18 percent had their move-out date adjusted.

Monetary outcomes.

The Shriver projects also reported the monetary outcomes for their full representation cases. Among 2,000 cases with complete data, the total original amount demanded was $14 million, while the amount tenants were ordered to pay was $6.3 million, saving $7.7 million for low-income clients.

Pandemic Response

The Shriver Program played a critical role in the court and legal services response to the COVID-19 pandemic and mitigating the crisis in evictions and homelessness. As the pandemic deepened after March 2020, a statewide eviction moratorium was established by executive order, and numerous local governments established additional moratoria restricting evictions. During this time, funds for rent assistance also became available through ERAP. However, information on eviction protections and rental assistance was not necessarily accessible to either low-income tenants or landlords. Courts, court-based self-help centers, and local governments were operating remotely.

Interviews with Shriver Program directors and legal staff noted that despite eviction protections and rental assistance, many tenants sought legal help because they were uncertain about their rights and unsure if they could face eviction in the frequently changing legal landscape. Attorneys noted an increased number of tenants alleging that they were facing landlord harassment, an illegal lockout, or an illegal eviction notice. In response to this shift in legal needs, Shriver attorneys helped tenants navigate the complex rules around filing evictions during the moratorium period and helped with applications for emergency rental assistance programs to ensure clients had every opportunity to remain housed.

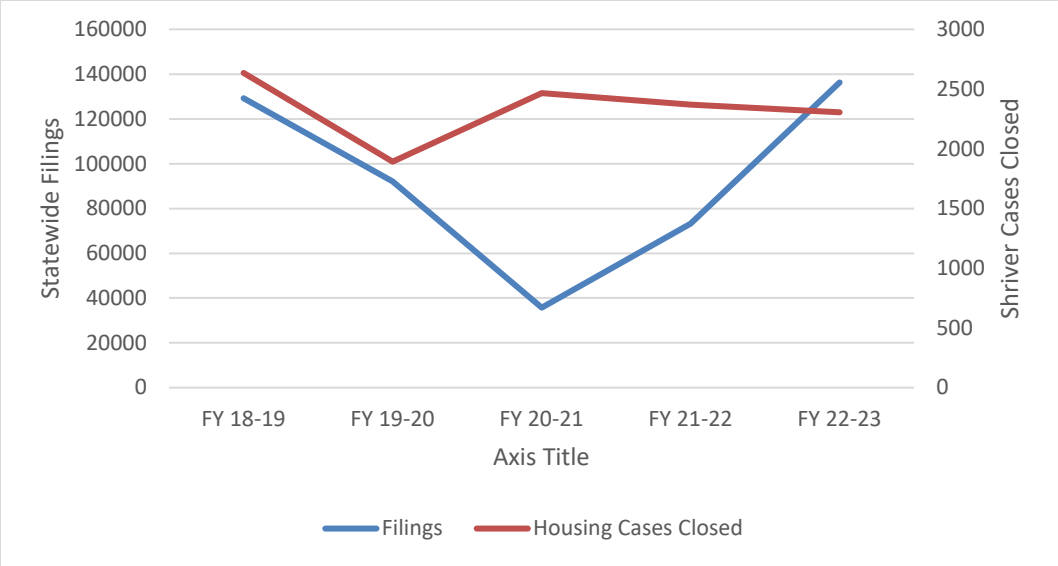
Among the tenants who presented for services with an active eviction lawsuit during the moratorium period, the reason given by the landlords as the basis for the eviction complaint shifted to follow what the governing statute allowed. In the premoratorium period (January 2019–March 2020), 71 percent of the eviction cases with an active lawsuit at intake were filed for nonpayment of rent, whereas only 21 percent of cases with an active lawsuit were filed for some other alleged lease violation, such as an unauthorized tenant or because the landlord wanted to remove the property from the rental market.

During the moratorium period (April 2020–June 2022), the proportion of complaints filed for nonpayment of rent decreased from 72 percent to 39 percent, while complaints such as lease violations, nuisance violations, and removing property from the rental market all increased correspondingly. As a result of these factors, while court unlawful detainer filings fell by three quarters from 129,207 in FY 2018–19 to 35,727 in FY 2020–21, the Shriver projects housing caseloads remained relatively stable over the same period (Exhibit 9). Projects adapted to the needs of low-income tenants by providing more unbundled services. Before the pandemic, about 20 percent of housing project services were unbundled, whereas by calendar years 2021 and 2022, more unbundled than full representation cases were being served (Exhibit 10). More cases during the pandemic were resolved by landlord dismissals than before, in part because the project attorneys were able to assist tenants in accessing ERAP and other rental assistance funds.

The impact of the pandemic and shifts in the housing project service model continue to be felt. Projects saw a surge in caseloads as statewide and local eviction protections began to expire. They report that full representation in eviction cases postpandemic has increased in

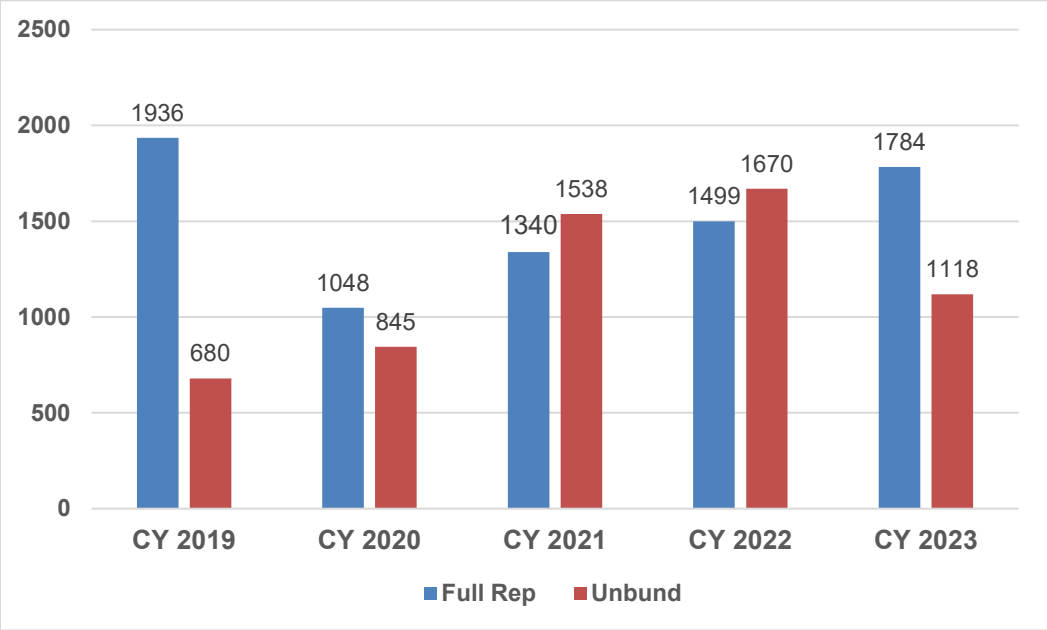
complexity and takes more hours than prepandemic (a median 20 hours compared to 14 hours per case). Finally, projects continue to provide a higher proportion of services through unbundled services, with 38 percent of cases using the unbundled model.

Exhibit 9: Unlawful Detainer Filings and Shriver Housing Cases Closed



Note: The graph represents statewide filings for fiscal years compared to Shriver cases closed for the corresponding calendar year (i.e., eviction filings from FY 2018-19 are compared to cases closed CY 2019).

Exhibit 10: Full Representation and Unbundled Services (2019–2023)



3

Same-Day Legal Representation at Settlement Conferences: A Promising Innovation

One housing project has implemented an innovative approach to legal representation by offering same-day legal services to tenants during mandatory settlement conferences in eviction proceedings. Instead of working with tenants throughout the duration of their case, attorneys meet with eligible tenants at court on the day of the settlement conference, review the case for merit and vulnerability, and provide full-scope representation during negotiations with the landlord.

This model offers a targeted and efficient use of legal resources. By engaging at a critical decision point—just before trial—attorneys can influence outcomes while spending significantly fewer hours per case than in traditional full representation models. The reduced time commitment may allow programs to serve more clients without compromising the quality of legal support provided during these high-stakes interactions.

Early findings suggest that this approach can yield positive results for tenants. A substantial portion of cases resolved through same-day representation ended in settlement, and in a notable number of those settlements, tenants were able to remain in their homes. In cases where tenants moved out, many agreements still included provisions that eased the transition, such as sealing the eviction record or providing neutral references.

While some settlement terms were not as consistently included as in longer-term representation models, the overall outcomes suggest that same-day representation can offer meaningful legal support at a pivotal moment. For jurisdictions with a court-mandated settlement conference calendar, this model presents a promising strategy to expand access to legal services, increase housing stability, and make the most of limited attorney capacity.

Innovative Use of Housing Inspectors in Eviction Defense

Two housing projects have piloted an innovative model that incorporates a designated housing inspector to support tenants raising habitability concerns as a defense in eviction proceedings. This approach provides attorneys with access to an inspector who can assess rental units, document housing code violations, and gather photographic or video evidence. The inspector's findings often serve as leverage in negotiations, encouraging landlords to settle cases and agree to more favorable terms for tenants.

While not every case with a habitability defense involved an inspection, attorneys strategically requested inspections in cases involving more serious or hard-to-document conditions. Across cases where inspections occurred, attorneys reported that the inspector's involvement improved their ability to advocate for clients, particularly when cases might otherwise proceed to trial.

Data from the projects shows promising outcomes. Tenants whose cases included a housing inspection were more likely to receive favorable settlement terms such as rent reductions, repairs, or payment plans compared to those without an inspection. These tenants were also more likely to have their rental debt reduced and less likely to pay holdover damages. While the overall settlement rate was high across all habitability cases, these findings suggest that incorporating an inspector can meaningfully improve the quality of settlements in certain cases.

This model shows promise as a replicable strategy for enhancing habitability defenses in eviction cases, particularly in communities where tenants have limited means of enforcing housing code standards. By grounding legal advocacy in documented housing conditions, the housing inspector approach strengthens the effectiveness of tenant representation and supports more just outcomes in eviction proceedings.

CUSTODY PROJECTS

Custody Clients and Outcomes

Custody project attorneys helped low-income clients involved in custody disputes obtain their desired outcomes and typically were able to do so without a trial. Such disputes can be stand-alone custody cases, or they can arise out of other family law cases such as divorce, domestic violence, or governmental child support. Project attorneys helped ensure that the custody cases were resolved without protracted court proceedings, contributing to court efficiency.

From January 2019 through December 2023, four child custody projects provided direct legal services, one project also provided settlement services, and another provided self-help legal services. During the five-year reporting period, the projects provided direct legal services to 2,185 low-income clients and assisted litigants in 1,831 self-help encounters. See Appendix D for supplemental data on Shriver custody cases.

Custody projects have grown significantly since the last reporting period, with a 40 percent increase in direct legal services—1,565 from 2015 through 2020 to 2,185 from 2019 through 2023. Across the projects, 23 percent (492) of clients received representation, whereas 77 percent (1,687) received at least one unbundled service. Among clients who received unbundled services, most (76 percent) were provided brief counsel and advice.

Over half of clients (54 percent) who received representation by a project attorney faced a represented opposing party. The majority (56 percent) of clients were the moving party (i.e., the person who instigated the pleading). At the time of filing a pleading, the representation status of the opposing (i.e., responding) party is not yet definite because they may choose to retain counsel once they are served.

Demographics

Of the 2,185 clients served, nearly two-thirds (62 percent) were between the ages of 25 and 44, and 80 percent were women. A large majority of clients identified as persons of color, including 50 percent Hispanic/Latino and 11 percent Black or African American (see Exhibit 11).

Across all projects, a total of 3,279 children with an average age of eight were involved. At service intake, 52 percent of children lived with the client most or all of the time, 28 percent lived with the opposing party most or all of the time, and 10 percent lived with both parties, either in the same household or through equal parenting time.

Custody clients also reported circumstances that indicate potential risks to their or their children's health and welfare, including current Child Welfare Services (CWS) involvement in 11 percent of clients' cases, with an additional 20 percent reporting past CWS involvement. A quarter of clients had filed for a domestic violence restraining order against the opposing party, and a third reported law enforcement involvement in the three months prior to intake.

Exhibit 11: Custody Client Demographics (2019–2023)

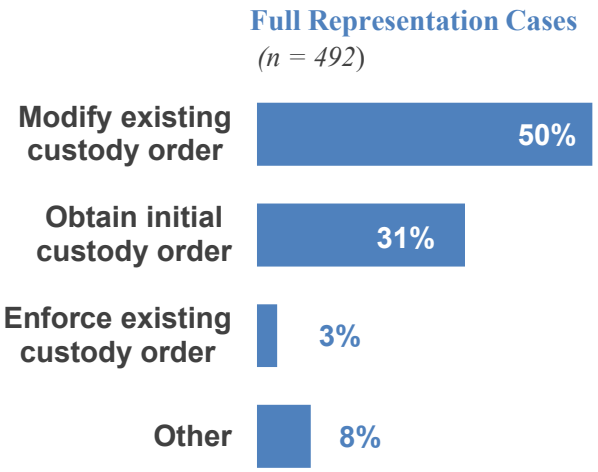
Demographic Characteristic	Clients N	(%)
Clients served	2,185	
Household members impacted	6,170	
Gender		
Woman	1,753	(80)
Man	424	(19)
Transgender	0	(0)
Gender-diverse/nonbinary	1	(0)
Other gender not listed	1	(0)
Prefer not to say	0	(0)
Unknown	0	(0)
Missing	6	(0)
Age		
18–24	111	(5)
25–44	1,347	(62)
45–61	203	(9)
61 and older	7	(0)
Unknown	78	(4)
Missing	439	(20)
Race		
Asian	73	(3)
Black/African American	242	(11)
Hispanic/Latino	1,091	(50)
White	333	(15)
Other	118	(5)
Multiracial	119	(5)
Declined to answer	121	(6)
Unknown	81	(4)
Missing	7	(0)
Total	**2,185**	**(100)**

To be eligible for services, individuals must have household incomes of not more than 200 percent of the federal poverty guidelines. Across all custody clients, the median monthly household income was $1,500.

The underlying actions varied across cases. Nearly one-third of cases were filed as parentage actions (31 percent), another third were filed under the Domestic Violence Prevention Act (31 percent), and another third were filed as part of a dissolution, legal separation, or annulment (30 percent). There were also petitions for custody and support (5 percent), governmental child support (5 percent), and juvenile exit order (1 percent).

Among the 492 custody clients who received representation, the most common goal was modifying an existing custody order (50 percent of cases; see Exhibit 12).

Exhibit 12: Client's Goal in Custody Cases (2019–2023)



Note: Resolution was unknown in 8% of cases.

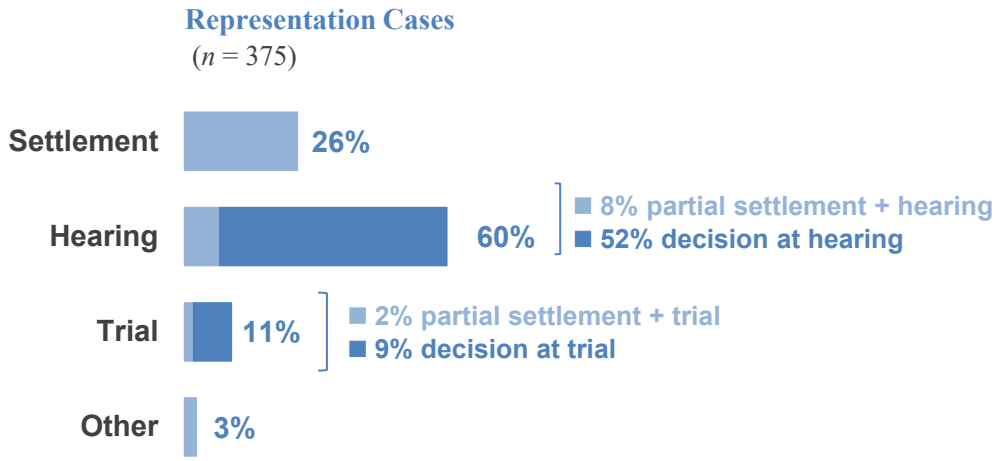
Outcomes

Outcome data was available for 76 percent (375) of the 492 representation cases.

Few cases went to trial.

As shown in Exhibit 13, a quarter (26 percent) of custody cases resolved via settlement without the need for a hearing or trial, whereas more than half (60 percent) ended after a judge made a custody decision during a hearing, typically without any settlement beforehand. Only 11 percent of custody cases were resolved by trial.

Exhibit 13: Resolution of Shriver Custody Cases (2019–2023)



Clients often obtained or retained custody.

Legal custody orders establish which parent has the right to make decisions about the health, education, and general welfare of the children involved in the custody dispute. At the resolution of the custody pleading, clients were typically awarded either sole (33 percent) or joint (40 percent) legal custody. Among the cases where sole legal custody was awarded to the opposing party (14 percent), the opposing party had sole legal custody at the start of the case 83 percent of the time.

Physical custody orders determine which parent the child lives with most or all of the time. Sole physical custody means that the child primarily lives with the custodial parent, whereas under a joint physical custody order, the child spends time with each parent. Nearly half (47 percent) of the clients were awarded sole physical custody, and 17 percent resolved with joint physical custody. Among the cases in which sole physical custody was awarded to the opposing party (24 percent), two-thirds started with the child living with the opposing party.

Visitation orders establish the amount and type of parenting time that is awarded to the noncustodial parent. The most common visitation outcome was unsupervised visitation according to a schedule, ordered in 51 percent of cases. An additional 17 percent ended with supervised visitation either for the custody client (6 percent) or the opposing party (11 percent), and 6 percent of cases ended with no visitation for the client (1 percent) or the opposing party (5 percent).

Attorney Hours

Across the projects, attorneys spent an average of 42 hours per custody client who received representation and 8 hours per client who received unbundled services. Custody cases are known for consuming court and attorney resources at a high rate.

GUARDIANSHIP AND CONSERVATORSHIP PROJECTS

Between January 2019 and December 2023, Shriver-funded guardianship and conservatorship projects helped low-income Californians navigate complex and often urgent probate matters, with a strong emphasis on empowering litigants through self-help services. These projects focused on individuals facing legal proceedings related to guardianship of minors or conservatorship of adults—cases that carry significant implications for caregiving, financial oversight, and family structure. A central component of the projects was court-based self-help assistance, which played a vital role in equipping litigants with the tools, information, and guidance needed to move through the legal system. Direct legal services, including full representation and unbundled services, were also offered to a smaller number of individuals with the greatest need.

Self-help services are especially important in probate matters because many individuals involved in guardianship or conservatorship proceedings have assets that disqualify them from income-based legal aid. These services, which are not income restricted, offer critical support to litigants who may otherwise be unable to access legal assistance. By providing help with forms, procedural steps, and legal information, self-help resources serve as a lifeline for individuals navigating emotionally and legally complex proceedings without an attorney.

Self-Help Services

Over the five-year period, Shriver projects supported litigants through more than 1,700 self-help encounters in guardianship and conservatorship matters. These court-based interactions offered essential guidance to individuals who either did not qualify for or did not require direct legal representation. Nearly 75 percent of these self-help services involved assistance completing court forms—a foundational step in accessing legal remedies.

The average self-help session for guardianship or conservatorship matters lasted 30 minutes or more, underscoring both the complexity of these cases and the dedication of staff in ensuring that litigants understood their legal options and procedural obligations. This kind of sustained support often made the difference between procedural failure and meaningful access to the courts.

Probate Clients and Legal Services

While self-help was the primary form of assistance, 119 clients also received direct legal services through full representation or unbundled legal support. Full representation involved attorneys managing a case from start to finish, while unbundled services included discrete legal tasks such as advice, document preparation, or help with court appearances. The majority of clients received unbundled support, reflecting an efficient model of legal aid that matches the intensity of service to the complexity of need. Some clients also received help with procedural tasks such as negotiation or letter writing, and many were referred to social or

legal services for related needs—such as housing or health care—which often intersect with guardianship or conservatorship issues.

Demographics

The clients who received direct services reflect the diversity and vulnerability of those involved in probate matters. Among the 119 individuals served, 59 percent were women, and the most commonly reported racial or ethnic identities were Latino and white (each approximately 42 percent). Most had low incomes, with a median household income of $2,000 per month. About 59 percent of clients were living at or below 100 percent of the federal poverty guidelines, and another 22 percent fell between 100 percent and 149 percent of the guidelines. See Appendix E for supplemental information on guardianship/conservatorship cases.

In guardianship cases, many clients sought legal recognition to care for a minor child, often as the petitioner initiating the case. On average, guardianship cases involved two children, with the average age of the wards being eight years.

In conservatorship cases, clients—usually also the petitioner—sought authority to manage an adult's care or finances. These cases typically involved one adult conservatee, with an average age of 51, though ages ranged widely. Legal issues in these matters frequently involved significant caregiving, medical, and financial responsibilities.

Shriver-funded guardianship and conservatorship projects illustrate a dynamic and responsive model of assistance with self-help services at its core. By offering nearly two thousand court-based assistance encounters alongside more intensive services for those in greatest need, these projects extended meaningful support to individuals and families facing urgent and complex probate issues.

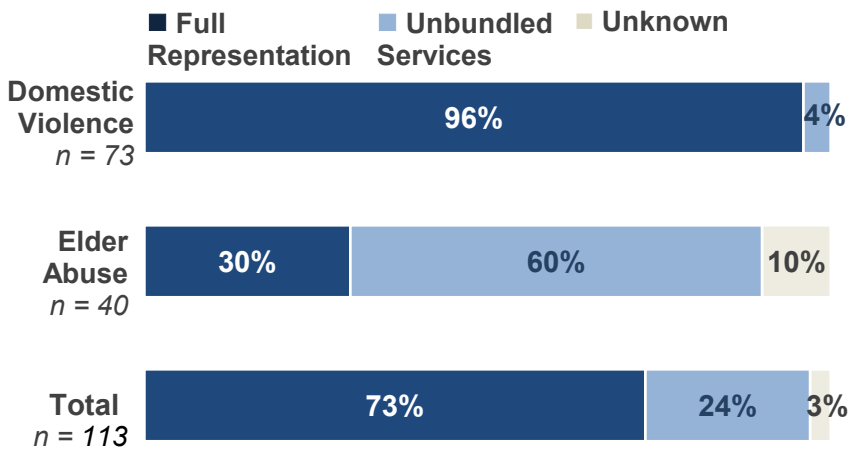
RESTRAINING ORDER PROJECTS

This section describes the services provided by domestic violence and elder abuse restraining order projects from January 2019 through December 2023. Two projects offered direct legal services, and one also offered court-based services. During the five-year reporting period, the restraining order projects provided direct legal services to a total of 113 clients. Self-help assistance was offered by two projects that together had 66 encounters of assistance in 2022 and 2023. See Appendix F for supplemental data on Shriver restraining order cases.

Restraining Order Clients and Services

As Exhibit 14 shows, the restraining order projects provided direct legal services to 113 clients, nearly three quarters of which received full representation. Unbundled services were more common in elder abuse cases and involved counsel and advice (92 percent), legal education (22 percent), or a referral to legal services (22 percent).

Exhibit 14: Restraining Order Cases and Representation Provided (2019-2023)



Demographics

All domestic violence restraining order clients were women, as were 75 percent of elder abuse clients. Those with domestic violence cases most often identified as Latina (79 percent) followed by Black or African American (18 percent), while 61 percent of elder abuse clients identified as white, 19 percent as Latino, and 8 percent as Black or African American.

One quarter of domestic violence clients (26 percent) reported that they were currently in a relationship with the alleged abuser. Over half (54 percent) had another active legal matter at the time of intake, typically a child custody case (41 percent). Among elder abuse clients, 59 percent were opposing a family member. Domestic violence restraining order clients were

rarely facing a represented opposing party (10 percent), while no elder abuse clients were facing represented opposing parties.

Outcomes Among Representation Cases

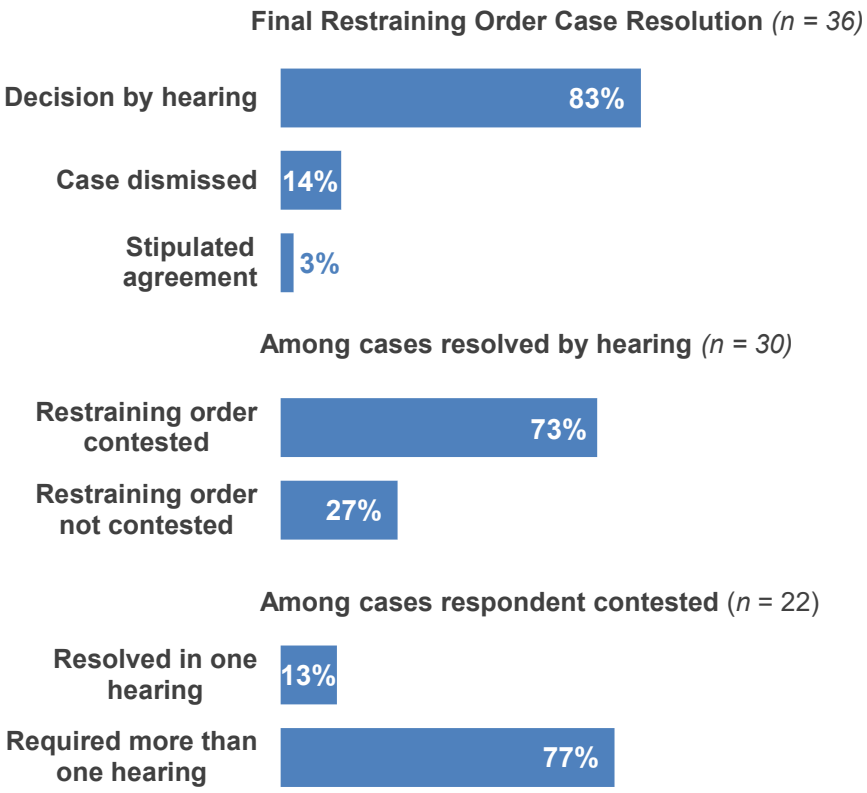
Outcomes were reported from 2022 through 2023 and were available for cases in which the project attorney provided full representation. Restraining order cases generally have outcomes at two stages: an initial temporary restraining order lasting 20 to 25 days, followed by a final long-term restraining order, which can last up to 5 years. When all the petitioners' requests are granted, they are "granted in full," whereas if only some are granted, they are "granted in part."

Outcome data was available for all 36 domestic violence cases that closed during 2022 and 2023 and for 10 of the 12 (83 percent) elder abuse cases. Due to the small number of outcomes for elder abuse, this section includes domestic violence outcomes only.

Temporary restraining orders were granted in full in almost all domestic violence cases (91 percent) with another 3 percent granted in part. Six percent of cases were withdrawn.

After the temporary restraining order is decided, the case is set for a hearing to determine the final restraining order. Although the parties can negotiate a resolution before the scheduled hearing, as Exhibit 15 shows, domestic violence cases typically ended with a hearing. The opposing party contested the restraining order in 73 percent of the domestic violence cases, and the contested cases frequently required more than one hearing to resolve.

Exhibit 15: Resolution of Final Restraining Order Cases (2022–2023)



QUALITATIVE PERSPECTIVES

Self-Help Customer Feedback

Shriver-funded self-help services extend the program's reach by improving access for all litigants, regardless of role or income; strengthening court–legal services partnerships; and supporting those who don't need full legal representation. While service models vary, the core benefit is consistent: unrepresented litigants are provided with critical information and assistance, and courts see fewer errors, improving efficiency. These services are a key part of the Shriver program.

To evaluate their impact, providers asked users to complete a brief post-visit survey (see Exhibit 17). From April to July 2024, 225 surveys were submitted (88 percent in English, 12 percent in Spanish). Most respondents (99 percent) received help with one issue. Of these, 65 percent were housing related, 25 percent involved family or custody matters, and 11 percent concerned guardianship (7 percent) or conservatorship (4 percent). See Appendix G for supplemental information on the self-help customer survey.

Exhibit 16: Self-Help Survey Respondents by Area

Housing Law

146 survey respondents

96% of tenants satisfied
100% of landlords satisfied

"They **gave me confidence to handle the landlord**, so I did not feel afraid of the situation. Every time I called with a question, they helped me.

Family Law

55 respondents

98% satisfied

"I am so grateful for the program. I don't know how I would have ever been **able to get my legal affairs organized** without it.

Probate Law

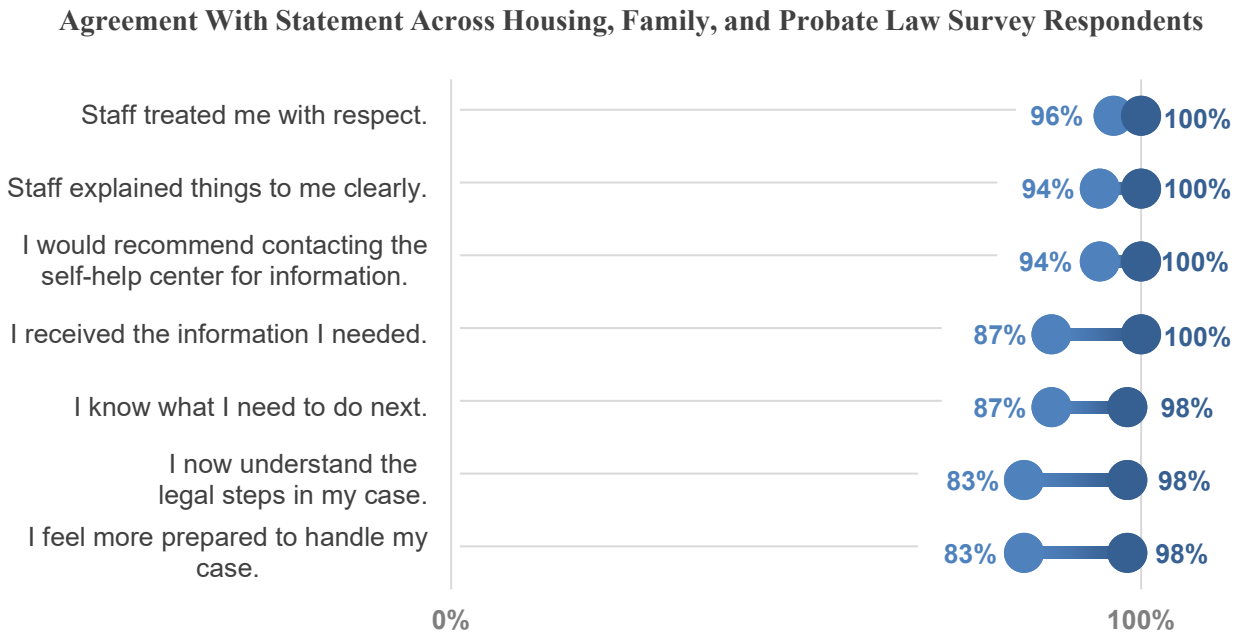
24 respondents

87% satisfied

"[The provider] **made this overwhelming task a lot easier** for [me]. I am so thankful for their help!

Survey respondents rated their Shriver self-help experience using a five-point scale (one = strongly disagree to five = strongly agree). As shown in Exhibit 18, respondents were generally satisfied with the services and providers. Across all case types, nearly all felt respected and found the information understandable. Housing law (landlord) and family law customers gave the highest ratings overall. Probate customers gave lower ratings in areas like clarity and feeling prepared, likely reflecting the complexity of probate law.

Exhibit 17: Self-Help Survey Respondent Satisfaction



Note: Percentages represent the range of respondents who agreed or strongly agreed with the statements across the three legal areas. *n* = 225.

The survey concluded with an open-ended question that invited customers to provide additional comments or feedback about the self-help services they received. More than half (114) of the survey respondents provided additional comments, 92 percent of which were positive. Respondents described the Shriver self-help staff as helpful and professional, regardless of their role in the litigation. Concerns were typically related to the assistance received for landlord–tenant issues, particularly wait times and uncertainty regarding next steps.

Perspectives From Shriver Projects and the Courts

Northwest Pacific Consulting (NPC) hosted focus groups and one-on-one interviews with Shriver housing project attorneys, staff, and court personnel between May and July 2024. NPC spoke with management at each Shriver housing grantee organization, including the executive directors and the Shriver project managing attorneys, the Shriver staff attorneys, and other administrative staff involved with the project. NPC also conducted interviews with judges and court staff, including court clerks, and administrative personnel who managed the Shriver grant.

How Housing Projects Manage Shriver Grant Funds

Executive directors and Shriver managing attorneys were asked about how they use Shriver funds, including how their organization triages potential clients to receive Shriver-funded services versus services funded by another source, and how they manage multiple sources of funding.

Assigning litigants to Shriver-funded services

The executive directors and managing attorneys underscored that when choosing which grant to use to fund legal services, their organizational priority is to manage funding according to litigant need and make sure that clients receive the highest level of legal help that is appropriate for their case. Shriver is often the preferred option because it funds a broad spectrum of legal services, including advice, representation during settlement conferences, or full representation for the duration of a client's case. As such, Shriver funding is typically used for any eligible client, and most organizations will consider other grant streams if they determine that the client cannot be served by Shriver.

> *If a tenant is Shriver eligible, they would go to the Shriver team. If not, then they would be screened for eligibility for other teams. (executive director)*

Challenges with multiple grants

Balancing grant requirements. One of the top issues raised was balancing different grant requirements to provide the maximum coverage of legal services while ensuring that they are using all available grant funds. For example, one organization prioritizes using Shriver to fund full representation services, while funding lower levels of legal services with other grants to ensure that they are meeting their objective for number of litigants served that is required for each additional funding stream. One housing project executive director explained that while having a diverse funding portfolio is helpful, they have to be diligent in tracking cases served under each funding stream to ensure that they are on track to meet the different grant requirements.

Administrative billing practices. Some executive directors noted that billing time across multiple grants can be confusing and creates more administrative work for attorneys and staff. The grantee organizations generally addressed this challenge by providing staff with extensive onboarding, regular training, and ongoing support to help navigate the administrative

requirements associated with tracking time spent providing services across multiple grants. Executive directors and managing attorneys from several of the projects also noted that they use the technology available to them and orient their internal case management system in such a way that it is easy for attorneys and staff to correctly identify the grant to use when billing their time.

Client intake. Some executive directors and managing attorneys also noted that using multiple sources of grant funding can sometimes create a challenge with the intake process. Intake staff must collect information from every potential client that will allow the organization to assess the litigant's eligibility for Shriver services and services funded by other grants. This information often requires documentation and verification, which can be challenging or daunting for potential clients to present.

> *I think the main challenge we have is getting the clients to their first appointment to get the proof of income from them and then keep in contact with them. Now we invite them into our clinic or into our office if it seems like they're having struggles getting copies or getting scans of their documents. (housing project managing attorney)*

Challenges Faced by Shriver Projects

Shriver organization executive directors and managing attorneys observed challenges related to staffing, grant eligibility requirements, and income requirements.

Hiring and retaining Shriver attorneys

Hiring and retaining qualified attorneys has been a challenge for the Shriver projects. While meeting salary expectations was noted as both a recruitment and retention barrier (especially for projects in urban areas), more than half of the projects shared that attorney burnout was the primary driving force behind being unable to retain staff. Staff spoke about the challenging nature of cases and the extreme workload fluctuations as being emotionally draining for attorneys.

> *Burnout is a big risk, especially doing these same-day unlawful detainer services. It's like fire drill constantly, and so to prevent burnout, we felt like it was important that someone wasn't just doing those same-day [trial] services. (executive director)*

Income guidelines for Shriver services that limit the ability to serve individuals in need

Some projects noted that income thresholds tied to Shriver service eligibility can be a barrier to providing services. The income limits in Shriver grants, based on the federal poverty guidelines, do not always align with the financial realities faced by individuals in these regions, in part because the federal minimum wage is lower than California's. As a result, many potential clients who could benefit from Shriver services find themselves ineligible despite their limited incomes. The projects noted that they can sometimes use alternative sources of funding to help litigants who are not eligible for Shriver; however, they have had to turn people away and direct them to other resources because of the income limits.

Lack of affordable and available housing

Attorneys noted that the ongoing shortage of available and affordable housing has made keeping tenants housed or negotiating settlement terms that lessen the impact of an eviction critical because many tenants do not have access to affordable alternative housing in their community. This reality adds pressure to the attorneys because the consequences of an eviction are magnified when the tenant does not have an alternative place that they can live.

> *[There is] no housing—[it's the] worst we've ever seen countywide. The stakes have never been higher. If someone is facing eviction, we're really looking at the homelessness cliff. (housing project managing attorney)*

Impact of Shriver Services on Clients

Interviewees shared their views regarding the most significant impacts of Shriver services on clients, including providing access to civil justice, negotiating settlements with terms that help ease the impact of an eviction, managing client emotions and stress, and connecting clients to other needed services.

Shriver attorneys help their clients navigate the complex and intimidating eviction process, often against a landlord who is represented by a private attorney. Interviewees felt that they benefit the clients by "leveling the playing field" so clients are able to:

Understand the court processes and their legal rights. Project attorneys and court personnel felt that one of the critically important impacts of Shriver representation is that attorneys "demystify" the eviction process with legal information. Educating clients about the eviction process and their legal rights gives them agency in their eviction case and allows them to better participate in their own defense. Shriver attorneys also help clients understand the implications of the terms or orders in effect at the end of the case to ensure that they know what they have to do after they leave the courthouse.

> *What happens is most of the time pro per tenants don't understand the terminology. They could go to court and walk out of there and do not even know "Did I win? Did I lose?" (housing project staff attorney)*

Avoid default judgments. Shriver attorneys emphasized the importance of helping clients avoid a default judgment. In eviction cases, default means a tenant failed to answer the eviction complaint or appear in court to defend themselves against the landlord's eviction claim. These situations allow the court to automatically rule in favor of the landlord. An attorney can help tenants avoid costly procedural missteps that can lead to default.

Make their voice heard. Attorneys and judges felt that Shriver clients have increased access to the justice system as compared to pro per litigants because they are prepared to go through the eviction process. This preparation helps tenants express their side of the story by articulating focused and relevant points that can earn better outcomes in settlement negotiations or from

judicial rulings. Tenants who are represented by a Shriver attorney will be able to assert themselves during the proceeding because they have a legal advocate who can ensure that they will be heard and will not be taken advantage of because of an imbalance in representation status.

> *This project has completely changed the landscape of unlawful detainer court in the county. Historically, there's this huge imbalance of power in court with 90 percent of landlords represented and very few tenants represented. And now both landlords and landlord attorneys know that there will be a tenant attorney there every single time. (executive director)*

Judges stated that when they see a tenant who is represented by a Shriver attorney, they know that the case will be decided based on its merits and not on unequal power dynamics between a represented landlord and a pro per tenant.

Shriver clients benefit from settlements.

Shriver attorneys and court personnel emphasized that one of the program's strengths is that it helps eviction cases resolve via a negotiated settlement, often with terms that benefit the tenant. Settlement terms that give tenants more time to move, limit eviction information on their records, and reduce the amount of money they owe the landlord can help manage the trauma of experiencing an eviction and lessen its long-term economic impact. Shriver attorneys are instrumental in facilitating settlement agreements that include favorable terms that self-represented tenants are not likely to advocate for because they do not know their legal rights.

> *I love when I get a Shriver counsel in a courtroom because it assists so much. Generally, they are able to come to agreement, and it truly helps the clients. (judicial officer)*

Shriver attorneys are advocates who support clients.

For tenants, the eviction process can be overwhelming, confusing, frightening, isolating, and stressful. Shriver attorneys expressed that managing their clients' emotions and stress by letting them know that they have an advocate during their eviction case is a critical element of representation. This type of support from an attorney can help relieve the stress of going through a difficult process and ensure that the client will have a voice in the proceedings.

> *Not only are we ensuring that they're enforcing their rights and getting the best outcome that they're legally entitled to, but also, I think we're just taking off some of that stress. A lot of our clients are single mothers, they're working parents. They've got a lot on their plate. And being able to take off some of that stress, I think, is a huge benefit. (housing project managing attorney)*

Shriver projects have robust referral networks that connect clients to needed social services.

Executive directors and managing attorneys felt that their clients benefited from referral relationships that they have cultivated with other social services providers. Attorneys emphasized that their clients typically live with conditions that impact their daily lives, including mental health issues, substance abuse, family violence, and poverty. Through their relationships with social services providers, Shriver attorneys connect clients to services such as rental and utility assistance, food banks, mental health care, and access to other public benefits.

Impact of Shriver Services on the Court

Attorneys, judges, and the Shriver settlement service providers felt that the program streamlines case workflow, creates procedural efficiencies in settlement negotiations and trial, encourages settlements, and helps tenants feel that the court process was fair.

Shriver partnerships help streamline case workflow.

In general, Shriver attorneys and court personnel felt that they had a strong partnership that has fostered open communication and established a rapport that improved case workflow, largely due to enhanced document sharing. Attorneys noted that communicating with the court staff makes it easier to access case information in a timely manner while working with clients. This collaboration allowed attorneys to better prepare for settlement negotiations and court hearings without having to burden clients with tracking down key documents in their case.

> *I have pretty good rapport with all the court clerks. So, if there's any specific orders that I need to instantly clarify, I'm able to just walk over and get those forms immediately. Building that rapport with them has allowed [for this]. (housing project attorney)*

Shriver services create procedural efficiencies by preparing tenants for negotiations and court.

Shriver settlement conference masters and judges felt that the presence of a Shriver attorney in a case helps the efficiency and effectiveness of court proceedings. When a tenant is represented by a Shriver attorney, they are typically prepared for the proceedings, allowing for the settlement conference or court hearing to be resolved efficiently. Settlement masters and judges do not have to spend time during the settlement conference or court proceedings explaining the relevant law to tenants or the plain-language meaning and implications of the case outcomes. Additionally, Shriver attorneys ensure that their clients present clear arguments that are focused on the relevant elements of the case.

> *Even [when a case does go] to trial, we help expedite that process. A pro per litigant in an unlawful detainer trial will take twice as long, if not longer, than if we are representing because we have a very clear argument and keep it short. (housing project managing attorney)*

Interviewees also noted that they saw the impact of Shriver services on tenants who received brief services, such as advice or help preparing for trial, even if the attorney did not represent them in court. Tenants who received prehearing assistance from a Shriver service were more informed and better understood what ideas to share in court. Court staff also noted that litigants who received unbundled or even self-help Shriver services made fewer mistakes on court documents, decreasing the need for amended documents and procedural delays. In this way, settlement masters and judges can more effectively manage their calendars and get through cases more swiftly.

> *[Hearings are] more efficient, and I don't mean quick. [Having a Shriver attorney] helps to narrow the issues so that people can feel heard on a root legal issue and not some tangential peripheral. (housing project judge)*

Shriver settlement services are critical to navigating the eviction caseload.

In the face of increased unlawful detainer filings, interviewees emphasized that the Shriver attorneys and the court-based ADR service providers are pivotal in ensuring that courts can handle the eviction caseload.

> *Shriver is essential. I do not know how my court would function in this capacity without Shriver . . . things would grind to a halt. (housing judge)*

Shriver attorneys facilitate settlement agreements that keep cases out of court.

The work that Shriver attorneys do to reduce stress can help keep tenants focused on the relevant issues of the case and less likely to derail an agreement. As compared to unrepresented tenants who can let the emotions of an eviction case impact their willingness to come to an agreement, tenants represented by a Shriver attorney are more likely to be realistic about their case and negotiate with the landlord to resolve the dispute.

> *My primary focus with a self-represented litigant is to try to strip away the emotions so they can look at things objectively. When you have a Shriver attorney, you've already done that, and they've kind of [got] them [to] a point where they can be realistic about what to do. (housing settlement conference master)*

Settlement conference and mediation services reduce judicial workload.

Attorneys and court personnel also emphasized the importance of mandatory settlement conferences and mediation, as well as the Shriver-funded ADR providers who facilitate the sessions. Judges found that the ADR services are critical in managing the court calendar. Shriver settlement conference masters and the mediator are able to facilitate an agreement between the parties in a high percentage of conferences, which means that cases are closed without going to trial.

Settlement conferences and mediation can facilitate efficient hearings.

Judges expressed that even among the cases that do not settle, conducting a hearing with two parties who have discussed their issues with each other makes the process more efficient. During settlement conferences, the parties have an opportunity to express their emotions and tell their story, as well as become informed about their legal rights and responsibilities. This process can help refine their arguments in court.

> *Economically, you're saving money. If you don't have to go to trial, you don't have to pay for the clerk, the bailiff, the judge or commissioner to sit during the course while people argue what the case is about. That's done just solely with me. (housing settlement conference master)*

Settlements can help save court resources.

When the parties resolve their dispute at a settlement conference or during mediation, there are economic benefits to the court. Resolving a case during a settlement means reducing the number of court personnel who need to be involved with the case, saving the court staff time and money.

Shriver services can improve the perception of fairness.

Attorneys and court personnel felt that through Shriver services, tenants were more likely to view the eviction process as fair and just. Because a high percentage of tenants who are facing eviction are unrepresented, while landlords are frequently represented by an attorney, tenants can perceive the process to be unfair.

Interviewees felt that when tenants have an attorney who can advocate on their behalf by explaining the eviction process, ensuring that their voice is heard, and earning favorable outcomes via settlements or during trial, the process is viewed as fair. One settlement conference master added that the Shriver settlement services also help improve the perceptions of the court system. Having an attorney by their side or the opportunity to be heard in a settlement conference or mediation can help shape how Shriver clients feel about the proceedings.

> *Having counsel on both sides, evening out that playing field, also improves the perception of the court. People want to think that their court system is fair, and when they have an attorney, when the process is explained to them, when they have a fair chance in court, then they appreciate that more. (executive director)*

APPENDIX A.
SHRIVER PROJECTS

Appendix A1 Shriver Pilot Projects by County, Areas of Law, and Partners

County	Areas of Law	Grantees and Project Partners
Alameda	**Housing**	Centro Legal de la Raza (with the Eviction Defense Center and Legal Access Alameda) and the Superior Court of Alameda County
	Child Custody	Legal Access Alameda and the Superior Court of Alameda County
Fresno	**Housing**	Central California Legal Services and the Superior Court of Fresno County
Kern	**Housing**	Greater Bakersfield Legal Assistance and the Superior Court of Kern County
Los Angeles	**Housing**	Neighborhood Legal Services of Los Angeles County (with the Inner City Law Center, Public Counsel Law Center, Legal Aid Foundation of Los Angeles) and the Superior Court of Los Angeles County
	Child Custody	Los Angeles Center for Law and Justice (with the Levitt & Quinn Family Law Center) and the Superior Court of Los Angeles County
Orange	**Child Custody***	The Public Law Center and the Superior Court of Orange County
Sacramento**	**Housing**	Legal Services of Northern California – Sacramento and the Superior Court of Sacramento
San Diego	**Housing**	The Legal Aid Society of San Diego and the Superior Court of San Diego County
	Child Custody Restraining Order	The San Diego Volunteer Lawyer Program and the Superior Court of San Diego County
San Francisco	**Child Custody**	The Justice & Diversity Center of the Bar Association of San Francisco and the Superior Court of San Francisco County
San Joaquin	**Housing**	California Rural Legal Assistance (with El Concilio California) and the Superior Court of San Joaquin County
San Luis Obispo	**Housing Guardianship/Conservatorship Restraining Order**	San Luis Obispo Legal Assistance Foundation and the Superior Court of San Luis Obispo County
Santa Barbara	**Housing Guardianship/Conservatorship**	The Legal Aid Foundation of Santa Barbara County and the Superior Court of Santa Barbara County
Yolo	**Housing**	Legal Services of Northern California—Yolo (with the County of Yolo, Environmental Health Division) and the Superior Court of Yolo County

[a]The Public Law Center provides legal services to respondents in Hague Convention Child Abduction cases.
**The Sacramento housing pilot project is not currently funded by the Shriver program. This project received funding during the 2012–2014 grant period only.

Appendix A2 Shriver Client Demographic Characteristics January 2012–December 2023

Demographic Characteristic	Clients # (%)	
Clients served	53,033	
Household members impacted	147,520	
Gender		
Woman	31,824	60
Man	16,918	32
Gender diverse /non-binary	47	< 1
Transgender	11	< 1
Prefer not to say	21	< 1
Unknown/Missing	4,232	8
Age		
Under 25 Years Old	4,258	8
26–45	21,909	41
46–65	17,015	32
66 and Older	3,515	7
Unknown/Missing	6,365	12
Race		
Hispanic or Latino/a	18,992	36
Black or African American	12,204	23
White	12,359	23
Asian American	1,360	3
American Indian/Alaska Native	785	1
Native Hawaiian or Pacific Islander	307	1
Other Race	2,128	4
Prefer not to say	734	1
Unknown/Missing	6,348	12
Disability or Chronic Illness in Household*		
Yes	6,687	42
No	8,090	50
Unknown / Missing	1,423	8

*Information about client disability or chronic health conditions was not collected in early versions of the Shriver Program Services Instrument. Related estimates in this table are based on the 16,331 clients served by Shriver projects January 2019–December 2023.

APPENDIX B.
METHODOLOGY

Methodology

The Shriver Program evaluation employs a variety of methods to collect quantitative and qualitative data, including the ongoing collection of Program Services Data and Court-Based Services Data, as well as the performance of interviews and focus groups with project (legal services) staff, and interviews with court personnel and judicial officers.

Shriver Program Services Database. The Shriver Program Services Database was developed by NPC at the start of the evaluation in 2012, to collect standardized, case-level data from all pilot projects to reflect clients (e.g., demographics, income, current housing status, or custody arrangements), cases (e.g., status at intake, conditions of complaint or pleading), Shriver services provided (e.g., advice, representation), and known case outcomes (e.g., settlements, trials, dismissals, and court orders for possession of property, child custody, letters of guardianship, restraining orders). Legal services staff at each of the Shriver projects enter data as they work with clients. There is a customized survey for each area of law (e.g., eviction, child custody, elder abuse) that was co-developed by NPC and Judicial Council staff. Some projects have augmented their case management systems to collect this information and submit regular de-identified data extracts to NPC, while other projects enter de-identified data directly into a secure online platform managed by NPC.

Importantly, case outcomes are typically only known by staff (and therefore entered into the Program Services Database) when attorneys have provided full representation to the client and helped resolve the case. Outcomes for cases that received legal advice or brief services are generally unknown and therefore unavailable for analysis.

Shriver Court-Based Service Data. In addition to services provided by Shriver-funded legal aid partners, some pilot projects also use Shriver funds to provide court-based services, including self-help, probate facilitator, settlement, and mediation services. In spring 2022, NPC worked with Judicial Council staff to develop survey instruments to standardize the collection of litigant-level data for these court-based services. These online surveys are hosted and managed by the Judicial Council and the data are shared with NPC for analysis. The self-help assistance survey collects general information about the customer (e.g., demographics, zip code), case (e.g., area of law, specific legal issue), and services provided (e.g., type of service, length of time spent). Staff enter data for each self-help encounter (note that a single litigant can have more than one encounter.) The settlement services survey collects the same information about the customer and case and collects additional data about settlement and mediation sessions, including whether the parties had representation during the sessions, whether a

settlement was reached, and the terms of the settlement agreement. Staff enter the data for each case where settlement or mediation services are used.

Project Staff Interviews and Focus Groups. Since the start of the evaluation in 2014, NPC has interviewed project staff multiple times, because their perspectives offer critical insight about program implementation, as well as context for understanding the quantitative service data. During the current reporting period (January 2019–December 2023), NPC conducted interviews with the executive director (ED) and project manager (typically the supervising attorney) at each legal services organization with a pilot project and also conducted focus groups with line attorneys from all projects. Interviews with EDs and project managers inquired about implementation successes and any strategies that have worked well, challenges to implementation and how these challenges have been surmounted (lessons learned), and any changes to their project protocols or innovative approaches to outreach or service delivery. Interviews also asked about the impacts of the pilot projects on litigants, the courts, and the legal aid providers; as well as about the impact of COVID-19 on the project's services. These interviews followed a semi-structured protocol, lasted 1 hour, and allowed time for staff to raise additional topics. Focus groups with line attorneys followed similar lines of inquiry, including successes and challenges with delivering services; impacts of services on litigants (especially families with children), the court, and the attorneys; as well as the impact of COVID-19 on their clients and their approach to providing representation. Focus groups followed a semi-structured protocol, lasted 1 hour, and involved 6–8 people per group.

Court Staff and Judicial Officer Interviews. NPC talked with court staff and judicial officers affiliated with the Shriver projects to gather their perspectives regarding the implementation and impact of the Shriver project. Interviews inquired about a range of topics, including their perspectives on the pilot project implementation of court-based services, project successes and challenges, and the collaboration with legal services organizations and other local government services and community resources. Interviewees were also asked about the impact of the pilot project on court operations and efficiency, and any impacts for litigants. Interviews with judicial officers focused on the project's impact on the court, case outcomes, and litigants' experience of the court process. Court staff interviews and judicial officer interviews lasted 30 minutes to 1 hour.

Self-help Litigant Feedback Survey. NPC and the Judicial Council developed a customer feedback survey for litigants who received self-help services from a Shriver attorney. After each encounter, the Shriver self-help providers made litigants aware of the survey and provided them with an easy to access survey link that they could complete on their mobile device. Paper copies of the survey were also made available, with completed surveys mailed to NPC for data entry. Surveys were designed to take litigants

fewer than 5 minutes to complete. The litigant feedback survey was distributed between April and July 2023, during which period 224 surveys were submitted.

APPENDIX C.
SUPPLEMENTAL HOUSING PROJECTS DATA TABLES

Appendix C1 Housing Cases Closed by Year Jan 2019–Dec 2023

Demographic Characteristic		2019	2020	2021	2022	2023	Total
Alameda	Unbundled			136	449	270	855
	Full Representation			26	70	150	246
	Unknown			0	0	0	0
	Total Cases			**162**	**519**	**420**	**1,101**
Fresno	Unbundled	47	330	336	166	217	1,096
	Full Representation	30	52	184	98	90	454
	Unknown	2	16	2	0	0	20
	Total Cases	**79**	**398**	**522**	**264**	**307**	**1,570**
Kern	Unbundled	204	280	177	99	12	772
	Full Representation	165	71	129	208	152	725
	Unknown	0	0	0	0	0	0
	Total Cases	**369**	**351**	**306**	**307**	**164**	**1,497**
Los Angeles	Unbundled	0	7	346	413	182	948
	Full Representation	691	338	271	176	298	1,774
	Unknown	0	0	1	1	0	2
	Total Cases	**691**	**345**	**618**	**590**	**480**	**2,724**
San Diego	Unbundled	69	4	11	3	0	87
	Full Representation	919	484	568	640	773	3,384
	Unknown	0	0	5	1	0	6
	Total Cases	**988**	**488**	**584**	**644**	**773**	**3,477**
Santa Barbara	Unbundled	180	74	77	100	64	495
	Full Representation	56	32	39	114	128	369
	Unknown	17	3	3	5	1	29
	Total Cases	**253**	**109**	**119**	**219**	**193**	**893**
San Luis Obispo	Unbundled		20	225	237	123	605
	Full Representation		0	38	58	55	151

Demographic Characteristic		2019	2020	2021	2022	2023	Total
	Unknown		0	2	1	2	5
	Total Cases		**20**	**265**	**296**	**180**	**761**
Yolo	Unbundled	180	130	230	203	250	993
	Full Representation	75	71	85	135	138	504
	Unknown	0	0	1	8	0	9
	Total Cases	**255**	**201**	**316**	**346**	**388**	**1,506**
Total	Unbundled	680	845	1,538	1,670	1,118	5,851
	Full Representation	1,936	1,048	1,340	1,499	1,784	7,607
	Unknown	19	19	14	16	3	71
	Total Cases	**2,635**	**1,912**	**2,892**	**3,185**	**2,905**	**13,529**

Appendix C2 Unbundled Services Provided by Project Jan 2019–Dec 2023

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
No legal services provided	3	(0)	9	(1)	0	(0)	30	(3)	0	(0)	15	(3)	66	(11)	0	(0)	123	(2)
Hotline	35	(4)	1	(0)	0	(0)	63	(7)	0	(0)	0	(0)	0	(0)	0	(0)	99	(2)
Assistance at self-help center	0	(0)	42	(4)	238	(31)	40	(4)	2	(2)	12	(2)	6	(1)	3	(0)	343	(6)
Expanded self-help (pro per assistance)	13	(2)	77	(7)	12	(2)	38	(4)	0	(0)	7	(1)	13	(2)	176	(18)	336	(6)
Legal education	276	(34)	409	(39)	761	(99)	67	(7)	2	(2)	161	(33)	119	(20)	167	(17)	1,962	(34)
Referral for other legal services	175	(21)	4	(0)	4	(1)	53	(6)	1	(1)	108	(22)	62	(11)	39	(4)	446	(8)
Document preparation	97	(12)	64	(6)	90	(12)	0	(0)	0	(0)	3	(1)	32	(5)	126	(13)	412	(7)
Brief counsel and advice	743	(90)	759	(73)	760	(98)	796	(85)	20	(24)	317	(66)	286	(49)	747	(76)	4,428	(78)
Written discovery propounded on behalf of client	29	(4)	1	(0)	0	(0)	5	(1)	1	(1)	0	(0)	1	(0)	20	(2)	57	(1)
Limited representation: settlement negotiations	34	(4)	4	(0)	0	(0)	4	(0)	13	(16)	30	(6)	51	(9)	101	(10)	237	(4)
Limited representation: brief services (letter writing, phone calls)	137	(17)	45	(4)	10	(1)	114	(12)	13	(16)	72	(15)	136	(23)	105	(11)	632	(11)
Day of trial representation (“attorney of the day” services)	9	(1)	0	(0)	1	(< 1)	6	(1)	16	(19)	1	(0)	0	(0)	10	(1)	43	(1)
Other limited scope assistance	18	(2)	16	(2)	1	(< 1)	27	(3)	0	(0)	4	(1)	11	(2)	49	(5)	126	(2)

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
not mentioned above																		
Other	43	(5)	36	(3)	6	(1)	37	(4)	2	(2)	43	(9)	48	(8)	15	(2)	230	(4)
Unknown	1	(0)	18	(2)	0	(0)	13	(1)	2	(2)	0	(0)	1	(< 1)	1	(0)	36	(1)
Missing	0	(0)	235	(23)	0	(0)	18	(2)	31	(37)	115	(24)	57	(10)	188	(19)	644	(11)
Total	821	(100)	1,043	(100)	772	(100)	942	(100)	83	(100)	481	(100)	582	(100)	980	(100)	5,704	(100)

Appendix C3 Social Service Referrals for Shriver Housing Clients by Project Jan 2019–Dec 2023

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
No referral	14	(24)	0	(0)	653	(62)	25	(9)	1630	(55)	101	(48)	20	(17)	24	(80)	2,467	(52)
Food Assistance	10	(17)	0	(0)	62	(6)	6	(2)	259	(9)	10	(5)	9	(8)	2	(7)	358	(8)
Rental/Housing Assistance	30	(51)	17	(68)	367	(35)	137	(49)	1,040	(35)	88	(42)	85	(71)	0	(0)	1,764	(37)
Utility Assistance	7	(12)	2	(8)	40	(4)	87	(31)	94	(3)	5	(2)	15	(13)	0	(0)	250	(5)
Public Benefits	6	(10)	2	(8)	11	(1)	13	(5)	230	(8)	4	(2)	14	(12)	5	(17)	285	(6)
Mental Health	3	(5)	0	(0)	0	(0)	0	(0)	197	(7)	7	(3)	1	(1)	0	(0)	208	(4)
Safety Planning	1	(2)	0	(0)	0	(0)	7	(3)	17	(1)	6	(3)	2	(2)	0	(0)	33	(1)
DMV or other identification services	0	(0)	0	(0)	0	(0)	1	(< 1)	3	(< 1)	2	(1)	2	(2)	0	(0)	8	(< 1)
211	0	(0)	0	(0)	3	(< 1)	2	(1)	207	(7)	1	(< 1)	1	(1)	0	(0)	214	(5)
Employment	0	(0)	0	(0)	49	(5)	2	(1)	24	(1)	0	(0)	0	(0)	0	(0)	75	(2)
Other specify:	0	(0)	0	(0)	0	(0)	0	(0)	2	(< 1)	0	(0)	2	(2)	0	(0)	4	(< 1)
Unknown	1	(2)	0	(0)	0	(0)	2	(1)	6	(< 1)	2	(1)	0	(0)	0	(0)	11	(< 1)
Missing	4	(7)	4	(16)	6	(1)	17	(6)	29	(1)	10	(5)	2	(2)	0	(0)	72	(2)
Total	59	(100)	25	(100)	1,047	(100)	280	(100)	2,982	(100)	209	(100)	120	(100)	30	(100)	4,752	(100)

Appendix C4 Shriver Housing Client Demographic Characteristics by Project Jan 2019–Dec 2023

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
Clients served	1,067		1,505		1,497		2,701		3,412		877		730		1,487		13,276	
Household members impacted	2,511		4,405		3,903		5,905		8,341		2,509		1,750		3,385		32,709	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Gender																		
Female	674	(63)	942	(63)	1,089	(73)	1,696	(63)	2,241	(66)	625	(71)	505	(69)	993	(67)	8,765	(66)
Male	379	(36)	479	(32)	406	(27)	969	(36)	1,155	(34)	245	(28)	218	(30)	474	(32)	4,325	(33)
Transgender	2	(< 1)	0	(0)	0	(0)	4	(< 1)	0	(0)	1	(0)	0	(0)	2	(< 1)	9	(< 1)
Non-binary or gender fluid	3	(< 1)	3	(0)	2	(< 1)	6	(< 1)	0	(0)	2	(0)	3	(< 1)	5	(< 1)	24	(< 1)
Other gender not listed	1	(< 1)	0	(0)	0	(0)	7	(< 1)	0	(0)	0	(0)	0	(0)	0	(0)	8	(< 1)
Prefer not to say	1	(< 1)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	2	(< 1)	0	(0)	3	(< 1)
Unknown	6	(1)	2	(0)	0	(0)	0	(0)	1	(< 1)	4	(0)	2	(< 1)	6	(< 1)	21	(< 1)
Missing	1	(< 1)	79	(5)	0	(0)	19	(1)	15	(< 1)	0	(0)	0	(< 1)	7	(< 1)	121	(1)
Age																		
Under 25	67	(6)	91	(6)	111	(7)	116	(4)	123	(4)	57	(6)	53	(7)	94	(6)	712	(5)
26–45	1,000	(94)	1,410	(94)	1,386	(93)	2,579	(95)	3,284	(96)	818	(93)	677	(93)	1,392	(94)	11,099	(84)
46–65	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	1,447	(11)
66 and Older	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Unknown/Missing	0	(0)	4	(0)	0	(0)	6	(< 1)	5	(< 1)	2	(< 1)	0	(0)	1	(< 1)	18	(< 1)
Race																		
American Indian or	18	(2)	33	(2)	26	(2)	21	(1)	52	(2)	11	(1)	17	(2)	118	(8)	296	(2)

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
Alaskan Native																		
Asian	77	(7)	30	(2)	3	(0)	119	(4)	108	(3)	10	(1)	5	(1)	47	(3)	399	(3)
Black/African American	432	(40)	308	(20)	369	(25)	777	(29)	797	(23)	98	(11)	23	(3)	264	(18)	3,068	(23)
Hispanic/Latino/a	274	(26)	707	(47)	599	(40)	889	(33)	1,024	(30)	397	(45)	199	(27)	452	(30)	4,541	(34)
Middle Eastern or North African	12	(1)	4	(0)	2	(< 1)	0	(0)	20	(1)	2	(< 1)	2	(< 1)	2	(< 1)	44	(< 1)
Native Hawaiian or Pacific Islander	11	(1)	1	(0)	7	(< 1)	0	(0)	24	(1)	14	(2)	1	(< 1)	33	(2)	91	(1)
White	164	(15)	382	(25)	492	(33)	244	(9)	1,261	(37)	372	(42)	492	(67)	618	(42)	4,025	(30)
Other specify:	32	(3)	30	(2)	42	(3)	164	(6)	94	(3)	13	(1)	8	(1)	174	(12)	557	(4)
Declined to answer	65	(6)	19	(1)	1	(< 1)	126	(5)	75	(2)	15	(2)	16	(2)	32	(2)	349	(3)
Unknown	28	(3)	3	(0)	0	(0)	26	(1)	65	(2)	9	(1)	10	(1)	54	(4)	195	(1)
Missing	1	(0)	11	(1)	7	(< 1)	335	(12)	10	(< 1)	2	(< 1)	0	(0)	6	(< 1)	372	(3)
Total	1067	(100)	1505	(100)	1497	(100)	2701	(100)	3412	(100)	877	(100)	730	(100)	1487	(100)	13276	(100)

Appendix C5 Shriver Housing Case Characteristics by Project Jan 2019–Dec 2023

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Disability or Chronic Illness in Household*																		
Yes	496	(46)	469	(31)	470	(31)	863	(32)	2,379	(70)	282	(32)	335	(46)	653	(44)	5,947	(45)
No	521	(49)	799	(53)	1,001	(67)	1,404	(52)	933	(27)	504	(57)	327	(45)	658	(44)	6,147	(46)
Unknown	50	(5)	144	(10)	19	(1)	34	(1)	79	(2)	65	(7)	65	(9)	27	(2)	483	(4)
Missing	0	(0)	93	(6)	7	(< 1)	400	(15)	21	(1)	26	(3)	3	(< 1)	149	(10)	699	(5)
Minors in household																		
Yes	412	(39)	790	(52)	843	(56)	822	(30)	1,467	(43)	449	(51)	242	(33)	616	(41)	5,641	(42)
No	530	(50)	555	(37)	654	(44)	1,879	(70)	1,903	(56)	310	(35)	377	(52)	820	(55)	7,028	(53)
Unknown	15	(1)	0	(0)	0	(0)	0	(0)	0	(0)	7	(1)	1	(< 1)	0	(0)	23	(< 1)
Missing	110	(10)	160	(11)	0	(0)	0	(0)	42	(1)	111	(13)	110	(15)	51	(3)	584	(4)
Client Lived in Subsidized Housing																		
No, not in subsidized housing	831	(78)	1,148	(76)	1,358	(91)	1,734	(64)	2,705	(79)	630	(72)	528	(72)	909	(61)	9,843	(74)
Conventional public housing	2	(0)	0	(0)	6	(0)	33	(1)	5	(< 1)	12	(1)	15	(2)	34	(2)	107	(1)
Voucher-based Section 8 housing	97	(9)	244	(16)	78	(5)	444	(16)	340	(10)	114	(13)	96	(13)	99	(7)	1,512	(11)
Project/building based Section 8 housing	58	(5)	4	(0)	12	(1)	68	(3)	89	(3)	9	(1)	23	(3)	66	(4)	329	(2)
Low income housing tax credit (LIHTC)	38	(4)	44	(3)	42	(3)	52	(2)	183	(5)	18	(2)	34	(5)	264	(18)	675	(5)
Other	21	(2)	27	(2)	0	(0)	121	(4)	58	(2)	3	(< 1)	9	(1)	64	(4)	303	(2)
Unknown	20	(2)	31	(2)	1	(< 1)	160	(6)	13	(< 1)	27	(3)	22	(3)	43	(3)	317	(2)
Missing	0	(0)	7	(0)	0	(0)	89	(3)	19	(1)	64	(7)	3	(0)	8	(1)	190	(1)
Total	1,067	(100)	1,505	(100)	1,497	(100)	2,701	(100)	3,412	(100)	877	(100)	730	(100)	1,487	(100)	13,276	(100)

*Information about client disability or chronic health conditions was not collected in early versions of the Shriver Program Services Instrument. Related estimates in this table are based on the 16,331 clients served by Shriver projects between January 2019–December 2023.

Appendix C6 Shriver Housing Case Characteristics by Project Jan 2019–Dec 2023

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Faced LL with Atty																		
Yes	198	(80)	333	(75)	579	(80)	1,526	(87)	3,306	(99)	299	(81)	94	(66)	365	(73)	6,700	(89)
No	38	(15)	104	(24)	145	(20)	202	(11)	3	(< 1)	58	(16)	43	(30)	84	(17)	677	(9)
Unknown	10	(4)	5	(1)	1	(< 1)	16	(1)	0	(0)	4	(1)	6	(4)	50	(10)	92	(1)
Missing	0	(0)	0	(0)	0	(0)	13	(1)	16	(0)	6	(2)	0	(0)	0	(0)	35	(< 1)
Total	246	(100)	442	(100)	725	(100)	1,757	(100)	3,325	(100)	367	(100)	143	(100)	499	(100)	7,504	(100)

Appendix C7 Shriver Client Rental Burden in each county Jan 2019–Dec 2023

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Severe rent burden	614	(68)	622	(51)	884	(70)	1,356	(62)	2,031	(75)	338	(53)	323	(52)	664	(62)	6,832	(64)
Rent burden	148	(16)	307	(25)	283	(23)	333	(15)	414	(15)	74	(12)	106	(17)	232	(22)	1,897	(18)
No rent burden	146	(16)	293	(24)	89	(7)	508	(23)	249	(9)	226	(35)	193	(31)	182	(17)	1,886	(18)
Total	908	(100)	1,222	(100)	1,256	(100)	2,197	(100)	2,694	(100)	638	(100)	622	(100)	1,078	(100)	10,615	(100)

Note: The U.S. Department of Housing and Urban Development (HUD) defines rent burdened households as those who pay more than 30 of their household income on housing costs. “Severe rent burden” is defined as households paying more than 50 of monthly income for housing costs. Shriver client rental burden can only be calculated for cases with both income and monthly rental amount information available.

Appendix C8 Resolution of Full Representation Shriver Housing Cases by Project Jan 2019–Dec 2023

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Default	0	(0)	10	(3)	6	(1)	5	(0)	14	(0)	1	(0)	0	(0)	3	(1)	39	(1)
Plaintiff dismissal	51	(23)	66	(18)	164	(23)	538	(33)	526	(16)	32	(9)	8	(6)	105	(32)	1,490	(21)
Settlement	118	(54)	161	(45)	457	(64)	780	(47)	2,474	(77)	267	(79)	94	(73)	129	(40)	4,480	(64)
Trial or hearing	2	(1)	28	(8)	49	(7)	73	(4)	78	(2)	7	(2)	3	(2)	27	(8)	267	(4)
Court dismissal	35	(16)	75	(21)	29	(4)	61	(4)	24	(1)	1	(< 1)	7	(5)	8	(2)	240	(3)
Other court ruling	7	(3)	4	(1)	10	(1)	6	(< 1)	6	(**0**)	0	(0)	0	(0)	14	(4)	47	(1)
Notice rescinded/no case filed	4	(2)	6	(2)	1	(0)	0	(0)	77	(2)	20	(6)	8	(6)	32	(10)	148	(2)
Other	0	(0)	5	(1)	0	(0)	0	(0)	0	(0)	1	(< 1)	0	(0)	0	(0)	6	(< 1)
Unknown	2	(1)	3	(1)	1	(< 1)	184	(11)	7	(< 1)	5	(1)	8	(6)	5	(2)	215	(3)
Missing	0	(0)	1	(< 1)	0	(0)	7	(< 1)	14	(0)	6	(2)	1	(1)	2	(1)	31	(< 1)
Total	219	(100)	359	(100)	717	(100)	1,654	(100)	3,220	(100)	340	(100)	129	(100)	325	(100)	6,963	(100)

Appendix C9 Reason for dismissal of Full Representation Shriver Housing Cases by Project Jan 2019–Dec 2023

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Tenant moved out of unit (possession no longer an issue)	6	(12)	13	(20)	26	(16)	24	(4)	200	(38)	11	(34)	0	(0)	27	(26)	307	(21)
Technical deficiency on notice or complaint (plaintiff could refile)	17	(33)	20	(30)	98	(60)	56	(10)	156	(30)	4	(13)	6	(75)	49	(47)	406	(27)
Other reason and tenant stayed in unit (describe)	45	(88)	48	(73)	130	(79)	442	(82)	308	(59)	18	(56)	8	(100)	72	(69)	1,071	(72)
Other reason and tenant moved out of unit (describe)	1	(2)	2	(3)	1	(1)	14	(3)	17	(3)	4	(13)	0	(0)	15	(14)	54	(4)
Unknown	0	(0)	6	(9)	4	(2)	18	(3)	3	(1)	1	(3)	0	(0)	0	(0)	32	(2)
Missing	0	(0)	0	(0)	1	(1)	37	(7)	12	(2)	1	(3)	0	(0)	3	(3)	54	(4)
Total	51	(100)	66	(100)	164	(100)	538	(100)	526	(100)	32	(100)	8	(100)	105	(100)	1,490	(100)

Appendix C10 Possession Outcomes of Full Representation Shriver Housing Cases by Project Jan 2019–Dec 2023

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Landlord	87	(40)	155	(43)	438	(61)	675	(41)	2,406	(75)	210	(62)	77	(60)	110	(34)	4,158	(60)
Tenant	127	(58)	171	(48)	259	(36)	694	(42)	704	(22)	108	(32)	43	(33)	188	(58)	2,294	(33)
Other	4	(2)	12	(3)	0	(0)	22	(1)	18	(1)	14	(4)	5	(4)	5	(2)	80	(1)
Unknown	1	(< 1)	0	(0)	0	(0)	43	(3)	4	(< 1)	2	(1)	2	(2)	1	(0)	53	(1)
Missing	0	(0)	21	(6)	20	(3)	220	(13)	88	(3)	6	(2)	2	(2)	21	(6)	378	(5)
Total	219	(100)	359	(100)	717	(100)	1,654	(100)	3,220	(100)	340	(100)	129	(100)	325	(100)	6,963	(100)

Appendix C11 Resolution Method for cases ending in Tenant possession by project Jan 2019–Dec 2023

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Default	0	(0)	2	(1)	0	(0)	2	(0)	1	(0)	0	(0)	0	(0)	0	(0)	5	(0)
Plaintiff dismissal	45	(35)	48	(28)	129	(50)	430	(62)	306	(43)	18	(17)	8	(19)	71	(38)	1,055	(46)
Settlement	41	(32)	28	-16	77	(30)	135	(19)	292	(41)	67	(62)	21	(49)	54	(29)	715	(31)
Trial or hearing	2	(2)	12	(7)	26	(10)	44	(6)	35	(5)	3	(3)	1	(2)	18	(10)	141	(6)
Court dismissal	29	(23)	71	(42)	22	(8)	50	(7)	17	(2)	1	(1)	6	(14)	5	(3)	201	(9)
Other court ruling	6	(5)	0	(0)	3	(1)	3	(< 1)	3	(< 1)	0	(0)	0	(0)	13	(7)	28	(1)
Notice rescinded/no case filed	3	(2)	3	(2)	1	(< 1)	0	(0)	48	(7)	14	(13)	6	(14)	23	(12)	98	(4)
Other	0	(0)	3	(2)	0	(0)	0	(0)	0	(0)	1	(1)	0	(0)	0	(0)	4	(< 1)
Unknown	1	(1)	3	(2)	1	(< 1)	28	(4)	2	(< 1)	4	(4)	1	(2)	3	(2)	43	(2)
Missing	0	(0)	1	(1)	0	(0)	2	(0)	0	(0)	0	(0)	0	(0)	1	(1)	4	(< 1)
Total	127	(100)	171	(100)	259	(100)	694	(100)	704	(100)	108	(100)	43	(100)	188	(100)	2,294	(100)

Appendix C12 Resolution Method for cases ending in landlord possession by project Jan 2019–Dec 2023

	Alameda		Fresno		Kern		Los Angeles		San Diego		Santa Barbara		San Luis Obispo		Yolo		Total	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Default	0	(0)	8	(5)	6	(1)	1	(0)	13	(1)	1	(0)	0	(0)	3	(3)	32	(1)
Plaintiff dismissal	3	(3)	10	(6)	22	(5)	18	(3)	160	(7)	11	(5)	0	(0)	21	(19)	245	(6)
Settlement	77	(89)	116	(75)	377	(86)	632	(94)	2,174	(90)	191	(91)	72	(94)	73	(66)	3,712	(89)
Trial or hearing	0	(0)	13	(8)	22	(5)	15	(2)	38	(2)	4	(2)	1	(1)	7	(6)	100	(2)
Court dismissal	5	(6)	2	(1)	5	(1)	3	(< 1)	5	(< 1)	0	(0)	0	(0)	2	(2)	22	(1)
Other court ruling	1	(1)	4	(3)	6	(1)	0	(0)	2	(< 1)	0	(0)	0	(0)	1	(1)	14	(< 1)
Notice rescinded/no case filed	1	(1)	0	(0)	0	(0)	0	(0)	11	(0)	3	(1)	0	(0)	2	(2)	17	(< 1)
Other	0	(0)	2	(1)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	2	(< 1)
Unknown	0	(0)	0	(0)	0	(0)	4	(1)	3	(< 1)	0	(0)	4	(5)	0	(0)	11	(< 1)
Missing	0	(0)	0	(0)	0	(0)	2	(0)	0	(0)	0	(0)	0	(0)	1	(1)	3	(< 1)
Total	87	(100)	155	(100)	438	(100)	675	(100)	2,406	(100)	210	(100)	77	(100)	110	(100)	4,158	(100)

APPENDIX D.
SUPPLEMENTAL CHILD CUSTODY PROJECTS DATA TABLES

Appendix D1 Custody Cases Closed by Project Jan 2019–Dec 2023

	Level of Service	2019	2020	2021	2022	2023	Total
Alameda	Unbundled	-	-	34	70	67	171
	Full Representation	-	-	0	0	0	0
	Unknown	-	-	0	0	0	0
	Total Cases	-	-	34	70	67	171
San Francisco	Unbundled	8	2	10	7	16	43
	Full Representation	14	7	25	33	37	116
	Unknown	0	0	0	0	0	0
	Total Cases	22	9	35	40	53	159
San Diego	Unbundled	79	48	208	208	127	670
	Full Representation	14	11	14	19	31	89
	Unknown	0	0	0	0	0	0
	Total Cases	93	59	222	227	158	759
Los Angeles	Unbundled	129	79	182	210	203	803
	Full Representation	105	43	46	43	50	287
	Unknown	1	0	0	1	4	6
	Total Cases	235	122	228	254	257	1,096
Total	Unbundled	216	129	434	495	413	1,687
	Full Representation	133	61	85	95	118	492
	Unknown	1	0	0	1	4	6
	Total Cases	350	190	519	591	535	2,185

Note: The Custody project in Alameda began in 2021.

Appendix D2 Unbundled Services Provided by Project Jan 2019–Dec 2023

Unbundled service	Alameda		San Francisco		San Diego		Los Angeles		Total	
	N	%	N	%	N	%	N	%	N	%
Hotline	0	(0)	1	(2)	1	(0)	0	(0)	2	(0)
Assistance at self-help center	0	(0)	4	(9)	1	(0)	10	(1)	15	(1)
Legal information	2	(1)	30	(70)	278	(41)	380	(47)	690	(41)
Parental education	0	(0)	0	(0)	11	(2)	30	(4)	41	(2)
Referral for other legal services	0	(0)	19	(44)	59	(9)	48	(6)	126	(7)
Document preparation	6	(4)	32	(74)	205	(31)	97	(12)	340	(20)
Counsel and advice	157	(92)	33	(77)	651	(97)	435	(54)	1,276	(76)
Brief services (e.g., calling opposing counsel or writing a letter)	2	(1)	18	(42)	22	(3)	34	(4)	76	(5)
Hearing preparation	170	(99)	14	(33)	143	(21)	127	(16)	454	(27)
FCS mediation preparation	2	(1)	3	(7)	98	(15)	11	(1)	114	(7)
Representation at a hearing	167	(98)	7	(16)	3	(0)	45	(6)	222	(13)
Representation at a settlement conference	1	(1)	0	(0)	0	(0)	3	(0)	4	(0)
Assistance with child custody evaluation	0	(0)	1	(2)	2	(0)	3	(0)	6	(0)
Other (specify):	1	(1)	2	(5)	4	(1)	21	(3)	28	(2)
Unknown	0	(0)	0	(0)	4	(1)	4	(0)	8	(0)
Missing	0	(0)	0	(0)	2	(0)	335	(42)	337	(20)
Total	171	(100)	43	(100)	670	(100)	803	(100)	1,687	(100)

Appendix D3 Social Service Referrals in Custody Matters by Project Jan 2019–Dec 2023

	San Francisco		San Diego		Los Angeles		Total	
	N	%	N	%	N	%	N	%
No additional needs identified	21	(84)	6	(30)	85	(41)	112	(45)
Food assistance (e.g., CalFresh, food bank)	0	(0)	2	(10)	32	(16)	34	(14)
Housing assistance	0	(0)	4	(20)	38	(19)	42	(17)
Utility assistance	0	(0)	0	(0)	5	(2)	5	(2)
Safety planning	2	(8)	5	(25)	40	(20)	47	(19)
DMV or other identification services	0	(0)	0	(0)	0	(0)	0	(0)
Other	1	(4)	7	(35)	69	(34)	77	(31)
Unknown	1	(4)	0	(0)	0	(0)	1	(0)
Missing	0	(0)	0	(0)	4	(2)	4	(2)
Total	25	(100)	20	(100)	205	(100)	250	(100)

Note: The Alameda project connects clients with pro-bono attorneys to provide same-day services to assist with settlement negotiations or a custody hearing. The project does not assess client social services needs.

Appendix D4 Shriver Custody Client Demographic Characteristics Jan 2019–Dec 2023

Demographic Characteristic	Alameda		San Francisco		San Diego		Los Angeles		Total	
Clients served	171		159		759		1,096		2,185	
Household members impacted	486		373		2,262		3,072		6,170	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Gender										
Female	87	(51)	99	(62)	638	(84)	929	(85)	1,753	(80)
Male	83	(49)	60	(38)	120	(16)	161	(15)	424	(19)
Transgender	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Non-binary or gender fluid	1	(1)	0	(0)	0	(0)	0	(0)	1	(0)
Other gender not listed	0	(0)	0	(0)	0	(0)	1	(0)	1	(0)
Prefer not to say	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Unknown	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Missing	0	(0)	0	(0)	1	(0)	5	(0)	6	(0)
Age										
18 to 24	6	(4)	1	(1)	51	(7)	53	(5)	111	(5)
25–44	79	(46)	115	(72)	626	(82)	527	(48)	1,347	(62)
45–61	8	(5)	39	(25)	76	(10)	80	(7)	203	(9)
61 and Older	0	(0)	0	(0)	6	(1)	1	(0)	7	(0)
Unknown	78	(46)	0	(0)	0	(0)	0	(0)	78	(4)
Missing	0	(0)	4	(3)	0	(0)	435	(40)	439	(20)
Race										
Asian	2	(1)	12	(8)	34	(4)	25	(2)	73	(3)
Black/African-American	31	(18)	41	(26)	72	(9)	98	(9)	242	(11)
Hispanic/Latino/a	40	(23)	47	(30)	307	(40)	697	(64)	1,091	(50)
White	8	(5)	36	(23)	202	(27)	87	(8)	333	(15)
Other	6	(4)	9	(6)	48	(6)	55	(5)	118	(5)
Multiracial	8	(5)	8	(5)	85	(11)	18	(2)	119	(5)
Declined to answer	7	(4)	4	(3)	5	(1)	105	(10)	121	(6)
Unknown	69	(40)	2	(1)	6	(1)	4	(0)	81	(4)
Missing	0	(0)	0	(0)	0	(0)	7	(1)	7	(0)
Total	171	(100)	159	(100)	759	(100)	1,096	(100)	2,185	(100)

Appendix D5 Shriver Custody Case Characteristics

	Alameda		San Francisco		San Diego		Los Angeles		Total	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Opposing Party Represented by Counsel										
Yes	123	(72)	106	(67)	76	(10)	146	(13)	451	(21)
No	29	(17)	9	(6)	22	(3)	107	(10)	167	(8)
Unknown	1	(1)	0	(0)	6	(1)	94	(9)	101	(5)
Missing	18	(11)	44	(28)	655	(86)	749	(68)	1,466	(67)
Involved CPS										
Never	16	(9)	56	(35)	268	(35)	411	(38)	751	(34)
Open investigation	4	(2)	2	(1)	41	(5)	142	(13)	189	(9)
Open case	0	(0)	2	(1)	25	(3)	23	(2)	50	(2)
Closed investigation/unfounded	2	(1)	25	(16)	79	(10)	306	(28)	412	(19)
Closed case	3	(2)	23	(14)	96	(13)	142	(13)	264	(12)
Unknown	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Missing	146	(85)	51	(32)	250	(33)	72	(7)	519	(24)
DV Restraining Order Requested										
No	161	(94)	117	(74)	621	(82)	576	(53)	1,475	(68)
Client requested TRO; it was denied and hearing set	0	(0)	2	(1)	5	(1)	33	(3)	40	(2)
Client requested TRO; it was partially granted and hearing set	1	(1)	1	(1)	2	(0)	69	(6)	73	(3)
Client requested TRO; it was granted in full and hearing set	0	(0)	4	(3)	33	(4)	226	(21)	263	(12)
ROAH issued for client (against opposing party)	5	(3)	7	(4)	47	(6)	93	(8)	152	(7)
Opposing party requested TRO; it was denied and hearing set	0	(0)	0	(0)	1	(0)	4	(0)	5	(0)
Opposing party requested TRO; it was partially granted and hearing set	1	(1)	2	(1)	0	(0)	6	(1)	9	(0)
Opposing party requested TRO; it was granted in full and hearing set	0	(0)	6	(4)	13	(2)	28	(3)	47	(2)
ROAH issued for opposing party (against client)	3	(2)	9	(6)	20	(3)	28	(3)	60	(3)
Both parties requested restraining order and both partially or fully granted	0	(0)	1	(1)	2	(0)	9	(1)	12	(1)
ROAH issued for both parties	0	(0)	2	(1)	4	(1)	0	(0)	6	(0)
Unknown	0	(0)	7	(4)	11	(1)	14	(1)	32	(1)

	Alameda		San Francisco		San Diego		Los Angeles		Total	
Missing	0	(0)	1	(1)	0	(0)	10	(1)	11	(1)
Involved Law Enforcement										
Never	76	(44)	78	(49)	466	(61)	461	(42)	1,081	(49)
Less than once a month	0	(0)	27	(17)	83	(11)	393	(36)	503	(23)
1-3 times a month	8	(5)	12	(8)	37	(5)	163	(15)	220	(10)
Once a week	0	(0)	1	(1)	0	(0)	21	(2)	22	(1)
2-3 times a week	1	(1)	1	(1)	0	(0)	17	(2)	19	(1)
More than 3 times a week	2	(1)	0	(0)	1	(< 1)	3	(0)	6	(0)
Unknown	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Missing	84	(49)	40	(25)	172	(23)	38	(3)	334	(15)
Total	171	(100)	159	(100)	759	(100)	1,096	(100)	2,185	(100)

Appendix D6 Shriver Client Goal in Custody Matter by Project Jan 2019–Dec 2023

	Alameda		San Francisco		San Diego		Los Angeles		Total	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Obtain initial custody order	75	(44)	19	(12)	295	(39)	418	(38)	807	(37)
Modify existing custody order	91	(53)	114	(72)	400	(53)	372	(34)	977	(45)
Enforce existing custody order	4	(2)	9	(6)	27	(4)	38	(3)	78	(4)
Other	1	(1)	15	(9)	31	(4)	95	(9)	142	(6)
Unknown	0	(0)	1	(1)	6	(1)	167	(15)	174	(8)
Missing	0	(0)	1	(1)	0	(0)	6	(1)	7	(0)
Total	171	(100)	159	(100)	759	(100)	1,096	(100)	2,185	(100)

Appendix D7 Resolution of Custody Representation Cases by Project Jan 2019–Dec 2023

	San Francisco		San Diego		Los Angeles		Total	
	N	(%)	N	(%)	N	(%)	N	(%)
Settlement or stipulated judgment	16	(14)	32	(38)	50	(28)	98	(26)
Partial agreement on some items, hearing to resolve others	6	(5)	8	(9)	14	(8)	28	(7)
Partial agreement on some items, trial to resolve others	0	(0)	3	(4)	4	(2)	7	(2)
Decision at hearing	79	(71)	31	(36)	83	(46)	193	(51)
Decision at trial	4	(4)	7	(8)	22	(12)	33	(9)
Became dependency case	0	(0)	1	(1)	0	(0)	1	(0)
Dismissal	0	(0)	2	(2)	3	(2)	5	(1)
Other	6	(5)	1	(1)	2	(1)	9	(2)
Unknown	0	(0)	0	(0)	0	(0)	0	(0)
Missing	0	(0)	0	(0)	1	(1)	1	(0)
Total	111	(100)	85	(100)	179	(100)	375	(100)

Note: Alameda does not provide representation but instead provides clients with limited scope same-day services to assist with settlement negotiations or a single custody hearing.

Appendix D8 Custody Representation Case Outcomes by Project Jan 2019–Dec 2023

	San Francisco		San Diego		Los Angeles		Total	
	N	(%)	N	(%)	N	(%)	N	(%)
Legal Custody of Children								
Client has sole custody	26	(23)	17	(20)	79	(44)	122	(33)
Opposing party has sole custody	39	(35)	4	(5)	10	(6)	53	(14)
Parents share joint custody	23	(21)	53	(62)	73	(41)	149	(40)
Other	8	(7)	7	(8)	12	(7)	27	(7)
N/A	15	(14)	2	(2)	4	(2)	21	(6)
Unknown	0	(0)	0	(0)	0	(0)	0	(0)
Missing	0	(0)	2	(2)	1	(1)	3	(1)
Physical Custody of Children								
Client has sole custody	27	(24)	43	(51)	108	(60)	178	(47)
Opposing party has sole custody	42	(38)	21	(25)	27	(15)	90	(24)
Parents share joint custody	28	(25)	14	(16)	23	(13)	65	(17)
Other	4	(4)	4	(5)	8	(4)	16	(4)
N/A	10	(9)	1	(1)	13	(7)	24	(6)
Unknown	0	(0)	0	(0)	0	(0)	0	(0)
Missing	0	(0)	2	(2)	0	(0)	2	(1)
Total	111	(100)	85	(100)	179	(100)	375	(100)

Note: Alameda does not provide representation but instead provides clients with limited scope same-day services to assist with settlement negotiations or a single custody hearing.

Appendix D9 Additional Orders in Shriver Custody Representation Cases by Project Jan 2019–Dec 2023

Unbundled service	San Francisco		San Diego		Los Angeles		Total	
	N	(%)	N	(%)	N	(%)	N	(%)
None	49	(45)	23	(27)	88	(51)	160	(43)
Therapy for client	12	(11)	9	(11)	10	(6)	31	(8)
Therapy for opposing party	3	(3)	10	(12)	12	(7)	25	(7)
Therapy for child(ren)	16	(15)	22	(26)	23	(13)	61	(17)
Mental health counseling for client	1	(1)	3	(4)	1	(1)	5	(1)
Mental health counseling for opposing party	3	(3)	3	(4)	2	(1)	8	(2)
Parenting class for client	5	(5)	22	(26)	11	(6)	38	(10)
Parenting class for opposing party	9	(8)	31	(36)	15	(9)	55	(15)
Co-parenting counseling	2	(2)	0	(0)	0	(0)	2	(1)
Substance use counseling for client	1	(1)	7	(8)	5	(3)	13	(4)
Substance use counseling for opposing party	0	(0)	3	(4)	3	(2)	6	(2)
Anger management for client	2	(2)	0	(0)	2	(1)	4	(1)
Anger management for opposing party	0	(0)	1	(1)	4	(2)	5	(1)
Batterer's treatment for client	2	(2)	0	(0)	2	(1)	4	(1)
Batterer's treatment for opposing party	0	(0)	3	(4)	13	(7)	16	(4)
Restraining order (TRO or ROAH) against client	3	(3)	0	(0)	5	(3)	8	(2)
Restraining order (TRO or ROAH) against opposing party	2	(2)	4	(5)	27	(16)	33	(9)
Other (specify):	22	(20)	7	(8)	28	(16)	57	(15)
Unknown	3	(3)	5	(6)	0	(0)	8	(2)
Total	109	(100)	85	(100)	174	(100)	368	(100)

Note: Alameda does not provide representation but instead provides clients with limited scope same-day services to assist with settlement negotiations or a single custody hearing.

APPENDIX E.
SUPPLEMENTAL GUARDIANSHIP/CONSERVATORSHIP PROJECTS DATA TABLES

Appendix E1 Guardianship and Conservatorship Cases Closed by Project Jan 2019–Dec 2023

	Level of service	2019	2020	2021	2022	2023	Total
Santa Barbara	Unbundled	20	6	8	6	2	42
	Full Representation	8	2	1	2	1	14
	Unknown	0	0	0	0	0	0
	Total Cases	28	8	9	8	3	56
San Luis Obispo	Unbundled	-	1	19	19	14	53
	Full Representation	-	0	0	0	4	4
	Unknown	-	0	0	0	0	0
	Total Cases	-	1	19	19	18	57
Total	Unbundled	20	7	27	25	16	95
	Full Representation	8	2	1	2	5	18
	Unknown	0	0	0	0	0	0
	Total Cases	28	9	28	27	21	113

Appendix E2 Unbundled Services Provided in Guardianship and Conservatorship Matters Jan 2019–Dec 2023

	Santa Barbara		San Luis Obispo		Total	
	N	(%)	N	(%)	N	(%)
Hotline	0	(0)	0	(0)	0	(0)
Legal information	13	(31)	25	(47)	38	(40)
Counsel and advice	25	(60)	23	(43)	48	(51)
Referral for other legal services	18	(43)	12	(23)	30	(32)
Mediation	0	(0)	0	(0)	0	(0)
Facilitated discussion among parties	0	(0)	2	(4)	2	(2)
Limited scope representation	2	(5)	9	(17)	11	(12)
Negotiation as attorney of record	0	(0)	0	(0)	0	(0)
Negotiation on behalf of client	0	(0)	1	(2)	1	(1)
Brief services (preparation of legal papers, letter writing, phone calls)	11	(26)	14	(26)	25	(26)
Help with documents	1	(2)	23	(43)	24	(25)
Other	0	(0)	8	(15)	8	(8)
Unknown	0	(0)	2	(4)	2	(2)
Missing	6	(14)	0	(0)	6	(6)
Total	42	(100)	53	(100)	95	(100)

Appendix E3 Shriver Guardianship and Conservatorship Client Demographic Characteristics Jan 2019–Dec 2023

Demographic Characteristic	Santa Barbara		San Luis Obispo		Total	
Clients served	60		59		119	
Household members impacted	230		165		395	
	N	(%)	N	(%)	N	(%)
Gender						
Male	34	(57)	14	(24)	48	(40)
Female	26	(43)	44	(75)	70	(59)
Non-binary or gender fluid	0	(0)	0	(0)	0	(0)
Transgender	0	(0)	0	(0)	0	(0)
Other gender not listed	0	(0)	0	(0)	0	(0)
Prefer not to say	0	(0)	0	(0)	0	(0)
Unknown	0	(0)	1	(2)	1	(1)
Missing	0	(0)	0	(0)	0	(0)
Age						
Less than 25	1	(2)	3	(5)	4	(3)
25-45	17	(28)	17	(29)	34	(29)
46-65	33	(55)	26	(44)	59	(50)
65+	6	(10)	13	(22)	19	(16)
Missing	3	(5)	0	(0)	3	(3)
Race						
American Indian or Alaskan Native	0	(0)	1	(2)	1	(1)
Asian	4	(7)	1	(2)	5	(4)
Black/African American	2	(3)	4	(7)	6	(5)
Hispanic/Latino/a	35	(58)	15	(25)	50	(42)
Native Hawaiian or Pacific Islander	1	(2)	0	(0)	1	(1)
White	15	(25)	35	(59)	50	(42)
Middle Eastern or North African	0	(0)	0	(0)	0	(0)
Multi-racial	0	(0)	0	(0)	0	(0)
Other	0	(0)	1	(2)	1	(1)
Declined to answer	2	(3)	1	(2)	3	(3)
Unknown	0	(0)	1	(2)	1	(1)
Missing	1	(2)	0	(0)	1	(1)
Disability or Chronic Illness in Household[a]						
Yes	9	(15)	23	(39)	32	(27)
No	43	(72)	30	(51)	73	(61)
Unknown	8	(13)	6	(10)	14	(12)
Missing	0	(0)	0	(0)	0	(0)
Total	60	(100)	59	(100)	119	(100)

Appendix E4 Client Objective and Role in Guardianship and Conservatorship Cases Jan 2019–Dec 2023

	Guardianship		Conservatorship		Total	
	N	(%)	N	(%)	N	(%)
Client objective in case						
Establish Guardianship/Conservatorship	33	(50)	34	(72)	67	(59)
Object to Guard/Cons	6	(9)	2	(4)	8	(7)
Alternative to Guard/Cons	2	(3)	0	(0)	2	(2)
Terminate Guard/Cons	3	(5)	2	(4)	5	(4)
Change Guard/Cons	0	(0)	0	(0)	0	(0)
Help with other services related to guard/cons (e.g., annual status review, passport, etc.)	1	(2)	4	(9)	5	(4)
Unknown	0	(0)	0	(0)	0	(0)
Other	6	(9)	3	(6)	9	(8)
Missing	15	(23)	2	(4)	17	(15)
Client role in case						
Petitioner and proposed guardian/conservator	30	(45)	32	(68)	62	(55)
Petitioner and current guardian/conservator	1	(2)	0	(0)	1	(1)
Petitioner and not current/proposed guardian/conservator	1	(2)	0	(0)	1	(1)
Objector and proposed guardian/conservator	0	(0)	0	(0)	0	(0)
Objector and current guardian/conservator	0	(0)	0	(0)	0	(0)
Objector and not current or proposed guardian/conservator	6	(9)	0	(0)	6	(5)
Caregiver not seeking guardianship/conservatorship	0	(0)	2	(4)	2	(2)
Ward/Conservatee	0	(0)	3	(6)	3	(3)
Other interested party	4	(6)	2	(4)	6	(5)
Missing/unknown	24	(36)	8	(17)	32	(28)
Total	**66**	**(100)**	**47**	**(100)**	**113**	**(100)**

Appendix E5 Petition Filing Status in in Guardianship and Conservatorship Cases Jan 2019–Dec 2023

	Guardianship		Conservatorship	
	N	(%)	N	(%)
Yes, by the Shriver client	14	(21)	6	(13)
Yes, by another party	5	(8)	1	(2)
No	17	(26)	25	(53)
Unknown	4	(6)	6	(13)
Missing	26	(39)	9	(19)
Total	66	(100)	47	(100)

Appendix E6 Reason for no Petition Being Filed in Guardianship and Conservatorship Cases Jan 2019–Dec 2023

	Guardianship		Conservatorship	
	N	(%)	N	(%)
Alternative to guardianship/conservatorship was reached	3	(14)	3	(12)
Proposed guardian/conservator likely would not qualify	1	(5)	3	(12)
After education, client no longer wanted to pursue petition	5	(23)	6	(23)
Other	8	(36)	12	(46)
Unknown	1	(5)	0	(0)
Missing	7	(32)	5	(19)
Total	22	(100)	26	(100)

Appendix E7 Objection Filed in Guardianship and Conservatorship Cases Jan 2019–Dec 2023

	Guardianship		Conservatorship	
	N	(%)	N	(%)
Yes, by the Shriver client	5	(8)	0	(0)
Yes, by another party	1	(2)	0	(0)
No	24	(36)	30	(64)
Unknown	7	(11)	5	(11)
Missing	29	(44)	12	(26)
Total	66	(100)	47	(100)

Appendix E8 Guardianship or Conservatorship Appointed in Cases Jan 2019–Dec 2023

	Guardianship		Conservatorship	
	N	(%)	N	(%)
Yes	4	(36)	3	(50)
No	5	(45)	1	(17)
Unknown	0	(0)	0	(0)
Missing	2	(18)	2	(33)
Total	11	(100)	6	(100)

Appendix E9 Outcomes of Petitions in Guardianship and Conservatorship Cases Jan 2019–Dec 2023 Jan 2019–Dec 2023

	Guardianship		Conservatorship	
	N	(%)	N	(%)
Client's petition for permanent guardianship / conservatorship granted	4	(44)	3	(75)
Client's petition for permanent guardianship / conservatorship denied	0	(0)	0	(0)
Client requested dismissal (withdrew petition)	4	(44)	0	(0)
Court dismissed client's petition due to lack of interest	0	(0)	1	(25)
Other dismissal	0	(0)	0	(0)
Other	0	(0)	0	(0)
Missing/Unknown	1	(11)	0	(0)
Total	9	(100)	4	(100)

Appendix E10 Relationship to Ward / Conservatee in Guardianship and Conservatorship Cases Jan 2019–Dec 2023 Jan 2019–Dec 2023

	Guardianship		Conservatorship	
	N	(%)	N	(%)
Parent	9	(14)	16	(34)
Stepparent	10	(15)	0	(0)
Grandparent	22	(33)	1	(2)
Aunt/uncle	6	(9)	1	(2)
Spouse	0	(0)	3	(6)
Sibling or half-sibling	2	(3)	3	(6)
Cousin	0	(0)	0	(0)
Other	3	(5)	13	(28)
Unknown	0	(0)	0	(0)
Missing	14	(21)	10	(21)
Total	66	(100)	47	(100)

APPENDIX F.
SUPPLEMENTAL RESTRAINING ORDER PROJECTS DATA TABLES

Appendix F1 Restraining Order Cases Closed by Project Jan 2019–Dec 2023

	Level of service	2019	2020	2021	2022	2023	Total
San Diego - DV	Unbundled	-	-	-	3	0	3
	Full Representation	-	-	-	17	19	36
	Unknown	-	-	-	0	0	2
	Total Cases	-	-	-	**20**	**19**	**41**
San Luis Obispo - EA	Unbundled	-	-	14	8	2	24
	Full Representation	-	-	6	5	1	12
	Unknown	-	-	0	2	2	6
	Total Cases	-	-	**20**	**15**	**5**	**42**
Total	Unbundled	-	-	14	11	2	27
	Full Representation	-	-	6	22	20	48
	Unknown	-	-	0	2	2	8
	Total Cases	-	-	**20**	**35**	**24**	**83**

Appendix F2 Unbundled Services Provided by Elder Abuse & Domestic Violence Restraining Order Projects Jan 2019–Dec 2023

	Domestic Violence		Elder Abuse		Total	
	N	(%)	N	(%)	N	(%)
Legal information	2	(67)	6	(25)	8	(30)
Referral for other legal services	0	(0)	5	(21)	5	(19)
Document preparation	3	(100)	2	(8)	5	(19)
Counsel and advice	2	(67)	22	(92)	24	(89)
Brief services (e.g., calling opposing counsel or writing a letter)	0	(0)	2	(8)	2	(7)
Hearing preparation	1	(33)	1	(4)	2	(7)
Representation at a hearing	1	(33)	0	(0)	1	(4)
Other	1	(33)	1	(4)	2	(7)
Unknown	0	(0)	0	(0)	0	(0)
Missing	0	(0)	0	(0)	0	(0)
Total	3	(100)	24	(100)	27	(100)

Note: Multiple unbundled services may have been provided. Percentages do not add up to 100.

Appendix F3 Shriver Restraining Order Client Demographic Characteristics by Project Jan 2019–Dec 2023

Demographic Characteristic	Domestic Violence		Elder Abuse		Total	
Clients served	39		40		79	
Household members impacted	126		91		217	
	N	**(%)**	**N**	**(%)**	**N**	**(%)**
Gender						
Male	0	(0)	10	(25)	10	(13)
Female	39	(100)	30	(75)	69	(87)
Transgender	0	(0)	0	(0)	0	(0)
Non-binary or gender fluid	0	(0)	0	(0)	0	(0)
Other gender not listed	0	(0)	0	(0)	0	(0)
Prefer not to say	0	(0)	0	(0)	0	(0)
Unknown	0	(0)	0	(0)	0	(0)
Missing	0	(0)	0	(0)	0	(0)
Age						
Under 25 Years Old	6	(15)	0	(0)	6	(8)
25–44	31	(79)	2	(5)	33	(42)
45–61	2	(5)	1	(3)	3	(4)
61 and Older	0	(0)	37	(93)	37	(47)
Unknown/Missing	0	(0)	0	(0)	0	(0)
Race						
American Indian or Alaskan Native	0	(0)	0	(0)	0	(0)
Asian	0	(0)	1	(3)	1	(1)
Black/African American	7	(18)	3	(8)	10	(13)
Hispanic/Latino/a	31	(79)	7	(18)	38	(48)
Middle Eastern or North African	0	(0)	0	(0)	0	(0)
Native Hawaiian or Pacific Islander	0	(0)	0	(0)	0	(0)
White	2	(5)	26	(65)	28	(35)
Other	0	(0)	1	(3)	1	(1)
Declined to answer	0	(0)	1	(3)	1	(1)
Unknown	0	(0)	1	(3)	1	(1)
Missing	0	(0)	0	(0)	0	(0)
Total	**39**	**(100)**	**40**	**(100)**	**79**	**100**

Appendix F4 Shriver Domestic Violence Case Characteristics Jan 2019–Dec 2023

Case Characteristic	Total	
Opposing Party Relationship	**N**	**(%)**
Currently married or in a domestic partnership	8	21
Previously married or in a domestic partnership	0	0
Currently dating or engaged to be married	2	5
Previously dated or engaged to be married	27	69
Related by blood, marriage, or adoption	0	0
Parents together of a child no dating history	2	5
Other	0	0
Unknown	0	0
Missing	0	0
Concurrent Legal Issues		
No other active family law issues	19	49
Divorce/dissolution	2	5
Child custody/visitation	16	41
Child support	1	3
Parentage	2	5
Other	0	0
Unknown	1	3
Missing	0	0
Opposing Party Represented by Counsel		
Yes	4	10
No	35	90
Unknown	0	0
Missing	0	0
Parties have kids together		
Yes	35	90
No	4	10
Kids involved with DV incident		
Yes	35	90
No	3	8
N/A client does not have children	1	3
Unknown	0	0
Total	**39**	**100**

Appendix F5 Shriver Elder Abuse Case Characteristics Jan 2019–Dec 2023

	Total	
	N	(%)
Opposing Party Relationship		
Spouse or domestic partner	1	(3)
Parent/Child	11	(28)
Other relative (e.g., sibling, niece/nephew)	11	(28)
Other non-relative	17	(43)
Unknown	0	(0)
Missing	0	(0)
Concurrent Legal Issues		
No other cases	16	(40)
Conservatorship	1	(3)
Unlawful Detainer filing	3	(8)
Other	7	(18)
Unknown	9	(23)
Missing	4	(10)
Opposing Party Represented by Counsel		
Yes	0	(0)
No	31	(78)
Unknown	7	(18)
Missing	2	(5)
Total	40	(100)

Appendix F6 Temporary Restraining Order Outcomes Jan 2019–Dec 2023

	Domestic Violence		Elder Abuse		Total	
	N	(%)	N	(%)	N	(%)
Granted in full	33	92	9	(75)	42	(88)
Partially granted	1	3	0	(0)	1	(2)
Denied	0	0	1	(8)	1	(2)
Withdrawn	2	6	0	(0)	2	(4)
Missing	0	0	2	(17)	2	(4)
Total	**36**	**100**	**12**	**(100)**	**48**	**100**

Appendix F7 Resolution Method of Long-Term Restraining Order Jan 2019–Dec 2023

	Domestic Violence		Elder Abuse		Total	
	N	(%)	N	(%)	N	(%)
Decision at a hearing	30	(83)	10	(83)	40	(83)
Dismissal (without stipulation on file)	5	(14)	0	(0)	5	(10)
Stipulation	1	(3)	0	(0)	1	(2)
Partial stipulation on some issues, hearing to resolve others	0	(0)	0	(0)	0	(0)
Other	0	(0)	0	(0)	0	(0)
Unknown	0	(0)	0	(0)	0	(0)
Missing	0	(0)	2	(17)	2	(4)
Total	36	(100)	12	(100)	48	(100)

Appendix F8 Long-Term Restraining Order Outcomes Jan 2019–Dec 2023

	Domestic Violence		Elder Abuse	
	N	(%)	N	(%)
Granted in full	22	(73)	9	(90)
Partially granted	2	(7)	0	(0)
Denied	3	(10)	0	(0)
Petition Withdrawn	0	(0)	0	(0)
Other	0	(0)	1	(10)
Unknown	3	(10)	0	(0)
Total	30	(100)	10	(100)

APPENDIX G.
SUPPLEMENTAL CUSTOMER FEEDBACK SURVEY DATA TABLES

Appendix G1 Number of Self-Help Service Encounters Across the Shriver Projects by Area of Law Jan 2019–Dec 2023

	Housing	Custody	Guardianship / Conservatorship	Domestic Violence	Elder Abuse	Total Unique Encounters
Kern	5,375	0	3	3	0	5,381
San Francisco	6	1,831	0	25	0	1,858
San Luis Obispo	2,225	0	654	23	15	2,896
Santa Barbara	0	0	1,132	0	0	1,132
Yolo	532	0	0	0	0	532
Total	8,138	1,831	1,789	51	15	11,799

Note: It is possible that a customer received self-help assistance in more than one area of law during the same encounter. These encounters are reflected in each area of law column where assistance occurred, but they are counted only once in the Total Unique Encounters column. Therefore, in this table, the number of Total Unique Encounters for San Luis Obispo and Santa Barbara are slightly less than the sum of the previous columns.

Appendix G2 Customer Encounter History

	Housing		Custody		Guardianship / Conservatorship		Domestic Violence		Elder Abuse		Total Unique Encounters	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Customer Status												
First Time Customer	5,943	(73)	636	(35)	439	(25)	27	(53)	8	(53)	7,039	(60)
Returning Customer–New issue or case	336	(4)	326	(18)	145	(8)	13	(25)	5	(33)	820	(7)
Returning Customer–Next step in same case	1,818	(22)	855	(47)	1,202	(67)	10	(20)	2	(13)	3,881	(33)
Returning Customer–Program unable to help during first visit	4	(< 1)	13	(1)	3	(< 1)	1	(2)	0	(0)	21	(< 1)
Returning Customer–Other reason to return	26	(< 1)	1	(< 1)	0	(0)	0	(0)	0	(0)	27	(< 1)
Unknown	11	(< 1)	0	(0)	0	(0)	0	(0)	0	(0)	11	(< 1)
Missing	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Total	8,138	(100)	1,831	(100)	1,789	(100)	51	(100)	15	(100)	11,799	(100)

Appendix G3 Self-Help Encounters for Customers who Qualified for a Court Fee Waiver

	Housing		Custody		Guardianship / Conservatorship		Domestic Violence		Elder Abuse		Total Unique Encounters	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Was customer eligible for a court fee waiver?												
Yes	1,735	(21)	1,801	(98)	1,167	(65)	26	(51)	2	(13)	4,725	(40)
No	4,274	(53)	28	(2)	39	(2)	2	(4)	2	(13)	4,344	(37)
Missing	2,129	(26)	2	(< 1)	583	(33)	23	(45)	11	(73)	2,730	(23)
Did customer have a US Zip Code?												
Yes	7,952	(98)	1,830	(100)	1,774	(99)	50	(98)	15	(100)	11,596	(98)
No	176	(2)	0	(0)	3	(< 1)	1	(2)	0	(0)	180	(2)
Customer Lives Outside of US	6	(< 1)	0	(0)	2	(< 1)	0	(0)	0	(0)	8	(< 1)
Missing	4	(< 1)	1	(< 1)	10	(1)	0	(0)	0	(0)	15	(< 1)
Total	8,138	(100)	1,831	(100)	1,789	(100)	51	(100)	15	(100)	11,799	(100)

Note: From April through July 2022, Gov. Code 68632(b) provided that a fee waiver will be granted to litigants whose household monthly income is 125 percent of less of the current poverty guidelines established by the U.S. Department of Health and Human Services (HHS). That eligibility amount was amended by Assem. Bill 199 (Stats. 2022, ch. 57) to 200 percent or less of the current federal poverty guidelines. Fee waiver applications reflecting 200 percent FPL were effective August 1, 2022. Eligibility for Shriver self-help services are for household incomes at or below 200 percent of the federal poverty level. Customers without a zip code are assumed to be homeless.

Appendix G4 Self-Help Service Delivery

	Housing		Custody		Guardianship / Conservatorship		Domestic Violence		Elder Abuse		Total Unique Encounters	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
One-on-one in person	3,444	(42)	607	(33)	222	(12)	14	(27)	8	(53)	4,290	(36)
In the courtroom	11	(< 1)	1	(< 1)	4	(< 1)	0	(0)	0	(0)	16	(< 1)
Telephone	4,392	(54)	828	(45)	928	(52)	32	(63)	7	(47)	6,167	(52)
Text message	14	(< 1)	204	(11)	3	(< 1)	2	(4)	0	(0)	223	(2)
E-mail	1,185	(15)	512	(28)	575	(32)	14	(27)	3	(20)	2,282	(19)
Mailed correspondence	21	(< 1)	114	(6)	641	(36)	0	(0)	0	(0)	776	(7)
Live online chat	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Co-Browsing	56	(1)	0	(0)	23	(1)	0	(0)	0	(0)	79	(1)
Video Conference (i.e., Zoom, Webex)	3	(< 1)	0	(0)	0	(0)	0	(0)	0	(0)	3	(< 1)
Web portal	0	(0)	0	(0)	2	(< 1)	0	(0)	0	(0)	2	(< 1)
Other	6	(< 1)	45	(2)	5	(< 1)	0	(0)	0	(0)	56	(< 1)
Missing	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Total Unique Encounters	8,138	(100)	1,831	(100)	1,789	(100)	51	(100)	15	(100)	11,799	(100)

Note: A customer may receive self-help services in more than one way during an encounter. When a customer receives services in multiple ways, each delivery method is recorded as part of the encounter. As such, the sum of each column may exceed Total Unique Encounters.

Appendix G5 Type of Service Provided

	Housing		Custody		Guardianship / Conservatorship		Domestic Violence		Elder Abuse		Total Unique Encounters	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
File Review	782	(10)	1,688	(92)	509	(28)	21	(41)	0	(0)	2,994	(25)
Forms and/or Documents	3,904	(48)	1,078	(59)	1,270	(71)	15	(29)	10	(67)	6,267	(53)
Information Provided	7,853	(96)	1,727	(94)	1,258	(70)	41	(80)	11	(73)	10,865	(92)
Preparation for Hearing / Trial / Settlement Conference	131	(2)	7	(< 1)	79	(4)	1	(2)	0	(0)	218	(2)
Settlement / Mediation Assistance	4	(< 1)	12	(1)	0	(0)	0	(0)	0	(0)	16	(< 1)
Order After Hearing or Judgment	13	(< 1)	150	(8)	6	(< 1)	0	(0)	0	(0)	169	(1)
Referral Provided	159	(2)	64	(3)	34	(2)	15	(29)	4	(27)	268	(2)
Help with Discovery	6	(< 1)	1	(< 1)	0	(0)	0	(0)	0	(0)	7	(< 1)
Help with Service of Process	218	(3)	341	(19)	54	(3)	2	(4)	0	(0)	615	(5)
Other	27	(< 1)	38	(2)	42	(2)	0	(0)	0	(0)	107	(1)
Missing	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Total Unique Encounters	8,138	(100)	1,831	(100)	1,789	(100)	51	(100)	15	(100)	11,799	(100)

Note: A customer may receive multiple types of services during an encounter. When a customer receives more than one type of service, each service provided is recorded as part of the encounter. As such, the sum of each column may exceed Total Unique Encounters.

Appendix G6 Forms and Document Assistance in Self Help Encounters

	Housing		Custody		Guardianship / Conservatorship		Domestic Violence		Elder Abuse		Total Unique Encounters	
	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)	N	(%)
Review Forms	1,346	(34)	1,055	(98)	587	(46)	7	(47)	2	(20)	2,995	(48)
Provide Forms and/or Info Packets	3,301	(85)	1,062	(99)	905	(71)	12	(80)	5	(50)	5,277	(84)
Help with Completing Forms	2,057	(53)	1,042	(97)	841	(66)	9	(60)	1	(10)	3,950	(63)
Prepare Declarations	16	(< 1)	772	(72)	83	(7)	6	(40)	0	(0)	877	(14)
Make Copies / Organize Documents / Mailings	236	(6)	917	(85)	564	(44)	6	(40)	2	(20)	1,725	(28)
Help with Document Assembly (HotDocs, Guide and File)	74	(2)	0	(0)	52	(4)	1	(7)	1	(10)	128	(2)
Help with E-filing	12	(< 1)	0	(0)	148	(12)	0	(0)	0	(0)	160	(3)
Missing	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Total	3,904	(100)	1,078	(100)	1,270	(100)	15	(100)	10	(100)	6,267	(100)

Note: A customer may receive multiple types of services to assist with forms and documents during an encounter. When a customer receives more than one type of service, each service provided is recorded as part of the encounter. As such, the sum of each column may exceed Total Unique Encounters.

Appendix G7 Type of Housing Dispute and Customer Role for Housing Encounters

	Kern		San Luis Obispo		Yolo		Total	
	N	(%)	N	(%)	N	(%)	N	(%)
Landlord / Tenant–Tenant	3,965	(74)	883	(40)	368	(69)	5,216	(64)
Landlord / Tenant–Landlord	1,396	(26)	1,339	(60)	165	(31)	2,900	(36)
Small Claims under AB 3088	3	(< 1)	1	(< 1)	0	(0)	4	(< 1)
Other	6	(< 1)	5	(< 1)	0	(0)	11	(< 1)
Missing	15	(< 1)	2	(< 1)	1	(< 1)	18	(< 1)
Total	**5,375**	**(100)**	**2,225**	**(100)**	**532**	**(100)**	**8,132**	**(100)**

Note: A customer may receive self-help services for more than one type of case. When a customer is helped with more than one type of case, each type of case is recorded as part of the encounter. As such, the sum of each column may exceed Total Unique Encounters. The Tenant, Homeowner, and Small Landlord Relief and Stabilization Act of 2020 (Assem. Bill 3088) provides that, commencing March 1, 2021, small claims court has jurisdiction over claims for COVID-19 rental debt, even if the amount of the claim is higher than the jurisdictional limits.

Appendix G8 Housing Self-Help Encounters Ending with Referrals for Shiver-Funded Legal Services and Time Spent on Encounters by Client Role

	Tenant		Landlord		Total	
	N	(%)	N	(%)	N	(%)
Customer referred for additional Shriver services?						
Yes	636	(12)	31	(1)	667	(8)
No	4,551	(88)	2,845	(98)	7,396	(91)
Missing	14	(< 1)	28	(1)	42	(1)
Time spent during the self-help encounter						
Less than 15 minutes	575	(11)	528	(18)	1,103	(14)
Between 15 and 30 minutes	4,313	(83)	2,020	(70)	6,333	(78)
Between 30 and 60 minutes	263	(5)	323	(11)	586	(7)
Between 60 and 120 minutes	48	(1)	27	(1)	75	(1)
More than 2 hours	1	(< 1)	2	(< 1)	3	(< 1)
Missing	1	(< 1)	4	(< 1)	5	(< 1)
Total	5,201	(100)	2,904	(100)	8,105	(100)

Appendix G9 Case Type and Customer Role in Custody Self-Help Encounters

	Total	
	N	(%)
Child Custody–Moving Party	1,729	(94)
Child Custody–Responding Party	94	(5)
Visitation–Moving Party	1,728	(94)
Visitation–Responding Party	93	(5)
Domestic Violence–Petitioner	2	(< 1)
Domestic Violence–Respondent	2	(< 1)
Other Family Law Case	26	(1)
Total Encounters	1,831	(100)

Note: A customer may receive self-help services for more than one type of case. When a customer is helped with more than one type of case, each type of case is recorded as part of the encounter. As such, the sum of each column may exceed Total Unique Encounters. In the Unified Family Court Division of the San Francisco Superior Court, all cases involving visitation, (also known as “parenting time”), are handled as part of the custody matter. Whereas some jurisdictions may have separate legal processes for determining parenting time or visitation, in San Francisco, custody and visitation are almost always heard at the same time.

Appendix G10 Primary Issues in Custody Self-Help Encounters

	Total	
	N	(%)
Seeking initial custody orders	1,009	(55)
Domestic violence	11	(1)
Move-away	4	(< 1)
Substance abuse	0	(0)
Physical abuse	6	(< 1)
Neglect	1	(< 1)
Problems with an existing court order	800	(44)
Other	19	(1)
Missing	11	(1)
Total	1,831	(100)

Note: A customer may have more than one issue addressed and receive more than one domestic violence related service. When a customer is helped with more than one issue or receives more than one type of service related to a domestic violence issue, each issue or service is recorded as part of the encounter. As such, the sum of each column may exceed Total Unique Encounters.

Appendix G11 Case Type and Customer Role in Guardianship and Conservatorship Self-Help Encounters

	Total	
	N	(%)
Guardianship–Petitioner	892	(50)
Guardianship–Objector	50	(3)
Guardianship Termination	117	(7)
Conservatorship–Petitioner	155	(9)
Conservatorship–Objector	11	(1)
Conservatorship Termination	12	(1)
Limited Conservatorship–Petitioner	491	(27)
Limited Conservatorship–Objector	15	(1)
Limited Conservatorship Termination	0	(0)
Elder Abuse–Petitioner	1	(< 1)
Elder Abuse - Respondent	0	(0)
Other Case Type	62	(3)
Total Encounters	1,789	(100)

Note: A customer may receive self-help services for more than one type of case. When a customer is helped with more than one type of case, each type of case is recorded as part of the encounter. As such, the sum of each column may exceed Total Unique Encounters.

Appendix G12 Services Provided in Guardianship and Conservatorship Encounters

	Total	
	N	(%)
Guardianship Services Provided		
Forms and documents (e.g., petitions to establish or terminate guardianship)	808	(77)
Service of notice (e.g., declaration of due diligence)	291	(28)
ICWA notification	84	(8)
Non-guardianship alternatives (e.g., Power of Attorney)	79	(7)
Other	131	(12)
Total	**1,055**	**(100)**
Conservatorship Services Provided		
Forms and documents (e.g., petitions to establish or terminate conservatorship, placement assessment determination)	447	(65)
Service of notice (e.g., declaration of due diligence)	226	(33)
Non-conservatorship alternatives (e.g., Power of Attorney)	29	(4)
Other	78	(11)
Missing	0	(0)
Total	683	(100)

Note: A customer may receive multiple types of services during an encounter. When a customer receives more than one type of service, each service provided is recorded as part of the encounter. As such, the sum of each column may exceed Total Unique Encounters.

Appendix G13 Case Type and Customer Role in Domestic Violence Self-Help Encounters

	Total	
	N	(%)
Child Custody - Moving Party	3	(6)
Child Custody - Responding Party	1	(2)
Visitation - Moving Party	3	(6)
Visitation - Responding Party	1	(2)
Domestic Violence - Petitioner	32	(63)
Domestic Violence - Respondent	19	(37)
Other Family Law:	2	(4)
Total Encounters	51	(100)

Appendix G14 Primary Issues in Domestic Violence Self-Help Encounters

	Total	
	N	(%)
Seeking initial custody orders	2	(4)
Domestic Violence	3	(6)
Move-away	0	(0)
Substance Abuse	0	(0)
Physical Abuse	1	(2)
Neglect	0	(0)
Problems with an existing court order	2	(4)
Other	0	(0)
Missing	47	(92)
Total	51	(100)

Appendix G15 Customer Role in Elder Abuse Self-Help Encounters

	Total	
	N	(%)
Petitioner	14	(93)
Respondent	1	(7)
Other	2	(13)
Total Encounters	15	(100)