

Appendix F

Post-Hearing Interview Data

**Exhibit F.1
Interview Responses by Time of Site Visit**

	Year One		Year Two		Merged	
	%	N	%	N	%	N
Center						
Butte/Glenn/Tehama	33%	19	21%	16	26%	35
Contra Costa	21%	12	26%	20	24%	32
Fresno	23%	13	17%	13	19%	26
San Francisco	23%	13	37%	29	31%	42
Total	100%	57	100%	78	100%	135
Language						
English	90%	51	99%	77	95%	128
Spanish	11%	6	1%	1	5%	7
Total	100%	57	100%	78	100%	135
Case Type						
Child custody	12%	7	4%	3	7%	10
Child support	2%	1	14%	11	9%	12
Divorce	18%	10	4%	3	10%	13
Domestic violence/ restraining order	23%	13	6%	5	13%	18
Unlawful detainer	7%	4	18%	14	13%	18
Small claims	18%	10	23%	18	21%	28
Guardianship	4%	2	1%	1	2%	3
Civil harassment	12%	7	22%	17	18%	24
Name change	5%	3	6%	5	6%	8
Other	0%	0	1%	1	1%	1
Total	100%	57	100%	78	100%	135
Party						
Plaintiff or petitioner	63%	36	49%	38	55%	74
Defendant or respondent	37%	21	51%	40	45%	61
Total	100%	57	100%	78	100%	135
First Time Representing Yourself in Court						
Yes	56%	32	56%	44	56%	76
No	44%	25	42%	33	43%	58
Missing	0%	0	1%	1	1%	1
Total	100%	57	100%	78	100%	135
Ever Have a Lawyer Represent You in Court						
Yes	39%	22	39%	30	39%	52
No	61%	35	62%	48	62%	83
Total	100%	57	100%	78	100%	135

Exhibit F.1 (continued)

	Year One		Year Two		Merged	
	%	N	%	N	%	N
Why Did You Decide to Represent Yourself?						
I cannot afford a lawyer	49%	28	37%	29	42%	57
I do not know how to find or hire a lawyer	2%	1	9%	7	6%	8
Legal Aid cannot help me	0%	0	1%	1	1%	1
I do not know if I need a lawyer	5%	3	5%	4	5%	7
I choose to represent myself	32%	18	19%	15	24%	33
Other	12%	7	28%	22	22%	29
Total	100%	57	100%	78	100%	135
Prepared for Hearing						
Not at all	9%	5	6%	5	7%	10
Not very	5%	3	3%	2	4%	5
Neutral	21%	12	28%	22	25%	34
Mostly	28%	16	17%	13	22%	29
Extremely	37%	21	46%	36	42%	57
Total	100%	57	100%	78	100%	135
Judge Treated You With Respect						
Not at all	5%	3	3%	2	4%	5
Not very	0%	0	3%	2	2%	2
Neutral	4%	2	4%	3	4%	5
Mostly	35%	20	8%	6	19%	26
Extremely	54%	31	83%	65	71%	96
Missing	2%	1	0%	0	1%	1
Total	100%	57	100%	78	100%	135
Court Clerk and Staff Treated You With Respect						
Not at all	4%	2	0%	0	2%	2
Not very	2%	1	4%	3	3%	4
Neutral	2%	1	5%	4	4%	5
Mostly	37%	21	12%	9	22%	30
Extremely	54%	31	78%	61	68%	92
Missing	2%	1	1%	1	2%	2
Total	100%	57	100%	78	100%	135

Exhibit F.1 (continued)

	Year One		Year Two		Merged	
	%	N	%	N	%	N
Understand Words Used by Judge and Other Persons						
Not at all	4%	2	0%	0	2%	2
Not very	5%	3	0%	0	2%	3
Neutral	7%	4	8%	6	7%	10
Mostly	28%	16	8%	6	16%	22
Extremely	56%	32	85%	66	73%	98
Total	100%	57	100%	78	100.0	135
Satisfied With Hearing						
Not at all	16%	9	17%	13	16%	22
Not very	2%	1	3%	2	2%	3
Neutral	9%	5	10%	8	10%	13
Mostly	14%	8	12%	9	13%	17
Extremely	30%	17	47%	37	40%	54
Missing	30%	17	12%	9	19%	26
Total	100%	57	100%	78	100%	135
Surprised by What Happened						
Not at all	26%	15	41%	32	35%	47
Not very	14%	8	6%	5	10%	13
Neutral	5%	3	12%	9	9%	12
Mostly	11%	6	8%	6	9%	12
Extremely	12%	7	22%	17	18%	24
Missing	32%	18	12%	9	20%	27
Total	100%	57	100%	78	100%	135
Able to Tell Judge Everything Needed to Make a Decision						
Not at all	9%	5	12%	9	10%	14
Not very	4%	2	5%	4	4%	6
Neutral	4%	2	5%	4	4%	6
Mostly	25%	14	13%	10	18%	24
Extremely	28%	16	53%	41	42%	57
Missing	32%	18	13%	10	21%	28
Total	100%	57	100%	78	100%	135

Exhibit F.1 (continued)

	Year One		Year Two		Merged	
	%	N	%	N	%	N
Judge's Decision Was Fair						
Not at all	7%	4	6%	5	7%	9
Not very	4%	2	4%	3	4%	5
Neutral	5%	3	3%	2	4%	5
Mostly	14%	8	6%	5	10%	13
Extremely	33%	19	59%	46	48%	65
Missing	37%	21	22%	17	28%	38
Total	100%	57	100%	78	100%	135
Judge Would Rule Differently If Had a Lawyer						
Yes	19%	11	22%	17	21%	28
No	44%	25	62%	48	54%	73
Missing	37%	21	17%	13	25%	34
Total	100%	57	100%	78	100%	135
Receive a Court Order						
Yes	51%	29	49%	38	50%	67
No	39%	22	47%	37	44%	59
Missing	11%	6	4%	3	7%	9
Total	100%	57	100%	78	100%	135
Understand the Order						
Yes	51%	29	42%	33	46%	62
No	0%	0	4%	3	2%	3
Missing	49%	28	54%	42	52%	70
Total	100%	57	100%	78	100%	135
Speak a Language Other Than English at Home						
Yes	37%	21	30%	23	33%	44
No	61%	35	71%	55	67%	90
Missing	2%	1	0%	0	1%	1
Total	100%	57	100%	78	100%	135

Exhibit F.1 (continued)

	Year One		Year Two		Merged	
	%	N	%	N	%	N
Language Spoken						
Not specified	2%	1	0%	0	1%	1
French	0%	0	3%	2	2%	2
French and Spanish	2%	1	0%	0	1%	1
Hmong	0%	0	1%	1	1%	1
Irish	2%	1	0%	0	1%	1
Italian	2%	1	0%	0	1%	1
Korean	2%	1	0%	0	1%	1
Laotian	0%	0	2%	1	1%	1
Punjabi	2%	1	0%	0	1%	1
Sign	2%	1	0%	0	1%	1
Spanish	25%	14	21%	16	22%	30
Spanish and Japanese	0%	0	1%	1	1%	1
Tagalog	0%	0	3%	2	2%	2
Thai and Burmese	2%	1	0%	0	1%	1
Missing	61%	35	71%	55	67%	90
Total	100%	57	100%	78	100%	135
Race/Ethnicity						
African American	9%	5	23%	18	17%	23
Asian/Pacific Islander	5%	3	6%	5	6%	8
Hispanic/Latino	32%	18	23%	18	27%	36
Native American/ Eskimo/Aleut	7%	4	1%	1	4%	5
White, non-Hispanic	44%	25	41%	32	42%	57
Other	4%	2	5%	4	4%	6
Total	100%	57	100%	78	100%	135
Gender						
Male	33%	19	54%	42	45%	61
Female	65%	37	45%	35	53%	72
Missing	2%	1	1%	1	2%	2
Total	100%	57	100%	78	100%	135
Number of Children Under 19 in Household						
None	30%	17	54%	42	44%	59
One	19%	11	17%	13	18%	24
Two	26%	15	14%	11	19%	26
Three	14%	8	9%	7	11%	15
Four or more	11%	6	6%	5	8%	11
Total	100%	57	100%	78	100%	135

Exhibit F.1 (continued)

	Year One		Year Two		Merged	
	%	N	%	N	%	N
Highest Level of School Completed						
4th grade or less	2%	1	0%	0	1%	1
5th to 8th grade	0%	0	4%	3	2%	3
9th to 11th grade	7%	4	9%	7	8%	11
High school diploma or GED	25%	14	21%	16	22%	30
Some college	28%	16	40%	31	35%	47
Associate degree	14%	8	4%	3	8%	11
Bachelor's degree	14%	8	12%	9	13%	17
Graduate degree	7%	4	6%	5	7%	9
Missing	4%	2	5%	4	4%	6
Total	100%	57	100%	78	100%	135
Heard of Center						
Yes	26%	15	42%	33	36%	48
No	32%	18	54%	42	44%	60
Missing	42%	24	4%	3	20%	27
Total	100%	57	100%	78	100%	135
Received Help From Center						
Yes	25%	14	33%	26	30%	40
No	18%	10	27%	21	23%	31
Missing	58%	33	40%	31	47%	64
Total	100%	57	100%	78	100%	135
Case Type						
Family law	54%	31	28%	22	39%	53
Civil harassment	12%	7	22%	17	18%	24
Small claims	18%	10	23%	18	21%	28
Unlawful detainer	7%	4	18%	14	13%	18
Other	9%	5	9%	7	9%	12
Total	100%	57	100%	78	100%	135
Number of Times Been to Court Before for This Case						
None	23%	13	44%	34	35%	47
One	33%	19	23%	18	27%	37
Two	16%	9	9%	7	12%	16
Three	12%	7	13%	10	13%	17
Four or more	16%	9	12%	9	13%	18
Total	100%	57	100%	78	100%	135

Exhibit F.1 (continued)

	Year One		Year Two		Merged	
	%	N	%	N	%	N
Number of Times Been to Court Before for Any Other Case						
None	53%	30	36%	28	43%	58
One	11%	6	21%	16	16%	22
Two	9%	5	9%	7	9%	12
Three	2%	1	8%	6	5%	7
Four or more	26%	15	27%	21	27%	36
Total	100%	57	100%	78	100%	135

**Exhibit F.2
Center by Case Type**

Case Type	Center	%	N
Family law	Butte/Glenn/Tehama	43%	23
	Contra Costa	28%	15
	Fresno	28%	15
	San Francisco	0%	0
	Total	100%	53
Civil harassment	Butte/Glenn/Tehama	0%	0
	Contra Costa	0%	0
	Fresno	0%	0
	San Francisco	100%	24
	Total	100%	24
Small claims	Butte/Glenn/Tehama	39%	11
	Contra Costa	50%	14
	Fresno	11%	3
	San Francisco	0%	0
	Total	100%	28
Unlawful detainer	Butte/Glenn/Tehama	0%	0
	Contra Costa	0%	0
	Fresno	44%	8
	San Francisco	56%	10
	Total	100%	18
Other	Butte/Glenn/Tehama	8%	1
	Contra Costa	25%	3
	Fresno	0%	0
	San Francisco	67%	8
	Total	100%	12

Exhibit F.3
Language in Which Interview Was Conducted by Case Type

Case Type	Language	%	N
Family law	English	94%	50
	Spanish	6%	3
	Total	100%	53
Civil harassment	English	92%	22
	Spanish	8%	2
	Total	100%	24
Small claims	English	93%	26
	Spanish	7%	2
	Total	100%	28
Unlawful detainer	English	100%	18
	Spanish	0%	0
	Total	100%	18
Other	English	100%	12
	Spanish	0%	0
	Total	100%	12

**Exhibit F.4
Case Subtype by Case Type**

Case Type	Case Subtype	%	N
Family law	Child custody	19%	10
	Child support	23%	12
	Divorce	25%	13
	Domestic violence/restraining order	34%	18
	Total	100%	53
Civil harassment	Civil harassment	100%	24
Small claims	Small claims	100%	28
Unlawful detainer	Unlawful detainer	100%	18
Other	Guardianship	25%	3
	Name change	67%	8
	Other	8%	1
	Total	100%	12

**Exhibit F.5
Party by Case Type**

Case Type	Party	%	N
Family law	Plaintiff or petitioner	59%	31
	Defendant or respondent	42%	22
	Total	100%	53
Civil harassment	Plaintiff or petitioner	75%	18
	Defendant or respondent	25%	6
	Total	100%	24
Small claims	Plaintiff or petitioner	46%	13
	Defendant or respondent	54%	15
	Total	100%	28
Unlawful detainer	Plaintiff or petitioner	17%	3
	Defendant or respondent	83%	15
	Total	100%	18
Other	Plaintiff or petitioner	75%	9
	Defendant or respondent	25%	3
	Total	100%	12

**Exhibit F.6
First Time Representing Self by Case Type**

Case Type	First Time Representing Yourself in Court	%	N
Family law	Yes	45%	24
	No	55%	29
	Total	100%	53
Civil harassment	Yes	58%	14
	No	42%	10
	Total	100%	24
Small claims	Yes	59%	16
	No	41%	11
	Total	100%	27
Unlawful detainer	Yes	78%	14
	No	22%	4
	Total	100%	18
Other	Yes	67%	8
	No	33%	4
	Total	100%	12

**Exhibit F.7
Ever Had Legal Representation by Case Type**

Case Type	Ever Have a Lawyer Represent You in Court	%	N
Family law	Yes	42%	22
	No	59%	31
	Total	100%	53
Civil harassment	Yes	29%	7
	No	71%	17
	Total	100%	24
Small claims	Yes	32%	9
	No	68%	19
	Total	100%	28
Unlawful detainer	Yes	44%	8
	No	56%	10
	Total	100%	18
Other	Yes	50%	6
	No	50%	6
	Total	100%	12

Exhibit F.8
Reason for Representing Self by Case Type

Case Type	Why Did You Decide to Represent Yourself?	%	N
Family law	I cannot afford a lawyer	60%	32
	I do not know how to find or hire a lawyer	2%	1
	I do not know if I need a lawyer	4%	2
	Legal Aid cannot help me	0%	0
	I choose to represent myself	26%	14
	Other	8%	4
	Total	100%	53
Civil harassment	I cannot afford a lawyer	38%	9
	I do not know how to find or hire a lawyer	17%	4
	I do not know if I need a lawyer	13%	3
	Legal Aid cannot help me	0%	0
	I choose to represent myself	13%	3
	Other	21%	5
	Total	100%	24
Small claims	I cannot afford a lawyer	29%	8
	I do not know how to find or hire a lawyer	4%	1
	I do not know if I need a lawyer	4%	1
	Legal Aid cannot help me	0%	0
	I choose to represent myself	14%	4
	Other	50%	14
	Total	100%	28
Unlawful detainer	I cannot afford a lawyer	33%	6
	I do not know how to find or hire a lawyer	11%	2
	I do not know if I need a lawyer	0%	0
	Legal Aid cannot help me	6%	1
	I choose to represent myself	28%	5
	Other	22%	4
	Total	100%	18
Other	I cannot afford a lawyer	17%	2
	I do not know how to find or hire a lawyer	0%	0
	I do not know if I need a lawyer	8%	1
	Legal Aid cannot help me	0%	0
	I choose to represent myself	58%	7
	Other	17%	2
	Total	100%	12

**Exhibit F.9
Perception of Preparedness for Hearing by Case Type**

Case Type	How Prepared Did You Feel for Hearing?	%	N
Family law	Not at all	9%	5
	Not very	6%	3
	Neutral	26%	14
	Mostly	21%	11
	Extremely	38%	20
	Total	100%	53
Civil harassment	Not at all	0%	0
	Not very	0%	0
	Neutral	29%	7
	Mostly	25%	6
	Extremely	46%	11
	Total	100%	24
Small claims	Not at all	11%	3
	Not very	0%	0
	Neutral	21%	6
	Mostly	25%	7
	Extremely	43%	12
	Total	100%	28
Unlawful detainer	Not at all	6%	1
	Not very	11%	2
	Neutral	22%	4
	Mostly	22%	4
	Extremely	39%	7
	Total	100%	18
Other	Not at all	8%	1
	Not very	0%	0
	Neutral	25%	3
	Mostly	8%	1
	Extremely	58%	7
	Total	100%	12

Exhibit F.10
Perception of Treatment by Judge by Case Type

Case Type	Did Judge Treat You With Respect?	%	N
Family law	Not at all	6%	3
	Not very	0%	0
	Neutral	6%	3
	Mostly	21%	11
	Extremely	68%	36
	Total	100%	53
Civil harassment	Not at all	0%	0
	Not very	0%	0
	Neutral	4%	1
	Mostly	21%	5
	Extremely	75%	18
	Total	100%	24
Small claims	Not at all	0%	0
	Not very	4%	1
	Neutral	0%	0
	Mostly	18%	5
	Extremely	79%	22
	Total	100%	28
Unlawful detainer	Not at all	6%	1
	Not very	6%	1
	Neutral	6%	1
	Mostly	22%	4
	Extremely	56%	10
	Missing	6%	1
	Total	100%	18
Other	Not at all	8%	1
	Not very	0%	0
	Neutral	0%	0
	Mostly	8%	1
	Extremely	83%	10
	Total	100%	12

Exhibit F.11
Perception of Treatment by Court Clerk and Staff by Case Type

Case Type	Did Court Clerk and Staff Treat You With Respect?	%	N
Family law	Not at all	4%	2
	Not very	0%	0
	Neutral	4%	2
	Mostly	26%	14
	Extremely	66%	35
	Total	100%	53
Civil harassment	Not at all	0%	0
	Not very	8%	2
	Neutral	4%	1
	Mostly	17%	4
	Extremely	71%	17
	Total	100%	24
Small claims	Not at all	0%	0
	Not very	4%	1
	Neutral	0%	0
	Mostly	18%	5
	Extremely	75%	21
	Missing	4%	1
	Total	100%	28
Unlawful detainer	Not at all	0%	0
	Not very	0%	0
	Neutral	6%	1
	Mostly	33%	6
	Extremely	61%	11
	Total	100%	18
Other	Not at all	0%	0
	Not very	8%	1
	Neutral	8%	1
	Mostly	8%	1
	Extremely	67%	8
	Missing	8%	1
	Total	100%	12

Exhibit F.12
Understanding of Words by Judge and Other Persons by Case Type

Case Type	Did You Understand Words Used by Judge and Other Persons?	%	N
Family law	Not at all	2%	1
	Not very	2%	1
	Neutral	11%	6
	Mostly	23%	12
	Extremely	62%	33
	Total	100%	53
Civil harassment	Not at all	0%	0
	Not very	8%	2
	Neutral	0%	0
	Mostly	4%	1
	Extremely	88%	21
	Total	100%	24
Small claims	Not at all	4%	1
	Not very	0%	0
	Neutral	7%	2
	Mostly	11%	3
	Extremely	79%	22
	Total	100%	28
Unlawful detainer	Not at all	0%	0
	Not very	0%	0
	Neutral	11%	2
	Mostly	28%	5
	Extremely	61%	11
	Total	100%	18
Other	Not at all	0%	0
	Not very	0%	0
	Neutral	0%	0
	Mostly	8%	1
	Extremely	92%	11
	Total	100%	12

**Exhibit F.13
Satisfaction With Hearing by Case Type**

Case Type	Were You Satisfied With Hearing?	%	N
Family law	Not at all	23%	12
	Not very	4%	2
	Neutral	13%	7
	Mostly	15%	8
	Extremely	28%	15
	Missing	17%	9
	Total	100%	53
Civil harassment	Not at all	25%	6
	Not very	0%	0
	Neutral	0%	0
	Mostly	4%	1
	Extremely	54%	13
	Missing	17%	4
	Total	100%	24
Small claims	Not at all	7%	2
	Not very	4%	1
	Neutral	14%	4
	Mostly	7%	2
	Extremely	36%	10
	Missing	32%	9
	Total	100%	28
Unlawful detainer	Not at all	11%	2
	Not very	0%	0
	Neutral	11%	2
	Mostly	33%	6
	Extremely	39%	7
	Missing	6%	1
	Total	100%	18
Other	Not at all	0%	0
	Not very	0%	0
	Neutral	0%	0
	Mostly	0%	0
	Extremely	75%	9
	Missing	25%	3
	Total	100%	12

**Exhibit F.14
Level of Surprise With Hearing by Case Type**

Case Type	Were You Surprised by What Happened?	%	N
Family law	Not at all	28%	15
	Not very	13%	7
	Neutral	9%	5
	Mostly	17%	9
	Extremely	13%	7
	Missing	19%	10
	Total	100%	53
Civil harassment	Not at all	33%	8
	Not very	4%	1
	Neutral	17%	4
	Mostly	0%	0
	Extremely	29%	7
	Missing	17%	4
	Total	100%	24
Small claims	Not at all	25%	7
	Not very	7%	2
	Neutral	7%	2
	Mostly	0%	0
	Extremely	29%	8
	Missing	32%	9
	Total	100%	28
Unlawful detainer	Not at all	44%	8
	Not very	17%	3
	Neutral	6%	1
	Mostly	17%	3
	Extremely	11%	2
	Missing	6%	1
	Total	100%	18
Other	Not at all	75%	9
	Not very	0%	0
	Neutral	0%	0
	Mostly	0%	0
	Extremely	25%	3
	Total	100%	12

**Exhibit F.15
Ability to Communicate With Judge by Case Type**

Case Type	Were You Able to Tell Judge Everything Needed to Make a Decision?	%	N
Family law	Not at all	17%	9
	Not very	8%	4
	Neutral	4%	2
	Mostly	23%	12
	Extremely	32%	17
	Missing	17%	9
	Total	100%	53
Civil harassment	Not at all	8%	2
	Not very	4%	1
	Neutral	13%	3
	Mostly	21%	5
	Extremely	42%	10
	Missing	13%	3
	Total	100%	24
Small claims	Not at all	4%	1
	Not very	4%	1
	Neutral	4%	1
	Mostly	7%	2
	Extremely	50%	14
	Missing	32%	9
	Total	100%	28
Unlawful detainer	Not at all	11%	2
	Not very	0%	0
	Neutral	28%	5
	Mostly	44%	8
	Extremely	17%	3
	Total	100%	18
Other	Not at all	0%	0
	Not very	0%	0
	Neutral	0%	0
	Mostly	0%	0
	Extremely	67%	8
	Missing	33%	4
	Total	100%	12

**Exhibit F.16
Fairness of Judge's Decision by Case Type**

Case Type	Was Judge's Decision Fair?	%	N
Family law	Not at all	8%	4
	Not very	6%	3
	Neutral	9%	5
	Mostly	19%	10
	Extremely	34%	18
	Missing	25%	13
	Total	100%	53
Civil harassment	Not at all	13%	3
	Not very	8%	2
	Neutral	0%	0
	Mostly	0%	0
	Extremely	63%	15
	Missing	17%	4
	Total	100%	24
Small claims	Not at all	4%	1
	Not very	0%	0
	Neutral	0%	0
	Mostly	7%	2
	Extremely	36%	10
	Missing	54%	15
	Total	100%	28
Unlawful detainer	Not at all	6%	1
	Not very	0%	0
	Neutral	0%	0
	Mostly	6%	1
	Extremely	72%	13
	Missing	17%	3
	Total	100%	18
Other	Not at all	0%	0
	Not very	0%	0
	Neutral	0%	0
	Mostly	0%	0
	Extremely	75%	9
	Missing	25%	3
	Total	100%	12

Exhibit F.17
Perception of Need for Lawyer by Case Type

Case Type	Would Judge Have Ruled Differently If You Had a Lawyer?	%	N
Family law	Yes	30%	16
	No	47%	25
	Missing	23%	12
	Total	100%	53
Civil harassment	Yes	8%	2
	No	71%	17
	Missing	21%	5
	Total	100%	24
Small claims	Yes	11%	3
	No	50%	14
	Missing	39%	11
	Total	100%	28
Unlawful detainer	Yes	39%	7
	No	50%	9
	Missing	11%	2
	Total	100%	18
Other	Yes	0%	0
	No	67%	8
	Missing	33%	4
	Total	100%	12

Exhibit F.18
Received a Court Order by Case Type

Case Type	Received a Court Order	%	N
Family law	Yes	60%	32
	No	38%	20
	Missing	2%	1
	Total	100%	53
Civil harassment	Yes	50%	12
	No	46%	11
	Missing	4%	1
	Total	100%	24
Small claims	Yes	21%	6
	No	71%	20
	Missing	7%	2
	Total	100%	28
Unlawful detainer	Yes	39%	7
	No	33%	6
	Missing	28%	5
	Total	100%	18
Other	Yes	83%	10
	No	17%	2
	Total	100%	12

Exhibit F.19
Understanding of Court Order by Case Type

Case Type	Did You Understand the Court Order?	%	N
Family law	Yes	57%	30
	No	2%	1
	Missing	42%	22
	Total	100%	53
Civil harassment	Yes	46%	11
	No	4%	1
	Missing	50%	12
	Total	100%	24
Small claims	Yes	21%	6
	No	0%	0
	Missing	79%	22
	Total	100%	28
Unlawful detainer	Yes	28%	5
	No	6%	1
	Missing	67%	12
	Total	100%	18
Other	Yes	83%	10
	No	0%	0
	Missing	17%	2
	Total	100%	12

Exhibit F.20
Language Other Than English Spoken at Home by Case Type

Case Type	Do You Speak a Language Other Than English at Home?	%	N
Family law	Yes	40%	21
	No	59%	31
	Missing	2%	1
	Total	100%	53
Civil harassment	Yes	38%	9
	No	63%	15
	Total	100%	24
Small claims	Yes	14%	4
	No	86%	24
	Total	100%	28
Unlawful detainer	Yes	17%	3
	No	83%	15
	Total	100%	18
Other	Yes	58%	7
	No	42%	5
	Total	100%	12

**Exhibit F.21
Race/Ethnicity by Case Type**

Case Type	Race/Ethnicity	%	N
Family law	African American	9%	5
	Asian/Pacific Islander	4%	2
	Hispanic/Latino	36%	19
	Native American/Eskimo/Aleut	8%	4
	White non-Hispanic	43%	23
	Total	100%	53
Civil harassment	African American	21%	5
	Asian/Pacific Islander	8%	2
	Hispanic/Latino	25%	6
	Native American/Eskimo/Aleut	4%	1
	White non-Hispanic	38%	9
	Other	4%	1
	Total	100%	24
Small claims	African American	25%	7
	Asian/Pacific Islander	4%	1
	Hispanic/Latino	14%	4
	Native American/Eskimo/Aleut	0%	0
	White non-Hispanic	50%	14
	Other	7%	2
Total	100%	28	
Unlawful detainer	African American	28%	5
	Asian/Pacific Islander	6%	1
	Hispanic/Latino	17%	3
	Native American/Eskimo/Aleut	0%	0
	White non-Hispanic	33%	6
	Other	17%	3
Total	100%	18	
Other	African American	8%	1
	Asian/Pacific Islander	17%	2
	Hispanic/Latino	33%	4
	Native American/Eskimo/Aleut	0%	0
	White non-Hispanic	42%	5
	Total	100%	12

**Exhibit F.22
Gender by Case Type**

Case Type	Gender	%	N
Family law	Male	32%	17
	Female	66%	35
	Missing	2%	1
	Total	100%	53
Civil harassment	Male	50%	12
	Female	50%	12
	Total	100%	24
Small claims	Male	50%	14
	Female	50%	14
	Total	100%	28
Unlawful detainer	Male	67%	12
	Female	33%	6
	Total	100%	18
Other	Male	50%	6
	Female	42%	5
	Missing	8%	1
	Total	100%	12

Exhibit F.23
Number of Children by Case Type

Case Type	Number of Children Under 19 in Household	%	N
Family law	None	25%	13
	One	21%	11
	Two	25%	13
	Three	17%	9
	Four	8%	4
	Five	2%	1
	Seven	2%	1
	Nine	2%	1
	Total	100%	53
Civil harassment	None	83%	20
	One	4%	1
	Two	8%	2
	Nine	4%	1
	Total	100%	24
Small claims	None	36%	10
	One	29%	8
	Two	18%	5
	Three	11%	3
	Four	7%	2
	Total	100%	28
Unlawful detainer	None	67%	12
	One	6%	1
	Two	17%	3
	Three	6%	1
	Nine	6%	1
	Total	100%	18
Other	None	33%	4
	One	25%	3
	Two	25%	3
	Three	17%	2
	Total	100%	12

**Exhibit F.24
Education by Case Type**

Case Type	Highest Level of School Completed	%	N
Family law	4th grade or less	0%	0
	5th to 8th grade	2%	1
	9th to 11th grade	6%	3
	High school diploma or GED	36%	19
	Some college	34%	18
	Associate degree	9%	5
	Bachelor's degree	8%	4
	Graduate degree	2%	1
	Missing	4%	2
	Total	100%	53
Civil harassment	4th grade or less	0%	0
	5th to 8th grade	4%	1
	9th to 11th grade	8%	2
	High school diploma or GED	8%	2
	Some college	38%	9
	Associate degree	0%	0
	Bachelor's degree	21%	5
	Graduate degree	17%	4
	Missing	4%	1
	Total	100%	24
Small claims	4th grade or less	4%	1
	5th to 8th grade	4%	1
	9th to 11th grade	11%	3
	High school diploma or GED	11%	3
	Some college	32%	9
	Associate degree	18%	5
	Bachelor's degree	11%	3
	Graduate degree	0%	0
	Missing	11%	3
	Total	100%	28

Exhibit F.24 (continued)

Case Type	Highest Level of School Completed	%	N
Unlawful detainee	4th grade or less	0%	0
	5th to 8th grade	0%	0
	9th to 11th grade	6%	1
	High school diploma or GED	28%	5
	Some college	33%	6
	Associate degree	6%	1
	Bachelor's degree	22%	4
	Graduate degree	6%	1
	Total	100%	18
Other	4th grade or less	0%	0
	5th to 8 th grade	0%	0
	9th to 11th grade	17%	2
	High school diploma or GED	8%	1
	Some college	42%	5
	Associate degree	0%	0
	Bachelor's degree	8%	1
	Graduate degree	25%	3
	Total	100%	12

**Exhibit F.25
Self-Help Center Assistance by Case Type**

Case Type	Received Help From Center?	%	N
Family law	Yes	23%	12
	No	25%	13
	Missing	53%	28
	Total	100%	53
Civil harassment	Yes	67%	16
	No	25%	6
	Missing	8%	2
	Total	100%	24
Small claims	Yes	0%	0
	No	18%	5
	Missing	82%	23
	Total	100%	28
Unlawful detainer	Yes	33%	6
	No	33%	6
	Missing	33%	6
	Total	100%	18
Other	Yes	50%	6
	No	8%	1
	Missing	42%	5
	Total	100%	12

Exhibit F.26
Prior Court Appearances for This Case by Case Type

Case Type	Number of Times in Court Before for This Case	%	N
Family law	None	15%	8
	One	19%	10
	Two	21%	11
	Three	19%	10
	Four or more	26%	14
	Total	100%	53
Civil harassment	None	54%	13
	One	29%	7
	Two	4%	1
	Three	13%	3
	Four or more	0%	0
	Total	100%	24
Small claims	None	29%	8
	One	46%	13
	Two	14%	4
	Three	4%	1
	Four or more	7%	2
	Total	100%	28
Unlawful detainer	None	72%	13
	One	22%	4
	Two	0%	0
	Three	6%	1
	Four or more	0%	0
	Total	100%	18
Other	None	42%	5
	One	25%	3
	Two	0%	0
	Three	17%	2
	Four or more	17%	2
	Total	100%	12

**Exhibit F.27
Other Prior Court Appearances by Case Type**

Case Type	Number of Times in Court Before for Any Other Case	%	N
Family law	None	49%	26
	One	13%	7
	Two	11%	6
	Three	4%	2
	Four or more	23%	12
	Total	100%	53
Civil harassment	None	38%	9
	One	21%	5
	Two	8%	2
	Three	13%	3
	Four or more	21%	5
	Total	100%	24
Small claims	None	32%	9
	One	18%	5
	Two	11%	3
	Three	4%	1
	Four or more	36%	10
	Total	100%	28
Unlawful detainer	None	50%	9
	One	11%	2
	Two	6%	1
	Three	6%	1
	Four or more	28%	5
	Total	100%	18
Other	None	42%	5
	One	25%	3
	Two	0%	0
	Three	0%	0
	Four or more	33%	4
	Total	100%	12

**Exhibit F.28
Case Type by Center Assistance**

Case Type	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Family law	30%	12	42%	28	37%	40
Civil harassment	40%	16	12%	8	22%	24
Small claims	0%	0	22%	15	14%	15
Unlawful detainer	15%	6	18%	12	17%	18
Other	15%	6	6%	4	9%	10
Total	100%	40	100%	67	100%	107

**Exhibit F.29
Party by Center Assistance**

Party	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Plaintiff or petitioner	63%	25	48%	32	53%	57
Defendant or respondent	38%	15	52%	35	47%	50
Total	100%	40	100%	67	100%	107

**Exhibit F.30
First Time Representing Self by Center Assistance**

First Time Representing Yourself in Court	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Yes	50%	20	62%	41	58%	61
No	50%	20	38%	25	42%	45
Total	100%	40	100%	66	100%	106

**Exhibit F.31
Prior Court Appearances for This Case by Center Assistance**

Number of Times in Court Before for This Case	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
None	43%	17	33%	22	36%	39
One	20%	8	27%	18	24%	26
Two	13%	5	9%	6	10%	11
Three	10%	4	18%	12	15%	16
Four or more	15%	6	13%	9	14%	15
Total	100%	40	100%	67	100%	107

**Exhibit F.32
Other Prior Court Appearances by Center Assistance**

Number of Times in Court Before for Any Other Case	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
None	40%	16	46%	31	44%	47
One	20%	8	15%	10	17%	18
Two	8%	3	8%	5	8%	8
Three	10%	4	3%	2	3%	6
Four or more	23%	9	28%	19	28%	28
Total	100%	40	100%	67	100%	107

**Exhibit F.33
Ever Had Legal Representation by Center Assistance**

Ever Have a Lawyer Represent You in Court	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Yes	43%	17	39%	26	40%	43
No	58%	23	61%	41	60%	64
Total	100%	40	100%	67	100%	107

**Exhibit F.34
Reason for Representing Self by Center Assistance**

Why Did You Decide to Represent Yourself?	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
I cannot afford a lawyer	50%	20	36%	24	41%	44
I do not know how to find or hire a lawyer	10%	4	5%	3	7%	7
Legal Aid cannot help me	0%	0	2%	1	1%	1
I do not know if I need a lawyer	8%	3	5%	3	6%	6
I choose to represent myself	15%	6	28%	19	23%	25
Other	18%	7	25%	17	22%	24
Total	100%	40	100%	67	100%	107

**Exhibit F.35
Perception of Preparedness for Hearing by Center Assistance**

How Prepared Did You Feel for Hearing?	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Not at all	3%	1	9%	6	7%	7
Not very	8%	3	2%	1	4%	4
Neutral	25%	10	28%	19	27%	29
Mostly	23%	9	16%	11	19%	20
Extremely	43%	17	45%	30	44%	47
Total	100%	40	100%	67	100%	107

**Exhibit F.36
Perception of Treatment by Judge by Center Assistance**

Did Judge Treat You With Respect?	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Not at all	5%	2	5%	3	5%	5
Not very	0%	0	2%	1	1%	1
Neutral	3%	1	5%	3	4%	4
Mostly	10%	4	15%	10	13%	14
Extremely	82%	32	75%	50	77%	82
Total	100%	39	100%	67	100%	106

Exhibit F.37
Perception of Treatment by Court Clerk and Staff by Center Assistance

Did Court Clerk and Staff Treat You With Respect?	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Not at all	0%	0	2%	1	1%	1
Not very	8%	3	2%	1	4%	4
Neutral	5%	2	3%	2	4%	4
Mostly	21%	8	15%	10	17%	18
Extremely	67%	26	79%	53	75%	79
Total	100%	39	100%	67	100%	106

Exhibit F.38
Understanding of Words Used by Judge and Other Persons by Center Assistance

Did You Understand Words Used by Judge and Other Persons?	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Not at all	0%	0	2%	1	1%	1
Not very	5%	2	2%	1	3%	3
Neutral	8%	3	6%	4	7%	7
Mostly	10%	4	9%	6	9%	10
Extremely	78%	31	82%	55	80%	86
Total	100%	40	100%	67	100%	107

Exhibit F.39
Satisfaction With Hearing by Center Assistance

Were You Satisfied With Hearing?	Received Help from Center		Did Not Receive Help from Center		Total	
	%	N	%	N	%	N
Not at all	28%	9	19%	11	22%	20
Not very	0%	0	3%	2	2%	2
Neutral	9%	3	12%	7	11%	10
Mostly	6%	2	17%	10	13%	12
Extremely	56%	18	48%	28	51%	46
Total	100%	32	100%	58	100%	90

**Exhibit F.40
Level of Surprise With Hearing by Center Assistance**

Were You Surprised by What Happened?	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Not at all	47%	15	47%	27	47%	42
Not very	16%	5	7%	4	10%	9
Neutral	13%	4	12%	7	12%	11
Mostly	3%	1	12%	7	9%	8
Extremely	22%	7	22%	13	22%	20
Total	100%	32	100%	58	100%	90

**Exhibit F.41
Ability to Communicate With Judge by Center Assistance**

Were You Able to Tell Judge Everything Needed to Make a Decision?	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Not at all	10%	3	17%	10	15%	13
Not very	0%	0	9%	5	6%	5
Neutral	3%	1	5%	3	5%	4
Mostly	23%	7	19%	11	20%	18
Extremely	63%	19	50%	29	55%	48
Total	100%	30	100%	58	100%	88

**Exhibit F.42
Fairness of Judge's Decision by Center Assistance**

Was Judge's Decision Fair?	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Not at all	10%	3	10%	5	10%	8
Not very	3%	1	6%	3	5%	4
Neutral	3%	1	6%	3	5%	4
Mostly	3%	1	12%	6	9%	7
Extremely	79%	23	67%	35	72%	58
Total	100%	29	100%	52	100%	81

Exhibit F.43
Perception of Need for Lawyer by Center Assistance

Would Judge Have Ruled Differently If You Had a Lawyer?	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Yes	20%	6	36%	20	31%	26
No	80%	24	64%	35	69%	59
Total	100%	30	100%	55	100%	85

Exhibit F.44
Received a Court Order by Center Assistance

Received a Court Order	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Yes	56%	20	55%	35	55%	55
No	44%	16	45%	29	45%	45
Total	100%	36	100%	64	100%	100

Exhibit F.45
Understanding of Court Order by Center Assistance

Did You Understand the Court Order? (if order received)	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Yes	----	16	100%	34	94%	50
No	----	3	0%	0	6%	3
Total	----	19	100%	34	100%	53

Exhibit F.46
Language Other Than English Spoken at Home by Center Assistance

Do You Speak a Language Other Than English at Home?	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Yes	28%	11	36%	24	33%	35
No	72%	28	64%	43	67%	71
Total	100%	39	100%	67	100%	106

**Exhibit F.47
Race/Ethnicity by Center Assistance**

Race/Ethnicity	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
African-American	20%	8	18%	12	19%	20
Asian/Pacific Islander	5%	2	8%	5	7%	7
Hispanic/Latino	23%	9	21%	14	22%	23
Native American/Eskimo/Aleut	3%	1	5%	3	4%	4
White non-Hispanic	45%	18	45%	30	45%	48
Other	5%	2	5%	3	5%	5
Total	100%	40	100%	67	100%	107

**Exhibit F.48
Gender by Center Assistance**

Gender	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
Male	50%	19	46%	31	48%	50
Female	50%	19	54%	36	52%	55
Total	100%	38	100%	67	100%	105

**Exhibit F.49
Number of Children by Center Assistance**

Number of Children Under 19 in Household	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
None	63%	25	42%	28	50%	53
One	15%	6	18%	12	17%	18
Two	10%	4	19%	13	16%	17
Three	10%	4	10%	7	10%	11
Four or more	3%	1	10%	7	8%	8
Total	100%	40	100%	67	100%	107

Exhibit F.50
Education by Center Assistance

Highest Level of School Completed	Received Help From Center		Did Not Receive Help From Center		Total	
	%	N	%	N	%	N
No high school diploma	8%	3	14%	9	11%	12
High school diploma or GED	28%	11	17%	11	21%	22
Some college	30%	12	45%	29	39%	41
College degree	35%	14	25%	16	29%	30
Total	100%	40	100%	65	100%	105