

Appendix C

Self-Help Intake Data

**Exhibit C.1
Demographic Characteristics of Self-Help Center Customers**

	Butte		Fresno		San Francisco		Contra Costa ¹	
	%	N	%	N	%	N	%	N
Gender								
Male	35%	569	41%	195	52%	798	35%	109
Female	65%	1,061	59%	279	48%	741	66%	207
(missing)		32		5		75		37
Total		1,662		479		1,614		353
Age								
10 through 19	2%	25	1%	4	2%	18	N.A.	N.A.
20 through 29	24%	325	28%	127	17%	208	N.A.	N.A.
30 through 39	25%	332	36%	162	25%	300	N.A.	N.A.
40 through 49	26%	346	25%	112	27%	325	N.A.	N.A.
50 through 59	13%	181	8%	34	15%	178	N.A.	N.A.
60 or older	10%	140	4%	17	14%	164	N.A.	N.A.
(missing)		313		23		421		N.A.
Total		1,662		479		1,614		N.A.
Number of Children								
None	36%	541	17%	71	59%	734	30%	79
One	25%	369	21%	86	19%	239	27%	69
Two	21%	320	25%	102	13%	167	27%	71
Three	11%	164	22%	90	6%	70	11%	28
Four	5%	69	8%	35	2%	27	3%	8
Five or more	3%	42	8%	32	1%	16	2%	5
(missing)		157		63		361		93
Total		1,662		479		1,614		353

Exhibit C.1 (continued)

	Butte		Fresno		San Francisco		Contra Costa ¹	
	%	N	%	N	%	N	%	N
Ethnicity ²								
White non-Hispanic	78%	1,239	3%	16	35%	500	64%	206
Hispanic or Latino	14%	218	94%	439	23%	327	11%	35
Native American, Eskimo, or Aleut	7%	115	0%	1	2%	25	1%	3
African American	2%	30	2%	10	21%	300	12%	40
Asian or Pacific Islander	2%	27	0%	0	19%	266	6%	19
Other	1%	22	0%	1	3%	49	2%	7
(missing)		N.A.		N.A.		N.A.		29
Total		1,591		467		1,427		353
Speak a Language Other Than English at Home								
No	84%	1,355	13%	61	54%	772	84%	272
Yes	16%	258	87%	406	47%	671	16%	53
(missing)		49		12		171		28
Total		1,662		479		1,614		353
Language Spoken (for those who said they speak a language other than English at home)								
Spanish	82%	166	99%	394	43%	253	N.A.	N.A.
Armenian	3%	5	0%	0	2%	11	N.A.	N.A.
Cantonese	2%	3	0%	1	13%	74	N.A.	N.A.
Russian	1%	1	0%	0	6%	35	N.A.	N.A.
Tagalog	1%	1	0%	0	9%	51	N.A.	N.A.
Vietnamese	0%	0	0%	0	2%	13	N.A.	N.A.
Mandarin	0%	0	0%	0	9%	55	N.A.	N.A.
Other	13%	27	1%	2	16%	93	N.A.	N.A.
(missing)		55		9		86		N.A.
Total		244		430		671		N.A.

Exhibit C.1 (continued)

	Butte		Fresno		San Francisco		Contra Costa ²	
	%	N	%	N	%	N	%	N
Preferred Language for Services (for only those who speak a language other than English at home)								
English	78%	151	33%	57	65%	355	98%	298
Spanish	21%	40	67%	116	14%	78	N.A.	N.A.
Cantonese	0%	0	0%	0	7%	36	N.A.	N.A.
Mandarin	0%	0	0%	0	5%	26	N.A.	N.A.
Russian	0%	0	0%	0	4%	21	N.A.	N.A.
Tagalog	0%	0	0%	0	2%	13	N.A.	N.A.
Vietnamese	0%	0	0%	0	1%	5	N.A.	N.A.
Other	2%	3	1%	1	3%	16	N.A.	N.A.
(missing)		64		232		121		49
Total		258		406		671		353

¹ The abbreviation N.A., or Not applicable, is used for individual measures where the sample size is less than 30. Not all questions asked on the intake survey were asked on the Web-based survey for the Contra Costa County project.

² Percentages sum to more than 100 because respondents could select more than one race/ethnicity.

Exhibit C.2
Social and Economic Characteristics of Self Help Center Customers

	Butte		Fresno		San Francisco		Contra Costa ¹	
	%	N	%	N	%	N	%	N
Education (population 25 and over)								
8 th grade or less	5%	72	44%	188	4%	50	1%	3
9 th to 11 th grade	17%	255	23%	96	8%	90	4%	11
High school diploma or GED	32%	475	22%	94	21%	250	17%	53
Some college	32%	462	7%	28	30%	349	38%	119
Associate degree	6%	92	4%	16	6%	74	12%	39
Bachelor's degree	5%	66	0%	1	19%	223	18%	55
Graduate degree	3%	42	0%	1	12%	144	11%	33
(missing)		198		55		434		39
Total		1,662		479		1,614		353
Employed								
No	50%	729	50%	215	43%	488	N.A.	N.A.
Yes, full time	36%	519	36%	156	43%	484	N.A.	N.A.
Yes, part time	14%	197	13%	57	15%	166	N.A.	N.A.
(missing)		217		51		476		N.A.
Total		1,662		479		1,614		N.A.
Status If Not Employed								
Unemployed	32%	222	59%	104	34%	151	N.A.	N.A.
Disabled and unable to work	31%	213	18%	31	30%	131	N.A.	N.A.
Retired	16%	108	9%	15	15%	65	N.A.	N.A.
Not looking for work	14%	95	9%	15	14%	62	N.A.	N.A.
Other	7%	50	7%	12	8%	34	N.A.	N.A.
(missing)		974		302		1,171		N.A.
Total		1,662		479		1,614		N.A.

Exhibit C.2 (continued)

	Butte		Fresno		San Francisco		Contra Costa ¹	
	%	N	%	N	%	N	%	N
Monthly Household Income								
\$500 or less	16%	225	25%	99	16%	171	11%	34
\$501–\$1,000	27%	378	40%	157	22%	240	8%	23
\$1,001–\$1,500	22%	314	23%	91	14%	156	11%	33
\$1,501–\$2,000	14%	196	8%	31	14%	150	12%	36
\$2,001–\$2,500	9%	124	1%	5	9%	101	10%	31
\$2,501 or more	13%	180	4%	14	25%	266	49%	149
(missing)		245		82		530		47
Total		1,662		479		1,614		353

¹ The abbreviation N.A., or Not applicable, is used for individual measures where the sample size is less than 30. Not all questions asked on the intake survey were asked on the Web-based survey for the Contra Costa County project.

Exhibit C.3
Access to Other Sources of Assistance

	Butte		Fresno		San Francisco	
	%	N	%	N	%	N
Sought Help Before Coming to the Self-Help Center						
No	69%	999	77%	330	62%	678
Yes	31%	445	23%	97	38%	416
(missing)		218		52		520
Total		1,662		479		1,614
Where Help Was Sought ¹						
Legal Aid	22%	101	45%	50	26%	108
Private attorney	26%	116	8%	9	23%	94
Friend or relative	27%	120	21%	23	20%	85
Paralegal	11%	48	12%	13	3%	14
Library	10%	43	2%	2	6%	25
Self-help books	12%	52	2%	2	10%	41
Internet	14%	62	1%	1	15%	61
Police	2%	11	1%	1	6%	25
Other	23%	104	18%	20	25%	103
Total		657		121		556

¹ Percentages sum to more than 100 because respondents could select more than one source of help.

**Exhibit C.4
Self-Representation Status**

	Butte		Fresno		San Francisco	
	%	N	%	N	%	N
Considered hiring a lawyer						
No	70%	1,001	82%	341	73%	778
Yes	30%	438	18%	74	27%	286
Missing		223		64		550
Total		1,662		479		1,614
Why decided to represent self ¹						
I cannot afford a lawyer	69%	982	78%	327	46%	475
I do not know if I need a lawyer	23%	324	10%	43	28%	287
I choose to represent myself	11%	237	4%	16	20%	202
Other	5%	65	0%	1	7%	72
I do not know how to find or hire a lawyer	3%	38	3%	14	5%	54
Legal Aid told me they could not help me	3%	39	5%	19	4%	38
Small claims case	1%	7	0%	0	7%	70
Case or issue is straightforward	1%	19	0%	0	1%	6
Dollar amount does not necessitate lawyer	0%	4	0%	0	1%	11
Total		1,715		420		1,215

¹ Percentages sum to more than 100 because respondents could select more than one reason.

**Exhibit C.5
How Individual Heard of the Self-Help Center¹**

	Butte		Fresno		San Francisco	
	%	N	%	N	%	N
Clerk's office	48%	655	20%	76	36%	369
Friend or family	22%	305	31%	120	18%	182
Family law facilitator	8%	113	7%	28	1%	9
Family court services	7%	96	17%	66	3%	26
Community service agency	5%	73	7%	25	8%	82
Legal Aid, Legal Services	5%	70	10%	38	7%	72
Attorney	4%	50	1%	5	5%	56
District attorney, local child support agency	3%	45	7%	25	1%	9
Pamphlets, written materials, posters	3%	40	2%	9	4%	38
Judge, commissioner	1%	17	1%	5	3%	30
Newspaper, TV, radio advertisement	1%	12	0%	0	2%	16
Police	1%	11	0%	0	3%	33
Other court personnel	1%	7	1%	2	3%	27
Walk-in	0%	3	0%	0	2%	24
Bar association	0%	2	0%	0	4%	46
Web site	0%	0	0%	0	5%	50
Other	4%	55	2%	6	5%	47
Total		1,554		405		1,116

¹ Percentages sum to more than 100 because respondents could select more than one source.