

Appendix D

Self-Help Service Tracking Data

**Exhibit D.1
Case Types of Self-Help Center Customers**

	Butte		Fresno		San Francisco	
	%	N	%	N	%	N
Major Case Types						
Family	55%	2,402	90%	1,266	5%	226
Civil	16%	689	4%	55	75%	3,478
Unlawful detainer	14%	594	4%	54	16%	748
Probate	12%	525	2%	26	3%	123
Other	3%	150	1%	14	1%	45
(missing)		306		67		900
Total		4,666		1,482		5,520
Family Law Cases						
Dissolution	63%	1251	74%	729	57%	101
Domestic Violence Prevention Act (DVPA)	21%	415	10%	96	31%	54
Paternity	3%	66	12%	115	5%	9
Adoption	2%	41	0%	2	2%	3
Other	11%	217	4%	42	6%	10
(missing)		2,676		498		5,343
Total		4,666		1,482		5,520
Family Law Issues¹						
Custody	40%	307	8%	62	33%	29
Child support	17%	132	12%	92	61%	54
Visitation	43%	328	80%	605	6%	5
Total		767		759		88
Unlawful Detainer Cases						
Eviction	88%	554	96%	53	98%	751
Other	12%	76	4%	2	2%	18
(missing)		4,036		1,427		4,751
Total		4,666		1,482		5,520

Exhibit D.1 (continued)

	Butte		Fresno²		San Francisco	
	%	N	%	N	%	N
Civil Cases						
Civil harassment	24%	168	66%	37	38%	1313
Name change	9%	63	14%	8	8%	263
Small claims	39%	272	9%	5	51%	1788
Other	28%	196	11%	6	3%	120
(missing)		3,967		1,426		2,036
Total		4,666		1,482		5,520
Probate Cases						
Conservatorship	4%	20	N.A.	N.A.	18%	22
Guardianship	90%	477	N.A.	N.A.	61%	75
Other	6%	31	N.A.	N.A.	21%	26
(missing)		4,138		N.A.		5,397
Total		4,666		N.A.		5,520

¹ Respondents could select more than one issue. The denominator is the total number of responses, not respondents.

² The abbreviation N.A., or Not applicable, is used for individual measures where the sample size is less than 30.

Exhibit D.2
Party Types of Self-Help Center Customers

	Butte		Fresno		San Francisco	
	%	N	%	N	%	N
All Cases						
Moving	80%	3,277	79%	1,086	82%	3,532
Responding	20%	804	22%	298	18%	784
Missing		585		98		1,204
Total		4,666		1,482		5,520
Family Law						
Petitioner	80%	1,951	77%	997	87%	184
Respondent	17%	425	21%	275	11%	23
Other	3%	63	2%	29	2%	5
Missing		2,227		181		5,308
Total		4,666		1,482		5,520
Unlawful Detainer						
Landlord	67%	423	72%	39	31%	240
Tenant	32%	200	26%	14	66%	510
Other	1%	7	2%	1	3%	21
Missing		4,036		1,428		4,749
Total		4,666		1,482		5,520
Civil						
Plaintiff	78%	549	79%	46	92%	3,030
Defendant	20%	143	19%	11	8%	251
Other	2%	15	2%	1	0%	4
Missing		3,959		1,424		2,235
Total		4,666		1,482		5,520

Exhibit D.2 (continued)

	Butte		Fresno¹		San Francisco	
	%	N	%	N	%	N
Probate						
Petitioner	87%	429	N.A.	N.A.	88%	104
Objector	9%	43	N.A.	N.A.	5%	6
Other	5%	23	N.A.	N.A.	7%	8
(missing)		4,171		N.A.		5,402
Total		4,666		N.A.		5,520

¹ The abbreviation N.A., or Not applicable, is used for individual measures where the sample size is less than 30.

**Exhibit D.3
Services Provided to Self-Help Center Customers**

	Butte		Fresno		San Francisco	
	%	N	%	N	%	N
Contact Type¹						
Telephone	47%	2,114	0%	5	0%	6
Individual, face-to-face	41%	1,854	100%	1,467	97%	5,318
Workshop/clinic	14%	623	2%	36	9%	495
Other computer application/software	1%	26	0%	0	0%	1
Written correspondence (letters, e-mail)	0%	17	0%	1	0%	9
Internet	0%	10	0%	0	1%	30
Other	0%	7	1%	9	0%	7
Videoconferencing	0%	2	0%	0	0%	0
Total		4,653		1,518		5,866
Language of Service Provision						
English	99%	4,388	20%	291	80%	4,333
Spanish	1%	28	80%	1,161	16%	878
Russian	0%	0	0%	0	1%	60
Chinese	0%	0	0%	2	2%	110
Vietnamese	0%	0	0%	0	0%	8
Tagalog	0%	0	0%	0	0%	10
Other	0%	3	0%	0	0%	8
(missing)		247		28		113
Total		4,666		1,482		5,520
Services Received¹						
Assistance completing forms	36%	1,305	7%	92	45%	2,395
Procedural information	69%	2,502	54%	762	82%	4,412
Forms with instructions	10%	368	37%	517	10%	522
Explanation of court orders	4%	141	5%	76	5%	280
Forms only	4%	152	2%	26	3%	151
Referrals to other providers	11%	395	4%	61	14%	754

Exhibit D.3 (continued)

	Butte		Fresno		San Francisco	
	%	N	%	N	%	N
Services Received (continued)						
Order after hearing/judgment	1%	36	0%	2	0%	23
Mediation	0%	9	0%	1	0%	5
Other	6%	238	3%	46	1%	45
Other educational materials	2%	76	0%	3	7%	397
Translation/interpretation	0%	9	23%	325	1%	59
Filing	0%	0	4%	61	0%	1
Assistance with documents	11%	383	34%	483	6%	333
Information	15%	533	37%	523	74%	3,997
Total		5,231		1,911		9,043
Returned for Help						
No	73%	3,131	49%	700	77%	3665
Yes	27%	1,174	51%	716	23%	1081
(missing)		361		66		774
Total		4,666		1,482		5,520
Reason for Return¹						
Next step in the process	49%	587	51%	439	53%	581
Has additional questions	40%	476	36%	310	33%	358
Document review	10%	123	45%	385	7%	79
Needs help understanding a court order	3%	35	2%	16	2%	19
Court appearance preparation workshop	0%	4	2%	15	1%	5
Responding to new papers	5%	55	2%	13	1%	7
Needs help with forms	13%	160	10%	86	9%	102
Filing	0%	0	6%	51	0%	1
Other	7%	85	6%	49	5%	50
Needs access to an interpreter to help translate in court	0%	3	3%	22	2%	24
Total		1,528		1,386		1,226
Referrals Made						
No	86%	4,026	89%	1,323	84%	4,615
Yes	14%	640	11%	159	16%	905
Total		4,666		1,482		5,520

Exhibit D.3 (continued)

	Butte		Fresno²		San Francisco	
	%	N	%	N	%	N
Referrals to Legal Service Providers¹						
Family law facilitator	27%	133	34%	50	23%	195
Other legal service	17%	81	10%	14	6%	50
Local child support agency	5%	23	4%	6	0%	2
Legal Services	15%	75	18%	26	46%	395
Lawyer referral service	28%	135	35%	51	24%	206
Law library	11%	56	0%	0	0%	0
Public defender	2%	10	1%	2	0%	1
Small claims advisor	6%	28	3%	4	4%	38
Total		541		153		887
Referrals to Community Service Providers¹						
Counseling service	5%	9	N.A.	N.A.	2%	1
Domestic violence shelter/advocate	21%	36	N.A.	N.A.	9%	5
Government service (e.g. FCS, CPS)	11%	18	N.A.	N.A.	7%	4
Housing service	2%	3	N.A.	N.A.	9%	5
Mediation service	4%	6	N.A.	N.A.	9%	5
Substance abuse service	2%	4	N.A.	N.A.	0%	0
Other community service	70%	120	N.A.	N.A.	66%	36
Total		196		N.A.		56

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

² The abbreviation N.A., or not applicable, is used for individual measures where the sample size is less than 30.

