



BOARD OF SUPERVISORS

Hilda L. Solis
Mark Ridley-Thomas
Sheila Kuehl
Janice Hahn
Kathryn Barger

COUNTY OF LOS ANGELES DEPARTMENT OF CONSUMER AND BUSINESS AFFAIRS

"To Enrich Lives Through Effective and Caring Service"



Joseph M. Nicchitta
Director

Rafael Carbajal
Chief Deputy

Joel Ayala
Chief of Staff

March 9, 2020

TO: Supervisor Kathryn Barger, Chair
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Janice Hahn

FROM: Joseph M. Nicchitta
Director

QUARTERLY WORKLOAD REPORT NO. 15 FOR SELF-HELP LEGAL ACCESS CENTERS (ITEM NO. 23, AGENDA OF MAY 3, 2016) [REPORT #08874]

On May 3, 2016, your Board adopted a motion authored by Supervisor Ridley-Thomas directing the Department of Consumer and Business Affairs to provide written quarterly workload reports for each Self-Help Legal Access Center (SHLAC). These reports shall include the number and types of cases received, and consumers served by location. This report covers the months of November 2019, December 2019, and January 2020.

The County of Los Angeles (County) contracts with Neighborhood Legal Services of Los Angeles County to provide assistance to persons handling their cases in Los Angeles Superior Court without legal representation. These services are provided in nine regional SHLACs located throughout the County.

In the current reporting period, the SHLACs provided assistance to approximately 35,000 unrepresented individuals seeking legal assistance. This is a decrease of approximately 12 percent compared to the previous reporting period.

The leading subject areas for persons seeking assistance in descending order were, divorce, paternity, unlawful detainer, civil harassment, and domestic violence. These subjects accounted for approximately 83 percent of clients in the reporting period. This is consistent with the previous quarters.

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In addition to the individual services provided to unrepresented parties, the SHLACs facilitated workshops in 11 subject areas, covering topics such as divorce, paternity, and consumer action, that were attended by approximately 4,300 clients. This reflects an increase of about eight percent in workshop attendance between the current and previous reporting period. The subjects of divorce and paternity consistently drew the highest participation among the workshops offered by the centers.

The attached workload documents provide your Board with the number and types of cases received at each of the nine regional SHLACs. The next quarterly report will cover the months of February 2020, March 2020, and April 2020.

If you have any questions or need additional information, please contact me or Rafael Carbajal, Chief Deputy Director, at (213) 974-0834 or rcarbajal@dcba.lacounty.gov.

JMN:RC
AN:CS:dd

Attachments

c: Executive Office, Board of Supervisors

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November 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	55	53	0	28	42	38	2	8	0	224
Civil Harassment Response	0	1	11	2	19	0	1	0	4	38
Consumer Action Workshop	0	0	0	0	0	27	0	0	0	27
Divorce: Default Setting/Request	72	37	0	43	41	16	4	21	26	260
Divorce: Default Workshop	0	0	0	0	5	1	0	0	0	6
Divorce: Disclosures/Workshops	0	1	0	10	0	0	0	0	14	25
Divorce: Disso Judgment Workshop	33	7	0	64	30	9	0	1	49	193
Divorce: Divorce 1 (Non Workshop)	65	309	13	351	200	215	30	163	24	1370
Divorce: Judgment (Non Workshop)	89	110	2	9	15	46	4	67	1	343
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	14	23	1	20	4	11	0	7	0	80
Divorce: Order After Hearing	0	5	0	0	1	2	0	0	0	8
Divorce: Order to Show Cause Initial	13	5	1	0	3	9	0	5	4	40
Divorce: Order to Show Cause Modification	140	32	0	18	48	18	4	19	9	288
Divorce: Request for Trial Set	15	19	1	23	20	16	1	13	8	116
Divorce: Response to Order to Show Cause	9	4	0	6	13	1	0	5	6	44
Divorce: Response	24	47	6	28	38	34	11	31	3	222
Divorce: Summary Dissolution	24	3	0	14	7	3	2	0	0	53
Divorce: Workshop 1	211	4	0	30	80	28	0	91	190	634
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	0	0	0	0	0	0	0	0	0
Domestic Violence - P How to Packet	0	111	0	43	0	0	0	0	40	194
Domestic Violence - P Individual Assistance	164	61	0	47	0	177	0	1	33	483
Domestic Violence Clinic - P	5	0	0	1	0	2	0	0	1	9
Domestic Violence Clinic - R How to Packet	0	6	0	3	0	0	0	0	1	10
Non-Family: Answer to Unlawful Detainer	192	82	224	141	322	86	138	7	116	1308
Non-Family: Civil Complaint - Contract	180	2	28	15	9	40	12	33	0	319
Non-Family: Civil Complaint Property	0	0	2	0	7	4	1	2	0	16
Non-Family: Civil Harassment										
Temporary Restraining Order	64	57	67	65	276	98	28	77	36	768
Non-Family: Claimed Exemption	9	1	14	13	3	15	3	10	0	68
Non-Family: Expungement	2	0	5	47	1	0	2	2	0	59
Non-Family: Starting an Unlawful Detainer	8	3	80	24	3	24	13	3	44	202
Other - (Services not related to SHLAC - Referred Out)	1	52	0	9	11	0	1	0	651	725
Other Family Law: Guardianship/Conservatorship	12	8	4	78	147	12	1	3	1	266
Other Family Law: Name Change Adult	38	26	8	28	4	8	13	3	27	155
Other Family Law: Name Change Child	9	5	0	10	1	6	1	1	14	47
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	31	234	11	159	164	100	12	54	21	786
Paternity: Default Setting	4	12	0	15	24	1	1	7	8	72
Paternity: Judgment Workshop	7	8	0	4	18	3	0	6	16	62
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	12	11	2	18	6	2	0	2	0	53
Paternity: Order After Hearing	0	4	0	0	7	0	0	0	0	11
Paternity: Order to Show Cause Initial	65	14	2	17	32	14	1	4	4	153
Paternity: Order to Show Cause Modification	48	34	0	149	88	70	2	31	16	438
Paternity: Request for Trial Setting	14	19	0	14	14	1	0	14	30	106
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	32	17	1	27	14	2	0	8	3	104
Paternity: Response	18	27	2	26	33	11	0	14	1	132
Paternity Workshop 1	69	6	0	18	54	14	0	58	121	340
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	1	1
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	1748	1460	485	1617	1804	1162	288	771	1523	10858

Note:
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December 2019	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	37	65	1	31	52	59	1	7	2	255
Civil Harassment Response	1	1	6	2	16	0	2	3	3	34
Consumer Action Workshop	0	0	0	0	0	20	0	0	0	20
Divorce: Default Setting/Request	66	31	0	40	40	42	6	29	22	276
Divorce: Default Workshop	0	0	1	1	5	0	0	0	0	7
Divorce: Disclosures/Workshops	6	0	1	5	2	1	0	2	11	28
Divorce: Disso Judgment Workshop	24	9	0	75	28	6	0	0	36	178
Divorce: Divorce 1 (Non Workshop)	126	302	22	270	195	206	26	143	15	1305
Divorce: Judgment (Non Workshop)	74	106	3	12	42	95	2	68	0	402
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	13	23	0	17	10	12	1	9	0	85
Divorce: Order After Hearing	0	4	0	3	3	0	0	1	1	12
Divorce: Order to Show Cause Initial	9	3	0	4	4	8	0	6	2	36
Divorce: Order to Show Cause Modification	137	47	5	44	26	29	1	24	6	319
Divorce: Request for Trial Set	24	17	2	18	23	22	0	19	9	134
Divorce: Response to Order to Show Cause	9	2	0	4	10	5	2	3	1	36
Divorce: Response	43	57	2	27	44	39	1	37	4	254
Divorce: Summary Dissolution	35	0	0	10	4	4	0	0	0	53
Divorce: Workshop 1	217	0	1	18	115	21	0	71	149	592
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	1	0	0	0	0	0	0	0	1
Domestic Violence - P How to Packet	0	100	0	66	0	0	0	0	40	206
Domestic Violence - P Individual Assistance	174	53	0	71	0	131	0	0	17	446
Domestic Violence Clinic - P	3	2	0	1	0	1	0	0	0	7
Domestic Violence Clinic - R How to Packet	1	6	0	2	0	0	0	0	1	10
Non-Family: Answer to Unlawful Detainer	213	75	179	108	294	62	113	6	110	1160
Non-Family: Civil Complaint - Contract	218	1	28	15	10	39	42	22	1	376
Non-Family: Civil Complaint Property	3	0	0	0	6	6	1	3	0	19
Non-Family: Civil Harassment										
Temporary Restraining Order	71	44	33	40	269	67	41	77	41	683
Non-Family: Claimed Exemption	4	3	6	4	4	9	3	0	2	35
Non-Family: Expungement	1	0	8	29	0	1	2	1	0	42
Non-Family: Starting an Unlawful Detainer	11	7	118	22	7	24	13	4	52	258
Other - (Services not related to SHLAC - Referred Out)	5	57	0	9	13	1	0	0	569	654
Other Family Law: Guardianship/Conservatorship	9	15	5	47	87	6	2	1	0	172
Other Family Law: Name Change Adult	17	16	3	13	9	9	5	2	30	104
Other Family Law: Name Change Child	6	5	0	9	0	9	0	1	9	39
Paternity: Default Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: (Non Workshop)	32	250	3	177	170	108	3	76	11	830
Paternity: Default Setting	5	8	0	12	15	3	0	4	7	54
Paternity: Judgment Workshop	7	6	0	6	25	3	1	10	7	65
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	5	8	0	7	9	4	0	13	0	46
Paternity: Order After Hearing	0	10	0	0	2	0	0	1	2	15
Paternity: Order to Show Cause Initial	38	9	3	28	35	23	0	4	2	142
Paternity: Order to Show Cause Modification	66	53	3	93	72	56	0	26	16	385
Paternity: Request for Trial Setting	5	9	0	11	20	16	0	10	19	90
Paternity: Request for Order Workshop	0	0	0	0	0	0	0	0	0	0
Paternity: Response to Order to Show Cause	8	20	0	31	6	5	0	4	7	81
Paternity: Response	26	12	0	25	35	17	1	19	1	136
Paternity Workshop 1	90	0	0	16	52	4	0	56	106	324
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	0	0	0
TOTAL	1839	1437	433	1423	1759	1173	269	762	1311	10406

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January 2020	VN	PO	IW	AV	LB	CH	SM	TO	CO	Total
Declaration Disclosure Non-Workshop	69	83	0	45	86	89	0	21	4	397
Civil Harassment Response	2	1	8	0	15	0	2	2	6	36
Consumer Action Workshop	0	3	0	0	0	38	0	0	0	41
Divorce: Default Setting/Request	81	54	0	50	48	50	1	45	35	364
Divorce: Default Workshop	0	0	0	1	8	0	0	2	0	11
Divorce: Disclosures/Workshops	0	2	0	0	1	1	0	2	17	23
Divorce: Disso Judgment Workshop	24	15	0	85	29	27	0	3	64	247
Divorce: Divorce 1 (Non Workshop)	78	464	38	345	258	316	26	162	16	1703
Divorce: Judgment (Non Workshop)	106	149	1	9	28	76	7	131	12	519
Divorce: Mandatory Settlement Conference/TRIAL BRIEF	33	18	0	21	16	19	0	17	0	124
Divorce: Order After Hearing	0	6	0	0	0	1	1	4	1	13
Divorce: Order to Show Cause Initial	6	2	0	2	3	9	3	4	1	30
Divorce: Order to Show Cause Modification	154	44	0	22	38	37	6	41	14	356
Divorce: Request for Trial Set	9	20	0	25	25	22	0	21	21	143
Divorce: Response to Order to Show Cause	11	11	0	5	2	1	0	9	3	42
Divorce: Response	30	56	3	25	32	28	2	41	8	225
Divorce: Summary Dissolution	32	0	0	13	12	3	2	0	0	62
Divorce: Workshop 1	265	0	0	16	137	52	0	179	255	904
Divorce: Workshop 2	0	0	0	0	0	0	0	0	0	0
Divorce: Workshop 3	0	0	0	0	0	0	0	0	0	0
Domestic Violence-H/P Workshop	0	2	0	0	0	0	0	0	0	2
Domestic Violence - P How to Packet	0	123	0	45	0	4	0	1	42	215
Domestic Violence - P Individual Assistance	164	107	0	80	0	189	0	0	19	559
Domestic Violence Clinic - P	1	0	0	2	0	1	0	0	0	4
Domestic Violence Clinic - R How to Packet	0	8	0	0	0	0	0	0	1	9
Non-Family: Answer to Unlawful Detainer	290	94	219	92	411	103	156	9	93	1467
Non-Family: Civil Complaint - Contract	253	7	38	8	14	57	26	43	0	446
Non-Family: Civil Complaint Property	0	1	2	1	4	6	0	4	0	18
Non-Family: Civil Harassment										
Temporary Restraining Order	84	57	83	46	301	113	66	127	39	916
Non-Family: Claimed Exemption	6	4	7	7	0	17	7	4	2	54
Non-Family: Expungement	2	8	9	28	0	5	4	1	0	57
Non-Family: Starting an Unlawful Detainer	16	13	118	17	5	37	27	3	61	297
Other - (Services not related to SHLAC - Referred Out)	3	34	0	4	35	1	0	0	744	821
Other Family Law: Guardianship/Conservatorship	5	13	8	55	78	15	1	9	1	185
Other Family Law: Name Change Adult	46	38	8	23	5	9	25	8	41	203
Other Family Law: Name Change Child	14	2	3	18	0	14	2	0	18	71
Paternity: Default Workshop	0	1	0	0	3	0	0	0	0	4
Paternity: (Non Workshop)	23	303	16	194	170	139	9	98	18	970
Paternity: Default Setting	8	5	0	17	18	7	0	8	4	67
Paternity: Judgment Workshop	5	3	1	6	11	4	0	6	15	51
Paternity: Judgment (Non Workshop)	0	0	0	0	0	0	0	0	0	0
Paternity: Mandatory Settlement Conference/Trial Brief	9	13	0	18	23	7	0	13	0	83
Paternity: Order After Hearing	0	6	0	0	2	0	0	1	1	10
Paternity: Order to Show Cause Initial	36	5	7	19	71	20	2	16	3	179
Paternity: Order to Show Cause Modification	77	44	0	117	107	90	0	44	24	503
Paternity: Request for Trial Setting	12	16	0	6	20	9	0	10	11	84
Paternity: Request for Order Workshop	0	0	0	1	1	0	0	4	0	6
Paternity: Response to Order to Show Cause	8	13	0	30	18	6	0	11	10	96
Paternity: Response	29	36	1	17	35	12	0	22	6	158
Paternity Workshop 1	141	1	0	4	95	17	0	91	180	529
Unlawful Detainer Trial Prep Workshop	0	0	0	0	0	0	0	0	0	0
Unlawful Detainer Workshop	0	0	0	0	0	0	0	1	0	1
TOTAL	2132	1885	570	1519	2165	1651	375	1218	1790	13305

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