



The State Bar of California

California Paraprofessional Program Working Group

**California Justice Gap Study
Sources and Types of Legal Help
Sought and Received**

The charts on the following pages provide information from the California Justice Gap Report (Report) about the sources and types of legal assistance Californians reported receiving. As noted in the Report:

Respondents were defined as receiving legal help if they said they at least spoke to a legal professional, or were in the process or already had received help from a legal professional in person. These respondents were classified as receiving legal help offline. They were also defined as receiving legal help if they said they did any of the following online: looked up information on legal procedures, legal rights, or information on how to get legal assistance; have searched for a lawyer; or have looked for other kinds of legal information. These respondents were classified as receiving legal help online.¹

The first row on each chart shows the percent of people who reported having sought legal assistance for their problem. The following rows provide information about the sources and types of legal help they received. The total for some responses exceeds 100 percent, since survey respondents could select more than one response. Data is provided separately for those whose household income is above and below 125 percent of the federal poverty limit (FPL), which is the income limit for most legal aid programs in California.

Below are the survey questions included for the legal areas in each of the charts:

Healthcare

- You were billed incorrectly for medical services including co-pays and deductibles.
- You were unable to get help paying for needed medical equipment such as a wheelchair, walker, other mobility device.
- You had health insurance that would not cover medically needed procedures, services, medical equipment, prescriptions, transportation services or mental health services.
- You were denied an interpreter or had to rely on a friend or family member for help with interpretation when communicating with a health care provider.
- You were denied personal care services or unfairly restricted in the amount of personal care services that could be received.
- You were unable to get a health insurance policy from a private insurer.
- You experienced problems getting approval for, keeping continued coverage, or with the quality of care provided by a nursing home, group home or other long-term care facility.
- You were denied or dropped from Medicaid, Medicare, the State Children's Health Insurance Program (sCHIP), or other government funded health insurance.
- You had problems with someone trying to collect money for debts they say are owed for medical, mental health or other health care services, including emergency care.
- You were not informed about financial assistance for health care or that free care might be available from a hospital or at home.

¹ The State Bar of California. 2019. The California Justice Gap: Measuring the Unmet Civil Legal Needs of Californians. Prepared by NORC at the University of Chicago for the State Bar of California. San Francisco, CA. See endnote 16. <http://www.calbar.ca.gov/Portals/0/documents/accessJustice/California-Justice-Gap-Report.pdf>

Employment

- You had an employer who did not pay wages that were due, did not pay for earned overtime, denied benefits that were that were part of a work arrangement or withheld money from pay.
- You were denied payments or medical, mental health or vocational help for a job-related injury (Worker's Compensation).
- You were exposed to working conditions that were physically unsafe or unhealthy.
- You were terminated from a job for unfair reasons.
- You were denied accommodation for a disability or other medical condition necessary to perform a job.
- You were denied unemployment benefits or unemployment benefits were stopped before they were supposed to.
- You had a workplace grievance that was not taken seriously or adequately dealt with.
- You were sexually harassed or subject to unfair treatment or intimidation by a supervisor or coworker.

Housing: Rental

- You had a dispute with a landlord or public housing authority about rules, practices or the terms of a lease.
- A landlord or someone associated with a landlord destroyed or removed personal property without permission.
- You had difficulty getting a security deposit back.
- A landlord denied reasonable accommodations for a disability or other medical condition.
- A landlord or someone associated with a landlord entered without permission, demanded entrance with little or no warning, or violated privacy in another way.
- You had trouble getting a landlord to provide other services under the terms of the lease or tenancy, such as furniture or utilities like water or heat.
- You had trouble getting a landlord to provide a written lease or rental contract.
- A landlord failed to provide basic services or repairs, there was a serious problem with insects or rodents, or some other unsafe conditions.
- You were threatened with eviction from an apartment or house because of nonpayment of rent or because of someone who doesn't live in the household, like friends, other relatives, or neighbors.
- You were denied a housing voucher or subsidy for rental housing for reasons other than that no funding or open units were available.
- You were asked to make a payment to the landlord or someone else in exchange for a housing voucher.
- You were retaliated against by a landlord for exercising legal rights as a tenant.
- You were harassed about rent payments by a landlord or someone associated with a landlord.
- You lived in rental housing that was unsafe.
- You were denied relocation assistance to move from an unsafe rental housing unit.
- You were denied a rental unit because of prior juvenile or criminal system involvement.

Housing: Home Ownership

- You were the target of misleading or dishonest mortgage lending practices, including misleading terms or conditions of a loan or loan payment schedule.
- You were told by a lender that extra financial products needed to be purchased in order to get a mortgage.
- You had a home go into foreclosure.
- You fell several payments behind on a mortgage.
- You had trouble selling or buying property, including problems with a misleading property survey, or problems with deed or title.

Consumer Debt

- You had problems getting credit because of identity theft.
- You were the target of other unfair or deceptive lending practices, including internet scams.
- You had problems with companies that offer debt reduction or "credit repair" services.
- You had problems with terms for repayment or interest rates charged by payday lenders or other short-term lenders.
- You had problems related to legal financial obligations (LFOs) or paying a fine or judgment resulting from a criminal or juvenile case.
- You were harassed by creditors or collection agencies, including being threatened with criminal prosecution or jail.
- You had problems buying, paying for or with repossession of a car, including problems with defects or warranties.
- You filed for bankruptcy.
- You had wages garnished for unpaid bills, loans (including student loans), unpaid child support or traffic tickets.
- You had utilities, such as water, sewer, electricity, gas, or phone, disconnected due to nonpayment or a dispute over billing

Income Maintenance

- You had trouble applying for or getting the federal Earned Income Tax Credit.
- You were denied or terminated from federal Supplemental Security Income (SSI).
- You were denied or terminated from federal Social Security Disability Income (SSDI) or Social Security Survivors benefits.
- You were told to pay back an overpayment for SSI, SSDI or Social Security Survivors benefits.
- You were not approved for or had income, food, disability, housing or other state government assistance reduced or terminated.

Family

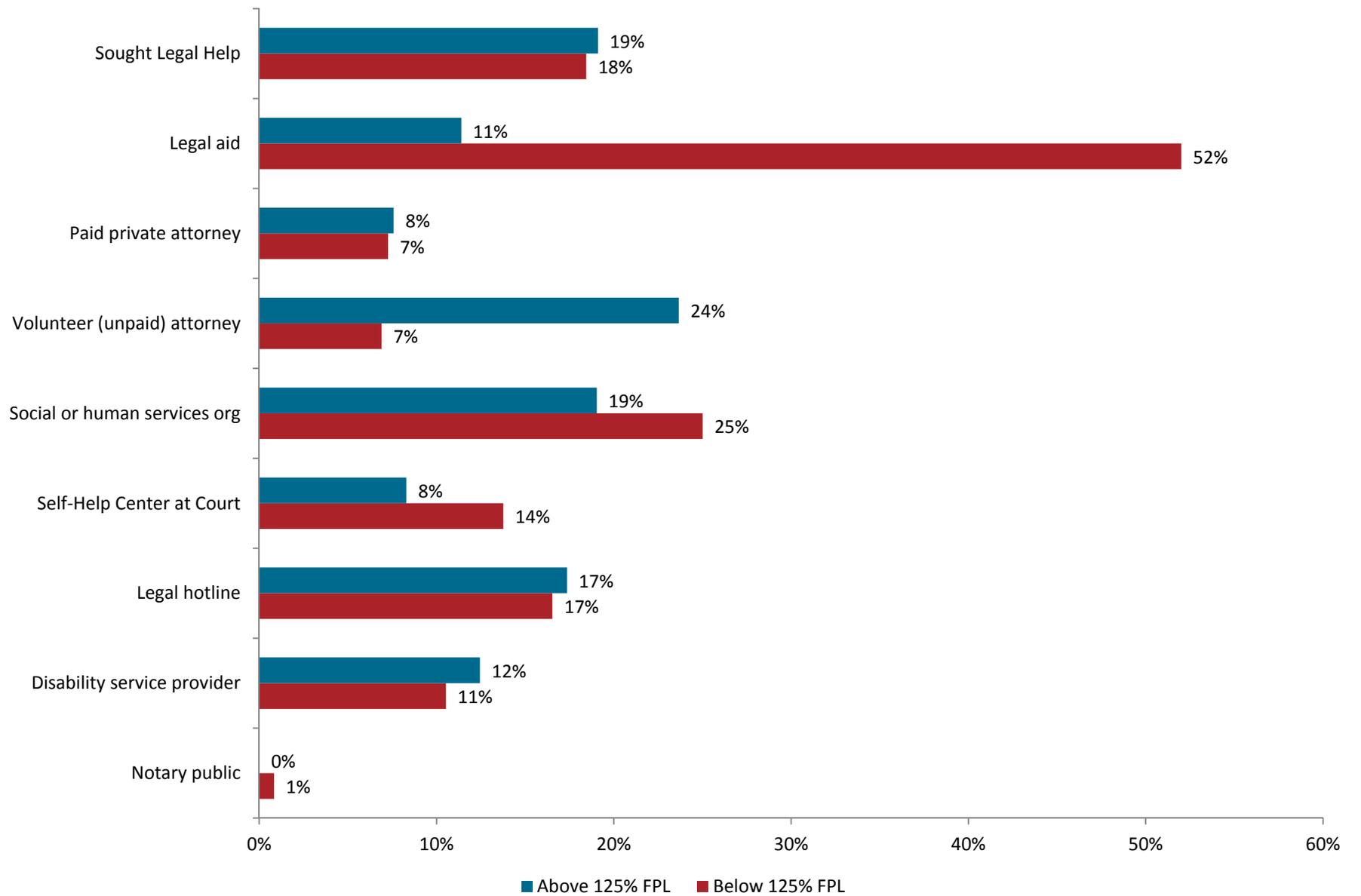
- You had problems with licensing, support services or financial assistance associated in serving as a foster parent.
- You had problems with adopting or trying to adopt a child.
- You had problems with being appointed the guardian of a child.
- You filed for a divorce or legal separation.

- You had difficulties collecting alimony payments from a former partner (excluding child support payments).
- You had difficulties paying alimony to a former partner.
- You experienced domestic violence or sexual assault.
- You had problems involving a vulnerable adult being taken advantage of or abused.

Children and Custody

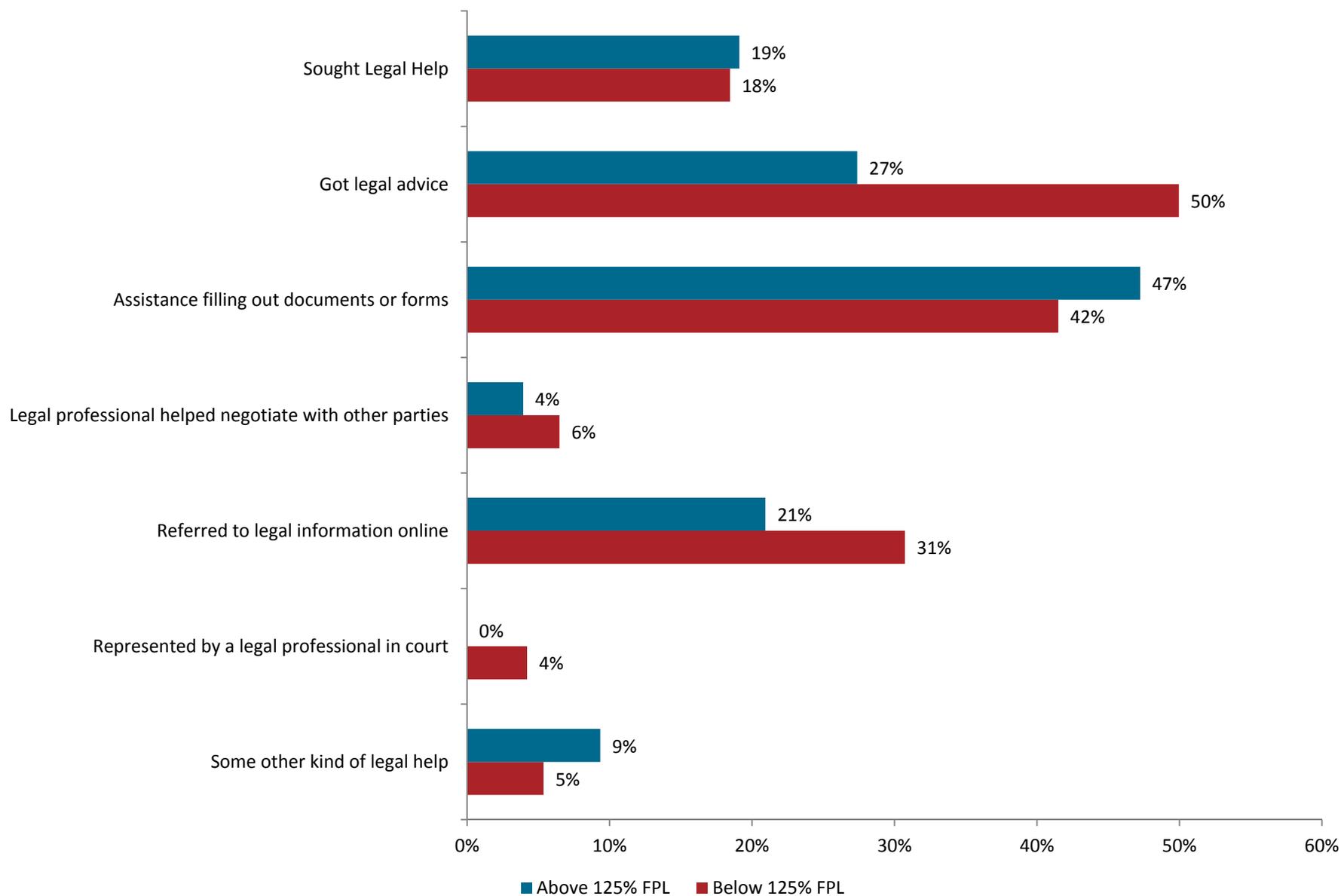
- You had trouble reaching an agreement about custody or visitation arrangements for children.
- You had trouble with custody or visitation arrangements for children because an agreement about these arrangements was not being followed.
- You had problems collecting child support payments or had problems setting up or changing a child support obligation.
- You had problems paying child support, including losing a driver's license or having wages or money from a bank account garnished.
- You became too old to be eligible for foster care and did not have an adequate plan for housing or other support that was needed.
- You had problems with paternity of a child.
- You were investigated by Child Protective Services (CPS).
- You were subject to an attempt by Child Protective Services (CPS) to terminate or end parental rights or give children to someone else.
- You were involved in a court hearing involving the dependency of a child or termination of parental rights.

Healthcare - Source of Help*



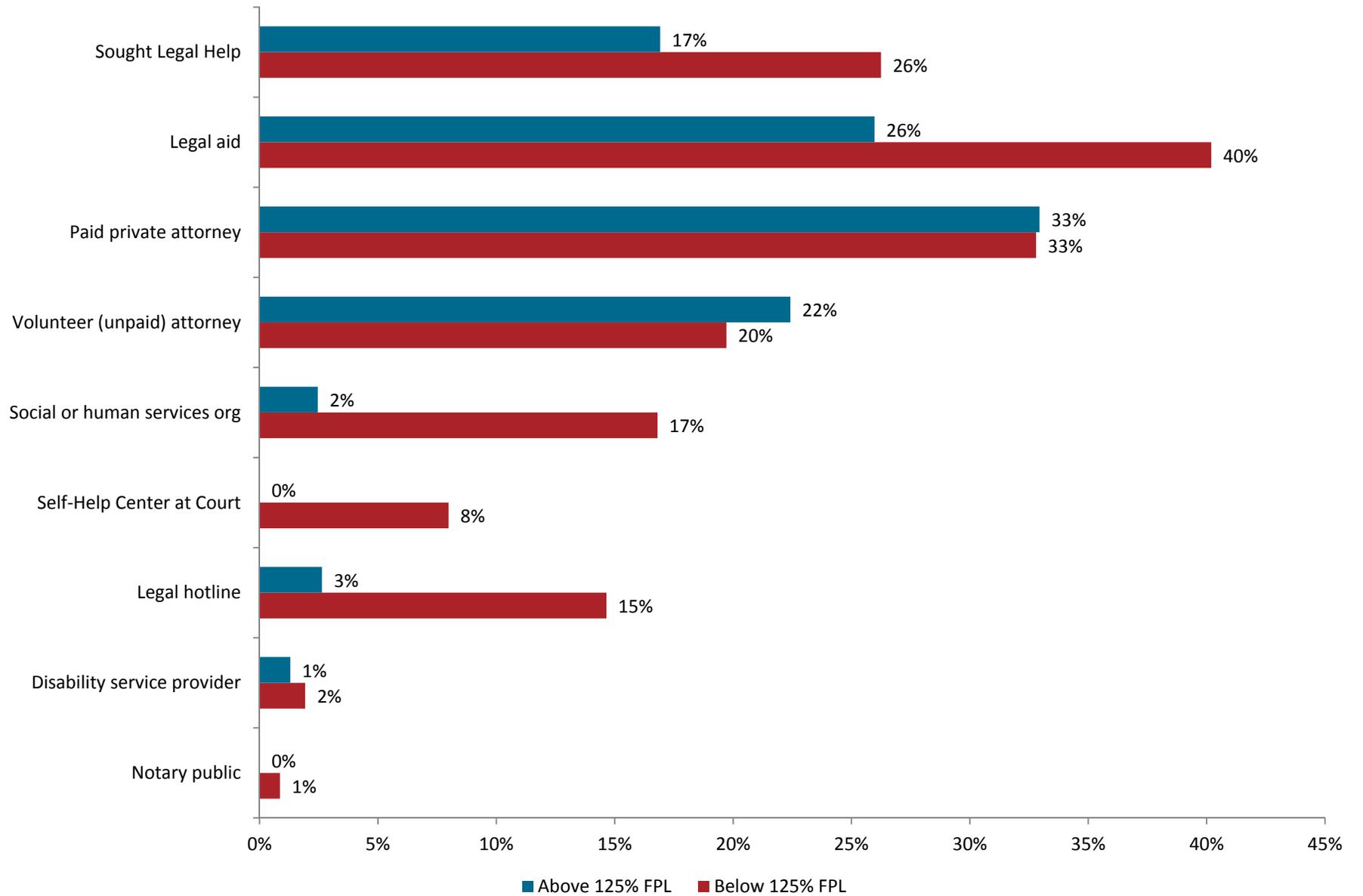
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Healthcare - Type of Help Received*



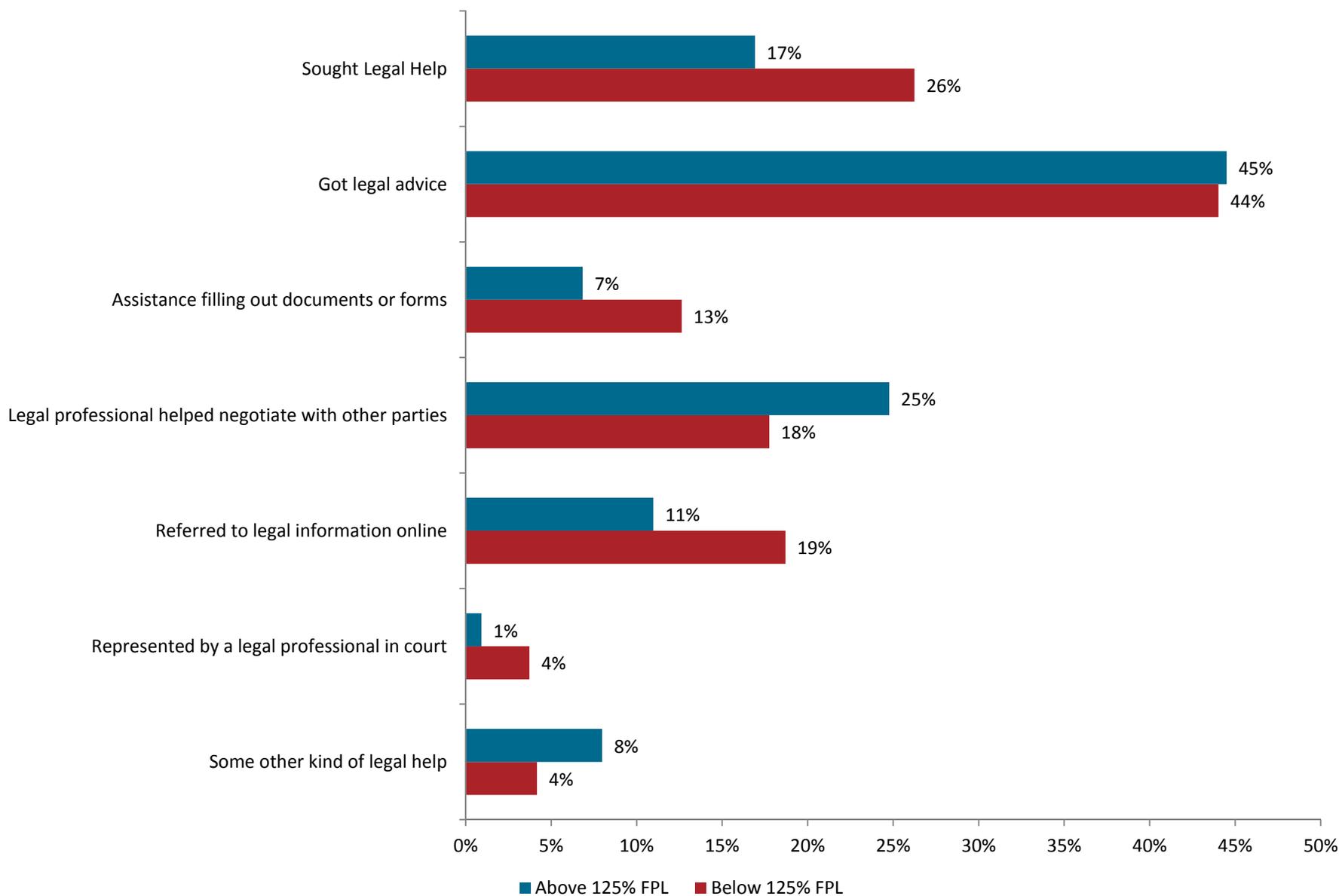
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Employment - Source of Help*



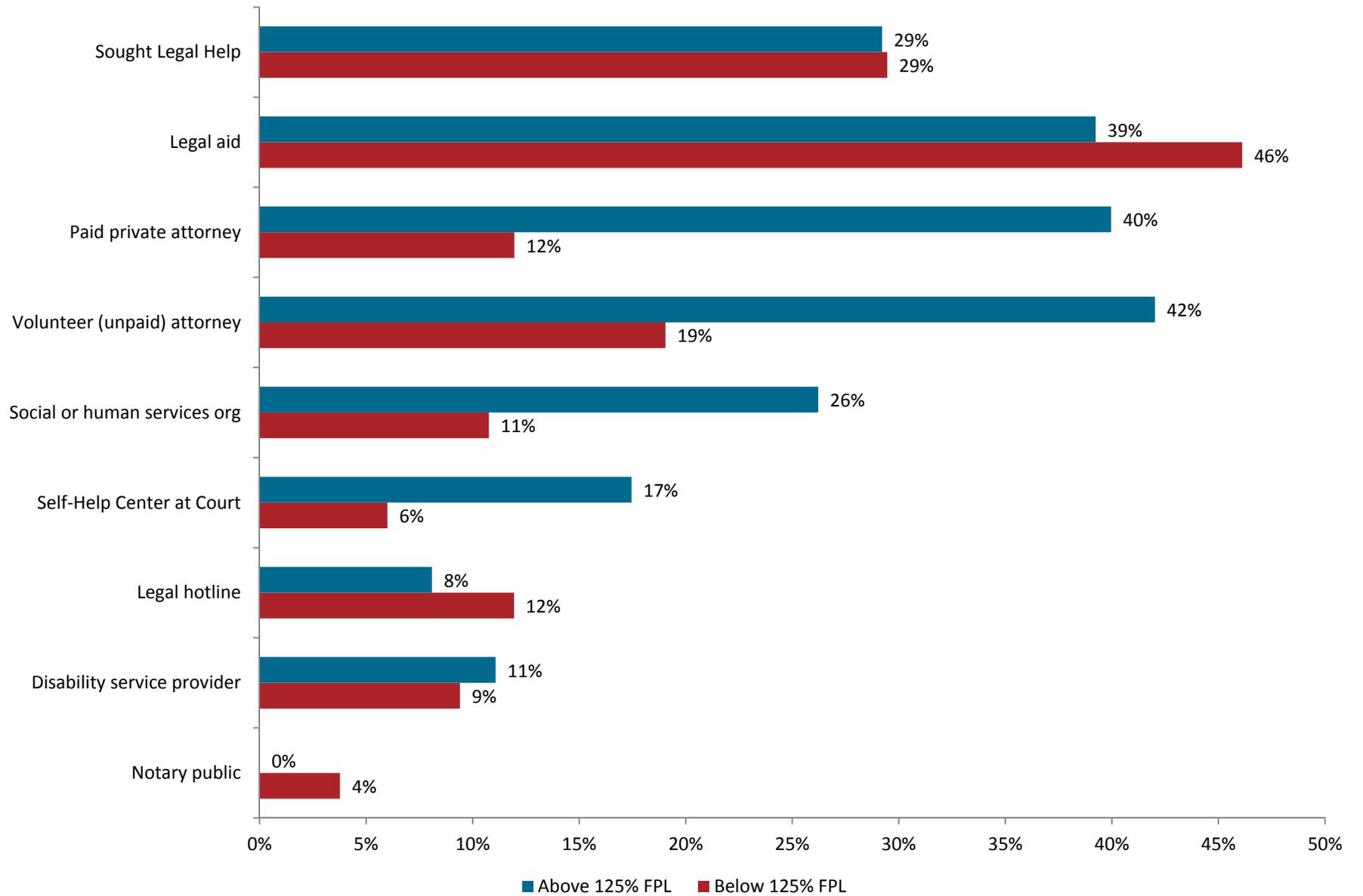
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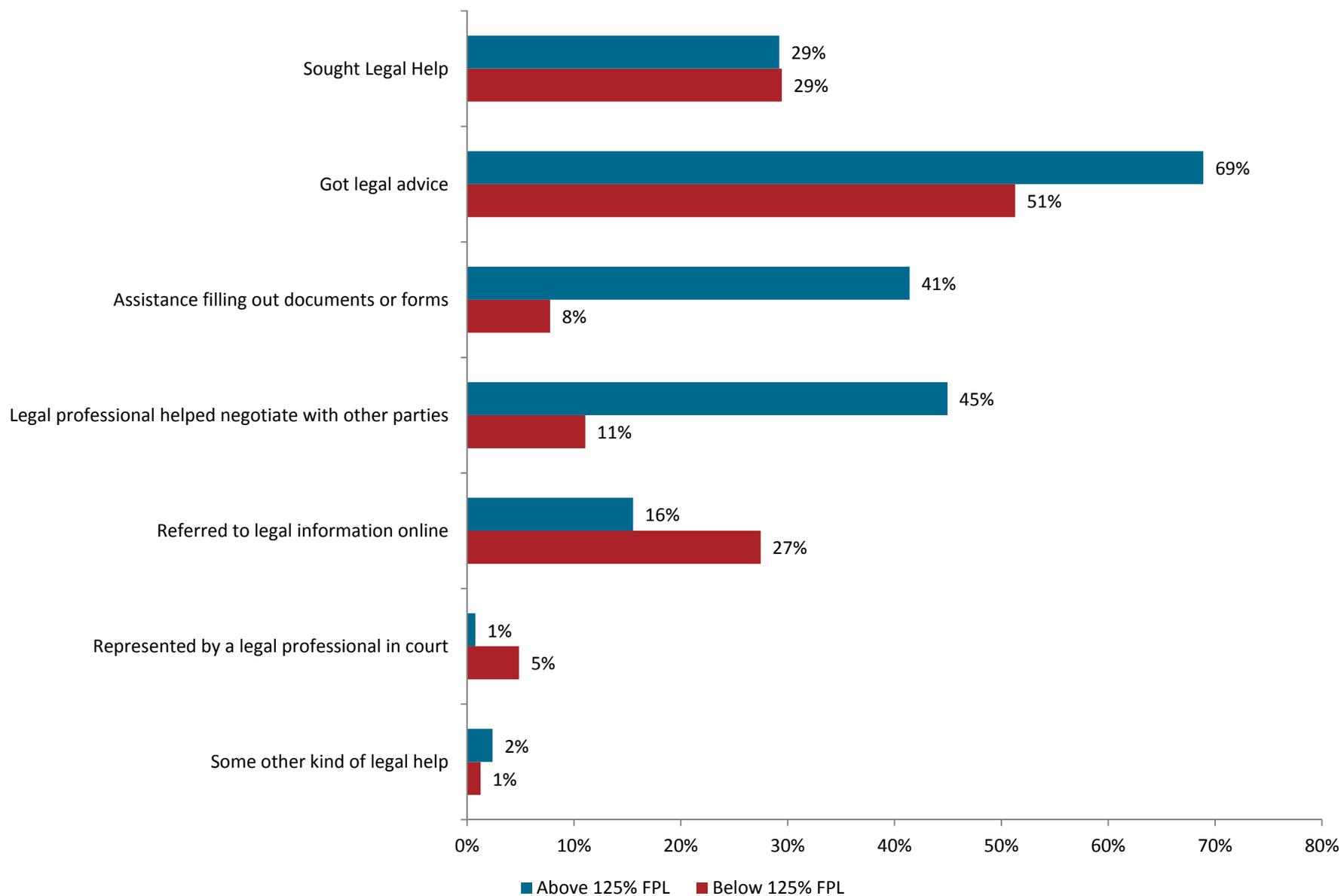
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Housing: Rental - Source of Help*



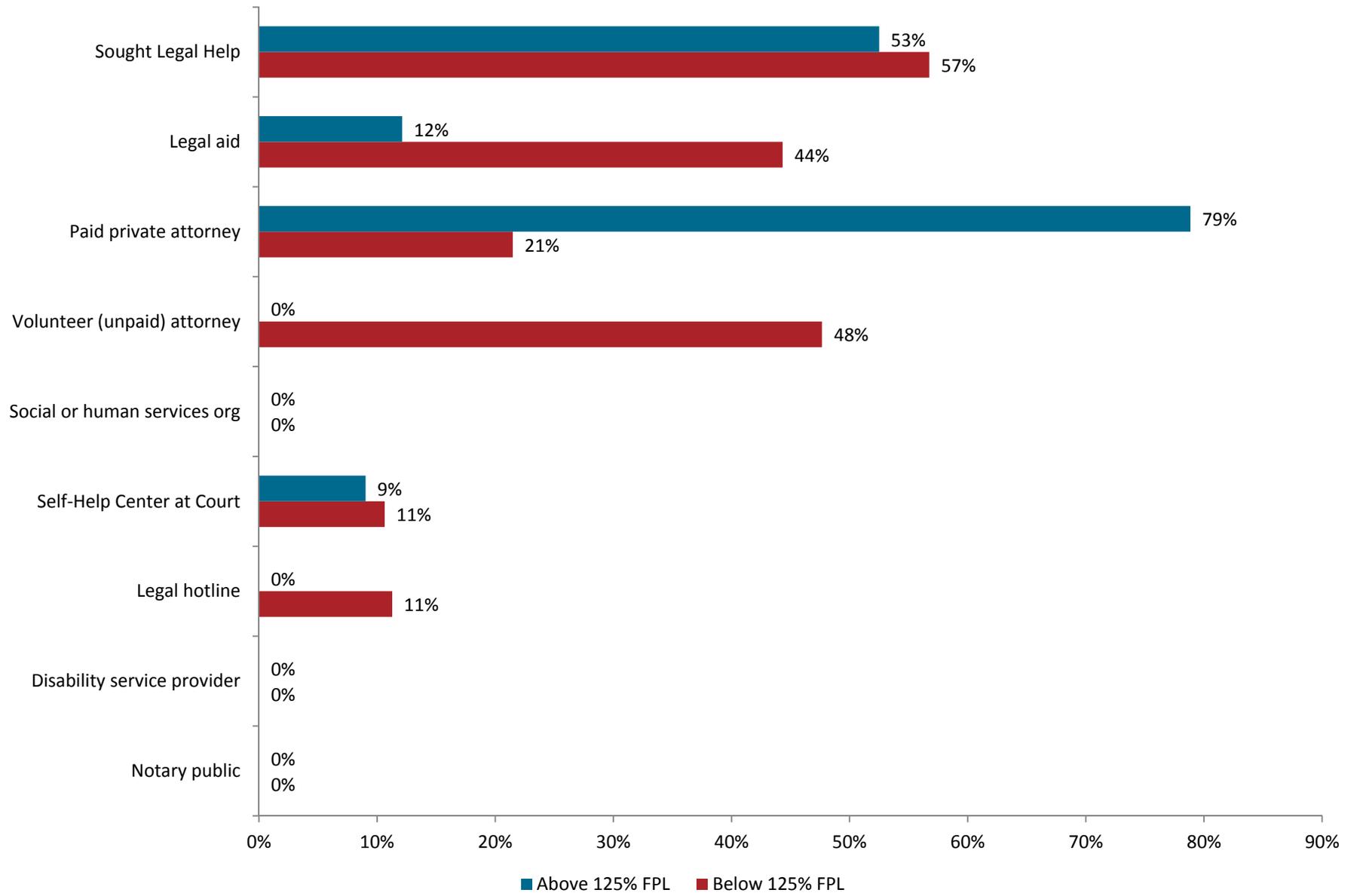
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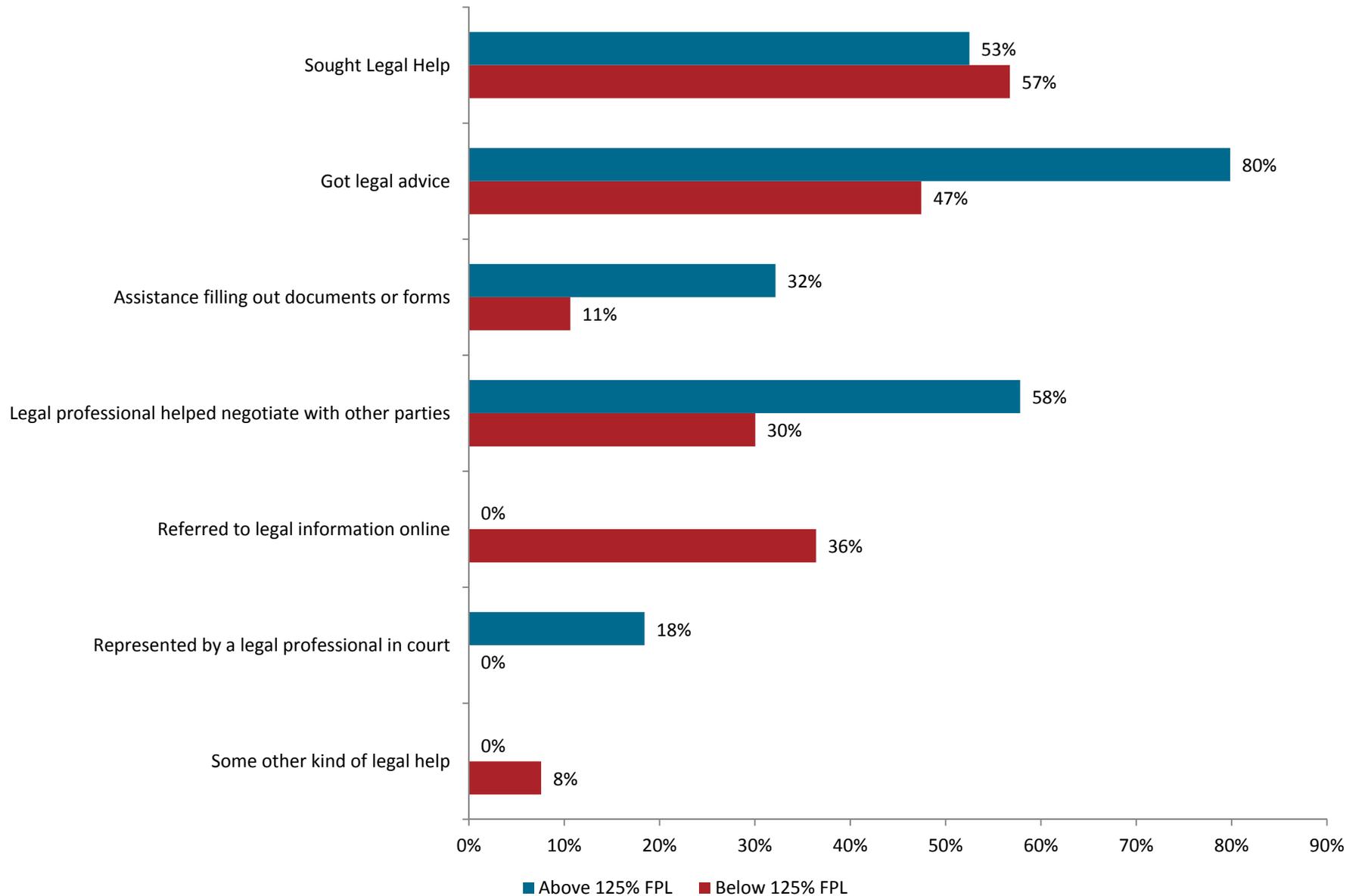
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Housing: Home Ownership - Source of Help*



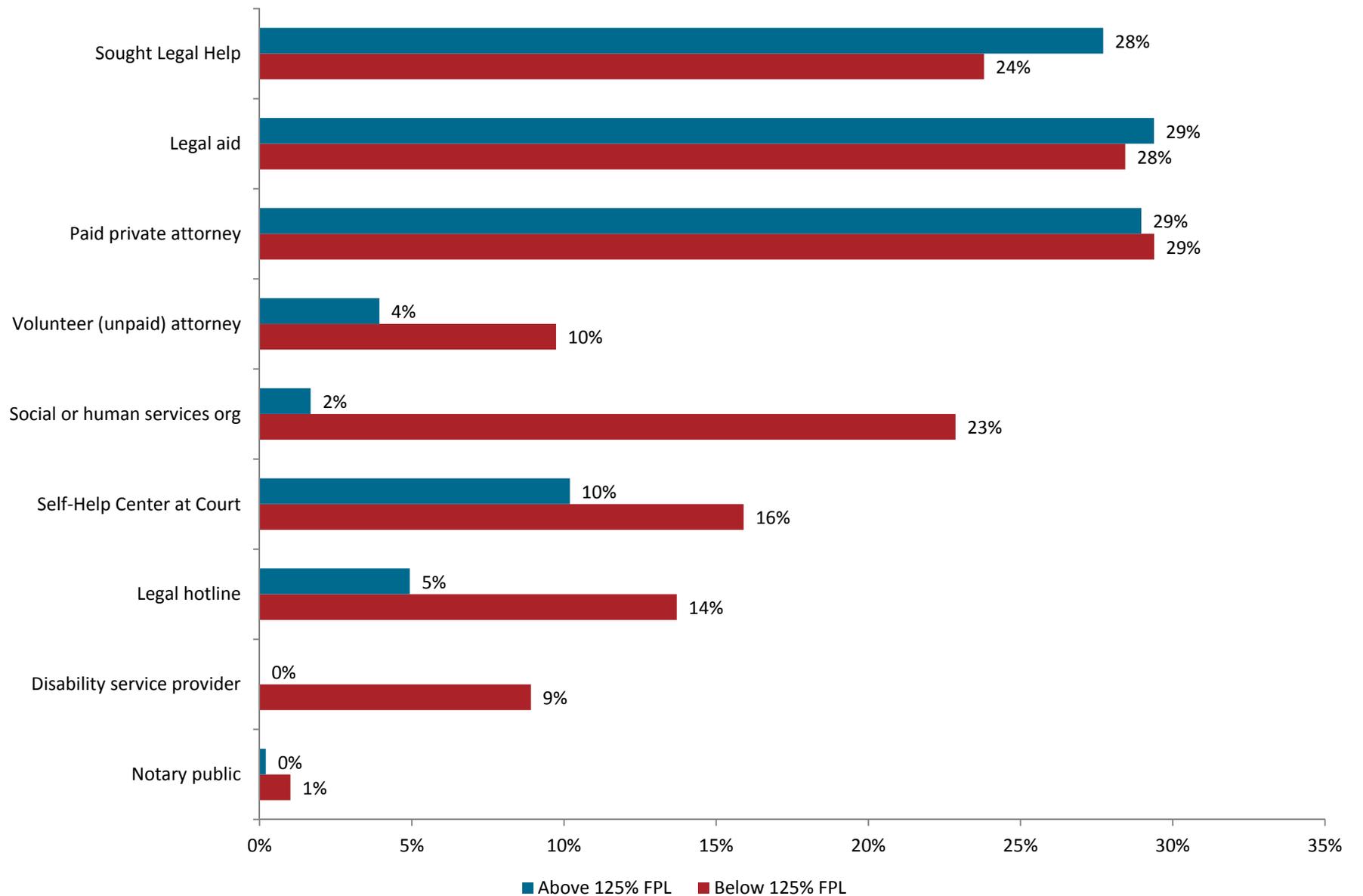
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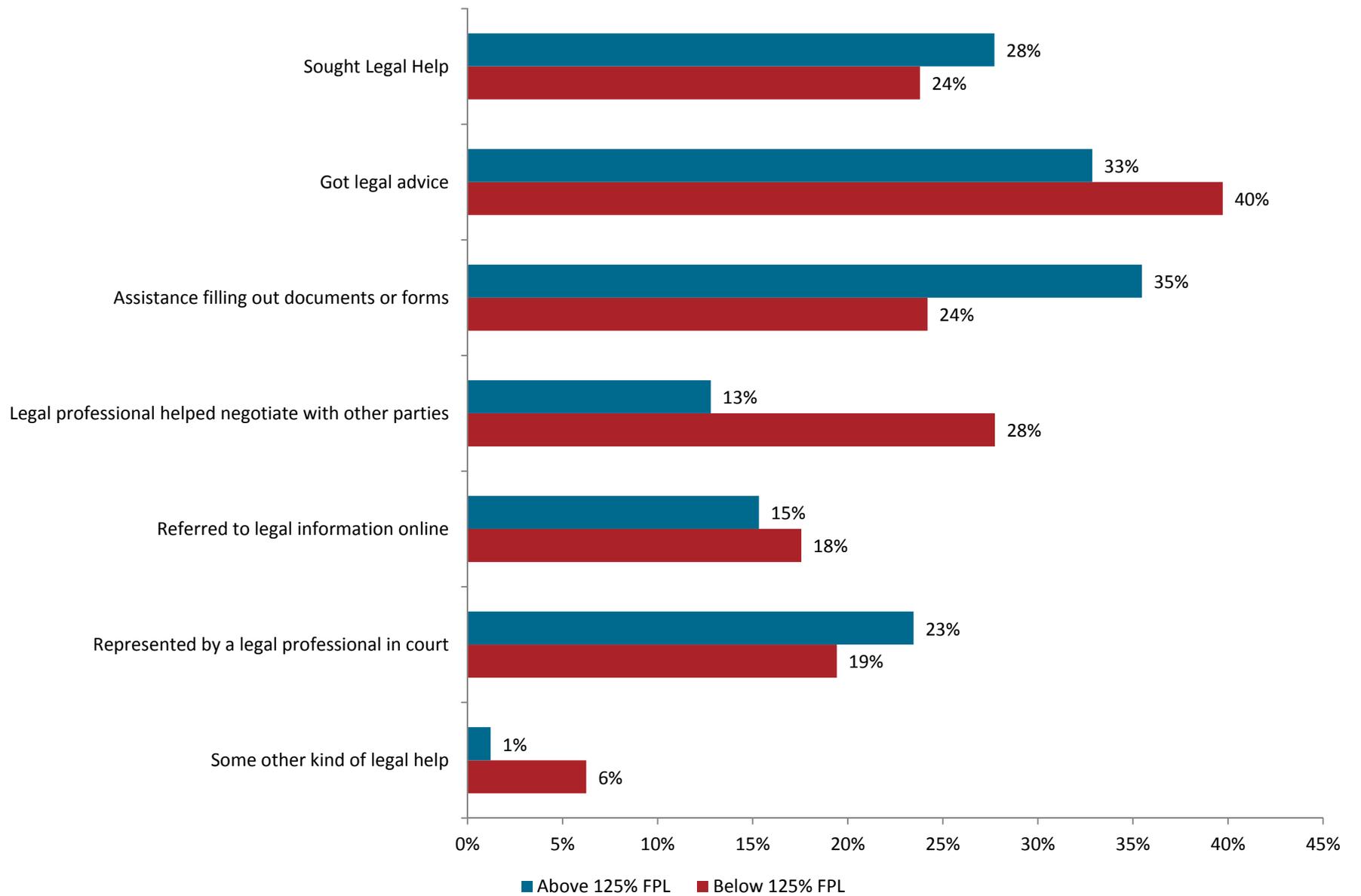
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Consumer Debt - Source of Help*



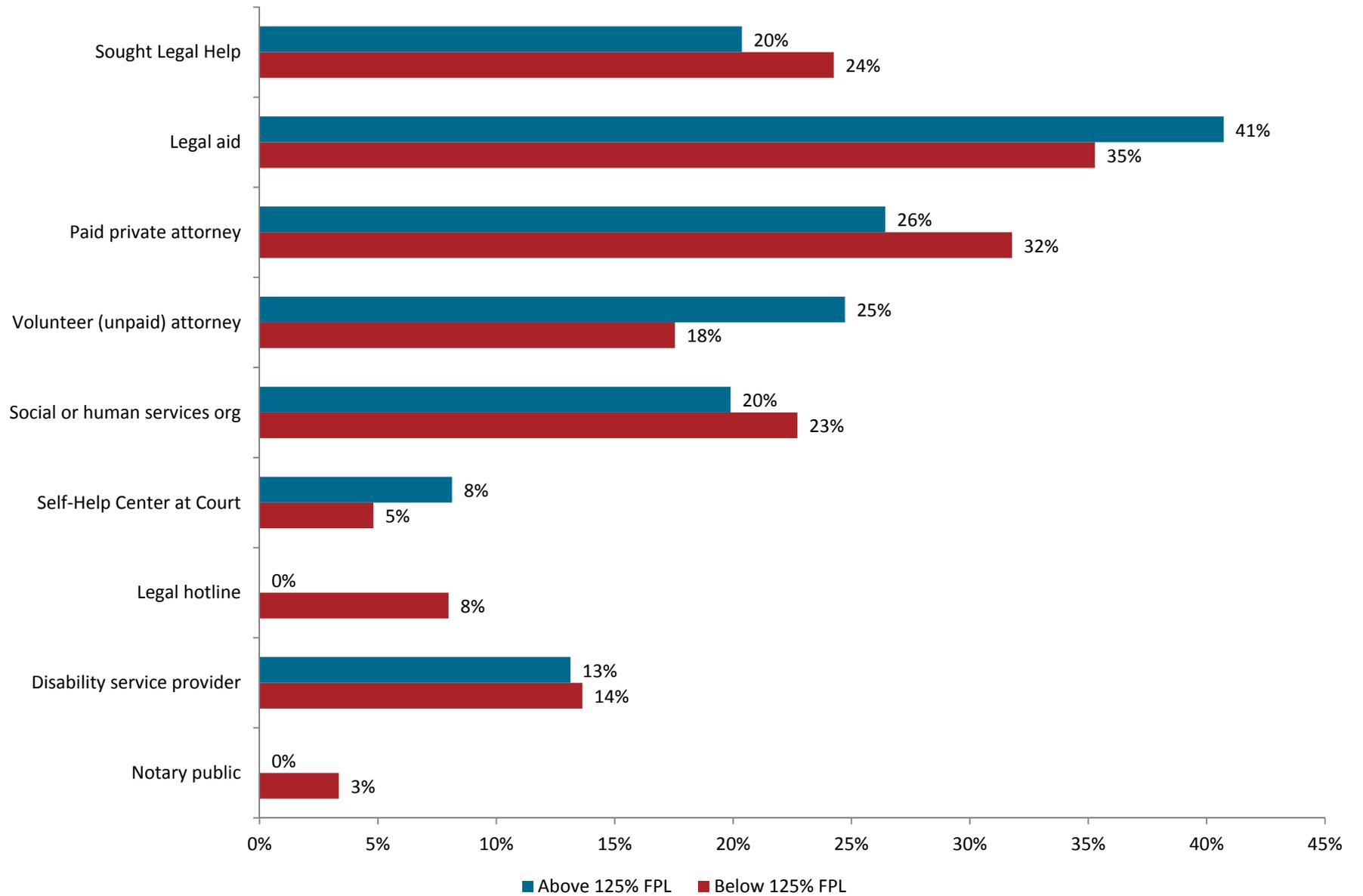
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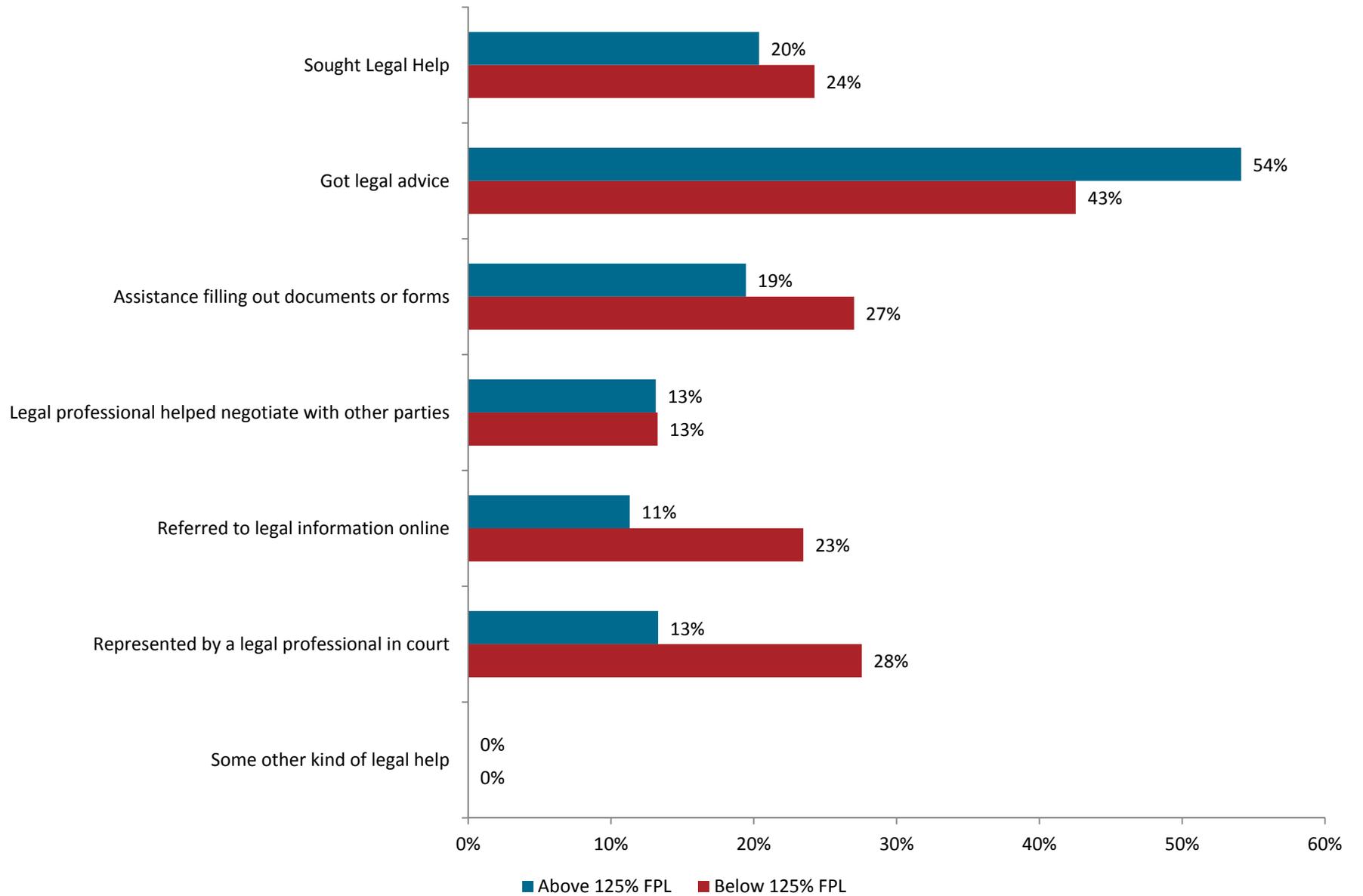
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Income Maintenance - Source of Help*



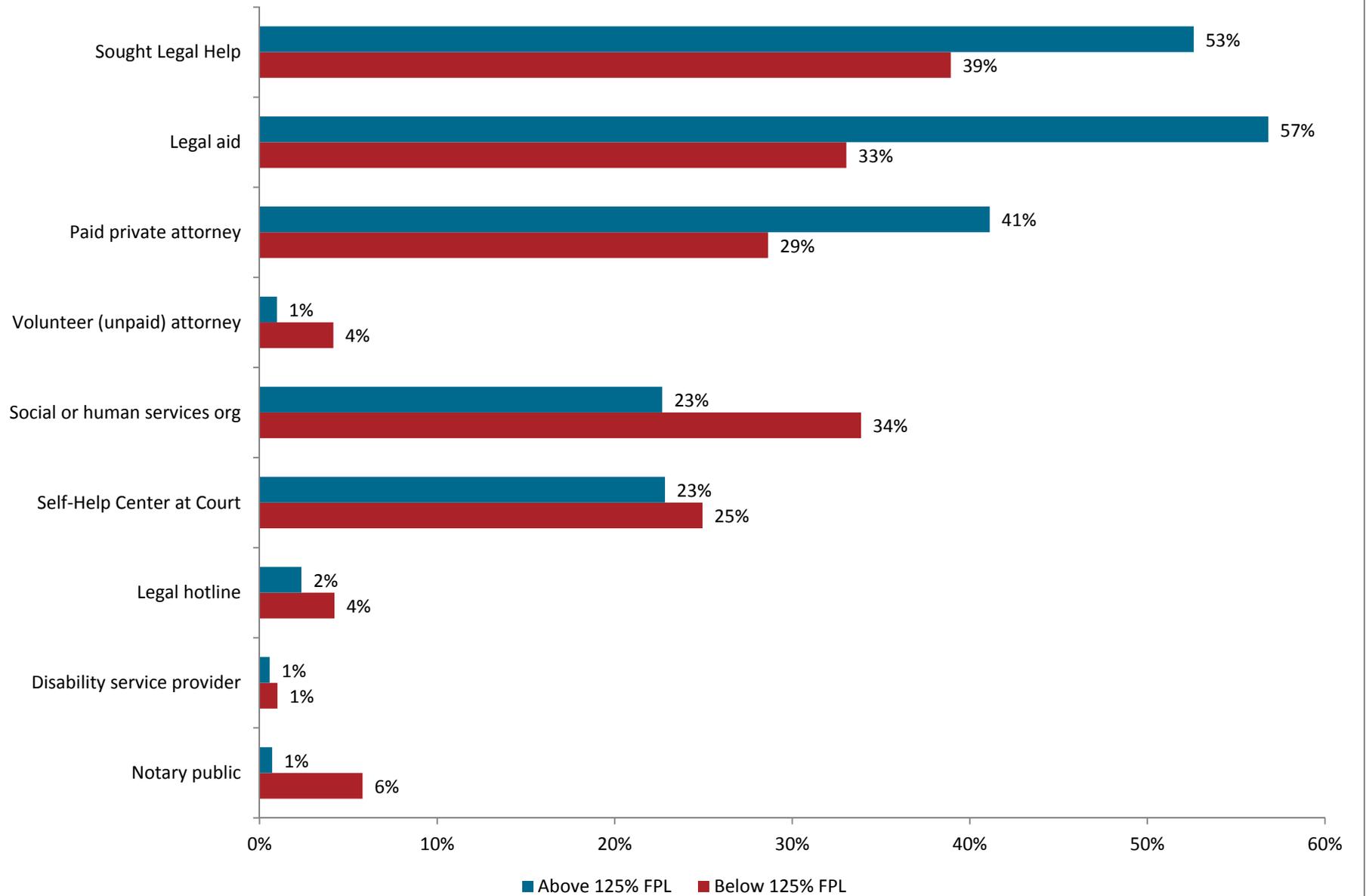
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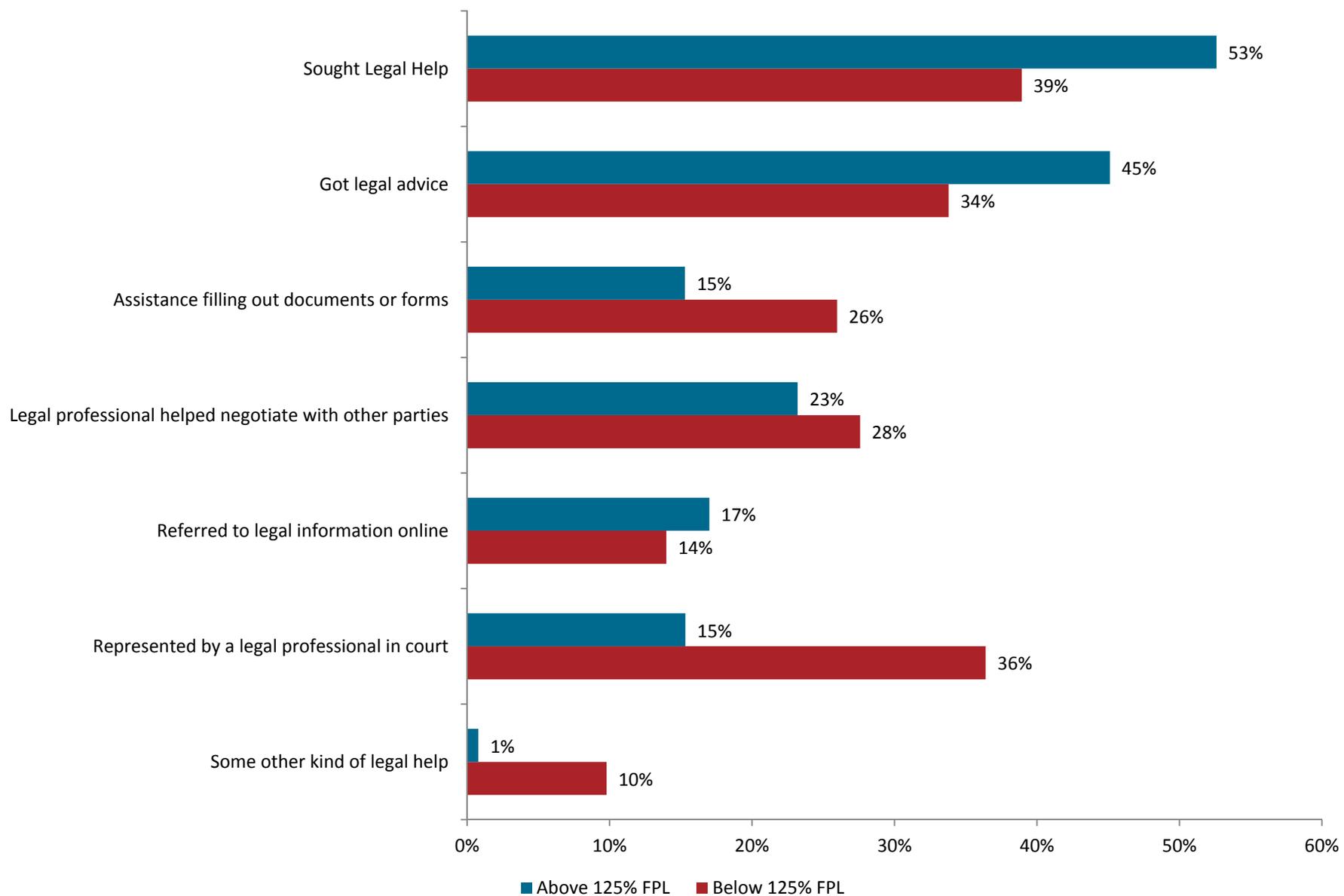
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Family - Source of Help*



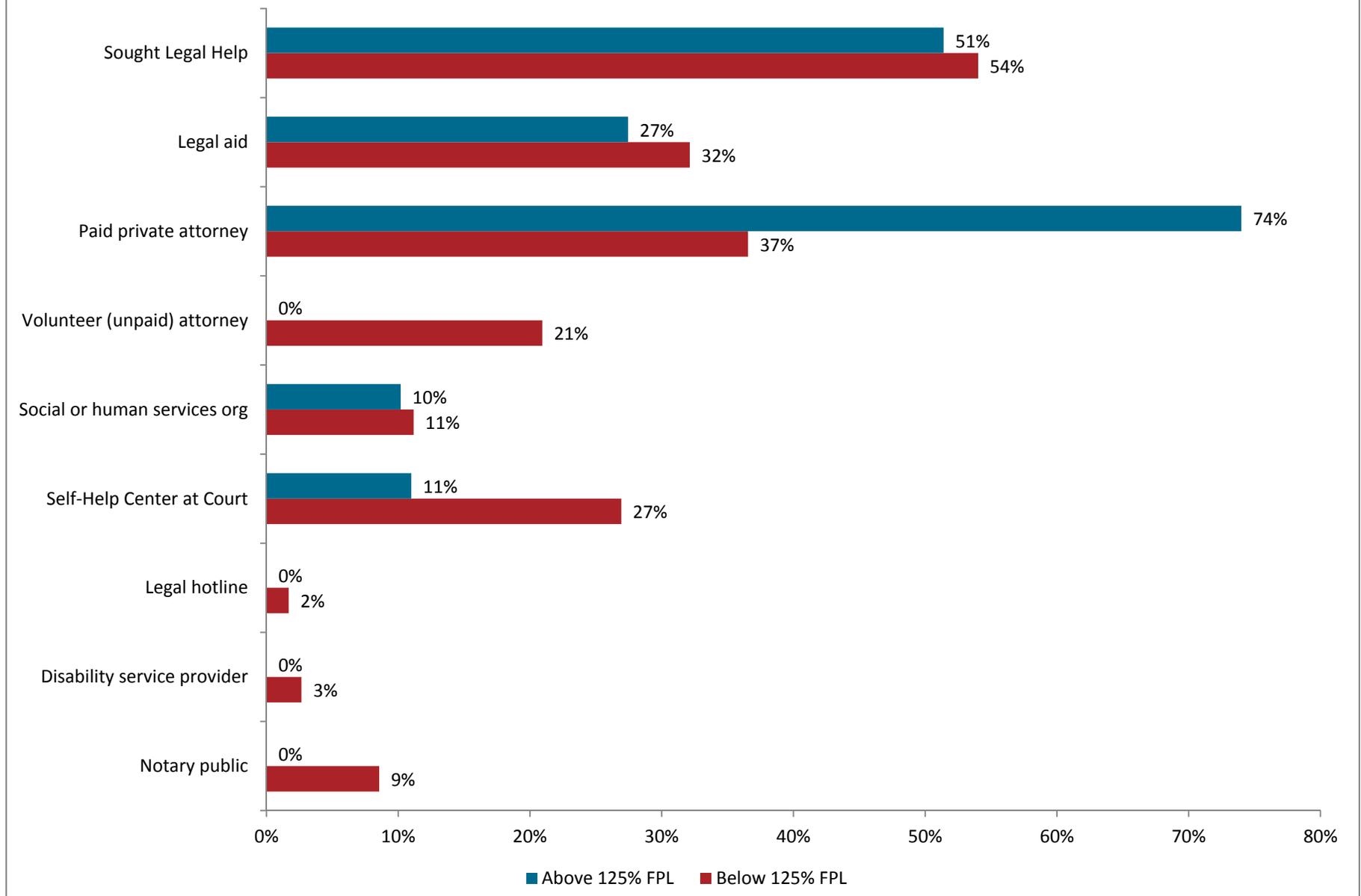
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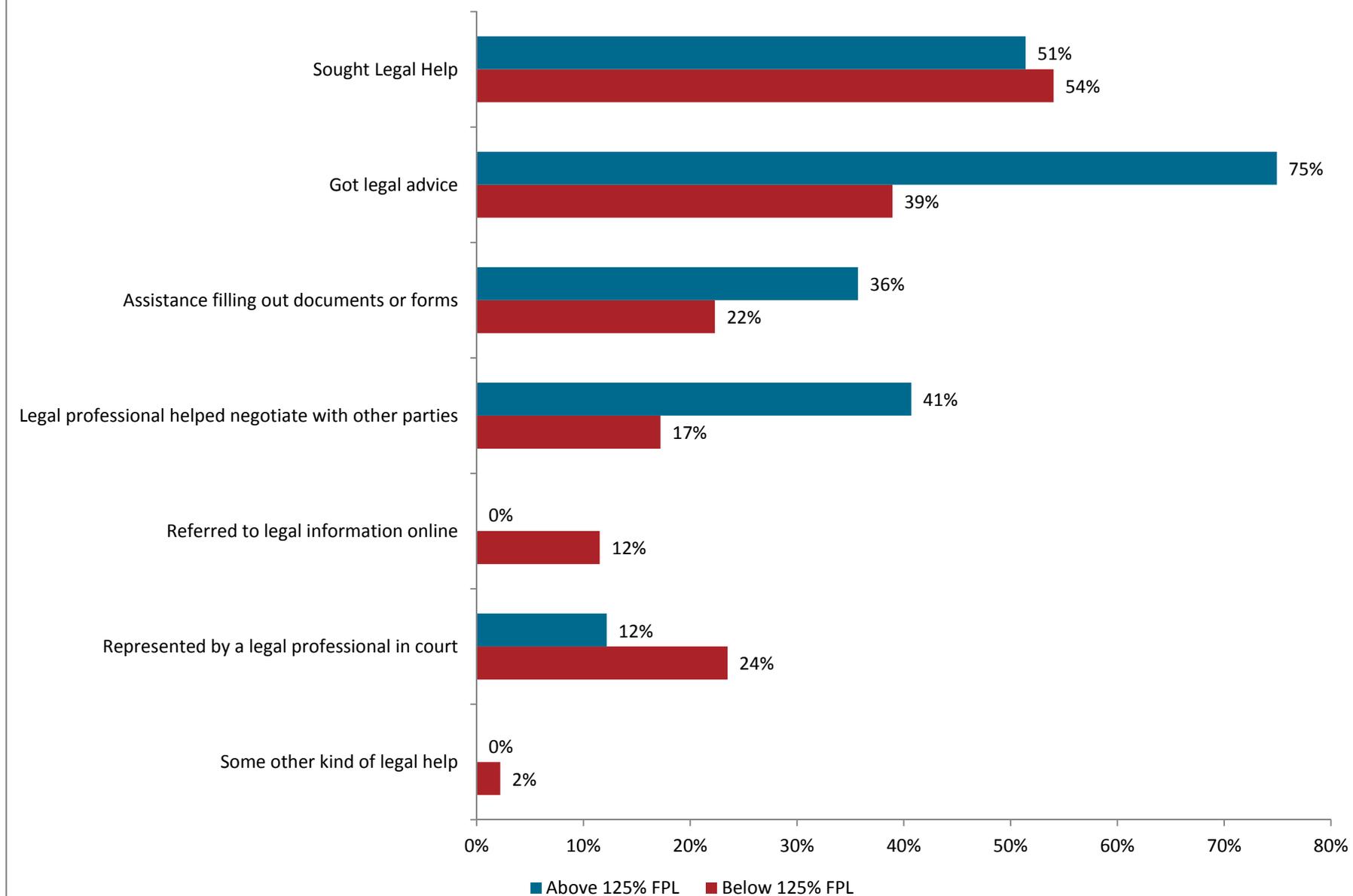
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Children and Custody - Source of Help*



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