

## Appendix A: Regional Profiles

The following regional profiles are based on survey data for organizations serving the following five regions. Detailed profiles are presented for organizations serving the Bay Area and organizations serving the Los Angeles region. Basic profiles are presented for the other three regions.

- Bay Area
- Los Angeles
- Southern California without Los Angeles
- Central Valley
- Central Coast

# Statewide

A total of 80 **organizations** responded to the survey. Responding organizations identified **Alameda, Los Angeles, San Francisco, Santa Clara, and Contra Costa** as the most frequently served counties. These counties were the most common urban areas served; counties with the most frequently served rural areas are Monterey, Marin, and Merced.

## About the Organizations

## Clients Served

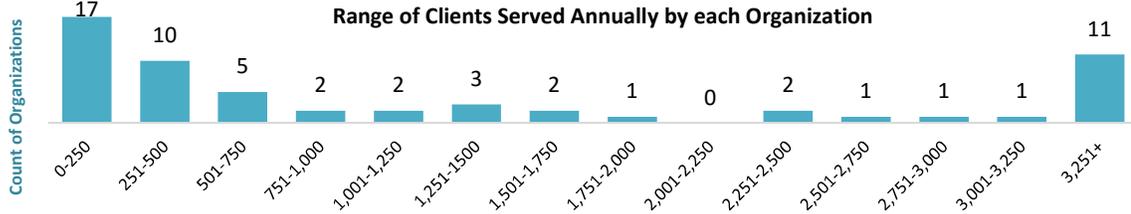
### Number of Clients Served

#### Legal Clients Served Annually

**149,238** clients served  
**3 to 20,000** range of clients served by organizations  
**2,017** clients served on average per organization

#### Monthly Legal Referrals

**293** clients referred to organization  
**66** clients turned away



Clients Served by Organization in FY 2017-2018 (Organized by ranges of 250)

### Most Common Demographics Served

1. Low-income individuals or families
2. Immigrant women with children
3. Survivors of trafficking, crimes, and/or domestic violence
4. Older adults
5. Unaccompanied children

### Top Regions of Origin

1. Mexico
2. Central America
3. South/South-Eastern Asia
4. South America
5. Eastern Asia

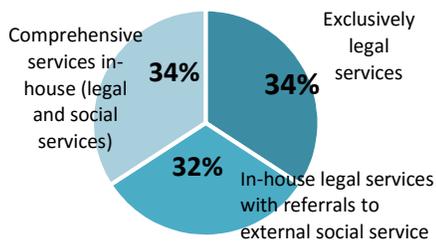
## Client Characteristics

## Services

### Services Provided

#### Legal Services and Social Services

Organizations are split evenly between providing exclusively legal services, legal and social services in-house, and those that provide referrals to non-legal services.

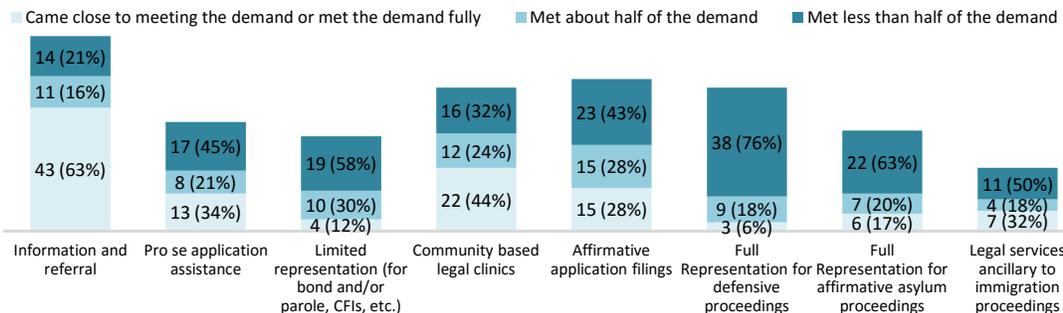


#### Services Provided by Bay Area Organizations

All organizations provide at least a combination of two of the following services. Approximately a third of the organizations provide between eight and nine of these services.

% Offering Service	Type of Service
<b>75%+</b>	<ul style="list-style-type: none"> <li>• Victim protection (T-visas, U-visas, VAWA)</li> <li>• Asylum, Withholding, and Convention Against Torture</li> </ul>
<b>50%-75%</b>	<ul style="list-style-type: none"> <li>• Adjustment of Status</li> <li>• Deferred action (DACA)</li> <li>• Naturalization</li> <li>• Family reunification (family petitions, waivers, etc.)</li> <li>• Unaccompanied minors</li> <li>• Detained Removal defense</li> </ul>
<b>25%-50%</b>	<ul style="list-style-type: none"> <li>• Temporary protected status</li> </ul>

### Count of Organizations Providing Services, Organized by Depth of Services



← Lower Depth of Services

Greater Depth of Services →

## Scope of Services

**Services Continued**

**Over 80%** of organizations observed a moderate or significant increase in their caseload over the past three years, with the biggest increase between FY16-17 and FY17-18. Almost half of the organizations reported that their caseload doubled in the past fiscal year.

**84%** of organizations agreed that more potential clients are seeking services than they can assist

**13** clients on average are placed on a waiting list each month

**6 weeks** is the average time that clients wait until they are able to receive services

**Caseload**

**Staff**

**Employee Characteristics**

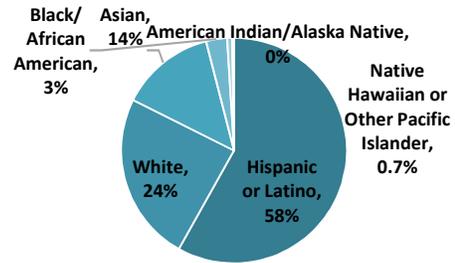
**9** legal staff on average per firm

**9** non-legal staff on average per firm

Staff Count	% of Orgs
up to 10	49%
11 to 20	19%
21 to 30	18%
31 to 40	6%
40+	9%

*Staff Count reported by each organization*

**Legal Staff Demographics**



**Budget**

**Funding Sources**

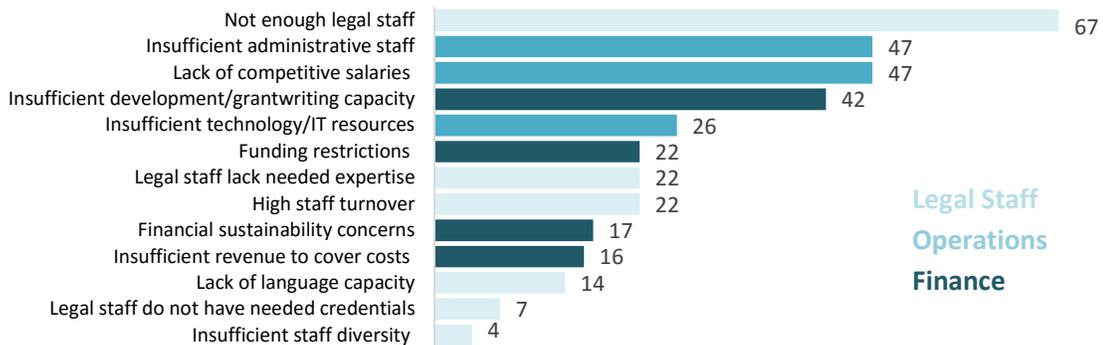
Funding source	Count of organizations reporting each funding source	Average percent of immigration legal service funding from each source	Reported growth/decline in funding over the past three years			Anticipated growth/decline in funding over the past three years		
			Decreased	Generally the same	Increased over the past three years	Anticipated decrease	Generally the same	Anticipated increase
State	49	43.7%	2	6	40	5	25	12
Philanthropy, foundation awards or grants	48	34.0%	6	13	29	9	21	13
County	22	25.6%	1	8	13	2	16	5
Federal	21	16.4%	2	16	5	7	11	2
Other (indicate in the text box below)	23	16.3%	6	6	8	5	9	6
City/municipal	18	15.9%	0	5	14	3	11	3
Individual donors	31	11.1%	1	12	18	1	16	12
IOLTA	12	7.3%	0	5	6	0	7	3

➤ *Items cited under "other" include: Corporate Donors, Service Fees, Membership dues, Contracts, University/school support, Special Events, Church donations, and Fundraisers.*

**Challenges Facing All Organizations**

**Top factors that most significantly limit Statewide organizations' capacity to serve clients**

Count of organizations that ranked each issue as one of the top three factors that limit capacity to meet clients' needs



# Organizations Serving the Bay Area

A total of **54 organizations** reported providing services to clients residing in the Bay Area region, representing 68% of all responding organizations. The majority of these organizations (74%) are also located in the Bay Area. The Bay Area region includes the nine counties surrounding the San Francisco Bay Area, including Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, and Sonoma. Among Bay Area counties, responding organizations identified **Alameda, San Francisco, and Santa Clara** as the most frequently served counties. See appendix for the full list of organizations.

## About the Region

### Clients Served

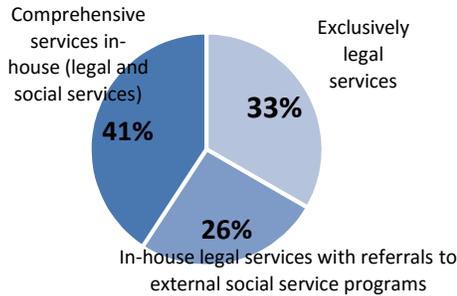
	Legal Clients Served Annually	Monthly Legal Referrals
<b>Number of Clients Served</b>	<b>112,422</b> clients served	<b>383</b> clients referred to organization
	<b>3 to 20,000</b> range of clients served by responding organizations	<b>33</b> clients turned away
	<b>2,204</b> clients served on average per organization	

### Services

#### Legal Services and Social Services

Bay Area organizations are split evenly between providing exclusively legal services, legal and social services in-house, and those that provide referrals to non-legal services.

#### Services Provided



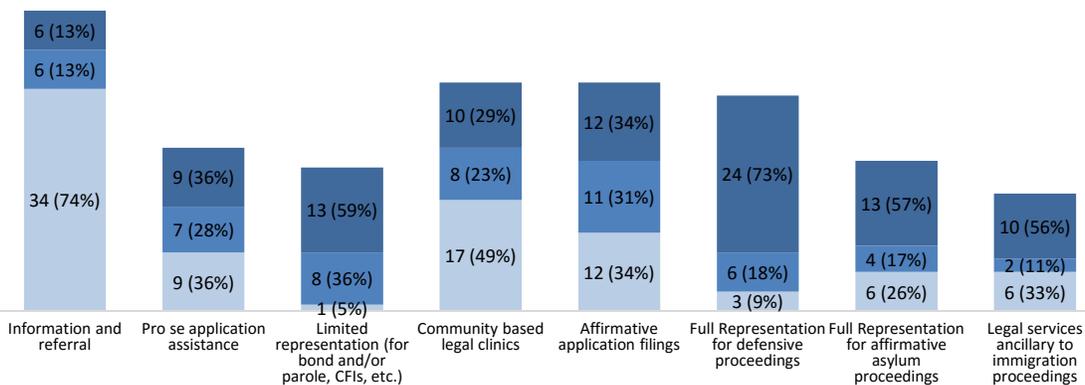
#### Services Provided by Bay Area Organizations

All organizations provide at least a combination of two of the following services. Approximately a third of the organizations provide between eight and nine of these services.

% Offering Service	Type of Service
<b>75%+</b>	<ul style="list-style-type: none"> <li>Deferred action (DACA)</li> <li>Adjustment of Status,</li> <li>Victim protection (T-visas, U-visas, VAWA)</li> </ul>
<b>50%-75%</b>	<ul style="list-style-type: none"> <li>Detained Removal defense</li> <li>Unaccompanied minors,</li> <li>Family reunification, petitions, waivers, etc.)</li> <li>Naturalization</li> <li>Asylum</li> </ul>
<b>25%-50%</b>	<ul style="list-style-type: none"> <li>Temporary protected status</li> </ul>

### Count of Organizations Providing Services, Organized by Depth of Services

Legend: ■ Came close to meeting the demand or met the demand fully ■ Met about half of the demand ■ Met less than half of the demand



## Scope of Services

← Lower Depth of Services

Greater Depth of Services →

**Services Continued**

- Over 80%** observed a moderate or significant increase in their caseload over the past three years, with the biggest increase in the past fiscal year. Almost half of the organizations reported that their caseload doubled in the past fiscal year.
- 81%** of participating Bay Area organizations agreed that more potential clients are seeking services than they can assist
- 36** clients on average are placed on a waiting list each month
- 7 weeks** is the average time that clients wait until they are able to receive services

**Caseload**

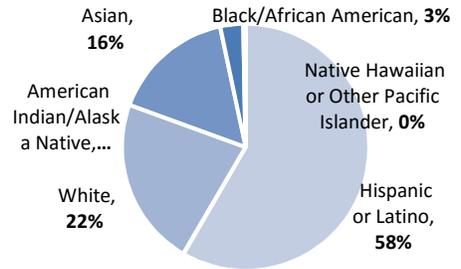
**Staff**

- 9** non-legal staff on average per firm
- 9** legal staff on average per firm

**Staff Count reported by each organization**

Staff Count	% of Orgs
up to 10	48%
11 to 20	19%
21 to 30	17%
31+	17%

**Legal Staff Demographics**



**Employee Characteristics**

**Budget**

**Sources and Trends Identified in the Survey**

Funding source	Count of organizations reporting each funding source	Average percent of immigration legal service funding from each source	Reported growth/decline in funding over the past three years			Anticipated growth/decline in funding over the past three years		
			Decreased	Generally the same	Increased over the past three years	Anticipated decrease	Generally the same	Anticipated increase
State	29	45.0%	1	3	24	4	15	6
Philanthropy, foundation awards or grants	54	32.4%	5	8	22	8	12	12
County	19	28.8%	1	7	11	2	12	5
City/municipal:	17	18.7%		4	13	2	10	2
Other (indicate in the text box below)	16	17.5%	6	3	6	4	6	5
Federal	12	11.4%	2	8	2	4	6	1
Individual donors	23	11.1%	1	10	13	1	10	11
IOLTA	8	7.1%		4	3		5	2

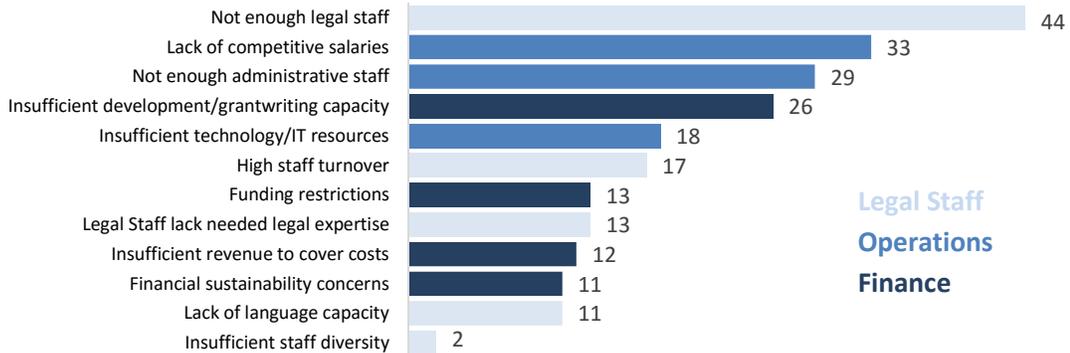
Items cited under "other" include: Corporate Donors, Service Fees, Membership dues, Contracts, University/school support, Special Events, Church donations, and Fundraisers.

**Funding Sources**

**Challenges Facing Bay Area Organizations**

**Top factors that most significantly limit Bay Area organizations' capacity to serve clients**

Count of organizations that ranked each issue as one of the top three factors that limit capacity to meet clients' needs



**Legal Staff**  
**Operations**  
**Finance**

# Organizations Serving Los Angeles

A total of **32 organizations** reported providing services to clients residing in the Los Angeles region, representing 41% of all responding organizations. Close to half of these organizations (44%) are also located in Los Angeles.

## About the Region

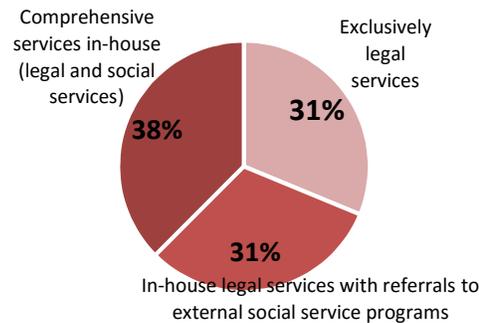
### Clients Served

Number of Clients Served	Legal Clients Served Annually	Monthly Legal Referrals
	<b>84,241</b> clients served total	<b>540</b> clients referred to organization
	<b>35 to 20,000</b> range of clients served by responding organizations	<b>101</b> clients turned away due to capacity
	<b>2,808</b> clients served on average per organization	

### Services

#### Legal Services and Social Services

Los Angeles organizations are split evenly between providing exclusively legal services, legal and social services in-house, and those that provide referrals to non-legal services.



#### Services Provided by Bay Area Organizations

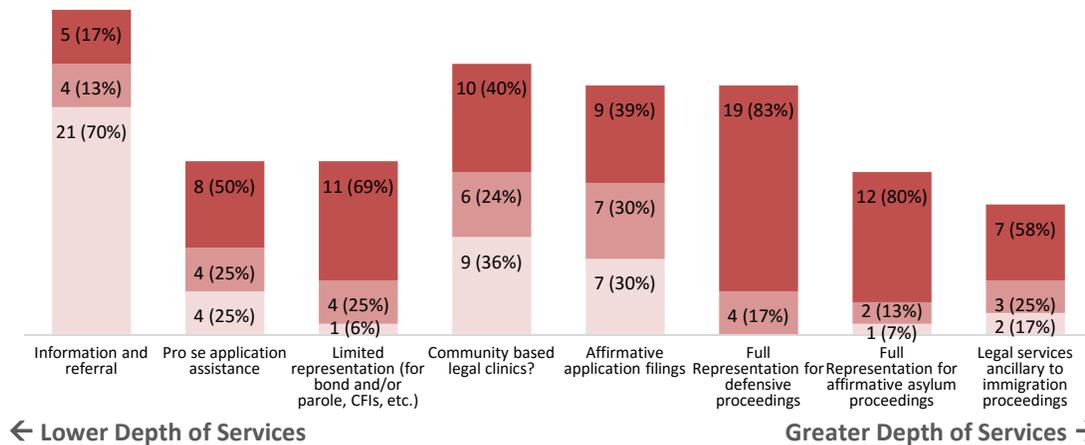
All organizations provide at least a combination of two of the following services. Approximately a third of the organizations provide between eight and nine of these services.

% Offering Service	Type of Service
<b>75%+</b>	<ul style="list-style-type: none"> <li>Victim protection (T-visas, U-visas, VAWA)</li> <li>Asylum, Withholding, and Convention Against Torture</li> <li>Adjustment of Status</li> </ul>
<b>50%-75%</b>	<ul style="list-style-type: none"> <li>Deferred action (DACA)</li> <li>Unaccompanied minors</li> <li>Detained Removal defense</li> <li>Naturalization</li> <li>Family reunification (family petitions, waivers, etc.)</li> </ul>
<b>25%-50%</b>	<ul style="list-style-type: none"> <li>Temporary protected status</li> </ul>

## Services Provided

### Count of Organizations Providing Services, Organized by Depth of Services

Legend: ■ Came close to meeting the demand or met the demand fully ■ Met about half of the demand ■ Met less than half of the demand



## Scope of Services

### Services Continued

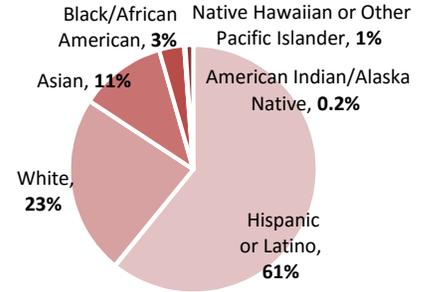
- Over 80%** of organizations observed a moderate or significant increase in their caseload over the past three years, with the biggest increase between FY16-17 and FY17-18. Almost half of the organizations reported that their caseload doubled in the past fiscal year.
- 84%** of participating Los Angeles organizations agreed that more potential clients are seeking services than they can assist
- 14** clients on average are placed on a waiting list each month
- 7 weeks** is the average time that clients wait until they are able to receive services

### Caseload

### Staff

- 11** legal staff on average per firm
- 13** non-legal staff on average per firm

### Legal Staff Demographics



### Employee Characteristics

Staff Count reported by each organization	Staff Count	% of Orgs
	up to 10	28%
	11 to 20	25%
	21 to 30	25%
	31+	22%

### Budget

### Funding Sources

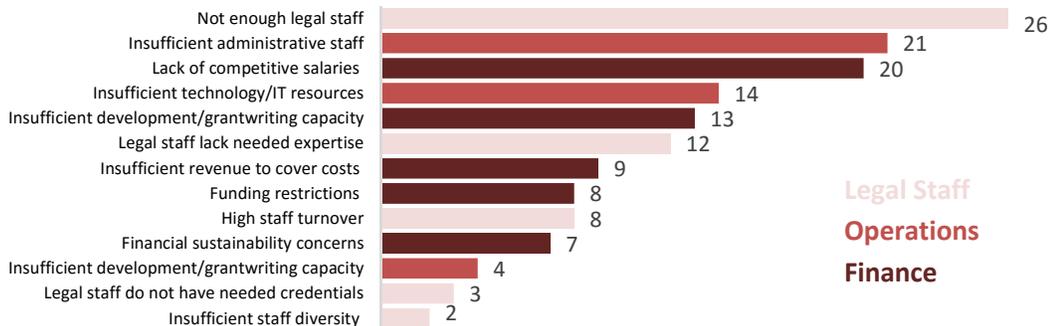
Funding source	Count of organizations reporting each funding source	Average percent of immigration legal service funding from each source	Reported growth/decline in funding over the past three years			Anticipated growth/decline in funding over the past three years		
			Decreased	Generally the same	Increased over the past three years	Anticipated decrease	Generally the same	Anticipated increase
State	21	39.0%	1	3	16	0	13	5
Philanthropy, foundation awards or grants	21	34.4%	4	6	12	4	10	6
Federal	9	23.0%	0	7	4	2	5	2
County	10	21.2%	0	3	6	1	8	0
Other (indicate in the text box below)	8	13.5%	2	0	3	2	2	1
Individual donors	11	12.1%	1	5	7	1	6	5
City/municipal:	9	9.5%	0	2	9	3	4	3
IOLTA	6	5.8%	0	4	1	0	3	1

Items cited under "other" include: Corporate Donors, Service Fees, Membership dues, Contracts, University/school support, Special Events, Church donations, and Fundraisers.

### Challenges Los Angeles Serving Organizations

#### Top factors that most significantly limit Los Angeles organizations' capacity to serve clients

Count of organizations that ranked each issue as one of the top three factors that limit capacity to meet clients' needs



Legal Staff  
Operations  
Finance

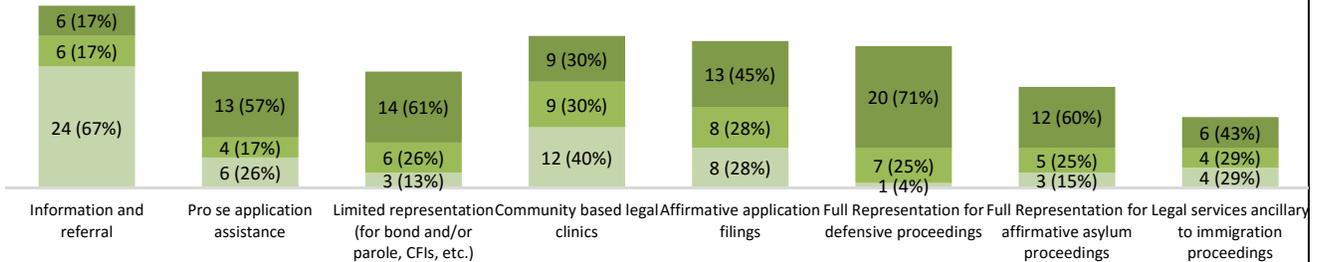
## Organizations Serving Southern California Without Los Angeles

A total of **41 organizations** reported providing services to clients residing in the Southern California region (without Los Angeles), representing 51% of all responding organizations. The majority of these organizations (60%) are also located in Southern California without Los Angeles region.

### Services

#### Count of Organizations Providing Services, Organized by Depth of Services

■ Met less than half of the demand ■ Met about half of the demand ■ Came close to meeting the demand or met the demand fully



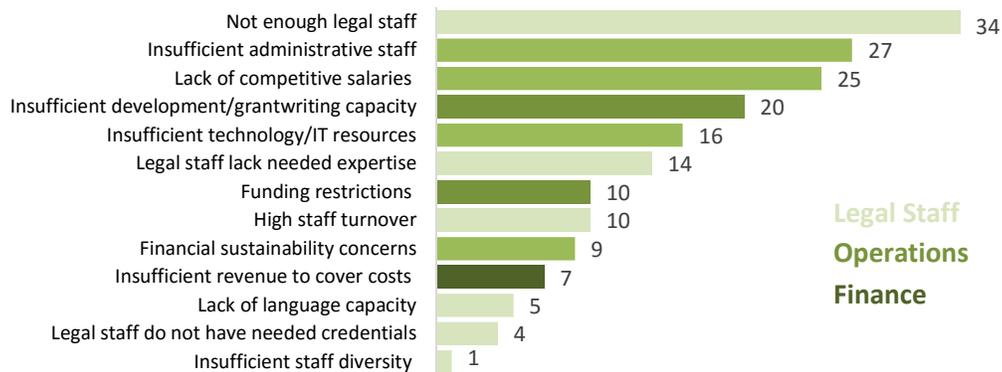
### Budget and Funding Sources

Funding source	Count of organizations reporting each funding source	Average percent of immigration legal service funding from each source	Reported growth/decline in funding over the past three years			Anticipated growth/decline in funding over the past three years		
			Decreased	Generally the same	Increased over the past three years	Anticipated decrease	Generally the same	Anticipated increase
State	27	39%	0	4	23	0	18	7
Philanthropy, foundation awards or grants	26	34%	5	7	15	4	15	6
Federal	13	21%	1	10	3	4	8	1
County	10	16%	0	4	5	1	9	0
Other (indicate in the text box below)	11	15%	3	1	5	2	4	3
Individual donors	16	11%	1	7	10	1	10	6
City/municipal	9	8%	0	2	9	3	5	3
IOLTA	7	6%	0	3	3	0	5	1

### Challenges Facing organizations Serving Southern California (without Los Angeles)

#### Top factors that most significantly limit Southern California organizations' capacity to serve clients

Count of organizations that ranked each issue as one of the top three factors that limit capacity to meet clients' needs

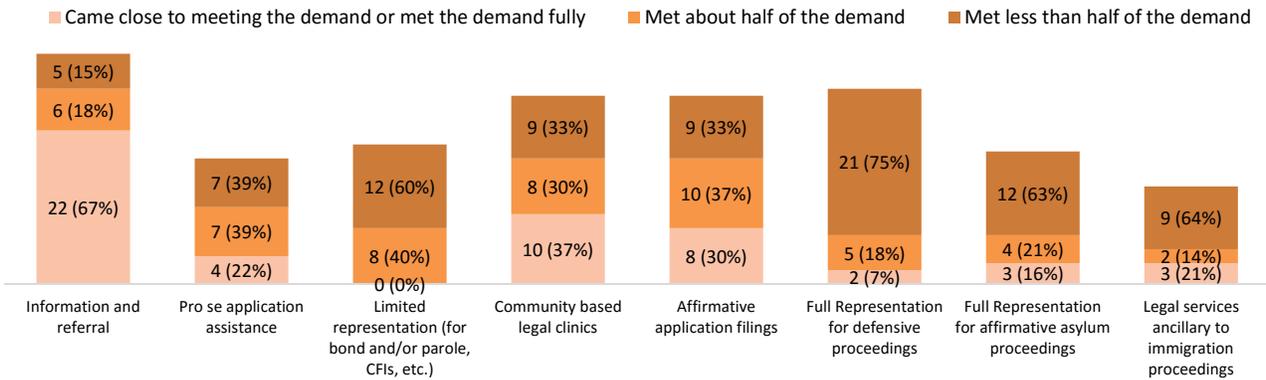


## Organizations Serving the Central Valley

A total of **38 organizations** reported providing services to clients residing in the Central Valley region, representing 48% of all responding organizations. The majority of the organizations that serve the region are located outside the region; a total of three organizations that responded to the survey are located in the Central Valley.

### Services

**Count of Organizations Providing Services, Organized by Depth of Services**



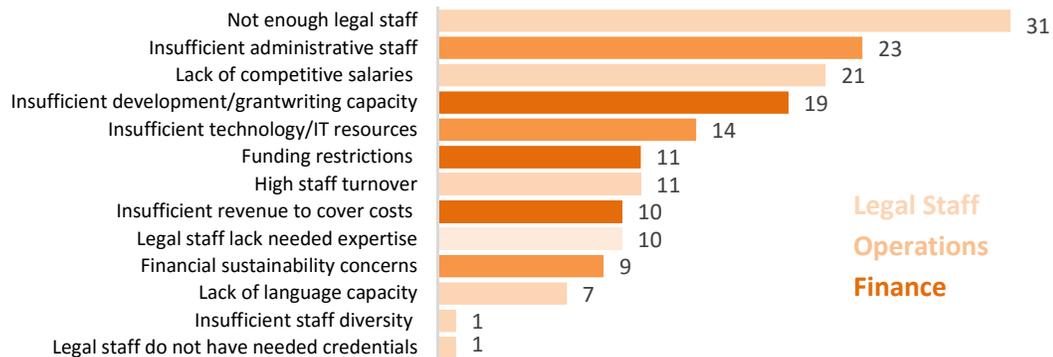
### Funding Sources

Funding source	Count of organizations reporting each funding source	Average percent of immigration legal service funding from each source	Reported growth/decline in funding over the past three years			Anticipated growth/decline in funding over the past three years		
			Decreased	Generally the same	Increased over the past three years	Anticipated decrease	Generally the same	Anticipated increase
County	13	46%	1	5	6	1	9	2
IOLTA	9	34%	0	4	4	0	5	3
City/municipal	12	24%	0	3	11	2	8	2
Individual donors	18	18%	1	6	10	1	7	8
Philanthropy, foundation awards or grants	23	12%	4	5	16	4	11	8
State	18	11%	1	2	17	2	12	5
Federal	11	7%	1	7	1	4	4	1
Other (indicate in the text box below)	15		6	4	4	4	6	4

### Challenges Facing Organizations

**Top factors that most significantly limit Central Valley organization's capacity to serve clients**

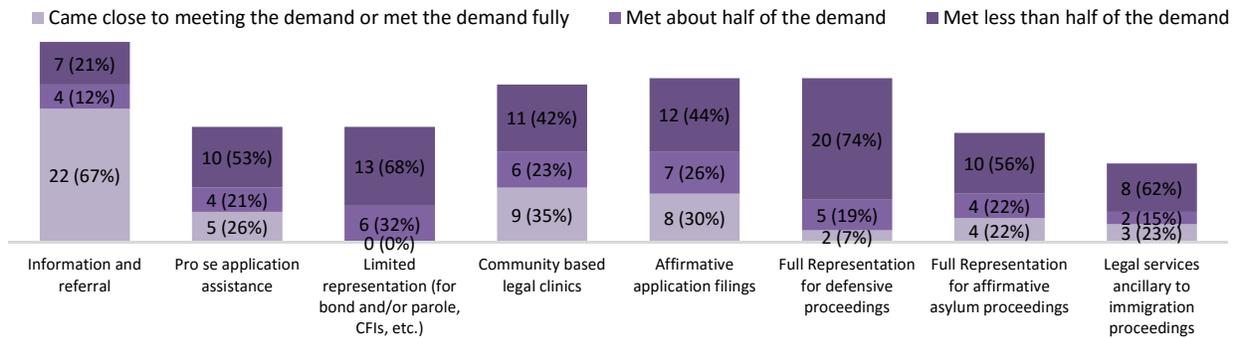
Count of organizations that ranked each issue as one of the top three factors that limit capacity to meet clients' needs



## Organizations Serving the Central Coast

A total of **37 organizations** reported providing services to clients residing in the Central Coast region, representing 46% of all responding organizations. The majority of the organizations that serve the region are located outside the region; a total of four organizations that responded to the survey are located in the Central Coast.

### Services



### Budget and Funding Sources

Funding source	Count of organizations reporting each funding source	Average percent of immigration legal service funding from each source	Reported growth/decline in funding over the past three years			Anticipated growth/decline in funding over the past three years		
			Decreased	Generally the same	Increased over the past three years	Anticipated decrease	Generally the same	Anticipated increase
Philanthropy, foundation awards or grants	25	25.0%	4	6	15	6	11	7
State	23	23.0%	1	2	18	2	14	5
Individual donors	18	18.0%	1	7	10	1	8	8
City/municipal	13	13.0%	0	4	10	3	7	3
County	13	13.0%	1	6	5	1	10	1
Other (indicate in the text box below)	13	13.0%	4	2	4	2	5	3
Federal	10	10.0%	2	8	1	3	7	1
IOLTA	7	7.0%	0	4	2	0	4	2

### Challenges Facing Organizations

#### Top factors that most significantly limit Central Coast's capacity to serve clients

Count of organizations that ranked each issue as one of the top three factors that limit capacity to meet clients' needs

