

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

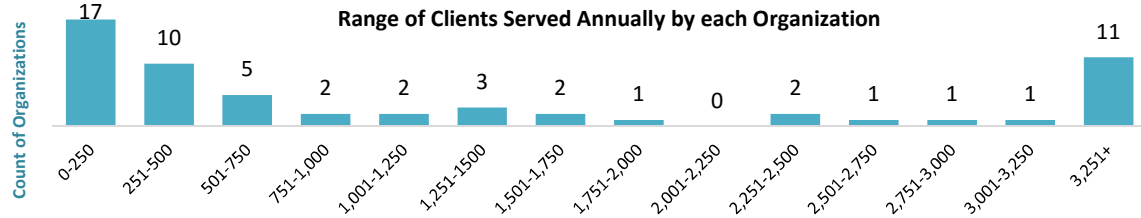
Number of Clients Served

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

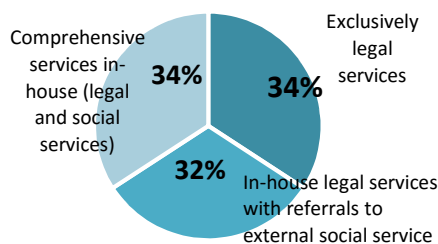
Client Characteristics

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.

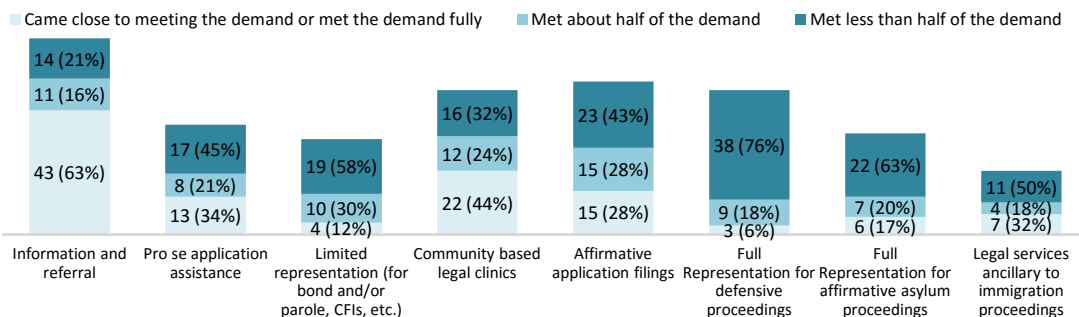


Services Provided by Bay Area Organizations

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

Count of Organizations Providing Services, Organized by Depth of Services



Scope of Services

← Lower Depth of Services

Greater Depth 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**

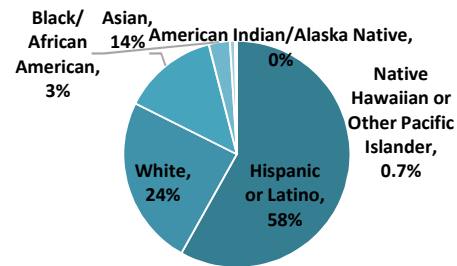
9 legal staff on average per firm

9 non-legal staff on average per firm

**Staff Count
reported
by each
organization**

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

Legal Staff Demographics



Budget

**Funding
Sources**

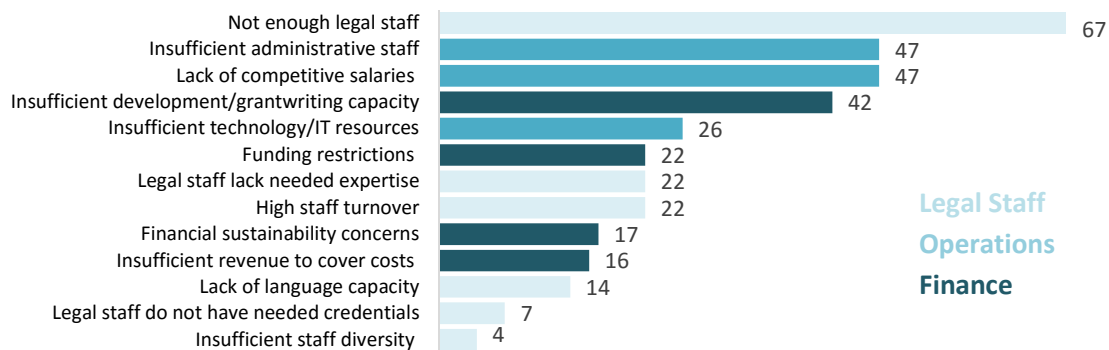
| Funding source | Count of organizations reporting each funding source | Average percent of immigration legal service funding from each source | Reported growth/decline in funding over the past three years | | | Anticipated growth/decline in funding over the past three years | | |
|---|--|---|--|--------------------|-------------------------------------|---|--------------------|----------------------|
| | | | 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



**Legal Staff
Operations
Finance**

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

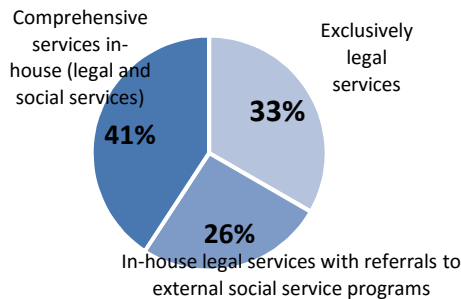
| | Legal Clients Served Annually | Monthly Legal Referrals |
|--------------------------|--|---|
| Number of Clients Served | 112,422 clients served | 383 clients referred to organization |
| | 3 to 20,000 range of clients served by responding organizations | 33 clients turned away |
| | 2,204 clients 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



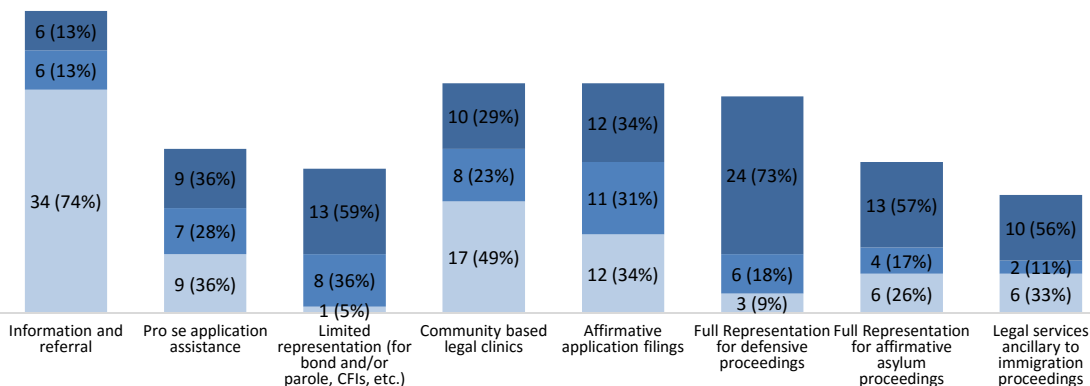
Services Provided by Bay Area Organizations

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

Count of Organizations Providing Services, Organized by Depth of Services

■ 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

Employee Characteristics

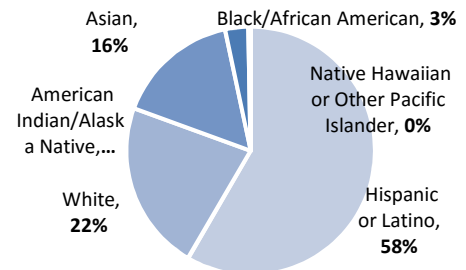
9 non-legal staff on average per firm

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



Budget

Sources and Trends Identified in the Survey

Funding Sources

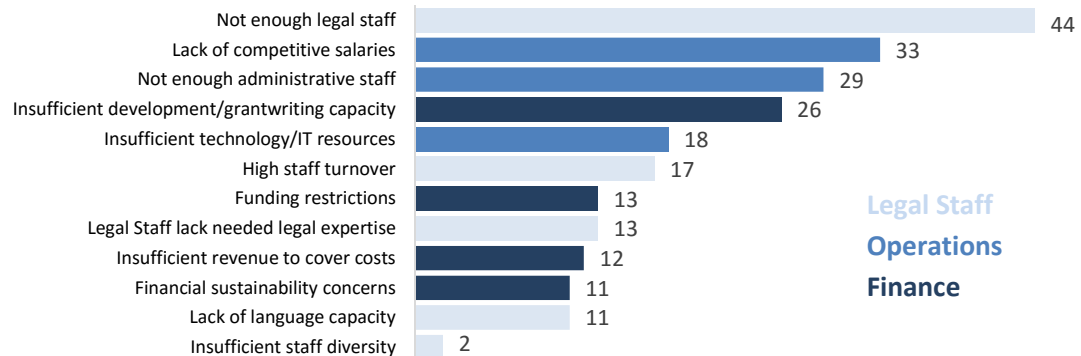
| Funding source | Count of organizations reporting each funding source | Average percent of immigration legal service funding from each source | Reported growth/decline in funding over the past three years | | | Anticipated growth/decline in funding over the past three years | | |
|---|--|---|--|--------------------|-------------------------------------|---|--------------------|----------------------|
| | | | Decreased | Generally the same | Increased over the past three years | Anticipated decrease | Generally the same | Anticipated increase |
| State | 29 | 45.0% | 1 | 3 | 24 | 4 | 15 | 6 |
| Philanthropy, foundation awards or grants | 34 | 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.

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

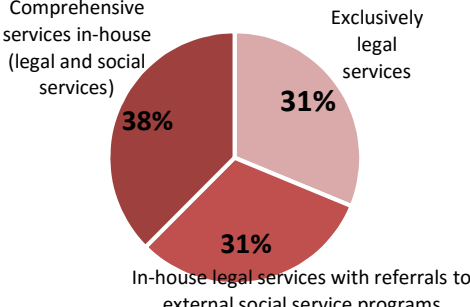
Clients Served

| Number of Clients Served | Legal Clients Served Annually | | Monthly Legal Referrals | |
|--------------------------|-------------------------------|---|-------------------------|-------------------------------------|
| | 84,241 | clients served total | 540 | clients referred to organization |
| | 35 to 20,000 | range of clients served by responding organizations | 101 | clients turned away due to capacity |
| | 2,808 | 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.



Comprehensive services in-house (legal and social services) 38%

Exclusively legal services 31%

In-house legal services with referrals to external social service programs 31%

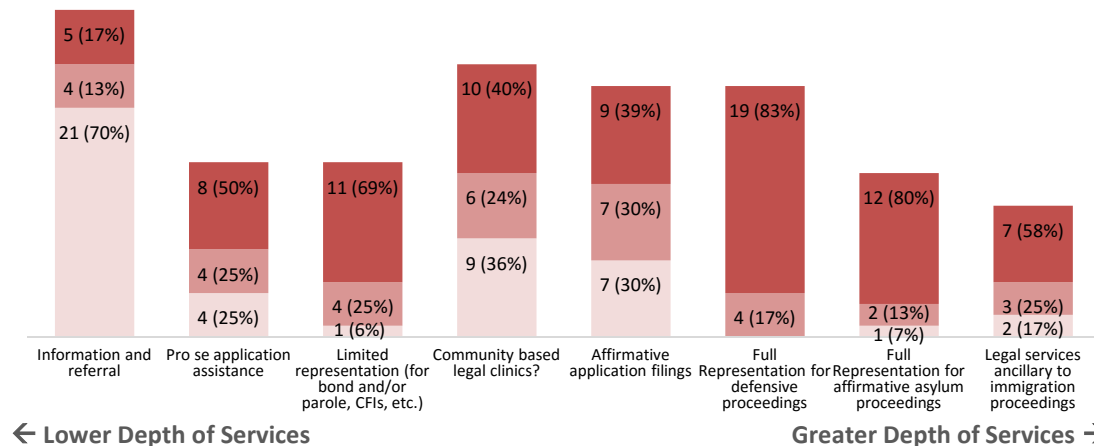
Services Provided by Bay Area Organizations

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

Count of Organizations Providing Services, Organized by Depth of Services

■ 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

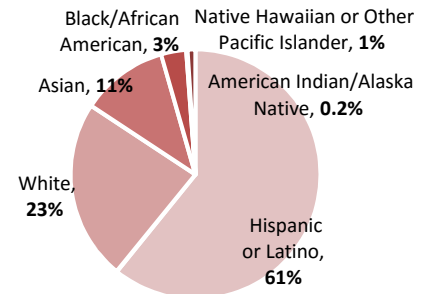
13 non-legal staff on average per firm

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% |

Legal Staff Demographics



Budget

Funding Sources

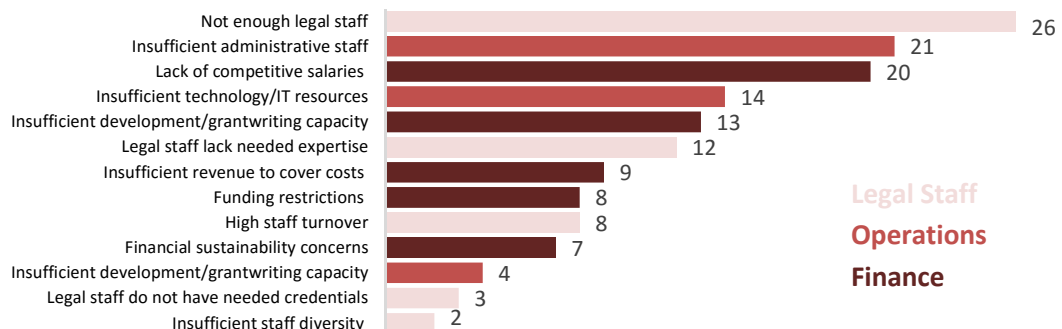
| Funding source | Count of organizations reporting each funding source | Average percent of immigration legal service funding from each source | Reported growth/decline in funding over the past three years | | | Anticipated growth/decline in funding over the past three years | | |
|---|--|---|--|--------------------|-------------------------------------|---|--------------------|----------------------|
| | | | Decreased | Generally the same | Increased over the past three years | Anticipated decrease | Generally the same | Anticipated increase |
| State | 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



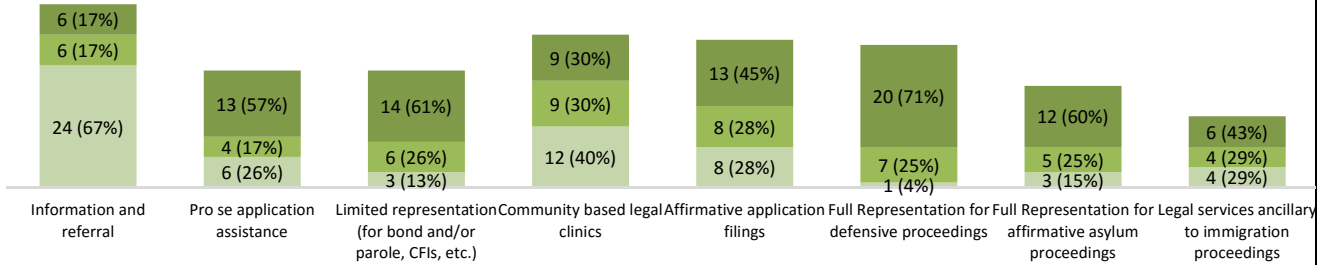
Organizations Serving Southern California Without Los Angeles

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



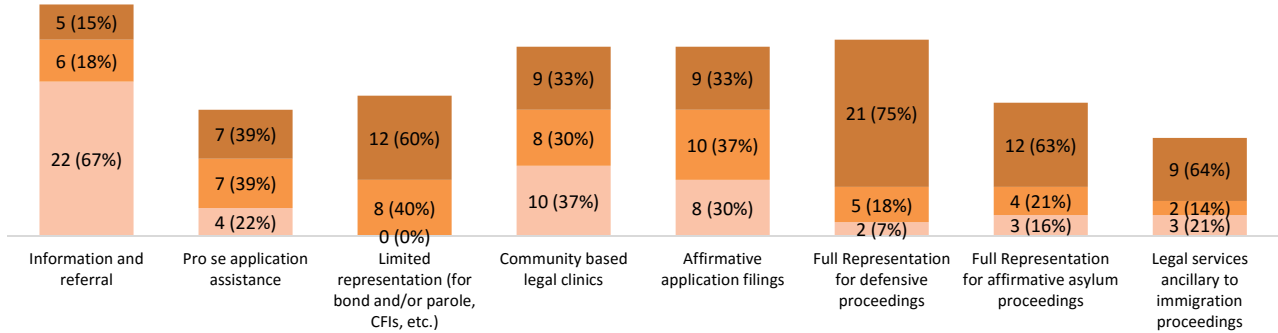
Organizations Serving the Central Valley

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

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



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

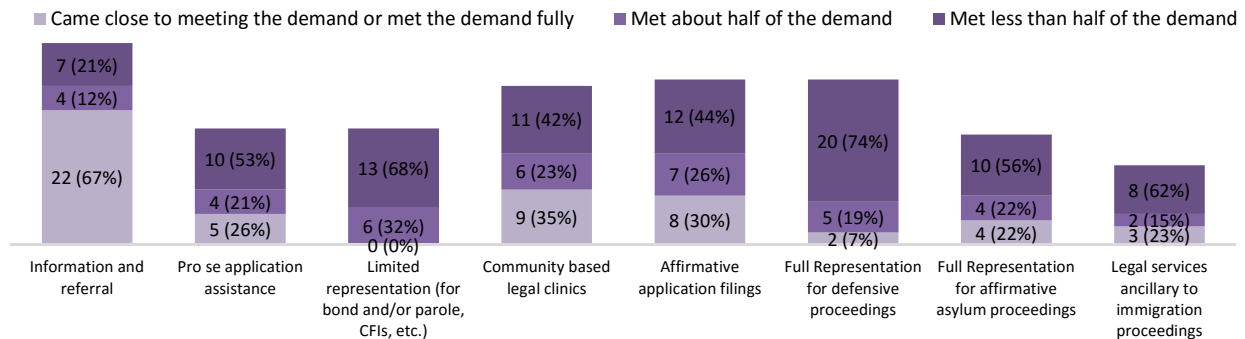


Legal Staff
Operations
Finance

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

