

SUMMARY EDITION

The Path to Equal Justice

A FIVE-YEAR STATUS REPORT ON ACCESS TO JUSTICE IN CALIFORNIA



A PUBLICATION OF THE CALIFORNIA COMMISSION ON ACCESS TO JUSTICE
DECEMBER 2002

Published by the California Commission on Access to Justice

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The complete version of "The Path to Equal Justice" and the summary edition are available online at <http://www.calbar.ca.gov>.

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A FIVE-YEAR STATUS REPORT ON ACCESS TO JUSTICE IN CALIFORNIA
PUBLISHED BY THE CALIFORNIA COMMISSION ON ACCESS TO JUSTICE

**“If the motto ‘and justice for all’
becomes ‘and justice for those
who can afford it,’ we threaten
the very underpinnings of our
social contract.”**

California Chief Justice

Ronald M. George

State of the Judiciary speech

2001



California Commission on Access to Justice Appointing Entities

Governor of the State of California

California Attorney General

President Pro Tem of the Senate

Speaker of the Assembly

Judicial Council of California

California Judges Association

State Bar of California

California Chamber of Commerce

California Council of Churches

California Labor Federation

California League of Women Voters

Consumer Attorneys of California



The Path to Equal Justice

A Five-Year Status Report on Access to Justice in California Summary Edition*

Table of Contents

Introduction to Summary Edition of “The Path to Equal Justice”	1
Executive Summary	3
How Civil Legal Aid Programs Help Needy Californians	7
Steps Taken by California’s Civil Justice Community	9
Next Steps to Achieve Equal Justice	11
Statistics About Poverty in California	13
California Commission on Access to Justice: Priorities, Projects and Members	15

* *The complete version of “The Path to Equal Justice” is available online at <http://www.calbar.ca.gov>.*

This report is dedicated to the California Judiciary, a vital partner in the effort to achieve full and equal justice for all Californians. The accomplishments reflected in this report could not have been achieved without the vision and leadership of Chief Justice Ronald George, the commitment of the California Judicial Council and the Administrative Office of the Courts, and the dedication of hundreds of judicial officers and court staff from across the state.

Introduction to Summary Edition: The Path to Equal Justice

December 2002

When Katherine left her abusive husband, she was a 35-year-old single mother of three. Lacking any significant source of income, she was forced to move with her children into an apartment that lacked such basic necessities as a working toilet and oven. The fourth-floor landing did not even have a railing, and the building was plagued by an infestation of rats and roaches. Although she began withholding rent payments until repairs were made, Katherine found her landlord unwilling to comply. When she could not provide rent receipts, Katherine's Medi-Cal benefits were terminated. Katherine needed medication to control her diabetes, and her children needed care for rat bites. In desperate need of health coverage, Katherine represented herself in an administrative hearing but lost her appeal because she was unable to provide proper documentation of her rent account. In trying to file a complaint against her landlord, she became overwhelmed and confused by the process. She gave up and went home.

Katherine is just one of 4.6 million Californians who are in desperate need of legal aid and are not receiving it.

Press coverage

Within weeks of the release of "The Path to Equal Justice," the Access to Justice Commission was swamped with requests for the report. The press coverage of the report's findings and recommendations has been heartening. The report has been cited by a variety of papers:

- "Nearly 1.5 million poor families in California do not have access to lawyers when they confront disputes involving education, employment, health care or other needs." (*Los Angeles Times*)
- "[The] state commission's report on legal aid for poor people facing evictions, employment barriers and other noncriminal but life-altering problems ranks California near the bottom in spending among industrial states and even further below many nations with comparable economies." (*Sacramento Bee*)
- "Close to nine in 10 Americans (89 percent) agree that legal help for civil matters should be provided for low-income people," and "eight in 10 people

"Equality before the law in a true democracy is a matter of right. It cannot be a matter of charity or of favor or of grace or of discretion."

– U.S. Supreme Court Justice
Wiley Rutledge

even support the idea when it is described as a government-funded program.”
(San Diego Union-Tribune)

“These programs ... have a positive influence on the communities that we serve, decreasing crimes of violence and substance abuse. I believe that legal services for the poor is essential to the safety and well-being of our communities.”

– Leroy D. Baca, Sheriff,
Los Angeles

The need

This reaction has made it clear that “The Path to Equal Justice” strikes a nerve. Some of the findings in particular have hit home:

- 6.4 million Californians live in poverty, including one in five children.
- Nationwide, poverty jumped 30 percent during the 1990s; more than one half of this increase occurred in California alone.
- 26 percent of California workers earn poverty-level wages. While more poor people are now working, those jobs are usually low-paying with no access to health insurance or child care.
- 72 percent of California’s low-income people do not receive the legal help they need to resolve basic problems relating to home, health and education. There is only one legal aid lawyer for every 10,000 poor Californians.
- An increase in funding is needed. California has the sixth largest economy in the world, and tremendous public support exists for providing government-funded legal aid. Yet the state government’s current investment in legal services still amounts to just \$13.20 for each of California’s poorest people. New York spends twice as much; Minnesota and New Jersey spend three times as much.

What you can do

Consider how you can be part of the solution. Take time to read the full version of “The Path to Equal Justice”; the report (and this summary edition) is available online at <http://www.calbar.ca.gov>. Publicize the report to your organization and to your community through your newsletters, on your Web site, and in messages to your listservs. The commission strongly encourages you to launch a new pro bono project and to reach out to local programs addressing the legal needs of the poor. Recognize the efforts of pro bono volunteers, provide training to pro bono lawyers and offer financial assistance to legal aid programs. Assisting the poor is a societal responsibility; the legal profession must fulfill its responsibility to play a lead role in protecting and improving equal access to the justice system, and civic leaders across the state must step forward to help achieve this important goal.

The commission looks forward to being able to report significant progress in the next five years. Your local efforts to increase access to our justice system are greatly appreciated. We will strive to continue to coordinate statewide efforts and your good work at the local level to truly make a difference and provide “justice for all.”

Executive Summary:

The Path to Equal Justice

**A Five-Year Status Report on Access to Justice in California
Published by the California Commission on Access to Justice
October 2002**

Five years ago, access to justice for the poor was near the bottom of California's public policy agenda. California was one of a few states that had not appropriated government funds to support civil legal services for the poor. Legal services programs helped low income clients facing critical legal needs, but they were often underfunded and understaffed. Courts were not equipped to assist those who appeared without lawyers, and some even posted signs that discouraged litigants from asking for help. Despite broad public support for legal aid programs, California was far from living up to our country's goal of "justice for all," and – worse yet – few people in power seemed concerned about that failure.

What a difference five years have made!

- **Access Commission:** The state has established a broad-based commission to lead the access to justice effort. The governor, attorney general, and legislature have joined forces with the judiciary and the State Bar as well as business, labor, and community groups in creating the California Commission on Access to Justice to plan and implement a statewide effort to ensure equal access to justice for all Californians.
- **State funding:** California has taken its first steps toward adequate funding of equal justice. The California Legislature and Governor Gray Davis established the Equal Access Fund through the Judicial Council, allocating an initial appropriation of \$10 million a year and placing California among the 40 state governments that fund legal aid. The private sector also responded with an unprecedented level of commitment. While public funding increased 40 percent (27 percent after correcting for inflation), private funding of legal services – primarily from foundations and law firms – increased more than 70 percent (55 percent after correcting for inflation).
- **Judicial Leadership:** Under the leadership of the Chief Justice, the judicial system is becoming much more accessible. Chief Justice Ronald George and the Judicial Council, in many cases working with the state legislature, took a series of bold steps to increase pro bono representation and to make the courts more user-friendly for those who don't have lawyers. Those steps include creating a

"Legal services clients are as diverse as the nation, encompassing all races, ethnic groups and ages. They include the working poor, veterans, family farmers, people with disabilities and victims of natural disasters. ... For millions of Americans, LSC-funded legal service is the only resource available to access the justice system."

President George W. Bush
Budget Proposal for 2002

CALIFORNIA'S VISION IS AN

inclusive client-centered community that shares responsibility for fairly, compassionately and effectively meeting the essential legal needs of low income individuals and communities – no matter where they live and what language they speak – and for removing barriers to achieving self-sufficiency and meaningful access to justice.

“State Vision” adopted at the
Statewide Stakeholders Meeting,
May 31, 2002

statewide self-help Web site; providing family law facilitators in every county; partnering with legal services providers to place centers for self-help assistance in several courthouses; and launching a statewide task force on self-represented litigants to find long-term solutions.

- **Innovation and state planning:** The state is developing a more cost-effective, accessible system for delivering justice to lower-income residents. Legal aid providers and other participants in California’s justice community undertook a comprehensive state planning process, started or expanded legal advice hotlines, and are experimenting with cutting-edge computer and Internet technology to more efficiently deliver legal representation and to offer assistance in cases where representation by lawyers is not essential or is unavailable. New standards for lay advocates provide increased consumer protection. These changes benefit both low- and moderate-income Californians.

The legal needs of California’s lower-income families

Despite this great progress, low-income Californians continue to face dire circumstances. In 2000, 6.4 million Californians lived in poverty, including nearly one in five children, and California’s poverty rate remained higher than the national average. The economic boom of the 1990s did little to help the state’s poorest residents. In fact, the gap between rich and poor has only worsened: During the decade of the ’90s, the number of people in poverty – and the number of potential legal aid clients – jumped 30 percent. Changes in welfare rules have not always helped either. While many poor people have been placed in jobs by new welfare-to-work programs, those jobs are usually low-paying. Twenty-six percent of California workers earn poverty-level wages. The result is a new class of working poor who remain impoverished even as they work part- or full-time jobs.

Now, faced with an uncertain economy, high unemployment, and a shrinking safety net, California’s most vulnerable residents need legal assistance more than ever – to secure safe, affordable housing; to overcome barriers to employment; to obtain health care and an adequate education; or to stop domestic violence and elder abuse.

Reducing pressure on state services

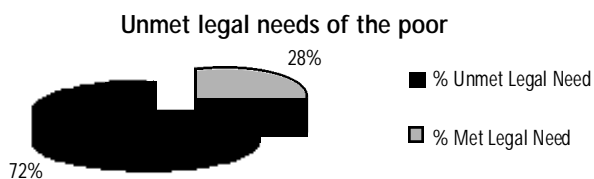
Legal advocacy can help families escape domestic violence, avoid homelessness, obtain needed mental health care, access basic support services, and resolve myriad other problems that threaten the well-being of families and their children. Legal advocacy can play a key role in helping to reduce or avoid poverty-related family dysfunction and child maltreatment, and in helping keep special needs children with their families to reduce reliance on public institutions.

Law enforcement personnel and district attorneys have been working closely with legal aid programs across the state because of the potential for reducing domestic violence and

other crimes. Thus, legal services programs are having an impact far beyond what is immediately evident, reducing the need for many state services and increasing public trust and confidence in the court system and other branches of government.

Bridging the access gap

Government, private and other sources of funding provided nearly \$149 million for California legal services programs in 2000, up from approximately \$101 million in 1996 (2000 is the most recent year for which complete data is available). As a result, the access gap – the difference between the funding needed and the total resources available for legal services – has begun to shrink: In 1996, the access gap was \$440 million; in 2000, \$384 million. Yet, even with the increased funding and the diminishing access gap, just 28 percent of the legal needs of the state's poor and lower-income residents are being addressed (see Appendix B of the full report for detail on how the access gap is calculated). Some of the new funding of the past five years simply compensated for a loss in federal funding and state trust fund support sustained in 1995. And now, the recent economic downturn and the impact of September 11 jeopardize some of these recent gains.



In addition, California continues to lag far behind other industrial states in its funding of legal services for the poor. Its record is also dismal in comparison to other countries whose economies are similar in

size (or even smaller) than that of California. Clearly, California can – and must – do better for its citizens.

Next steps

In the year 2002, the fifth anniversary of the creation of the Access Commission, the state faces new and increasing challenges in the effort to provide equal access to justice. Among the remaining tasks:

- **Additional funding needed:** During the next five years, the Equal Access Fund must be dramatically enhanced, and total resources for legal services for California's poor should be increased so that at least 50 percent of the legal needs of the poor are being met. Public and private sector leaders must be actively involved to ensure adequate government funding for legal services is available to reach this important goal.
- **Role of legal profession:** Financial and pro bono contributions from attorneys and law firms must increase. While achieving accessible justice is a societal



PROTECTING A CHILD'S RIGHTS

A car accident left an 8-year-old boy with severe brain damage. His school repeatedly failed to provide learning services and support as required by federal and state law. Working with the boy and his mother, legal aid attorneys obtained bus transportation, occupational therapy and a classroom aide to enable the boy to stay in school.

CARING FOR SENIORS' HEALTH

An elderly woman was hospitalized with injuries sustained in a fall. She was then discharged to a skilled nursing facility for her recovery. After only a few days, her HMO gave her a discharge notice. She and her doctor agreed she still needed time to fully recover before returning to her independent lifestyle. The local senior law center filed an appeal with the HMO, gaining three more weeks of care and treatment for the woman.

responsibility, and the goal of increasing state funding reflects that assumption, the legal profession must also fulfill its responsibility for playing a lead role in the effort to improve the justice system.

- **Self-help:** Assistance for unrepresented litigants must continue to expand and be improved and access to lawyers must be available when necessary to ensure equal justice. Sophisticated systems for sorting cases must be developed to distinguish between those that require lawyers and those where unrepresented people have an equal chance if given some assistance.
- **Language access:** Litigants with limited English proficiency must receive assistance in order to fully understand and participate in the judicial process. In many areas of the state, a third or more of all litigants may lack fluency in English. Particularly when they are self-represented, they cannot hope for justice without the assistance of trained interpreters and other services that can help them understand and present their cases, and courts must have the ability to provide adequate certified interpreters.
- **Urban/rural equity:** A statewide plan must be completed and implemented to eliminate disparities in legal services resources between urban and rural areas. In part because of California's heavy dependence on local private funding, legal services are unequally distributed across the state. While no area has adequate funding, many rural areas remain grossly underfunded.
- **Addressing moderate-income level needs:** Innovative programs for delivering lower-cost legal services to moderate-income residents must be developed. California's high cost of living means families earning relatively moderate incomes still cannot afford adequate legal representation when the need arises. Prepaid legal service plans, limited-scope representation and other creative solutions must be explored, evaluated and implemented, or expanded to ease the strain on moderate-income households.

This executive summary highlights only some of the key findings and recommendations detailed in the five-year status report on access to justice in California. We urge readers to read the complete report (available online at <http://www.calbar.ca.gov>) to learn more about the legal needs of low-income Californians, the progress California has made during the past five years toward achieving equal access to justice, and what must still be done to fulfill the oft-repeated promise of justice for all.

Many of the building blocks of a truly accessible justice system are now in place, and the public overwhelmingly supports the goal of equal justice. We urge you to join us as we continue to work toward this critical – and achievable – goal.

How Civil Legal Aid Programs Help Needy Californians

Faced with an uncertain economy, high unemployment and a shrinking safety net, California's most vulnerable residents need legal assistance more than ever to secure safe, affordable housing; to overcome barriers to employment; to obtain guardianships; to obtain health care and an adequate education; or to avoid domestic violence and elder abuse. Here are some ways that legal aid advocates help their low-income clients:

- **Family** – Prevent and provide protection against domestic violence and child abductions; help with child custody and child support issues, adoptions and guardianships.
- **Employment/Income Support** – Assist families in becoming self-sufficient through transitions from welfare to work; assist with child care and other work support programs; help individuals obtain benefits for which they are eligible but have difficulty receiving.
- **Housing** – Work with local authorities to improve substandard housing; help tenants facing unlawful evictions; prevent homelessness; advocate for policies that encourage affordable housing.
- **Consumer** – Challenge predatory lending and other fraudulent, deceptive and abusive business practices; help individuals deal with bankruptcy procedures and negotiate with overzealous collection agencies.
- **Education** – Help families meet special education needs of their children.
- **Health** – Help uninsured families obtain medical coverage for which they are eligible; resolve disputes with HMOs and insurers; advocate for policies that

Inadequate resources
<ul style="list-style-type: none">■ Ratio of poor people to legal aid attorneys in California: 10,000 to 1■ Just 28 percent of the legal needs of the state's poor residents are being addressed. California continues to lag far behind many other states in its funding of legal services for the poor. It also lags far behind other countries.
<p>– Tables 6 and 7 and Appendix B, "The Path to Equal Justice"</p>

The state's poorest working families now bring home 22 percent less in real dollars than they did in 1969.

provide access and protect the public health.

- **Juvenile** – Assist minors who have been abused or neglected; assist minors facing delinquency issues.

Steps Taken by California's Civil Justice Community

Increased Resources for Legal Services

- **Equal Access Fund:** In 1999, all three branches of government collaborated to establish the Equal Access Fund, which was originally proposed by the Access to Justice Commission. The fund – appropriated to the Judicial Council and disbursed through the State Bar's Legal Services Trust Fund Program – has provided \$10 million each year for 100 local legal aid programs as well as 15 court-based self-help centers operated by legal services programs in partnership with the courts.

Increased Access to the Courts

- **More accessible system:** Recent changes in the California state court system reflect the Judicial Council's commitment to making the state's court system more accessible and user-friendly. Statewide initiatives include efforts to simplify forms and procedures, make information available to self-represented litigants, and provide increased funding for alternative dispute resolution. The Judicial Council, with the involvement of the Access Commission, is developing methods for educating judges, clerks and other staff about the need for legal services and the problems faced by unrepresented litigants.
- **Self-help:** Onsite assistance is now available in every county. A system of family law facilitators, established in 1996 in all 58 California counties, provides guidance to more than 30,000 litigants per month. Pilot self-help centers serve as models for other courts.

Help in Addressing Language Barriers

- **Judicial Council efforts:** The Judicial Council has devoted significant resources to increasing the availability of qualified interpreters; providing training, testing programs and a mentoring system for interpreters; and encouraging college-level degree programs in court interpretation. Court forms and instructions for domestic violence cases have been translated into Spanish, Vietnamese, Korean and Chinese. The council's self-help Web site will soon be available in Spanish.
- **Legal aid innovations:** The Asian Language Legal Access Project in Southern



SAFE AND SECURE

Maria was searching for a job that would enable her to separate herself and her children from years of physical abuse at the hands of her husband. She struggled for two years to obtain a work authorization permit before seeking help from legal aid. A paralegal cut through the red tape at the Immigration and Naturalization Service, and Maria secured employment – and independence from her husband.

California is developing toll-free hotlines in the pilot languages of Mandarin and Vietnamese; six legal services agencies and 13 community-based organizations in Northern California are collaborating on the Legal Language Access Project, which developed a bank of trained interpreters.

Leveraged Resources through Technology

- **Web site:** In addition to the Judicial Council's self-help Web site, California Indian Legal Services and the Public Interest Clearinghouse are building a statewide legal services Web site. The site will offer clients a full-range of legal education material and will refer them to an appropriate legal service provider. The site also will enable advocates to share legal resources.
- **Electronic self-help resources:** Legal Aid Society of Orange County (LASOC) has developed I-CAN!, an innovative interactive system to help clients fill out Judicial Council forms. Now operating in three languages, I-CAN! is a touch-screen computer with audio and visual components that provides explanations and asks questions to help clients complete forms for immediate filing. I-CAN! offers services in paternity, domestic violence, unlawful detainer, license denial, small claims and fee waiver procedures. I-CAN! has been widely praised, and LASOC, together with the courts and other legal services providers, has begun bringing it to other counties.
- **Expert systems for advocates:** The Public Interest Clearinghouse and its partners are developing "expert systems" to help advocates do centralized intake and case placement and enable advocates to share their specific expertise with other advocates and clients throughout the community.

Improvement of the Delivery of Legal Services

- **Efficient and effective services:** The past five years have seen continued strengthening of legal services programs and improvement in the services these programs are able to offer clients. Programs offer a range of services, trying to fill clients' legal needs in the most efficient, effective way, providing full representation where appropriate and offering self-help clinics and hotlines to avoid turning away those calling for advice. Programs also have established close working relationships with other social service agencies to address the full range of issues facing a client and to truly have an impact on clients' lives.
- **Coordination of statewide planning and infrastructure development:** Since 1996, the courts, state and local bars, legal service providers and the client community have engaged in statewide planning for the delivery of legal services. The annual statewide stakeholders meeting helps set statewide priorities, identify strengths and gaps in the current system, and plan effective strategies for enhancing legal services delivery. Regular reports and evaluations are submitted to the Legal Services Corporation and other partner organizations. (See the current state plan for legal services delivery at <http://www.pic.org>.)

Next Steps to Achieve Equal Justice in California

In the year 2002, the fifth anniversary of the creation of the Access Commission, the state faces new and increasing challenges in the effort to provide equal access to justice:

- **The Equal Access Fund must be dramatically enhanced.** California still lags behind many industrial states and foreign democracies in state government funding of equal justice for the poor. More alarming is the fact that less than 30 percent of the legal needs of California's poor are being met. Public and private sector leaders must be actively involved to ensure adequate government funding for legal services.
- **Financial and pro bono contributions from attorneys must increase.** While achieving accessible justice is a societal responsibility, and the goal of increasing state funding reflects that assumption, the legal profession must also fulfill its responsibility for playing a lead role in the effort to improve the justice system.
- **Foundations and other private institutional funders must be educated about the importance of funding legal services.** Legal aid organizations are critical players in improving the lives of low-income Californians. These organizations rely heavily on public and private sources of funding for their very existence. We need to work with the foundation community and other private institutional funders in a joint effort to ensure adequate resources for legal services.
- **Assistance for unrepresented litigants must continue to be expanded and access to lawyers must be available when necessary to ensure equal justice.** Sophisticated systems for sorting cases must be developed to distinguish between those that require lawyers and those where unrepresented people have an equal chance if given some assistance.
- **Litigants with limited English proficiency must receive assistance in order to fully understand and participate in the judicial process.** In many areas of the state, a third or more of all litigants may not speak English. Particularly when they are self-represented, these people cannot hope for justice without the assistance of certified or registered interpreters and other services that can help them understand and present their cases.
- **A statewide plan must be implemented to guarantee people throughout the**

PROTECTING HOMES

A 94-unit low-income housing development was nearly uninhabitable because of years of neglect. With help from legal aid attorneys, residents were able to postpone a HUD foreclosure, find a nonprofit developer to rehabilitate the buildings, and preserve the living units for very low-income persons for the next 55 years.

state – in rural areas as well as cities – equal access to justice. In part because of California's heavy dependence on local private funding, legal services are unequally distributed across the state. While no area has adequate funding, many rural areas remain grossly underfunded.

- **Innovative programs for delivering lower-cost legal services to moderate-income residents must be developed.** California's high cost of living means families earning moderate incomes still cannot afford adequate legal representation when the need arises. Prepaid legal service plans and other programs must be explored, evaluated and implemented, or expanded, to ease the strain on moderate-income households.

Statistics About Poverty in California

Following are excerpts of data presented in “The Path to Equal Justice.” The complete report and additional statistics on poverty and equal access issues are available online at <http://www.calbar.ca.gov>.

Challenges Facing California’s Lower-Income Families

- 6.4 million Californians live in poverty, including nearly one in 5 children.
- During the decade of the '90s, the number of people in poverty jumped 30 percent. The economic boom of the 1990s did little to help the state’s poorest residents. In fact, the gap between rich and poor has only worsened.
- 26 percent of California workers earn poverty-level wages. Changes in welfare rules have not necessarily helped. While many poor people have been placed in jobs by new welfare-to-work programs, those positions are usually low-paying jobs without benefits. The result is a significant increase in the number of working poor who remain impoverished.
- Two-thirds of families living in poverty have a worker employed at least part-time.

– U.S. Census Bureau
– California Budget Project
– Public Policy Institute of California

California’s Portion of National Poverty Growth (1990-2000)

- Increase in number of people in poverty in the U.S.: 1,955,826
- Increase in number of people in poverty in California: 1,078,545
- Percentage of total poverty increase in the U.S. that occurred solely in California: 55 percent

– U. S. Census Bureau



A GUARDIAN AND CAREGIVER

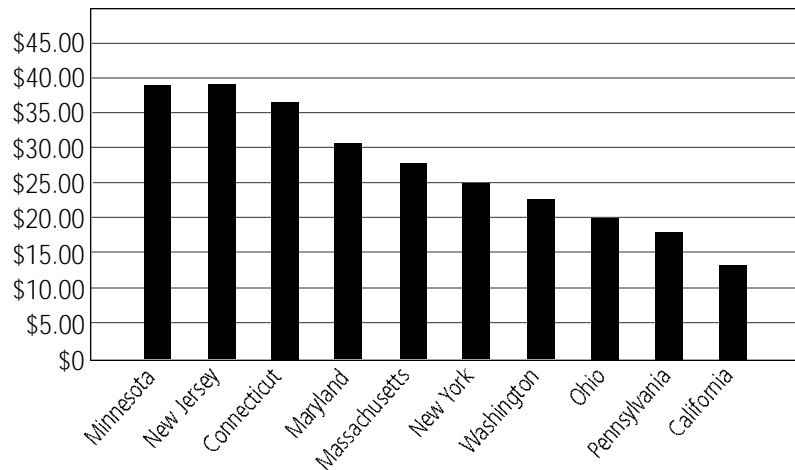
After his father was murdered and his drug-addicted mother abandoned him, young David needed help. Legal aid attorneys assisted David’s grandmother in obtaining legal guardianship of the boy. To address the severe emotional problems David suffered, attorneys helped obtain MediCal coverage for psychiatric health care.

Children in Poverty Statistics (2000)

- Percentage of California children living in poverty: 18.6 percent
- Percentage of children nationwide living in poverty: 15.8 percent
- Percent of national increase in children living in poverty since the late 1970s for which California accounts: 100 percent
- Portion of poor children in California who live in families with at least one working parent: two in three

– “The Changing Face of Child Poverty in California,”
National Center for Children in Poverty, August 2000

The Gap in Funding for Civil Legal Services for the Poor: Government Spending Per Eligible Poor Person



California Commission on Access to Justice

The broad-based California Commission on Access to Justice is dedicated to finding long-term solutions to the chronic lack of legal representation available for poor and moderate-income Californians.

Key Priorities and Projects

- **Resources:** Increasing resources for legal services programs, including supporting the Equal Access Fund, the state appropriation to the Judicial Council, and working with all sectors of the community to increase support for legal services to the poor.
- **Language Barriers:** Eliminating language barriers facing low-income Californians in the legal and judicial system.
- **Self-Help Resources:** Expanding the availability of self-help resources for self-represented litigants.
- **Court System Improvements:** Working collaboratively with the state and federal court systems to share best practices and establish procedures to improve access for those of limited means.
- **Benjamin Aranda Award:** Working with the State Bar, Judicial Council and California Judges Association to recognize judges for outstanding dedication to increasing access to the legal system.
- **Communication:** Increasing public awareness of the valuable work of legal services programs throughout the state.
- **State Planning:** Coordinating with other partners in the state justice community to oversee statewide planning so as to avoid gaps in the state's delivery system and to ensure accountability of the legal services planning process.
- **Unbundling:** Expanding the availability of limited scope legal assistance, also known as "unbundling."
- **Technology:** Leveraging resources through developing and coordinating innovative uses for technology in the legal services setting.

FAIR HOUSING

Substandard housing conditions caused illness for a family. The landlord refused to fix the roof, which leaked for years; mold growing inside the house caused asthma and other respiratory problems for the children. Under attorney supervision at a legal aid office, law students helped the family sue the landlord. The case settled for \$11,000, and the family moved to a new, healthier home.

Access to Justice Commission, 2002

Governor, State of California

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Toby Rothschild, General Counsel
Legal Aid Foundation of Los Angeles
Long Beach

California Council of Churches

Appointment pending

California League of Women Voters

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California Chamber of Commerce

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Consumer Attorneys of California

David Alan Rosen (effective 02/03)
Rose Klein & Marias

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