

# The 2024 California Justice Gap: Understanding California's Unmet Civil Legal Needs

This document contains statistical significance testing results and number of observations for all results reported in the report *The 2024 California Justice Gap: Understanding California's Unmet Civil Legal Needs* prepared by NORC for the State Bar of California.

**Figure 3A: Number of civil legal problems experienced by California households in the last year**

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>1+ Problems</b>	NS	NS	NS	NS
<b>2+ Problems</b>	NS	NS	NS	NS
<b>5+ Problems</b>	D	D	D	ABC
<b>10+ Problems</b>	D	D	D	ABC

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

<b>Overall</b>	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
6,330	1,576	1,495	1,501	1,758

**Figure 3B: Percent of California households who experienced common types of civil legal problems**

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Consumer problems</b>	D	D	NS	AB
<b>Health care</b>	NS	D	NS	B
<b>Housing</b>	CD	D	AD	ABC
<b>Housing among renters</b>	NS	NS	NS	NS
<b>Employment</b>	B	ACD	B	B
<b>Income maintenance</b>	CD	D	AD	ABC
<b>Family &amp; safety</b>	D	D	D	ABC
<b>Family &amp; safety among households with children &lt;12 years +</b>	D	D	D	ABC
<b>Wills and estates</b>	BCD	A	A	A
<b>Education</b>	D	D	D	ABC
<b>Official records</b>	NS	D	NS	B
<b>Disability</b>	D	D	NS	AB
<b>Immigration</b>	NS	NS	NS	NS
<b>Compromised personal information</b>	C	C	ABD	C
<b>Contracts</b>	NS	D	D	BC
<b>Personal injury</b>	D	D	D	ABC

NS refers to no significant differences with other income categories  
Letters denote significance at the 95% confidence level

	<b>Overall</b>	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Consumer problems</b>	6,330	1,576	1,495	1,501	1,758
<b>Health care</b>	6,330	1,576	1,495	1,501	1,758
<b>Housing</b>	6,330	1,576	1,495	1,501	1,758
<b>Housing among renters</b>	2,274	850	606	444	374
<b>Employment</b>	6,330	1,576	1,495	1,501	1,758
<b>Income maintenance</b>	6,330	1,576	1,495	1,501	1,758
<b>Family &amp; safety</b>	6,330	1,576	1,495	1,501	1,758
<b>Family &amp; safety among households with children &lt;12 years +</b>	1,458	383	296	362	417
<b>Wills and estates</b>	6,330	1,576	1,495	1,501	1,758
<b>Education</b>	6,330	1,576	1,495	1,501	1,758
<b>Official records</b>	6,330	1,576	1,495	1,501	1,758
<b>Disability</b>	6,330	1,576	1,495	1,501	1,758
<b>Immigration</b>	6,330	1,576	1,495	1,501	1,758
<b>Compromised personal information</b>	2,209	433	505	445	826
<b>Contracts</b>	2,209	433	505	445	826
<b>Personal injury</b>	2,209	433	505	445	826

**Figure 3C: Percent of California households who experienced common consumer problems**

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Compromised personal information</b>	C	C	ABD	C
<b>Contracts</b>	NS	D	D	BC
<b>Personal injury</b>	D	D	D	ABC
<b>Victim of scam</b>	D	D	NS	AB
<b>Problems repaying credit card loans</b>	D	D	D	ABC
<b>Harassment from creditors</b>	D	D	D	ABC
<b>Problems repaying student loans</b>	NS	NS	NS	NS
<b>Utility disconnected</b>	D	D	D	ABC
<b>Problems with credit repair services</b>	BD	AD	D	ABC
<b>Problems getting credit because of identity fraud</b>	D	D	D	ABC
<b>Problems with repossession payments</b>	NS	NS	NS	NS
<b>Insurance companies rejecting claims</b>	NS	NS	NS	NS
<b>Tax disputes</b>	B	A	NS	NS
<b>Filed for bankruptcy</b>	NS	NS	NS	NS
<b>Had wages withheld</b>	NS	D	D	BC
<b>Problems paying fine for criminal case</b>	D	D	D	ABC

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

	<b>Overall</b>	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Compromised personal information</b>	2,209	433	505	445	826
<b>Contracts</b>	2,209	433	505	445	826
<b>Personal injury</b>	2,209	433	505	445	826
<b>Victim of scam</b>	6,330	1,576	1,495	1,501	1,758
<b>Problems repaying credit card loans</b>	6,330	1,576	1,495	1,501	1,758
<b>Harassment from creditors</b>	6,330	1,576	1,495	1,501	1,758
<b>Problems repaying student loans</b>	6,330	1,576	1,495	1,501	1,758
<b>Utility disconnected</b>	6,330	1,576	1,495	1,501	1,758
<b>Problems with credit repair services</b>	6,330	1,576	1,495	1,501	1,758
<b>Problems getting credit because of identity fraud</b>	6,330	1,576	1,495	1,501	1,758
<b>Problems with repossession payments</b>	6,330	1,576	1,495	1,501	1,758
<b>Insurance companies rejecting claims</b>	6,330	1,576	1,495	1,501	1,758
<b>Tax disputes</b>	6,330	1,576	1,495	1,501	1,758
<b>Filed for bankruptcy</b>	6,330	1,576	1,495	1,501	1,758
<b>Had wages withheld</b>	6,330	1,576	1,495	1,501	1,758
<b>Problems paying fine for criminal case</b>	6,330	1,576	1,495	1,501	1,758

**Figure 3D: Percent of California households who experienced common health care problems**

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Health insurance not covering services</b>	NS	NS	NS	NS
<b>Billed incorrectly for medical services</b>	BCD	A	A	A
<b>Having unpaid medical debt</b>	BCD	AD	AD	ABC
<b>Problems getting employer health insurance</b>	BD	AD	D	ABC
<b>Problems getting Medicaid, Medicare</b>	CD	CD	ABD	ABC
<b>Health provider not providing services</b>	BC	AD	AD	BC
<b>Denied an interpreter</b>	B	AD	NS	B
<b>Problems with long-term care facility</b>	B	AD	D	BC

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

<b>Overall</b>	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
6,330	1,576	1,495	1,501	1,758

**Figure 3E: Prevalence of 5+ civil legal problems in California households**

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>All households</b>	D	D	D	ABC
<b>Households with unemployment benefit problems</b>	n<200	n<200	n<200	n<200
<b>Households with domestic violence problems</b>	n<200	n<200	n<200	n<200
<b>Households with eviction-related problems</b>	n<200	n<200	n<200	n<200
<b>Households facing children &amp; custody problems</b>	NS	NS	NS	n<200
<b>Households facing discrimination and harassment problems</b>	CD	D	A	AB
<b>Households facing homeownership problems</b>	D	NS	NS	A
<b>Households facing parenting problems</b>	NS	NS	NS	NS

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

	<b>Overall</b>	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>All households</b>	6,330	1,576	1,495	1,501	1,758
<b>Households with unemployment benefit problems</b>	473	157	123	129	64
<b>Households with domestic violence problems</b>	432	143	98	129	62
<b>Households with eviction-related problems</b>	358	171	98	59	30
<b>Households facing children and custody problems</b>	928	298	244	236	150
<b>Households facing discrimination and harassment problems</b>	1,204	354	320	300	230
<b>Households facing homeownership problems</b>	1,039	262	252	274	251
<b>Households facing parenting problems</b>	1,533	533	402	346	252

**Figure 3F: Percent of California households who experienced civil legal problems with substantial impacts in various aspects of their lives**

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Overall</b>	BCD	AD	AD	ABC
<b>Mental &amp; Emotional health</b>	D	D	D	ABC
<b>Financial situation</b>	CD	D	AD	ABC
<b>Physical health &amp; safety</b>	CD	D	AD	ABC
<b>Relationships</b>	CD	D	AD	ABC

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

<b>Overall</b>	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
6,330	1,576	1,495	1,501	1,758

**Figure 3G: Percent of California households who experienced substantial impact by type of civil legal problem**

	<b>Lowest-income (A)</b>	<b>Low-income (B)</b>	<b>Middle-income (C)</b>	<b>High-income (D)</b>
<b>All problems</b>	BCD	A	A	A
<b>Disability</b>	n<200	n<200	n<200	n<200
<b>Official records</b>	n<200	n<200	n<200	n<200
<b>Family &amp; safety</b>	NS	NS	NS	n<200
<b>Income maintenance</b>	NS	NS	NS	NS
<b>Unemployment</b>	D	NS	D	AC
<b>Housing</b>	D	D	D	ABC
<b>Personal injury</b>	n<200	n<200	n<200	n<200
<b>Immigration</b>	n<200	n<200	n<200	n<200
<b>Education</b>	NS	NS	NS	n<200
<b>Contracts</b>	n<200	n<200	n<200	n<200
<b>Consumer problems</b>	D	D	D	ABC
<b>Health care</b>	D	D	D	ABC
<b>Wills and estates</b>	D	NS	NS	A
<b>Compromised personal information</b>	n<200	NS	NS	NS

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

	<b>Overall</b>	<b>Lowest-income (A)</b>	<b>Low-income (B)</b>	<b>Middle-income (C)</b>	<b>High-income (D)</b>
<b>All problems</b>	4,658	1,174	1,112	1,087	1,285
<b>Disability</b>	567	180	143	155	89
<b>Official records</b>	631	171	172	178	110
<b>Family &amp; safety</b>	1,133	373	292	278	190
<b>Income maintenance</b>	1,380	491	369	308	212
<b>Unemployment</b>	1,549	413	404	389	343
<b>Housing</b>	1,725	539	440	403	343
<b>Personal injury</b>	336	87	85	72	92
<b>Immigration</b>	475	117	114	124	120
<b>Education</b>	906	257	238	231	180
<b>Contracts</b>	458	101	106	96	155
<b>Consumer problems</b>	2,636	761	661	629	585
<b>Health care</b>	2,345	589	597	571	588
<b>Wills and estates</b>	1,281	230	318	331	402
<b>Compromised personal information</b>	1,037	184	231	236	386



### Section 3: Geographic Region

#### California households with civil legal problems by region

	1+ problems	5+ problems	10+ problems
Superior California (A)	NS	FG	I
North Coast (B)	n<200	n<200	n<200
San Francisco Bay Area (C)	NS	FG	FGH
Northern San Joaquin Valley (D)	NS	I	F
Central Coast (E)	NS	FGH	FG
Southern San Joaquin Valley (F)	NS	ACEI	CDEIJ
Inland Empire (G)	NS	ACEIJ	CEIJ
Los Angeles County (H)	NS	EI	CI
Orange County (I)	NS	DFGH	AFGH
San Diego - Imperial (J)	NS	G	FG

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

	n-sizes
Superior California (A)	668
North Coast (B)	129
San Francisco Bay Area (C)	1,129
Northern San Joaquin Valley (D)	304
Central Coast (E)	292
Southern San Joaquin Valley (F)	373
Inland Empire (G)	740
Los Angeles County (H)	1,721
Orange County (I)	456
San Diego - Imperial (J)	518
Overall	6,330

### Section 3: Special Focus

#### Californians with civil legal problems by Special Focus group

	1+ problems	5+ problems	10+ problems
Senior vs. Non-Senior	Significant	Significant	Significant
Rural vs. Non-Rural	NS	NS	NS
Veteran vs. Non-Veteran	NS	Significant	Significant
High Housing Costs vs. No High Housing Costs	Significant	Significant	Significant
Children Under 18 vs. No Children Under 18	Significant	Significant	Significant
People With Disabilities vs. No People With Disabilities	Significant	Significant	Significant
Recent Survivors of Domestic Violence vs. No Recent Survivors of Domestic Violence	Significant	Significant	Significant
Spanish-Speaking with Limited English Proficiency vs. Not Spanish-Speaking with Limited English Proficiency	n<200	n<200	n<200

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

	n-sizes	
Senior	2,416	
Non-Senior	3,914	
Rural	611	
Non-Rural	5,719	
Veteran	927	
Non-veteran	5,403	
High Housing Costs	1,446	
No High Housing Costs	4,883	*One respondent indicated "don't know" for this question
Children Under 18	2,051	
No Children Under 18	4,279	
People With Disabilities	2,813	
No People With Disabilities	3,517	
Recent Survivors of Domestic Violence	432	
No Recent Survivors of Domestic Violence	5,898	
Spanish-Speaking with Limited English Proficiency	31	
No Spanish-Speaking with Limited English Proficiency	6,299	

**Figure 4A: Percent of problems for which Californians seek legal help**

	<b>Lowest-income (A)</b>	<b>Low-income (B)</b>	<b>Middle-income (C)</b>	<b>High-income (D)</b>
<b>All problems</b>	BC	AD	AD	BC
<b>Problems with substantial impact</b>	BC	A	AD	C
<b>Problems with less impact</b>	NS	NS	NS	NS

NS refers to no significant differences with other income categories  
Letters denote significance at the 95% confidence level

	<b>Overall</b>	<b>Lowest-income (A)</b>	<b>Low-income (B)</b>	<b>Middle-income (C)</b>	<b>High-income (D)</b>
<b>All problems</b>	24,297	6,967	6,201	6,523	4,606
<b>Problems with substantial impact</b>	8,183	2,432	2,083	2,403	1,265
<b>Problems with less impact</b>	16,114	4,535	4,118	4,120	3,341

**Figure 4C: Percent of problems for which Californians seek legal help by problem type**

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Immigration</b>	n<200	n<200	n<200	n<200
<b>Personal injury</b>	n<200	n<200	n<200	n<200
<b>Family &amp; safety</b>	B	NS	NS	NS
<b>Disability</b>	n<200	n<200	n<200	n<200
<b>Contracts</b>	n<200	n<200	n<200	n<200
<b>Housing</b>	NS	NS	NS	NS
<b>Compromised personal information</b>	D	D	D	ABC
<b>Official records</b>	n<200	n<200	n<200	n<200
<b>Employment</b>	C	NS	A	NS
<b>Wills &amp; estates</b>	NS	NS	NS	NS
<b>Health care</b>	NS	NS	NS	NS
<b>Income maintenance</b>	NS	NS	NS	NS
<b>Consumer problems</b>	NS	NS	NS	NS
<b>Education</b>	NS	NS	NS	NS

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

	<b>Overall</b>	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Immigration</b>	320	58	83	104	75
<b>Personal injury</b>	186	50	46	38	52
<b>Family &amp; safety</b>	1,940	585	478	601	276
<b>Disability</b>	555	165	124	183	83
<b>Contracts</b>	313	73	69	69	102
<b>Housing</b>	3,018	1,019	758	734	507
<b>Compromised personal information</b>	885	149	192	206	338
<b>Official records</b>	530	149	145	153	83
<b>Employment</b>	2,588	731	699	735	423
<b>Wills &amp; estates</b>	1,469	233	327	407	502
<b>Health care</b>	3,409	877	891	923	718
<b>Income maintenance</b>	2,004	793	517	454	240
<b>Consumer problems</b>	5,487	1,670	1,429	1,460	928
<b>Education</b>	1,593	415	443	456	279

**Figure 4D: Percent of substantial problems for which Californians seek legal help by type of legal professional**

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Talk to a lawyer about the problem</b>	BCD	A	A	A
<b>Talk to a legal aid provider about the problem</b>	BCD	A	A	A
<b>Talk to a legal helpline about the problem</b>	BCD	A	A	A
<b>Talk to a paralegal</b>	BCD	A	A	A

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Overall</b>				
5,155	1,788	1,341	1,261	765

**Figure 4E: Percent of problems for which Californians seek various types of legal help from a legal professional**

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Legal advice about your specific situation</b>	C	CD	AB	B
<b>Representation by a lawyer in court</b>	D	NS	NS	A
<b>Help negotiating with the other people involved in the issue</b>	NS	NS	NS	NS
<b>Handling communication with the other people involved in the issue</b>	D	CD	B	AB
<b>Help submitting a question/complaint to a government enforcement program</b>	NS	C	B	NS
<b>Help filling out a legal document</b>	NS	C	BD	C
<b>Help, but not representation in court</b>	B	ACD	B	B
<b>Learning where to look for legal information online</b>	NS	NS	NS	NS
<b>Referral to another legal resource</b>	NS	NS	NS	NS
<b>Referral to a non-legal resource</b>	CD	CD	AB	AB

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Letters denote significance at the 95% confidence level

		<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Overall</b>	4,161	1,107	1,061	1,221	772

#### Section 4: Geographic Focus

##### Californians seeking legal help by region

Superior California (A)	NS
North Coast (B)	n<200
San Francisco Bay Area (C)	I
Northern San Joaquin Valley (D)	NS
Central Coast (E)	NS
Southern San Joaquin Valley (F)	NS
Inland Empire (G)	H
Los Angeles County (H)	GI
Orange County (I)	CH
San Diego - Imperial (J)	NS

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

	<b>n-size (substantial problems)</b>
Superior California (A)	636
North Coast (B)	126
San Francisco Bay Area (C)	1,094
Northern San Joaquin Valley (D)	280
Central Coast (E)	229
Southern San Joaquin Valley (F)	502
Inland Empire (G)	805
Los Angeles County (H)	3,629
Orange County (I)	351
San Diego - Imperial (J)	531
Overall	8,183

#### **Section 4: Special Focus**

##### **Californians seeking legal help by Special Focus group**

	<b>n-size (substantial problems)</b>
<b>Senior households</b>	2,333
<b>Rural Californians</b>	486
<b>Households with a veteran</b>	2,278
<b>Individuals with high housing costs</b>	2,867
<b>Households with children (&lt;18 years)</b>	4,936
<b>Households with people with disabilities</b>	6,436
<b>Households with recent survivors of domestic violence</b>	159
<b>Spanish-speaking Californians with Limited English Proficiency (LEP)</b>	33

The total problem size across groups sums to more than 8,183 substantial problems because problems could be included in more than one Special Focus Group.



**Figure 5A: Percent of problems for which Californians do not receive any or enough legal help (i.e., survey-based justice gap measure)**

	<b>Lowest-income (A)</b>	<b>Low-income (B)</b>	<b>Middle-income (C)</b>	<b>High-income (D)</b>
<b>All problems</b>	BC	AD	AD	BC
<b>Problems with substantial impact</b>	C	NS	A	NS
<b>Problems with less impact</b>	NS	NS	NS	NS

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

	<b>Overall</b>	<b>Lowest-income (A)</b>	<b>Low-income (B)</b>	<b>Middle-income (C)</b>	<b>High-income (D)</b>
<b>All problems</b>	24,297	6,967	6,201	6,523	4,606
<b>Problems with substantial impact</b>	8,183	2,432	2,083	2,403	1,265
<b>Problems with less impact</b>	16,114	4,535	4,118	4,120	3,341

**Figure 5C: Percent of problems for which Californians receive legal help by problem type**

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Immigration</b>	n<200	n<200	n<200	n<200
<b>Personal injury</b>	n<200	n<200	n<200	n<200
<b>Family &amp; safety</b>	NS	NS	NS	NS
<b>Disability</b>	n<200	n<200	n<200	n<200
<b>Contracts</b>	n<200	n<200	n<200	n<200
<b>Housing</b>	NS	NS	D	C
<b>Compromised personal information</b>	D	D	NS	AB
<b>Official records</b>	n<200	n<200	n<200	n<200
<b>Employment</b>	NS	NS	NS	NS
<b>Wills &amp; estates</b>	NS	NS	NS	NS
<b>Health care</b>	NS	NS	NS	NS
<b>Income maintenance</b>	NS	NS	NS	NS
<b>Consumer issues</b>	NS	NS	NS	NS
<b>Education</b>	B	C	NS	NS

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

	<b>Overall</b>	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Immigration</b>	320	58	83	104	75
<b>Personal injury</b>	186	50	46	38	52
<b>Family &amp; safety</b>	1,940	585	478	601	276
<b>Disability</b>	555	165	124	183	83
<b>Contracts</b>	313	73	69	69	102
<b>Housing</b>	3,018	1,019	758	734	507
<b>Compromised personal information</b>	885	149	192	206	338
<b>Official records</b>	530	149	145	153	83
<b>Employment</b>	2,588	731	699	735	423
<b>Wills &amp; estates</b>	1,469	233	327	407	502
<b>Health care</b>	3,409	877	891	923	718
<b>Income maintenance</b>	2,004	793	517	454	240
<b>Consumer issues</b>	5,487	1,670	1,429	1,460	928
<b>Education</b>	1,593	415	443	456	279

**Figure 5E: Percent of problems for which Californians receive various types of legal help from a legal professional**

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Legal advice about your specific situation</b>	BC	CD	AB	AB
<b>Representation by a lawyer in court</b>	BCD	A	A	A
<b>Handling communication with the other people involved in the issue</b>	CD	CD	AB	AB
<b>Help filling out a legal document</b>	NS	NS	NS	NS
<b>Help submitting a question/complaint to a government enforcement program</b>	B	ACD	B	B
<b>Help negotiating with the other people involved in the issue</b>	CD	D	A	AB
<b>Help, but not representation in court</b>	D	CD	B	AB
<b>Referral to another legal resource</b>	NS	NS	NS	NS
<b>Learning where to look for legal information online</b>	NS	NS	NS	NS
<b>Referral to a non-legal resource</b>	BCD	A	A	A

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Overall</b>				
4,146	1,107	1,061	1,221	772

**Figure 5H: Percent of problems Californians believe a lawyer or other legal professional could help resolve**

<b>Lowest-income (A)</b>	BCD
<b>Low-income (B)</b>	ACD
<b>Middle-income (C)</b>	ABD
<b>High-income (D)</b>	ABC

NS refers to no significant differences with other income categories

Letters denote significance at the 95% confidence level

<b>Lowest-income (A)</b>	6,967
<b>Low-income (B)</b>	6,201
<b>Middle-income (C)</b>	6,523
<b>High-income (D)</b>	4,606
<b>Overall</b>	24,297

**Figure 5I: Californians' attitudes about the U.S. civil legal system**

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>The system can help people like me solve important problems</b>	BCD	AD	AD	ABC
<b>People like me are treated fairly in the system</b>	BCD	AD	AD	ABC
<b>People like me can use the system to protect and enforce rights</b>	BCD	AD	AD	ABC

NS refers to no significant differences with other income categories  
Letters denote significance at the 95% confidence level

	<b>Lowest- income (A)</b>	<b>Low- income (B)</b>	<b>Middle- income (C)</b>	<b>High- income (D)</b>
<b>Overall</b>				
6,330	1,576	1,495	1,501	1,758

**Figure 5J: Percent of Californians who say they are confident in their ability to find a lawyer or legal professional they could afford**

<b>Lowest-income (A)</b>	BCD
<b>Low-income (B)</b>	AD
<b>Middle-income (C)</b>	AD
<b>High-income (D)</b>	ABC

NS refers to no significant differences with other income categories  
 Letters denote significance at the 95% confidence level

<b>Lowest-income (A)</b>	1,576
<b>Low-income (B)</b>	1,495
<b>Middle-income (C)</b>	1,501
<b>High-income (D)</b>	1,758
<b>Overall</b>	6,630

**Section 5: Geographic Focuz**  
**Californians receiving legal help by region**

<b>Superior California (A)</b>	NS
<b>North Coast (B)</b>	n<200
<b>San Francisco Bay Area (C)</b>	DI
<b>Northern San Joaquin Valley (D)</b>	CH
<b>Central Coast (E)</b>	NS
<b>Southern San Joaquin Valley (F)</b>	I
<b>Inland Empire (G)</b>	H
<b>Los Angeles County (H)</b>	DGI
<b>Orange County (I)</b>	CFH
<b>San Diego - Imperial (J)</b>	NS

NS refers to no significant differences with other income categories  
 Letters denote significance at the 95% confidence level

	<b>n-size</b>
<b>Superior California (A)</b>	636
<b>North Coast (B)</b>	126
<b>San Francisco Bay Area (C)</b>	1,094
<b>Northern San Joaquin Valley (D)</b>	280
<b>Central Coast (E)</b>	229
<b>Southern San Joaquin Valley (F)</b>	502
<b>Inland Empire (G)</b>	805
<b>Los Angeles County (H)</b>	3,629
<b>Orange County (I)</b>	351
<b>San Diego - Imperial (J)</b>	531
<b>Overall</b>	8,183

## Section 5: Special Focus

### Californians receiving legal help by Special Focus group

	n-size (substantial problems)
Senior households	2,333
Rural Californians	486
Households with a veteran	2,278
Individuals with high housing costs	2,867
Households with children (<18 years)	4,936
Households with people with disabilities	6,436
Households with recent survivors of domestic violence	159
Spanish-speaking Californians with Limited English Proficiency (LEP)	33

The total problem size across groups sums to more than 8,183 substantial problems because problems could be included in more than one Special Focus Group.