



How NCLC Helps Legal Services Help Consumers

WHAT QLSPs ARE SAYING:

“Co-counseling with NCLC has helped us best support our client while seeking broader relief for Californian consumers. NCLC’s lawyers have brought a wealth of invaluable knowledge and expertise to our litigation.”

–**JAIME LEVINE,**
ELDER LAW & ADVOCACY

“NCLC’s reports, technical manuals and staff consults are an invaluable resource when working on issues like debt collection, student loans, auto financing, and foreclosure prevention.”

–**KATHRYN EIDMANN,**
PUBLIC COUNSEL

“I am excited to be able to utilize NCLC’s expertise and materials, like model laws, to work on cross-cutting issues like coerced debt that touch consumer, family and immigration law.”

–**CARMEN MCDONALD,**
SURVIVOR JUSTICE CENTER

“The resources and support NCLC provides supports so much of the work we do to address the civil legal issues faced by our rural clients beyond just consumer law. Our advocates and clients will benefit from NCLC increasing its impact in California.”

–**GENEVIEVE RICHARDSON,**
BAY AREA LEGAL AID

WHO WE ARE: The National Consumer Law Center (NCLC) was founded as part of the War on Poverty in 1969 to serve as the technical support center for legal service programs on consumer law issues. NCLC’s experts provide support and resources on consumer law and economic and racial justice issues to frontline attorneys, including to 78 Qualified Legal Services programs (QLSPs) in California in 2025.

HOW WE CAN HELP: Consumer law issues impact every family facing economic injustice in our economy—whether it’s a recent immigrant facing housing discrimination, an older adult who has fallen prey to financial fraud, or a struggling family being hounded by debt collectors—in fact, according to the [California Bar’s 2024 Justice Gap report](#), consumer issues are the most common civil legal problem among California households. NCLC’s resources, trainings, and support can help legal aid programs address those issues.

INCREASING OUR IMPACT IN CALIFORNIA: NCLC has hired [Leigh Ferrin](#), previously of OneJustice and Public Law Center, as the Director of NCLC’s California Consumer Law Support Project, and NCLC is applying to be a Qualified Support Center. This will allow NCLC to increase our assistance to QLSPs and better support efforts to advance economic justice in the nation’s most populous state. Leigh will be focused on supporting legal services programs in California and connecting QLSPs to NCLC’s experts and resources.

WHAT WE DO: NCLC’s services and resources for legal aid programs and attorneys include:

- 1. Advocacy Support:** NCLC retains a contract lobbyist in Sacramento to support legislative and regulatory reforms that benefit QLSPs and their clients. NCLC staff regularly consults with legislative and agency staff on consumer law issues.
- 2. Litigation & Technical Support:** NCLC regularly provides legal technical assistance on federal and California consumer law to QLSPs, and serves as a co-counsel, including current cases with Elder Law & Advocacy ([Gout v. Unison](#)) and Public Counsel ([In re: California Bail Bonds Antitrust Litigation](#)).
- 3. Training:** NCLC experts help train legal aid attorneys through free webinars, often in partnership with groups like the [Legal Aid Association of California](#), and through consumer law-focused conferences, including the annual [Consumer Rights Litigation Conference](#). Through its [Campaign for the Future](#), NCLC guarantees 50% scholarships for all legal services attorneys that attend its conferences.
- 4. Reports, Manuals, & Issue Briefs:** NCLC produces an extensive range of [technical](#), [policy](#), and [practice materials](#) that help further the goals of QLSPs, including [resources specific to California](#).

Questions? Contact Leigh Ferrin, California Project Director (lferrin@nclc.org), 245 Fischer Avenue Suite D1, Costa Mesa, CA 92626