



# Nevada Supreme Court Access to Justice Commission

## Meeting Agenda



**Friday, November 14, 2014 1:00 pm – 3:30 pm**

**Video Conference Sites:**

**Las Vegas**

Regional Justice Center, 17<sup>th</sup> Floor  
Supreme Court, AOC Rm. A & B

**Carson City**

Supreme Court  
Law Library, Rooms 104/105

**Reno**

2<sup>nd</sup> Judicial District Court  
75 Court Street – Rm. 220B

**Conference Call:** Conference Call Number: 877.594.8353 / Participant Code: 35688281

**I. Opening Statements from Co-Chairs  
& Commission Roll Call**

**Tab 1**

**II. IOLTA Rate Review**

**20 minutes**

**Tab 2**

**III. Statewide Legal Service Delivery Reports**

**30 minutes**

- Legal Service Provider Reports
  - Legal Aid Center of Southern Nevada
  - Nevada Legal Services
  - Southern Nevada Senior Law Project
- Providers Summit 2014
- Volunteer Attorneys for Rural Nevadans
- Washoe Legal Services & I-80 Corridor Project

**IV. Discussion Items**

**Tab 3**

- Statewide Service Delivery Plan **45 minutes**
- Statewide Self Help Centers **20 minutes**

**V. Reports**

**Tab 4**

- IOLTA Program / Nevada Bar Foundation Report  
*Connie Akridge and Kim Farmer* **10 minutes**
- Subcommittee on Rural Concerns  
*Judge Tom Stockard and Judge James Wilson* **5 minutes**
- Appellate Law Section Update  
*Anne Traum* **5 minutes**
- UNLV PILA Report **5 minutes**
- Public Speakers Bureau Update  
*Judge Frank Sullivan* **5 minutes**

**VI. Consent Agenda**

**Tab 5**

- Approval of Minutes 5 minutes**
- Friday, March 14, 2014 ATJ Commission Meeting Minutes
  - Monday, March 31, 2014 ONE Promise Nevada Subcommittee Minutes
  - Tuesday, May 27, 2014 IOLTA Rate Review Meeting
  - Tuesday, June 10, 2014 Subcommittee on Rural Concerns Minutes
  - Friday, July 11, 2014 ATJ Commission Meeting Minutes
  - Thursday, August 28, 2014 ONE Promise Nevada Campaign Meeting
  - Tuesday, September 30, 2014 ONE Promise Nevada Campaign Meeting
  - Tuesday, October 28, 2014 Rural Concerns Subcommittee Meeting

**VII. Other Business**



## Nevada Supreme Court Access to Justice Commission

### Meeting Agenda



#### VIII. Informational Items

Tab 6

- **ONE** Promise Nevada Campaign
- Pro Bono Week
- Self Help Statistics



# Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

To: Access to Justice Commission  
From: Angela Washington, Access to Justice Director  
Date: November 6, 2014  
Re: IOLTA Rate Review

## I. IOLTA Interest Rate Review Process

- **45 days in advance of review date:** E-reminder to banks soliciting written comments within **ten** days for submission to ATJC.
- **30 days in advance of review:** Bank comments compiled and forwarded to designated ATJC staff who shall be responsible to review and forward to the ATJ Commission.
- **At least 10 days in advance:** Relevant economic condition updates such as a sampling of comparable rates on local bank products and IOLTA offering elsewhere is compiled. Such information shall be considered work product and disseminated only to the Commission.
- **Within 5 days post meeting.** Notice of rate is provided to banks with effective date (which shall be no sooner than 30 days from notice).

## II. Comments

*Two financial institutions submitted comments to the Nevada Bar Foundation regarding the fixed interest rate.*

Heritage Bank, Stanley Wilmoth, (offered verbal feedback):

- *The fixed rate that is used for the IOLTA Program does not make sense;*
- *50 basis points over the Federal Funds Rate is too much;*
- *A percentage over the Federal Funds Rate, (but not 250% over) should be used instead of points over;*
- *Mr. Wilmoth noted that he would be happy to join in the rate review meeting in November to further explain his point of view.*

Nevada State Bank, Tom Edington, Chief Financial Officer (letter attached):

- *Currently, the highest Nevada State Bank business relationship interest on checking (IOC) accounts pay 0.10%;*
- *The national bank average in our region for business IOC accounts is 0.08%;*
- *The 0.70% fixed IOLTA rate is 700% of our highest current business IOC rate and far above normal business IOC rates offered at any financial institution in our region;*
- *Based on the above information, recommends decreasing the rate substantially in order to more properly align the IOLTA Program with the current interest rate environment;*
- *When interest rates rise, the IOLTA Program rate can be adjusted as needed.*



# Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

*\*Note: US Bank and Meadows Bank have opted to discontinue opening new IOLTAs as of January, 2014 and May, 2014 respectively.*

## III. Economic Condition Updates

### A. Federal Interest Rates

1. 30 Day LIBOR: **0.16**
2. 90 Day LIBOR: **0.23**
3. Federal Fund Target Rate: **.25**
4. Federal Discount Rate: **.75**

### B. Sampling of Comparable Rates on Local Bank Products

Local financial institution bank products were researched and the results showed that the average interest rate is between **.03% and .20%** depending on the average daily account balance.

### C. IOLTA Offerings Elsewhere

A sampling of IOLTA Programs were compiled and showed the average IOLTA Interest Rate is currently between .033% (Alaska) and .75% (New Hampshire). *Banking survey attached.*

### D. Interest Rates and the IOLTA Remittance Impact<sup>1</sup>

Average Amount on Deposit	.70	.65	.60	.55	.50
\$341,429,276 <sup>2</sup>	\$196,438	\$182,407	\$168,376	\$154,344	\$140,313
\$287,285,406 <sup>3</sup>	\$165,287	\$153,481	\$141,675	\$129,869	\$118,062
\$314,357,341 <sup>4</sup>	\$180,863	\$167,944	\$155,026	\$142,107	\$129,188

<sup>1</sup>IOLTA remittance is calculated using the following formula: (average amount on deposit)\*(interest rate)\*(number of days in month)/365

<sup>2</sup>Highest monthly average amount on deposit since November 2013.

<sup>3</sup>Lowest monthly average amount on deposit since November 2013.

<sup>4</sup>Average of the highest and lowest average amount on deposit since November 2013.



RECEIVED BY  
OCT 02 2014

Tom Edington  
Chief Financial Officer  
Telephone: 702.855.4781  
Email: thomas.edington@nsbank.com

STATE BAR OF NEVADA

P.O. Box 990  
Las Vegas, Nevada 89125-0990  
www.nsbank.com

September 30, 2014

Angela Washington  
Access to Justice Director  
State Bar of Nevada  
600 E. Charleston Blvd  
Las Vegas, NV 89104

RE: NV IOLTA Program Rate Review

Dear Ms. Washington

This letter was written in response to your request for comments/feedback on the IOLTA fixed interest rate.

Bank deposit rates have decreased substantially over the past few years synchronously with the low interest rate environment nationally. This lower rate environment hurts banks in general due to the lower margins earned on interest earning products during these market cycles.

Currently, the highest Nevada State Bank business relationship interest on checking (IOC) accounts pay 0.10%. The national bank average in our region for business IOC accounts is 0.08%. The 0.70% fixed IOLTA rate is 700% of our highest current business IOC rate and far above normal business IOC rates offered at any financial institution in our region.

Based on this fact, we recommend decreasing the rate substantially in order to more properly align the IOLTA program with the current interest rate environment. When interest rates rise the IOLTA program rate can be adjusted as needed.

We appreciate this opportunity to provide our thoughts on the current IOLTA fixed rate. We value our long-standing relationship with the Nevada Bar Foundation and understand the Nevada IOLTA program makes a difference in achieving access to justice.

Sincerely,

Tom Edington  
Chief Financial Officer

**Banking Survey: IOLTA Interest Rates and Yields, All Financial Institutions, as of March 1, 2014**

**Number of Jurisdictions Reporting: 38**

STATE	Average Rate	Lowest Rate	Highest Rate	Institution with Highest Rate	Average Yield	Lowest Yield	Highest Yield	Institution with Highest Yield
Alabama								
Alaska	0.033%	0.02%	0.05%	Wells Fargo				
Arizona	0.16%	0.01%	0.76%					
Arkansas	0.0667%	0.01%		Community First Bank	0.0655%	0%	0.81%	Community First Bank
California	0.17%	0.005%	1%		0.165%	0.005%	1%	
Colorado	0.23%	0%	1%	ANB	0.23%	0%	1%	ANB
Connecticut	0.28%	0.01%	1%	Bank of New York Mellon	0.24%	0.01%	1.01%	Torrington Savings Bank
Delaware	0.48%	0.03%	2%	First Shore Federal	0.48%	0.03%	2%	First Shore Federal
District of Columbia	0.15%	0.05%	2%	City First of DC	0.15%	0.05%	2%	City First of DC
Florida	0.16%	0.01%	0.6%	Capitol One	0.12%	0%	0.6%	Capitol One
Georgia								
Hawaii	0.17%	0%	0.17%		0.17%	0%	0.17%	
Idaho	0.17%	0.01%	0.79%	Bank of the Cascades	0.13%	0.01%	0.74%	Bank of the Cascades
Illinois	0.055%	0.0001%	3.675%	Schuyler State Bank	0.0039%	0%	3.675%	Schuyler State Bank
Indiana	0.21%	0.01%	6%	First Federal Savings Bank	0.1992%	0%	6%	
Iowa								
Kansas	0.046%	0.001%	0.8%	Cornerstone Bank	0.0443%	0.001%	0.8%	Cornerstone Bank
Kentucky		0.01%	1%	Central Bank				
Louisiana								
Maine	0.82%	0.05%	3%	Bar Harbor Bank & Trust				
Maryland	0.33%	0.01%	2%	First Shore Bank	0.37%	0.01%	2%	First Shore Bank
Massachusetts	0.51%				0.5%			
Michigan	0.171%	0.009%	1%	The Private Bank	0.167%	0.1%	1%	The Private Bank
Minnesota								
Mississippi	0.145%	0.02%	0.6%	Community Trust	0.145%	0.01%	0.6%	Community Trust
Missouri								
Montana								
Nebraska								
Nevada								
New Hampshire	0.75%	0.02%	2%	9 Banks				
New Jersey	0.51%	0.05%	1.1%	Alma Bank	0.49%	0.02%	1.1%	Alma Bank
New Mexico	0.15%	0.01%	0.75%	Sunrise Bank				
New York								
North Carolina	0.29%	0.01%	0.75%	Towne Bank	0.27%	0%	0.75%	Towne Bank
North Dakota								

**Banking Survey: IOLTA Interest Rates and Yields, All Financial Institutions, as of March 1, 2014**

**Number of Jurisdictions Reporting: 38**

STATE	Average Rate	Lowest Rate	Highest Rate	Institution with Highest Rate	Average Yield	Lowest Yield	Highest Yield	Institution with Highest Yield
Ohio								
Oklahoma	0.0684%	0.005%	1%	Citizens Bank				
Oregon	0.37%	0.009%	1.09%	Washington Trust	0.37%	0.009%	1.09%	Washington Trust
Pennsylvania	0.3%	0.01%	1%	Fulton Bank	0.28%	0.01%	1%	Fulton Bank
Rhode Island	0.31%	0.04%	1%	Santander				
South Carolina	0.23%	0%	0.75%	Bank of Travelers Rest	0.2%	0%	0.75%	Bank of Travelers Rest
South Dakota								
Tennessee	0.27%	0.01%	1.49%	Community Bank	0.22%	0.01%	1.49%	Community Bank
Texas	0.14%	0.01%	1%	Prime Partners Banks	0.14%	0.1%	1%	Prime Partners Banks
Utah				Washington Federal				
Vermont	0.75%	0.05%	2%					
Virgin Islands								
Virginia	0.14%	0.02%	1%	MainStreet Bank	0.13%	0.01%	1%	HSBC Bank
Washington		0.01%	0.79%	Bank of the Cascades				
West Virginia	0.1344%	0.015%	0.7816%	Fifth Third	0.1335%	0.007%	0.7816%	Fifth Third
Wisconsin	0.1043%	0%	1.04%	Bank of Wisconsin Dells	0.0875%	0%	1%	The Private Bank
Wyoming	0.3%	0%	1.5%	1st Bank				

## Memorandum

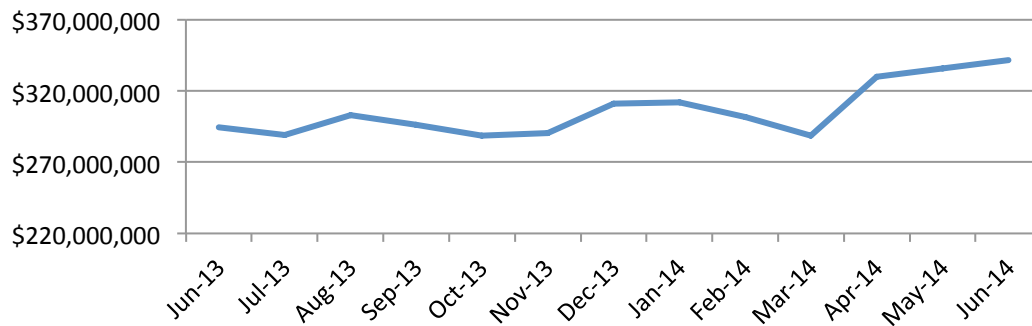
To: Access to Justice Commission and State Bar of Nevada  
From: Justice League of Nevada  
Date: July 30, 2014

Re: Monthly IOLTA Update

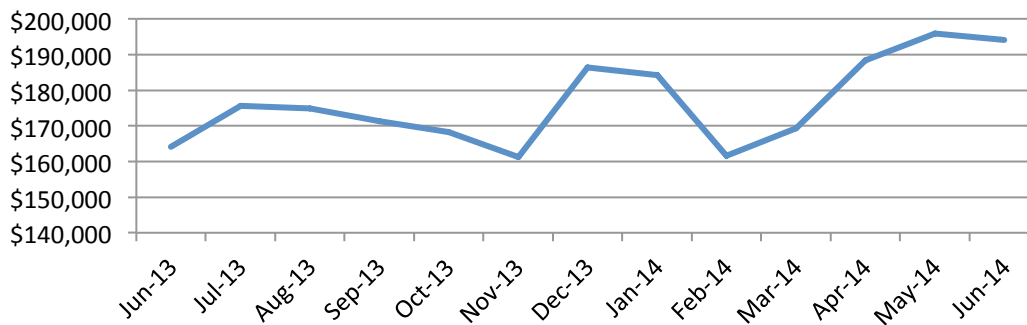
### I. June 2014 IOLTA at-a-glance

	2014	2013
Total IOLTAs	2,937	2,899
Amount on deposit	\$341,429,276	\$294,681,980
Total reported interest accrued	\$194,144	\$164,098
Year-to-date remittance	\$1,093,610	\$958,468

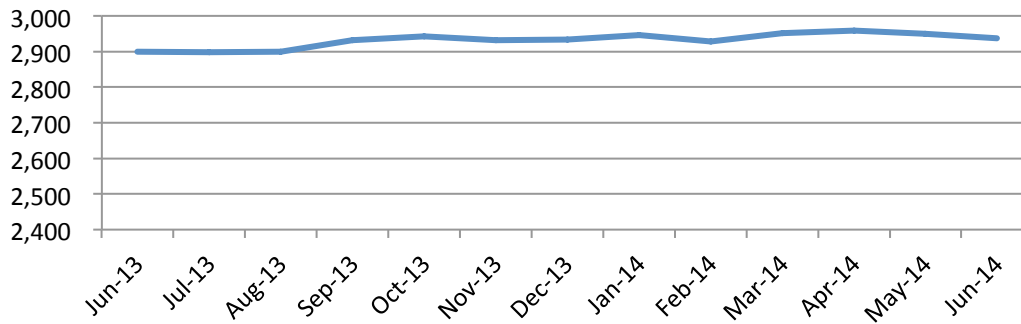
### Amount On Deposit



### IOLTA Revenue



## IOLTA Accounts



### II. Financial institutions meeting requirements set forth in Rule 217

#### A. Financial Institutions with *greater than 25* IOLTAs

Financial Institution	Accounts	Interest Rate	Total Bank	
			Principal Balance	Remittance
Bank of America	560	0.70%	\$ 37,947,702.78	\$ 21,830.50
Bank of George	24	0.70%	\$ 4,517,567.77	\$ 2,599.86
Bank of Nevada	335	0.70%	\$ 76,767,209.80	\$ 45,542.21
Bank of the West	46	0.69%	\$ 6,529,479.01	\$ 3,940.55
Chase Bank	80	0.73%	\$ 2,571,492.00	\$ 1,524.43
Citibank	62	0.70%	\$ 31,597,276.68	\$ 18,168.45
City National Bank	86	0.70%	\$ 29,778,779.00	\$ 17,703.36
First Independent Bank of Nevada	35	0.70%	\$ 5,120,248.92	\$ 3,031.49
Heritage Bank	42	0.70%	\$ 5,128,986.94	\$ 3,049.27
Mutual of Omaha Bank	25	0.70%	\$ 1,431,418.95	\$ 823.70
Nevada State Bank	449	1.25%	\$ 48,502,373.52	\$ 24,445.38
U.S. Bank	287	0.70%	\$ 21,215,866.47	\$ 13,069.01
Wells Fargo	828	0.70%	\$ 57,267,724.23	\$ 29,890.46
<b>TOTAL</b>	<b>2,859</b>		<b>\$ 328,376,126.07</b>	<b>\$ 185,618.67</b>

B. Financial institutions with *fewer than 25 IOLTAs*<sup>1</sup>

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
BMO Harris Bank	1	0.70%		
Financial Horizons Credit Union	1	0.25%		
First Foundation Bank	1	0.70%		
First Savings Bank	7	0.75%		
First Security Bank of Nevada	Emailed 7/19/14	0.70%		
Meadows Bank	23	0.70%		
Nevada Bank & Trust	7	1.25%		
Northern Trust Bank, FSB	4	0.69%		
Plaza Bank	6	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	6	0.70%		
Town and Country Bank	3	0.70%		
Umpqua Bank	9	0.70%		
Valley Bank of Nevada	7	0.70%		
<b>TOTAL</b>	<b>78</b>		<b>\$13,053,149.66</b>	<b>\$8,525.08</b>

<sup>1</sup> JLN does not report IOLTA remittance or average amount on deposit for financial institutions with fewer than twenty-five IOLTAs to maintain attorney-client and financial institution-attorney confidentiality.

# Memorandum

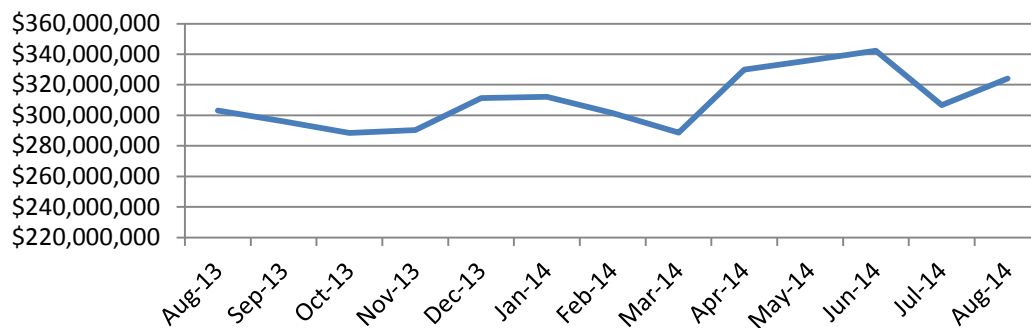
To: Access to Justice Commission and State Bar of Nevada  
From: Nevada Bar Foundation  
Date: 03 October 2014

Re: Monthly IOLTA Update

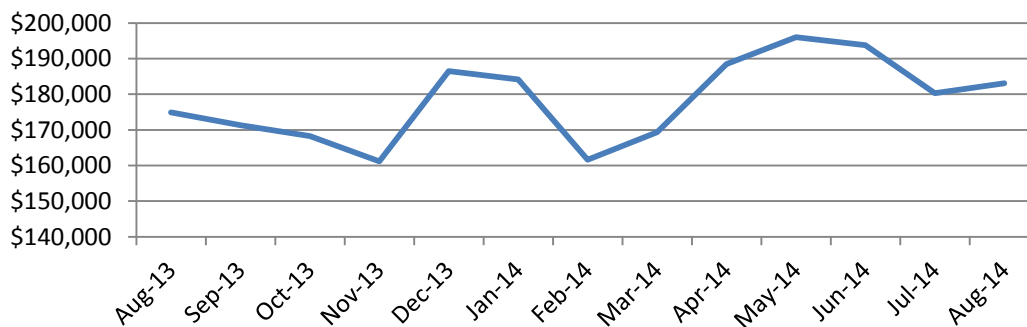
## I. August 2014 IOLTA at-a-glance

	2014	2013
Total IOLTAs	2,935	2,899
Amount on deposit	\$324,057,292	\$303,032,966
Total reported interest accrued	\$183,041	\$174,933
Year-to-date remittance	\$1,456,554	\$1,309,067

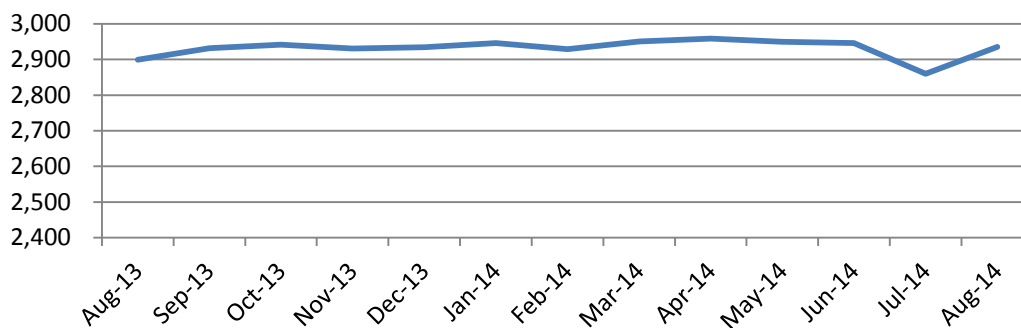
### Amount On Deposit



### IOLTA Revenue



## IOLTA Accounts



## II. Financial institutions meeting requirements set forth in Rule 217

### A. Financial Institutions with *greater than 25 IOLTAs*

Financial Institution	Accounts	Interest Rate	Total Bank	
			Principal Balance	Remittance
Bank of America	559	0.70%	\$ 36,263,517.84	\$ 21,556.08
Bank of George	25	0.70%	\$ 4,456,484.19	\$ 2,658.45
Bank of Nevada	371	0.70%	\$ 99,359,614.09	\$ 55,586.06
Bank of the West	47	0.69%	\$ 5,403,939.37	\$ 3,277.73
Chase Bank	78	0.73%	\$ 2,335,787.00	\$ 1,298.44
Citibank	61	0.70%	\$ 9,833,030.80	\$ 5,816.26
City National Bank	85	0.70%	\$ 22,602,757.00	\$ 12,568.67
First Independent Bank of Nevada		0.70%	\$ -	\$ -
Heritage Bank	43	0.70%	\$ 5,161,166.83	\$ 2,870.34
Mutual of Omaha Bank	25	0.70%	\$ 2,762,334.37	\$ 1,642.76
Nevada State Bank	451	1.25%	\$ 46,464,786.96	\$ 24,976.24
U.S. Bank	285	0.70%	\$ 23,293,338.34	\$ 14,804.55
Wells Fargo	828	0.70%	\$ 52,458,058.99	\$ 27,503.18
<b>TOTAL</b>	<b>2,858</b>		<b>\$ 310,394,815.78</b>	<b>\$ 174,558.76</b>

*\*First Independent Bank of Nevada data is now included in a consolidated report with Bank of Nevada*

B. Financial institutions with *fewer than 25 IOLTAs*<sup>1</sup>

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
BMO Harris Bank	1	0.70%		
Financial Horizons Credit Union	1	0.25%		
First Foundation Bank	1	0.70%		
First Savings Bank	6	0.75%		
First Security Bank of Nevada*	Emailed	0.70%		
Meadows Bank	23	0.70%		
Nevada Bank & Trust	7	1.25%		
Northern Trust Bank, FSB	6	0.69%		
Plaza Bank	6	0.70%		
Royal Business Bank		0.75%		
Silver State Schools Credit Union	6	0.70%		
Town and Country Bank	3	0.70%		
Umpqua Bank	9	0.70%		
Valley Bank of Nevada	7	0.70%		
<b>TOTAL</b>	<b>77</b>		<b>\$13,662,476.68</b>	<b>\$8,482.14</b>

*\*First Security Bank of Nevada has averaged 9 accounts, \$956,632 in PrBal and \$558.94 in remittance since Jan 2014*

*\*\*Royal Business Bank has averaged 2 accounts,\$79,741 in PrBal and \$48.76 in remittance since Jan 2014*

<sup>1</sup> IOLTA remittance or average amount on deposit is not reported for financial institutions with fewer than twenty-five IOLTAs to maintain attorney-client and financial institution-attorney confidentiality.

# Memorandum

To: Access to Justice Commission and State Bar of Nevada

From: Nevada Bar Foundation

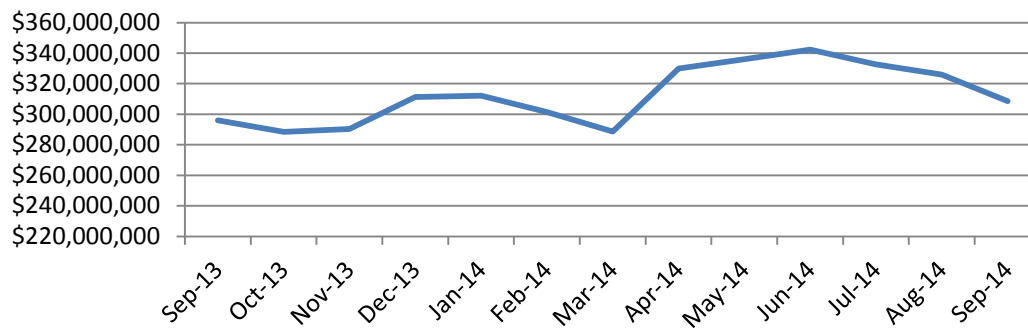
Date: 27 October 2014

Re: Monthly IOLTA Update

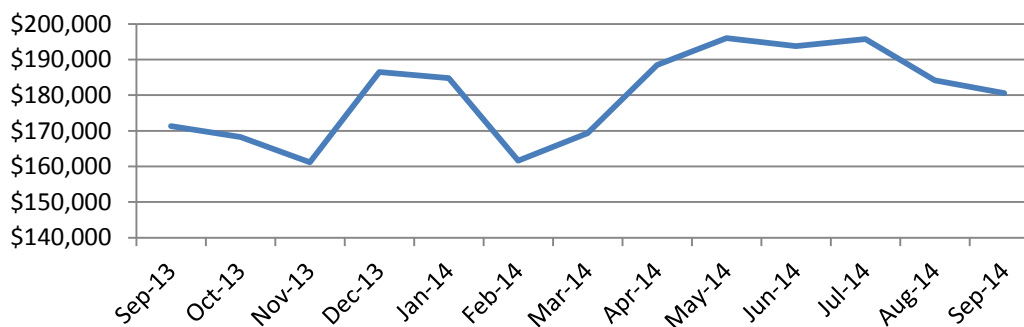
## I. September 2014 IOLTA at-a-glance

	2014	2013
Total IOLTAs	2,946	2,932
Amount on deposit	\$308,626,033	\$296,056,229
Total reported interest accrued	\$180,525	\$171,340
Year-to-date remittance	\$1,473,819	\$1,480,408

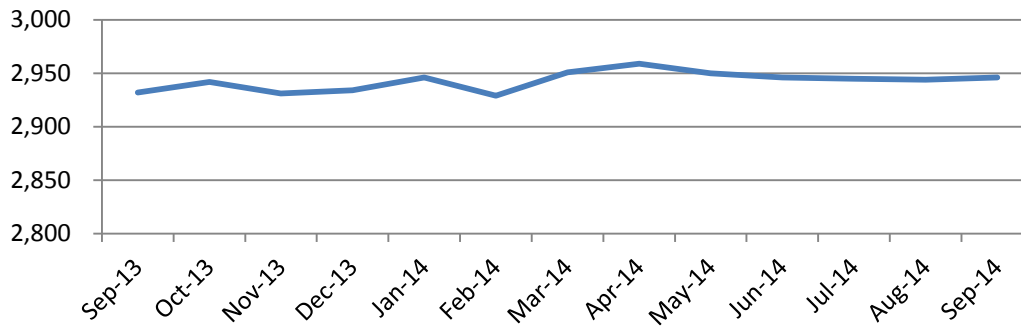
### Amount On Deposit



### IOLTA Revenue



## IOLTA Accounts



## II. Financial institutions meeting requirements set forth in Rule 217

### A. Financial Institutions with *greater than 25* IOLTAs

Financial Institution	Accounts	Interest Rate	Total Bank	
			Principal Balance	Remittance
Bank of America	560	0.70%	\$ 37,236,246.45	\$ 21,421.10
Bank of George	25	0.70%	\$ 3,893,659.20	\$ 2,240.84
Bank of Nevada	375	0.70%	\$ 84,047,801.46	\$ 51,849.75
Bank of the West	47	0.69%	\$ 6,186,910.23	\$ 3,610.51
Chase Bank	80	0.73%	\$ 2,380,466.00	\$ 1,459.39
Citibank	62	0.70%	\$ 9,553,972.61	\$ 5,449.49
City National Bank	86	0.70%	\$ 21,455,069.00	\$ 13,167.29
First Independent Bank of Nevada*	Consolidated with Bank of Nevada	0.70%	\$ -	\$ -
Heritage Bank	43	0.70%	\$ 5,283,074.45	\$ 3,242.20
Mutual of Omaha Bank	25	0.70%	\$ 1,370,610.34	\$ 788.77
Nevada State Bank	452	1.25%	\$ 46,682,230.54	\$ 27,575.23
U.S. Bank	285	0.70%	\$ 23,312,805.54	\$ 14,347.28
Wells Fargo	819	0.70%	\$ 52,246,786.28	\$ 26,704.70
<b>TOTAL</b>	<b>2,859</b>		<b>\$ 293,649,632.10</b>	<b>\$ 171,856.55</b>

\*First Independent Bank of Nevada data is now included in a consolidated report with Bank of Nevada

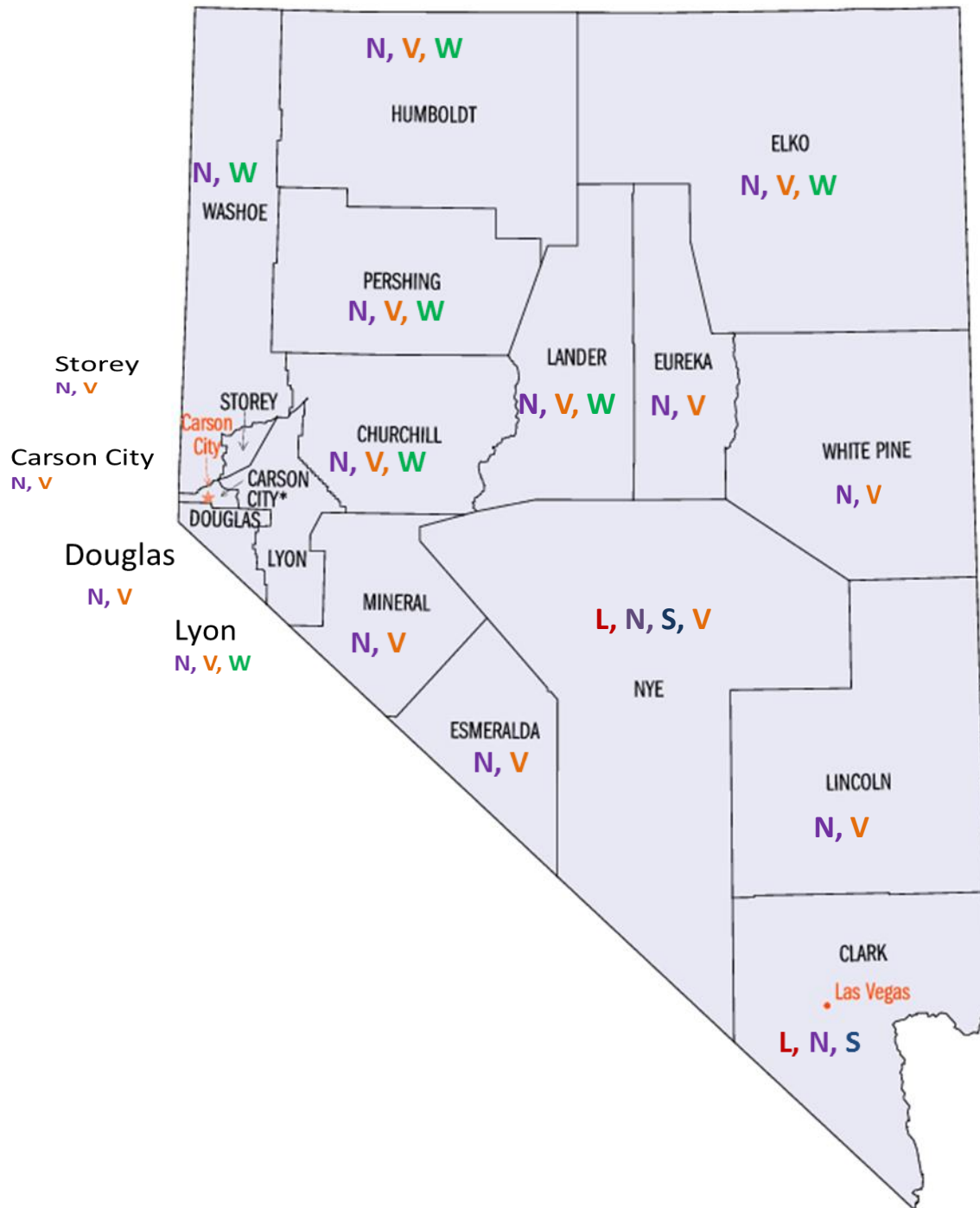
B. Financial institutions with *fewer than 25 IOLTAs*<sup>1</sup>

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
BMO Harris Bank	1	0.70%		
Financial Horizons Credit Union	1	0.25%		
First Foundation Bank	1	0.70%		
First Savings Bank	5	0.75%		
First Security Bank of Nevada	9	0.70%		
Meadows Bank	23	0.70%		
Nevada Bank & Trust	7	1.25%		
Northern Trust Bank, FSB	5	0.69%		
Plaza Bank	7	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	7	0.70%		
Town and Country Bank	3	0.70%		
Umpqua Bank	9	0.70%		
Valley Bank of Nevada	6	0.70%		
<b>TOTAL</b>	<b>87</b>		<b>\$14,976,401.38</b>	<b>\$8,668.78</b>

<sup>1</sup> IOLTA remittance or average amount on deposit is not reported for financial institutions with fewer than twenty-five IOLTAs to maintain attorney-client and financial institution-attorney confidentiality.

## **Issues for Consideration Regarding A Statewide Plan for Delivery of Services**

1. Statewide Plan
2. Supreme Court Role/Supervision
3. Provider Standards/Qualifications
4. Delivery of Services/Allocation
5. Allocation of State/Federal Funds
6. Identification of New Resources/Division of Resources
7. Planning for Addressing Gaps in Services
8. Pro Bono Expansion, Including Government Lawyers



Service Area Map

LACSN - L

NLS - N

SNSLP - S

VARN - V

WLS - W

Legal Services Provided (CASES & NON-CASE SERVICES)

	Legal Aid Center	Nevada Legal Services	Southern Nevada Senior Law Project	Volunteer Attorneys for Rural Nevadans	Washoe Legal Services
<b>CARSON CITY</b>  <b>Population:</b> <b>54,080</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; VARN rejects; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Monthly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		DV Victim’s Assist. Project; DV Rural Immigrant Integration Project; Immigration Project; Pro Bono Project. <b>205 clients served (Litigation).</b> <b>214 clients served (Non Litigation)</b> <hr/> Lawyer in the Lobby; Legal Aid Fairs; once a year.	
<b>CHURCHILL</b>  <b>Population:</b> <b>24,063</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Monthly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		DV Victim’s Assist. Project; DV Rural Immigrant Integration Project; Immigration Project; Pro Bono Project. <b>32 clients served. (Litigation)</b> <hr/> <b>51 clients served. (Non Litigation)</b>	No Services – In discussion stages.
<b>CLARK</b>  <b>Population:</b> <b>2,027,868</b>  <b># Below</b> <b>Poverty: 960,364</b> <hr/> <b>GAP</b>	Child Advocacy; Special Ed Rights; Surrogate Program; Consumer Rights Project; Foreclosure; Social Security; Bankruptcy; DV Victims, Divorce, Custody; Battered Immigrants; Special Immigrant Juvenile Visas; Landlord/Tenant; Pro Bono Project <b>7006 clients served (unduplicated).</b> <b>4,751 w/ litigation; 2,255 non-litigation</b> <hr/> Civil Law SHC; Family Law SHC; Community Legal Education Project - <b>39</b> classes per mon. covering Family Law*, Bankruptcy*, Small Claims*, Foreclosure, Collection Proof, Record Sealing, (*also in Spanish); AAL - <b>21</b> sessions per month covering Family Law, Landlord/Tenant, Foreclosure, Small Claims, Federal Court, Small Business, Child Support, Veteran’s. <b>78,789 clients served.</b>	Consumer; Education; Employment; Housing; Health; Income Maint.; Indian Law; Misc. <hr/> Monthly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.	Estate Planning and Probate; Planning for Incapacitation & Advanced Directives; Real Property Issues; Guardianships; Consumer; Elder Abuse; Landlord/Tenant Issues (Private, not Federally Subsidized Housing); Social Security matters; Name changes; Misc. <hr/> Community outreach; Seminars; Ask-A- Lawyer; once a month in Henderson, Mesquite & Boulder City. <b>108 clients served.</b>		

	Legal Aid Center	Nevada Legal Services	Southern Nevada Senior Law Project	Volunteer Attorneys for Rural Nevadans	Washoe Legal Services
<b>DOUGLAS</b>  <b>Population:</b> <b>47,118</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Monthly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		DV Victim’s Assistance Project; DV Rural Immigrant Integration Project; Immigration Project; Pro Bono Project <b>37 clients served. (Litigation)</b> <hr/> Lawyer in the Lobby; Legal Aid Fairs. <b>75 clients served. (Non-Litigation)</b>	
<b>ELKO</b>  <b>Population:</b> <b>52,384</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Monthly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		DV Victim’s Assistance Project; DV Rural Immigrant Integration Project; Immigration Project; Pro Bono Project <b>58 clients served. (Litigation)</b> <b>53 clients served. (Non-Litigation)</b>	Child Advocacy; Legal Services to Seniors
<b>ESMERALDA</b>  <b>Population:</b> <b>832</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Quarterly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline		DV Victim’s Assistance Project; DV Rural Immigrant Integration Project; Immigration Project; Pro Bono Project	
<b>EUREKA</b>  <b>Population:</b> <b>2,076</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Quarterly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline		DV Victim’s Assistance Project; DV Rural Immigrant Integration Project; Immigration Project; Pro Bono Project <b>2 clients served. (Non-Litigation)</b>	

	Legal Aid Center	Nevada Legal Services	Southern Nevada Senior Law Project	Volunteer Attorneys for Rural Nevadans	Washoe Legal Services
<b>HUMBOLDT</b>  <b>Population:</b> <b>17,363</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Monthly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		DV Victim’s Assistance Project; DV Rural Immigrant Integration Project; Immigration Project; Pro Bono Project <b>44 clients served. (Litigation)</b> <hr/> Legal Aid Fairs <b>21 clients served. (Non-Litigation)</b>	Child Advocacy; Legal Services to Seniors <hr/> Starting senior clinics in senior center
<b>LANDER</b>  <b>Population:</b> <b>6,032</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Quarterly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		DV Victim’s Assistance Project; DV Rural Immigrant Integration Project; Immigration Project; Pro Bono Project <b>2 clients served. (Litigation)</b> <b>5 clients served. (Non-Litigation)</b>	Child Advocacy; Legal Services to Seniors are being discussed <hr/> Starting senior clinics in senior center
<b>LINCOLN</b>  <b>Population:</b> <b>5,245</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Monthly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		Domestic Violence Victim’s Assistance Project <b>10 clients served. (Non-Litigation)</b>	
<b>LYON</b>  <b>Population:</b> <b>51,557</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Monthly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		DV Victim’s Assistance Project; DV Rural Immigrant Integration Project; Immigration Project; Pro Bono Project <b>97 clients served. (Litigation)</b> <hr/> Lawyer in the Lobby; Legal Aid Fairs <b>109 clients served. (Non-Litigation)</b>	Child Advocacy; Legal Services to Seniors

	Legal Aid Center	Nevada Legal Services	Southern Nevada Senior Law Project	Volunteer Attorneys for Rural Nevadans	Washoe Legal Services
<b>MINERAL</b>  <b>Population:</b> <b>4,614</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Monthly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		DV Victim’s Assistance Project; DV Rural Immigrant Integration Project; Immigration Project; Pro Bono Project <b>6 clients served. (Litigation)</b> <b>11 clients served. (Non-Litigation)</b>	
<b>NYE</b>  <b>Population:</b> <b>42,297</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Monthly pro se clinics; Weekly Self-Help Center at Courthouse; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		Domestic Violence Victim’s Assistance Project. <b>5 clients served. (Litigation)</b> <b>4 clients served. (Non-Litigation)</b>	
<b>PERSHING</b>  <b>Population:</b> <b>6,877</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Monthly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		DV Victim’s Assistance Project; DV Rural Immigrant Integration Project; Immigration Project; Pro Bono Project <b>3 clients served. (Non-Litigation)</b>	Child Advocacy; Starting senior clinics in senior center

	Legal Aid Center	Nevada Legal Services	Southern Nevada Senior Law Project	Volunteer Attorneys for Rural Nevadans	Washoe Legal Services
<b>STOREY</b>  <b>Population:</b> <b>3,942</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Monthly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		DV Victim’s Assistance Project; DV Rural Immigrant Integration Project; Immigration Project; Pro Bono Project <hr/> Lawyer in the Lobby; Legal Aid Fairs; 2 times a month <b>1 client served. (Litigation)</b> <b>1 client served. (Non-Litigation)</b>	
<b>WASHOE</b>  <b>Population:</b> <b>433,731</b>  <b># Below</b> <b>Poverty:</b> <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Weekly pro se clinics; Community Education; Client Outreach; Agency Outreach		<b>3 clients served. (Litigation)</b> <hr/>	Child Advocacy; Family Law involving DV; Immigration; Consumer; Private Housing; Mortgage & Foreclosure; Bankruptcy; Pro Bono Project; Inmate Assistance Program; Senior Services; Juvenile Transition Services; In discussion re: Social Security Disability for Children and Adults. <hr/> Educational Clinics covering Bankruptcy, Divorce, TPO, Legal Forms
<b>WHITE PINE</b>  <b>Population:</b> <b>10,057</b>  <b># Below</b> <b>Poverty:</b> 206,356 <hr/> <b>GAP</b>		Limited family law; Consumer; Education; Employment; Housing; Health; Income Maint.; Elder Law; Indian Law; Misc. <hr/> Monthly pro se clinics; Community Education; Client Outreach; Agency Outreach; Sr. Legal Hotline.		Domestic Violence Victim’s Assistance Project; Pro Bono Project. <b>5 clients served. (Litigation)</b> <b>6 clients served. (Non-Litigation)</b>	
<b>TOTAL CLIENTS SERVED</b>      <b>Non-Case Clients</b>	<b>29,887</b>  <b>*6,519 is the number of unduplicated Direct Representation clients.</b> <hr/> <b>46,118</b>	<b>1,467 Litigation</b> <b>5,623 Non-Litigation</b> <hr/>	<b>108 Litigation</b> <b>1,813 Non-Litigation</b> <hr/>	<b>495 Litigation</b> <b>565 Non-Litigation</b> <hr/>	<b>732 Litigation</b> <b>2,183 Non-Litigation</b> <hr/>

## State Bar Dues Check Off Division

Rural Counties:	100%	VARN
Northern Counties:	50%	Washoe Legal Services
	25%	Senior Law Project
	25%	Nevada Legal Services
Southern Counties:	50%	Legal Aid Center of Southern Nevada
	25%	Southern Nevada Senior Law Program
	25%	Nevada Legal Services

## IOLTA Program Original Division

58.5%	Legal Aid Center of Southern Nevada
13.2%	Nevada Legal Services
12.5%	Washoe Legal Services
7%	Southern Nevada Senior Law Program
6.3%	Volunteer Attorneys of Rural Nevada (VARN)
2.5%	Washoe County Senior Citizens Law Project

### Background:

- Division was negotiated
- Split was based upon:
  - State's population and
  - Poverty population
  - Geographic issues (where the funds are generated and where eligible individuals are located)
  - Capacity
  - Tradition (*E.g. NLS agreed to not seek funds from IOLTA programs down south and in Washoe County when the organizations were divided*)
  - Special population characteristics (i.e., number of seniors, etc.)

### Division Process:

The split began with 72% Clark County, 14% Washoe, 14% Rural. An adjustment was made for cost of delivery slightly as well as to cushion the blow of reduction to the north which led us to 70%, 16%, and 14%. From there, the geographic area was considered:

1. When looking at Clark County's 70%, LACSN had the most capacity. Again, NLS promised to give up IOLTA money when the organizations split so as to not encumber state money with the federal restrictions. Legal Aid handled most of all the senior litigation (12% of its clients). So the split of the entire pot was 58.5% LACSN; 7% SLP. NLS was given 5.4% of the money from the Southern pot to help with its rural work.
2. Washoe County received 16% of the pot. Of that, WLS received 13.5% of it, and the SLP received 2.5%.
3. The rurals received 14% of the pot. Of that, NLS received 6.3% and VARN received 6.3%. The thought behind this was that they both covered the rural areas.

*\*Also Recommended that state support for legal services in the amount of \$115,000 be taken "off the top" to support the state support function.*

## Filing Fee Collection Supporting Programs for Legal Services – FY 2013

County/ Jurisdiction	NRS 4.071	NRS 19.0302	NRS 19.031	NRS 19.0312	NRS 19.0335	NRS 107.080	NRS 247.305	Notes
Carson City	--	\$111,452	\$14,591.45 <i>To: Nevada Legal Services</i>  \$7,842.00 (Per NRS 19.031(b)) <i>To: RSVP Home Companion Respite.</i>	\$7,687.50 <i>VARN</i>	\$1,136.00 <i>Used by DC for technology</i>	\$45,522.00 <i>State of Nevada</i>	--	
Churchill County	\$576.20	--	\$5,558.00 (\$14) \$3,725.00 (\$25)	--	\$75.00 (Indigent \$5) \$30.00 (Elderly \$2)	--	--	NOTE: All fees were disbursed to Nevada Legal Services – total collected <u>\$10,433.73</u> .
Clark County	\$820,074.54	\$452,615.43	\$1,006,580.11	\$577,478.01	\$67,795.00	\$72,204.78	\$2,297,574.00	<i>Legal Aid Center of So. NV:</i> \$4,913,100.64 <i>So. NV Senior Law Program:</i> \$381,221.23
Douglas County	\$3,370.00	\$105,592.33	\$29,561.70 <i>To: Nevada Legal Services</i>	\$7,668.88 <i>To: VARN</i>	\$2,160.00	\$51,220.00	\$20,036.00	
Elko County			\$37,631.40 Jan. 1st – Dec. 31st 2013 <i>To: Nevada Legal Services</i>					Awaiting additional information.
Esmeralda County	No ordinance in Esmeralda County	\$1,837.00	\$373.00	No ordinance in Esmeralda County	\$0	\$0	\$160.00	\$409.00 - No legal aid services provided in the county. (Requested legal aid services.) Pro Bono attorneys are appointed by Judges & funds used to pay those pro bono attys. Fees are collected and then either sent to the State (247.305) or placed in a general fund to be budgeted for the following year.

## Filing Fee Collection Supporting Programs for Legal Services – FY 2013

County/ Jurisdiction	NRS 4.071	NRS 19.0302	NRS 19.031	NRS 19.0312	NRS 19.0335	NRS 107.080	NRS 247.305	Notes
<b>Eureka County</b>	No ordinance in Eureka County	<b>\$4,070.00</b> <i>Used for technology updates in courtrooms.</i>	<b>*\$1,169.00</b> <i>Used for indigent court ordered legal assistance.</i> <b>\$393.00</b> <i>Used for elderly court ordered legal assistance.</i>	-	<b>\$35.00</b> <i>Used for indigent court ordered legal assistance.</i> <b>\$14.00</b> <i>Not dispersed.</i>		No ordinance in Eureka County	<b>*NRS 19.031- \$1,169 for indigent and \$393.00 for elderly;</b> Funds are not distributed to an organization, but are maintained in the Eureka County Legal Aid Account and are used to provide assistance to indigent and elderly individuals
<b>Humboldt County</b>	Does not collect	Does not collect	<b>\$8,551.80</b> <i>To: Nevada Legal Services</i>	Does not collect	<b>\$91.00</b> <i>To: Nevada Legal Services</i>	<b>\$142.68</b> <i>To: Nevada Legal Services</i>	Does not collect	
<b>Lander County</b>			<b>\$1,643.00</b> <i>To: Nevada Legal Services</i>				<b>\$180.00</b> <i>Funds were not disbursed.</i>	Awaiting Response.
<b>Lincoln County</b>	No Ordinance.	<b>\$4,356.00</b> <i>Funds were not disbursed.</i>	<b>\$1,329.00</b> <i>Funds were not disbursed.</i>	--	<b>\$30.00</b> <i>Funds were not disbursed.</i>	<b>\$2,400.00</b> <i>(\$2,340.00 disbursed to State.)</i>	Amount included in \$2,400 collected for NRS 107.080	
<b>Lyon County</b>	<b>\$3,120.00</b>	<b>\$85,641.00</b>	<b>\$72,335.00</b> <i>To: Nevada Legal Services and VARN</i>	Does not collect	<b>\$86,428.00</b>	Does not collect	Does not collect	<b>Note: \$12,457.75 to Nevada Legal Services.</b>
<b>Mineral County</b>			<b>\$964.70</b> <i>Funds were not disbursed.</i>	<b>\$814.50</b> <i>Care Law State Program</i>			<b>\$105.00</b> <i>Funds were not disbursed.</i>	
<b>Nye County</b>	No info.	Does not collect	<b>\$26,450.00</b> <i>To: Nevada Legal Services</i>	<b>\$5825.00</b> <i>To: State of Nevada</i>			Does not collect	*NRS 19.031, 19.0335, and 107.080 funds are combined; County does not differentiate among them.
<b>Pershing County</b>	Does not collect	Does not collect	<b>\$1,964.84</b> <i>To: Nevada Legal Services</i>	Does not collect			<b>*\$12,543.00</b>	<b>*NRS 247.305 – amount collected but funds not yet distributed; Pershing County entering into contract with Washoe Legal Services in July 2014.</b>

## Filing Fee Collection Supporting Programs for Legal Services – FY 2013

County/ Jurisdiction	NRS 4.071	NRS 19.0302	NRS 19.031	NRS 19.0312	NRS 19.0335	NRS 107.080	NRS 247.305	Notes
<b>Storey County</b>	<i>Does not collect</i>	<b>\$6,908.00</b>	<b>*\$1,329.48</b> <i>Nevada Legal Services</i>	<i>Does not collect</i>		<i>Does not collect</i>		*NRS 19.031 and NRS 19.0335 funds are combined; Storey County does not differentiate between the two.
<b>Washoe County</b>	<b>***Combined with NRS 19.0312</b>  ----- <i>\$0.00 to legal services.</i>	<b>\$1,081,639.50</b> <i>Washoe Court Expansion and Security</i>  ----- <i>\$0.00 to legal services</i>	<b>\$57,539.00</b> <i>Washoe County Sr. Services</i>  ----- <b>\$57,539.00</b> <i>(Designated for Seniors) to WLS \$27,750 (FY 2013 Designated for Seniors) to WLS \$164,321 (Designated for Indigents/FY 2013 \$164,321 to WLS)</i>	<b>\$274,135.27</b> <i>Washoe Legal Services</i>	<b>\$264,856.50**</b> <i>Follow up required.</i>  ----- <i>\$0.00 to WLS</i>	<b>\$11,451.84</b> <i>Washoe Legal Services</i>	<b>\$319,131</b> <i>Washoe Legal Services</i>	*NRS 4.071, NRS 19.0312 funds are combined.
<b>White Pine County</b>		--	<b>\$4,510.00</b> <i>(\$1,644.50 – Elderly; \$2,865.50 – Indigent) Funds stay within the county and are disbursed to individuals pursuant to Judges’ approvals.</i>	--	--	<b>\$83.64</b> <i>Deposited in a Legal Aid Fund Account</i>	<b>\$0.00</b> <i>Never implemented.</i>	

## Filing Fee Collection Supporting Programs for Legal Services – FY 2013

**NRS 4.071** – County Commissioners may impose by ordinance a filing fee to offset a portion of the costs of providing pro bono programs and of providing legal services without a charge to abused or neglected children and victims of domestic violence to be remitted to the organization operating the program for legal services that receives the fees charged pursuant to NRS 19.031.

**NRS 19.0302** – In a county whose population is less than 100,000, support legal services to the indigent and to be use by the organization operating the program for legal services that received the fees charged pursuant to NRS 19.031 for operation of programs for the indigent;

**NRS 19.031** - Additional fees in civil actions; programs for legal aid (Indigent/Elderly)

**NRS 19.0312** – Additional fees in civil actions; pro bono programs and programs for abused or neglected children and victims of domestic violence

**NRS 19.0335** – Additional fees in civil action involving multiple parties. [Effective through December 31, 2014, and after that date unless the provisions of Senate Joint Resolution No. 14 (2011) are approved and ratified by the voters a the 2014 General Election.] (Indigent/Elderly)

**NRS 107.080** – Trustee’s power of sale – (Sub. 11c – A fee of \$5 to be paid over to the county treasurer on or before the fifth day of each month for the preceding calendar month. The county recorder may direct that 1.5 percent of the fees collected by the county recorder pursuant to this paragraph be transferred into a special account for use by the office of the county recorder. The county treasurer shall remit quarterly to the organization operating the program for legal services that receives the fees charged pursuant to NRS 19.031 for the operation of programs for the indigent all the money received from the county recorder pursuant to this paragraph.)

**NRS 247.305** – Fees: Amount; collection; disposition of excess payment; payment to county treasurer (Sub. 4: Fees: Amount; collection; disposition of excess payment; payment to county treasurer (Sub. 4: A board of county commissioners may, in addition to any fee that a county recorder is otherwise authorized to charge and collect, impose by ordinance a fee of not more than \$3 for recording a document, instrument, paper, notice, deed, conveyance, map, chart, survey or any other writing. A county recorder shall not charge the additional fee authorized by this subsection for recording an originally signed certificate of marriage described in NRS 122.120. On or before the fifth day of each month, the county recorder shall pay the amount of fees collected by him or her pursuant to this subsection to the county treasurer. On or before the 15th day of each month, the county treasurer shall remit the money received by him or her pursuant to this subsection to the organization operating the program for legal services for the indigent that receives the fees charged pursuant to NRS 19.031 to be sued to provide legal services for abused and neglected children.)

## **UNLV Public Interest Law Association Executive Summary**

### **October 2013 – October 2014**

#### **Mission Statement**

The Public Interest Law Association (PILA) of the William S. Boyd School of Law is a student organization dedicated to raising awareness of and providing opportunities for public interest legal work and volunteer opportunities for law students to serve the community. PILA tries to instill passion and commitment to the underserved legal needs of the community. Boyd School of Law's future lawyers will be vital in broadening access to our judicial system and providing legal services to those who desperately need it regardless of ability to pay. The foundation that PILA helps set today will ensure that these students continue to serve their community with their legal expertise when they become attorneys. We also work to expand the definition of public interest law, which can include working for a nonprofit, government office, or doing pro bono (free) work as a private attorney.

#### **About**

We are a non-profit organization under the umbrella of the UNLV Foundation, and 100% of donations to our organization go directly to fulfilling our initiatives, such as student grants.

We currently have 9 Executive Board Members and 41 dues-paying PILA members (\$10 per year). All members are current Boyd School of Law students.

In the past year, PILA continued its dedication to community service and increased awareness of the legal issues affecting the Las Vegas community. Since October 2013, PILA members have contributed over 225 hours of community service.

Many of these volunteer hours are a direct result of PILA's active partnership with several legal organizations. These events both serve the community and provide our members and other Boyd students with invaluable networking opportunities.

#### **Community Service & Events:**

- We volunteered at Community Law Day at the end of August 2014, mentoring incoming first-year law students and assisted with the community legal information. Immediately following Community Law Day, we held a panel of four public interest-minded attorneys to share their varied experiences. This discussion focused on the first-year students as their introduction to public interest law.
- We held a policy panel hosting Nevada Supreme Court Justice Saitta, one of our law school deans, and a local attorney to discuss Nevada's upcoming ballot measure on establishing a Court of Appeals. 55 people attended, along with two news stations.
- In October 2013, we held a speed-networking event to promote one-on-one discussions between public interest attorneys and PILA members. The event

- paired an attorney and one or two students in a 3-minute conversation, and then the students rotated, so they could meet all of the attorneys present.
- Last week (October 9, 2014): PILA had a mixer with Legal Aid Center of Southern Nevada (LACSN) for Boyd law students to meet nonprofit LACSN attorneys in a semi-casual setting. Approximately 35 students and over 10 LACSN attorneys attended.

#### Recurring Community Service:

- About once a month, we work with the Legal Aid Center of Southern Nevada (LACSN) to provide volunteers for the Homeless Assistance Project – a program that gives free legal advice to the homeless.
- Each October, our members assist Nevada Legal Services (NLS) with a poverty simulation at UNLV.
- PILA also helps NLS every November by volunteering with “Project Salute,” an all-day event where pro bono attorneys provided free legal advice to veterans.
- PILA is an active participant in the Clark County Law Foundation (CCLF). Our members routinely volunteer at CCLF’s various community service initiatives, including “Pedal to the Medal” and “Spread the Word” book cleaning.
- Our other community partners include the ACLU, Family Promise of Las Vegas, and the Access to Justice Commission.

#### Upcoming Events:

- Pro Bono Week, Oct. 19 – 25: Our students will volunteer at the opening reception and throughout the week at a variety of Ask-A-Lawyer events. Additionally, we will co-host a panel discussion with the Career Development Office of alumni and other attorneys who have chosen to make pro bono work an integral part of their career.

#### **15th Annual PILA Auction**

The 15<sup>th</sup> Annual PILA Auction occurred on February 6, 2014, in the Jazz Room of The Smith Center for the Performing Arts. PILA honored Bill Curran, partner at Ballard Spahr, as our Silver Staircase Honoree. Mr. Curran’s career path and dedication to public interest helped demonstrate to law students that private practice and pro bono work are not mutually exclusive; quite the opposite, in fact, as Mr. Curran so eloquently explained that pro bono is the new golf of today for networking and marketing purposes.

We raised over \$10,000 to support 3 PILA Grants for the Summer 2014. These PILA Grants encourage Boyd law students to pursue public interest internships. Grant recipients included Ashleigh Wise, who worked at the IRS, Kostan Lathouris at the Department of the Interior, Division of Indian Affairs, and Crislove Igeleke at Nevada System of Higher Education (NSHE).

### **Formation of the Board**

In April 2014, the current Executive Board was elected. Elections are held on an annual basis each academic year in the spring. Per the PILA Constitution, the election was held online via The West Education Network (TWEN). Candidates posted their nomination statements under each position titles in an elections forum. Then the candidates were chosen by majority vote through an online TWEN anonymous ballot system.

The PILA Executive Board works in conjunction with PILA's two Faculty Advisors: Professor Elizabeth MacDowell and Professor Michael Kagan.

### **Finances**

Annual Income for 2013-2014 School Year:

\$12,633.48 – Auction and Memberships

Annual Expenses for 2013-2014 School Year:

\$5,035.21 – Auction

\$12,500 – PILA Grants → half paid for by UNLV work-study

Included 2 full grants (\$5,000 each) and 1 half grant (\$2,500)

#### Current 2015 Auction Budget:

Annual Estimated Expenses for 2014-2015 School Year:

\$48,850 – Auction and PILA Grants

Breakdown: \$40,000 – PILA Grants → 8 full grants (\$5,000 each)

\$8,850 – Auction:

Item	Estimate	Actual (to date)
Location	2500	2500
Auction supplies	600	264.59
Catering	3900	
AV	550	
Insurance	350	
Table cloths	350	
VIP Meet and Greet	600	
Total	8,850	2,764.59

Annual Estimated Income for 2014-2015 School Year:

\$48,850

	Estimated	Actual
Memberships	500	554.54
Fundraising	28,000	
Auction Donations	20,350	



## Nevada Supreme Court Access to Justice Commission

Friday, March 14, 2014 1:00 PM – 3:30 PM



Video Conference:

Las Vegas

Regional Justice Center, 17<sup>th</sup> Floor  
Supreme Court, AOC Rooms A & B

Carson City

Supreme Court  
Law Library, Rooms #104/#105

Reno

2<sup>nd</sup> Judicial District Court  
75 Court Street – Room 220B

Conference Call:

Conference Call Number: 877.594.8353 / Participant Code: 35688281

### Draft Minutes

#### **Commission Members in Attendance:**

Justice Michael Douglas, Co-Chair  
Justice James Hardesty, Co-Chair  
John Desmond  
Paul Elcano  
Anna Marie Johnson  
W. Brett Kandt  
Melanie Kushnir  
Elana Graham  
Anne Traum  
Sugar Vogel  
Jeremy Reichenberg  
Judge Elizabeth Gonzalez  
Judge Connie Steinheimer  
Judge James Wilson  
Judge Nancy Porter  
Judge Michael Montero  
Judge Nathan Tod Young  
Judge Tom Stockard  
Doreen Spears Hartwell  
Ron Spratt  
Ben Albers

#### **Attending Guests**

Ben Albers, Executive Director, VARN  
Trevor Atkin, Justice League of Nevada  
Nicole Lambley, Justice League of Nevada  
Andy Mierins, Board of Directors, Nevada Legal Services  
Barbara Buckley, Executive Director, Legal Aid Center of Southern Nevada  
Kimberly Farmer, Executive Director, State Bar of Nevada

#### **Staff Member Present**

Angela Washington, Access to Justice Director

### **Call to Order/Roll Call**

The Access to Justice Commission Meeting called to order at 1:07 pm by Justice Michael Douglas and a roll call was conducted thereafter.

### **Consent Agenda**

It was moved and seconded to approve the minutes of the November 1, 2013 Access to Justice Commission meeting with the amendment in the Statewide Legal Service Delivery Report that the Southern Nevada Senior Law Program moved to a temporary office location on the corner of 6<sup>th</sup> Street and Bridger Street. Additionally, it was moved and seconded that the minutes of the December 18, 2013 Subcommittee on Rural Concerns and the minutes of the February 11, 2014 Subcommittee on Rural Concerns be accepted. A vote was taken and the matter passed unanimously.

### **Statewide Legal Service Delivery Reports**

Legal Aid Center of Southern Nevada (LACSN) – Barbara Buckley provided the report for the Legal Aid Center of Southern Nevada. Ms. Buckley shared that a milestone had been reached in the Children's Attorney Project (CAP) at LACSN as the program is now representing over 2000 children. Additionally, two units of the program will now represent a group of children from their first day in CAP and three new attorneys have been hired for the CAP program. In LACSN's Domestic Violence and Immigration Unit, there are five full time attorneys available to assist with domestic violence and immigration issues. LACSN made application to Justice League of Nevada for assistance in the domestic violence area and was granted an additional \$50,000 specifically to support these services; with these funds, an additional attorney will be hired for the Domestic Violence and Immigration Unit. In LACSN's Pro Bono Project, firms Greenberg Traurig as well as Snell and Wilmer have agreed to adopt family law as their project this year. CLE's were conducted at both firms and cases were placed at the time of the CLE's. Thirty-five cases were placed at the Ely Family Law Conference. In her update of the Family Law Self Help Center, Ms. Buckley provided that all family law pleadings and all children's pleadings are password protected on the web. Additionally, LACSN will start a Small Claims Court Ask-a-Lawyer in May. Lastly, a Record Sealing Community Education Class, in partnership with the Public Defenders Office was conducted recently at Boyd School of Law; fifty attendees were present at the first class.

Nevada Legal Services (NLS) – Anna Marie Johnson provided the report for Nevada Legal Services. Ms. Johnson shared that NLS received a slight increase in federal funding and Nevada is now receiving funding resulting from the census shift reflected in 2010. As a consequence, NLS has been able to increase staff, specifically with the opening of a new office in Yerington, Nevada. NLS' office in Carson City is moving to 209 N. Pratt Street. The Senior Law Project in Reno is fully staffed with three full time attorneys and three support staff. The Justice League of Nevada's funding was the last piece that enabled NLS to step up to the levels that the county has requested. NLS received funding in November that allowed the organization to staff for their Veteran's Assistance Project; the staff is housed at Help USA in Las Vegas. The grant has already been renewed for 2015. Also, NLS is in the process of planning for 2014's Project Salute. With the increase in funding from the Legal Services Corporation this year, NLS will need to meet a greater pro bono obligation. NLS has been meeting with LACSN over the last few weeks to determine how pro bono will be handled in Clark County. In the northern part of the state, NLS will keep pro bono staff available to provide services to the Elko, White Pine, Humboldt, and Winnemucca region.

*Southern Nevada Senior Law Program (SNSLP)* – Sugar Vogel provided the report for Southern Nevada Senior Law Program (SNSLP). SNSLP moved to its new location in December 2013 located at 530 Las Vegas Boulevard, Suite 310 in the Wells Fargo Building. SNSLP continues with the scheduling of one on one appointments with elder law attorneys, homebound visits and seminars. Additionally, SNSLP will provide legal clinics at two adult day care facilities in the area. SNSLP has continued with its guardian ad litem program and collaborated with Nevada Legal Services in its Serving Seniors Program (conducted at the West Charleston Library and the courthouse at Pahrump). Also, SNSLP is collaborating with LACSN on upcoming Law Day events.

*Volunteer Attorneys for Rural Nevadans (VARN)* – Ben Albers provided the report for VARN. VARN recently hired a new staff attorney who will be working in the Domestic Violence Victim’s Assistance Project. Last year VARN represented 122 people in the Domestic Violence Victim’s Assistance Project and provided services to 44 people in its Immigration Project. Also, Mr. Albers reported that VARN is expecting additional federal funding to support domestic violence projects and hopes to hire another attorney at that time as well.

*Washoe Legal Services (WLS)* – Paul Elcano provided the report for Washoe Legal Services (WLS). WLS is continuing with its domestic violence, child advocacy, jail contract, and consumer areas and has expanded its senior services program to include three full time lawyers and support staff. Also, Mr. Elcano reported that WLS saved between \$500 and \$600 dollars in the ward assets guardianship program and is working on purchasing their building.

In response to the legal services reports, Justice Douglas noted that the provided information was very uplifting.

## **Discussion Items**

### **Relationships – Legal Services Providers**

Justice Hardesty led a discussion about the relationships of the legal services providers stemming from conflicts or potential conflicts among the providers.

The following topics pertaining to relationships and the legal services providers were discussed:

- Regular meetings of the Boards and Board Presidents;
- “Turf” discussions/competition, including bright line divisions, delivery forms, communication, difficulty with interacting with organizations that have federal government mandates;
- The similar treatment of diverse organizations;
- The consideration of the overall delivery system, taking into account consolidation, areas of practice and geographic practice, and number of state providers. And, a system that makes sense;
- Recognition that programs have a right to exist;
- Appropriateness of Supreme Court to step in if Boards cannot make a decision;
- Best interest of the individuals that need to be served needs to be considered as well as the needs that are present;

The discussion ended with the suggestion of the forming of a subcommittee to address the concerns raised.

### Public Lawyers

Brett Kandt delivered the report of what the public lawyers in the state have done and are doing to support pro bono participation by public lawyers across the state. Mr. Kandt reported that better awareness (through the regular discussions about the rule and annual mandatory reporting); better employer support (through the development of policy, for example the Attorney General's office has developed a policy regarding pro bono work); and better coordination (through the forwarding of pro bono opportunities to Mr. Kandt so that he can share same with others) are needed to support pro bono opportunities among public lawyers.

It was reported that the biggest issue that government lawyers in Elko, White Pine, Pershing and Clark Counties are encountering in their desire to do pro bono work are their employers. Mr. Kandt was asked to assemble various policies about pro bono work from government offices so that these policies can be shared with the offices that are resisting. Within the assembly of policies, bullet point designation of what can and cannot be done should be noted. Thereafter an effort to canvas the County Commissioners meetings, district attorneys' offices and public defenders' offices can be made so that these offices have the information and are made aware of the importance of the work. Also, Mr. Kandt was asked to develop a policy for the next meeting. Lastly, discussion as to whether a pitch should be pulled together for NACO (National Association of Counties) took place.

### Statewide E Filing

Judge Stockard provided the report on discussions to have a statewide e-filing program in Nevada. The Rural Courts Subcommittee has discussed the program and Judge Stockard is conducting research among the rural courts to determine what types of systems are currently available. It has been discovered that of the ten judicial district courts, six different case management systems are being used and that at least in one instance, within one judicial district, there are two different systems being used. The importance of having a coordinated approach to this issue is important so that all districts can move to e-filing. The Rural Courts Subcommittee has discussed the interfacing of systems and the importance of having the same if not very similar systems for that reason. Lastly, current e-filing subscription charges for Clark County and Washoe County were discussed.

### Pro Bono Week

Plans that have been made for Pro Bono Celebration was 2014 were discussed. At the time of the meeting the following events were planned or being planned:

- Southern Nevada reception
- Washoe Legal Services (WLS) - Planning on participating in the Law Fair at Meadowood Mall with Nevada Legal Services, a half day family law clinic at WLS and a half day Ask a Lawyer Clinic at WLS.
- Southern Nevada Senior Law Program (SNSLP) – Working with Aging Services on Annual Caregiver Conference on Wednesday, October 27th.
- Legal Aid Center of Southern Nevada (LACSN) - Working on a Celebration large scale Ask a Lawyer, similar to those conducted the last few years. This event will place the morning of Tuesday, October 21<sup>st</sup> at the East Las Vegas Community Center.
- Nevada Legal Services (NLS) – Ask a Lawyer event at Meadowood Mall, Champions of Justice luncheons in Las Vegas and in Reno.
- VARN – Legal Fair at Carson City Community Center.

Continued planning and marketing is needed and should take place now in advance of pro bono week. Judge Steinheimer and Judge Flanagan will work on a kick-off event in northern Nevada and volunteers from the Commission are needed to assist with this effort.

#### Statewide Standardization of Forms

The Self Help Center in the south and the rural courts have been working on the revision of forms used at various districts. Ms. Buckley provided a full report on the forms at the Civil Law Self Help Center during at which time she noted that the newly revised forms are on the new website. At the Family Law Self Help Center, all forms are being completely revised, one form at a time. All forms will be replicable. Points of authority have been reduced, but are very good and succinct.

#### Justice League of Nevada / IOLTA Transition, State Bar of Nevada

Trevor Atkin provided the Justice League of Nevada report noting that the board meeting is scheduled for March 19<sup>th</sup> at which time the transitioning of assets being held in the IOLTA program to the Nevada Bar Foundation will be addressed. Appreciation was offered to the Justice League of Nevada for all of their work in supervising the IOLTA program.

Kimberly Farmer, Executive Director of the State Bar of Nevada informed the Commission that the Nevada Bar Foundation is the 501 (c)3 that the State Bar of Nevada operates. Further, she noted that the goal is to transition the program by July 1<sup>st</sup>. The Nevada Bar Foundation Board will consist of some members of SBN's Board of Governors and this will require a rule change in order to put the structure in place.

The Supreme Court has an ADKT draft that makes several rule changes that will directly impact the division of IOLTA revenue. Once the ADKT is filed, the Commission will be able to discuss the issues and a public hearing will take place on the proposed rule changes.

There was discussion on the potential ethical issue surrounding the definition of pro bono service as it pertains to service done with the State Bar. The State Bar will consider this issue with the transitioning of the IOLTA Program.

#### **Reports**

Appellate Law Section – Anne Traum provided the report on the Appellate Law Section. The UNLV Community Service Program has reached the 50,000 client milestone. This program is a requirement for graduation and before classes start for first year law students, they are engaged in teaching some community law class in partnership with LACSN. Also in partnership with LACSN and the Supreme Court and the relatively new Appellate Law Section with the Bar, a pro bono program on the appellate level is being built. The Supreme Court screens cases and relies on the Appellate Law Section and LACSN for placement of cases. Many of the lawyers have been from the Appellate Section, but in the fall, Justice Pickering promoted the program, which resulted in other lawyers requesting to be placed on the volunteer list. Currently, FAQ's, a manual, and other resources are being developed to support the lawyers in the program. Target completion date for the manual is the end of the year. At least 20 appointments have been made so far since August.

**Public Speakers Bureau:** Justice Douglas reported that individuals have been asked to go out and speak on the Court of Appeals. Members of the Young Lawyers Section and the Appellate Section have been visiting law firms and other organizations across the state using the uniform Power point presentation. Ms. Vogel shared that the members of Seniors United heard the Appellate Court presentation provided a great deal of positive feedback. Members specifically noted their appreciation for the clearly explained presentation.

**Subcommittee on Rural Concerns:** Judge Stockard reported that the Subcommittee on Rural Concerns received feedback from five of the eight district courts. District Courts consistently noted that assistance was needed in the areas of child custody, visitation, divorce and guardianship. The 7<sup>th</sup> District varied from that in that noting child custody as its only need. In the Justice /Municipal courts, landlord tenant, protective orders, general /civil areas, and misdemeanor cases were noted as the highest need. It was noted that it was important to quantify filing sources and to determine where the funds are going as well.

**I-80 Corridor:** Paul Elcano shared with the Commission that Washoe Legal Services was awarded a grant by Justice League of Nevada to provide legal services to children and seniors along the I-80 Corridor which would include Lyon, Churchill, Pershing, Lander and Elko Counties. Three full time attorneys would be assigned to work with this project and the cost would total approximately \$360,000. Justice League of Nevada awarded \$62,500 and WLS would be responsible for raising the other \$300,000. The project is progressing and a more definitive report will be provided at the next meeting.

**PILA:** Anne Traum reported that PILA's event at Cabaret Jazz at the Smith Center was extremely successful. A total dollar amount raised was not available at the time of the meeting. Bill Curran was the honoree and the event was extremely well attended.

**ONE Promise:** In addition to the written report, Angela Washington shared that the state bar has established a discount for volunteers who take a pro bono case or who give money to the ONE campaign. Those volunteers will receive a \$40 coupon. Legal service providers have been provided with a coupon code that they can give to their volunteers. Additionally, CLE's that were produced by the legal services providers will be free to anyone taking a pro bono case. A coupon code would be needed to take advantage of that offer as well.

In terms of outreach, the Latino Bar invited Justices Hardesty and Douglas to their luncheon to discuss the ONE Campaign and the Appellate Court. The Clark County Bar Association (CCBA) has invited Justices Hardesty and Douglas to speak at the upcoming *Meet the Judges Mixer*. Also, the CCBA has worked on dispelling misperceptions about public attorneys doing pro bono work. The Ely Family Law Conference hosted more than 300 people; legal service providers were present and placed cases there.

The request was made for those making ONE presentations to share presentation information (date and audience) so to insure that presenters are not addressing the same audiences.

Judge Gonzalez was acknowledged for her assistance with securing presentation dates with law firms. Also, Justice Douglas acknowledged the efforts of the State Bar at the sections meeting; a **ONE** Campaign presentation was made to the section chairpersons.

*Other Business:* The Commission was asked to send ideas of how the \$25,000 donation to the Access to Justice Commission could be used. Suggestions are to be sent to Justice Douglas, Justice Hardesty or Angela Washington.

**Informational Items**

Informational items contained in the meeting materials were reviewed. The next Access to Justice Commission meeting is scheduled for July 11<sup>th</sup> at the State Bar Annual Meeting.

The meeting was adjourned at 3:32 pm.



## Access to Justice Commission

### ONE Promise Nevada Subcommittee Meeting

### Draft Minutes

Monday, March 31, 2014



#### **Present**

Justice Douglas  
Justice Hardesty  
Barbara Buckley  
Sugar Vogel  
Paul Elcano  
Anna Marie Johnson  
Kimberly Farmer  
Ben Albers

#### **Guests Present**

Renee Kelly  
Melanie Kushnir  
Doreen Spears Hartwell  
Carmela Reed  
Shane Young  
Gary Yordon

#### **Staff Present**

Angela Washington

The meeting was called to order at 10:04 am. Gary Yordon, producer of the ONE Promise Nevada video was the guest speaker for the meeting. Mr. Yordon began by reminding the attendees of how the campaign was designed to speak to those attorneys who could be convinced to do pro bono work. The discussion then moved to tracking numbers statewide of attorneys who are new to pro bono services versus returning pro bono attorneys. The subcommittee agreed that tracking of these numbers would take place on a quarterly basis.

Additional conversation centered on focusing on the institutional lawyers and insuring that these lawyers are a part of the campaign. Additionally, so that the pro bono message is shared among those new to the practice and in law school, the group discussed reaching out to Boyd Law School in order to distinguish more ways to communicate the message to law students. Additionally, the subcommittee discussed encouraging the TIP participants, including mentors and mentees taking a pro bono case together.

The subcommittee discussed the distribution of funds raised through the ONE Promise Nevada Campaign. Several suggestions were made, including (a) rolling the funds into the IOLTA funds; (b) earmarking the funds to go directly to the legal services providers; (c) using the dollars to fund statewide legal support. It was decided that this agenda item would be included on the next Access to Justice Commission agenda.

Lastly, the group discussed Annual Meeting support and it was suggested that Justice Douglas and Justice Hardesty appeal to the State Bar Sections for support.

The meeting was adjourned at 11:12 am.



## Nevada Supreme Court Access to Justice Commission



### Meeting Agenda

#### IOLTA Rate Review Meeting

##### Draft Minutes

Tuesday, May 27, 2014

#### **Members Present**

Justice Douglas  
Justice Hardesty  
John Desmond  
Paul Elcano  
Elana Graham  
Anne Traum  
Sugar Vogel  
Dara Goldsmith  
Jeremy Reichenberg  
Judge Vecchiarelli  
Judge Flanagan  
Judge Young  
Doreen Spears Hartwell  
Ron Spratt  
Trevor Atkins  
Connie Akridge  
Ben Albers  
Barbara Buckley

Justice Douglas called the meeting to order at 4:35 pm.

Justice Hardesty explained to the attendees that the meeting previously scheduled for May 16, 2014 was continued to this date to insure the participation of a quorum of Commission members in the discussion of feedback received from the participating financial institutions concerning the present IOLTA percentage rate and the process.

Justice Hardesty reviewed the comments from the participating financial institutions with the members and led a discussion among the members about the interest rates.

After a review of the comments, economic conditions update, and the sampling of IOLTA offerings in other states, the Commission voted to maintain the IOLTA interest rate at .70%.

The meeting was adjourned at 5:00 pm.



## Access to Justice Commission

### Subcommittee on Rural Concerns Meeting

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June 10, 2014

#### **Draft Minutes**

##### *In attendance:*

Justice Michael Douglas  
Judge Tom Stockard  
John Desmond  
Paul Elcano  
Anna Marie Johnson  
Marshal Willick  
Sandra Mae Pickens  
Ben Albers  
Jeremy Reichenberg  
Judge Aberasturi  
Judge Rogers  
Judge Porter  
Judge Montero  
Judge Fairman  
Judge Young

##### *Staff Present:*

Angela Washington, Access to Justice Director

The Rural Concerns Subcommittee meeting was called to order by Justice Douglas at 2:09 pm.

#### **Discussion Items**

##### *Civil Court Forms*

A demonstration of Legal Aid Center of Southern Nevada's new Civil Law Self Help Website was provided by Jim Berchtold, Directing Attorney of the Civil Law Self Help Center. Mr. Berchtold demonstrated all of the features of the new website and provided a detailed demonstration of the forms contained on the website.

##### *E Filing in Rural Counties*

Judge Stockard as well as the other Judges in attendance provided an update on the progress of the electronic systems in the rural counties:

- Judge Stockard reported that everything in the 10<sup>th</sup> JD has been moved online;
- Judge Rogers reported that the 3<sup>rd</sup> JD is completely paperless;
- Judge Porter reported that the 4<sup>th</sup> JD has no electronic filing and is in the process of obtaining an electronic system;
- Judge Fairman reported that the 7<sup>th</sup> JD system is coordinated among the District Attorney's Offices, the Clerk's Office and the Courts over three counties

- Judge Young reported that the 9<sup>th</sup> JD does not have an electronic system, and has multiple systems among the various entities within the district

#### *Filing Fee Report*

Justice Douglas brought the filing fee chart to the attention of the group and asked that all review the chart and provide additional information as needed.

#### **Reports**

##### *I 80 Corridor*

Paul Elcano reported that Washoe Legal Services projects placement of a full time attorney in Elko by July 1, 2014 and placements of part time positions in Humboldt and Pershing Counties and a full time position in Lyon County. Projected hiring date for the Lyon County position is July 1, 2014.

Anna Marie Johnson reported that Nevada Legal Services has opened a new office in Yerington. The office is located at 720 S. Main. The grand opening will take place on July 14<sup>th</sup>.

The meeting was adjourned at 2:54 pm.



**Nevada Supreme Court Access to Justice Commission**  
**Friday, March 14, 2014      8:30 AM – 11:00 AM**  
**Hyatt Regency, Newport Beach, California**



**Draft Minutes**

**Commission Members in Attendance:**

Justice Michael Douglas, Co-Chair  
Justice James Hardesty, Co-Chair  
Ben Albers  
John Desmond  
Paul Elcano  
Anna Marie Johnson  
Ira David Sternberg  
Hon. Frank Sullivan  
Melanie Kushnir  
Sugar Vogel  
Dara Goldsmith  
Hon. Elizabeth Gonzalez  
Hon. Patrick Flanagan  
Hon. Connie Steinheimer  
Hon. Gary Fairman  
Hon. Nathan Tod Young  
Hon. Tom Stockard  
Doreen Spears Hartwell  
Ron Spratt  
Hon. Eileen Herrington

**Attending Guests**

Justice Miriam Shearing, Executive Director, Southern Nevada Senior Law Program  
Kimberly Farmer, Executive Director, State Bar of Nevada  
Connie Akridge, President, Nevada Bar Foundation  
Barbara Buckley, Executive Director, Legal Aid Center of Southern Nevada  
Lynn Etkins, Associate Executive Director, Legal Aid Center of Southern Nevada  
Sandra Mae Pickens, Board of Directors President, VARN

**Staff Member Present**

Jamie Gradick, Rural Courts Coordinator, Administrative Office of the Courts  
Angela Washington, Access to Justice Director

**Call to Order/Roll Call**

The Access to Justice Commission Meeting called to order at 8:35 am by Justice Michael Douglas and a roll call was conducted thereafter.

## Reports

### *IOLTA Program*

An update on the IOLTA Program was provided by Justice Hardesty. He noted that the Supreme Court entered orders for the modification of rules concerning IOLTA and those orders have taken effect and thus, the process to transfer responsibilities associated with IOLTA to Nevada Bar Foundation has begun. Dara Goldsmith and Justice League of Nevada were applauded for their administration of the program and for making the program so successful. The recent IOLTA report indicated that the program is on track to receive in excess of two million dollars in interest this year. Further, Justice Hardesty noted that he had contact with a few bankers from a diverse number of banks after the rate was maintained at .07% and there was no resistance to the rate being maintained. Lastly, Justice Hardesty noted that he and Justice Douglas have been conducting meetings with the providers to discuss a number of topics, including utilization of IOLTA funds. As a result, the agenda item on the use of ATJC Contributions will be passed until more information and input from the provider meetings can be offered at a later time.

Dara Goldsmith reported that Justice League of Nevada received counsel and intends on filing a cy pres petition with the Court likely in Washoe County within the next month. Additionally, she reported that Justice League of Nevada's building was sold and that most of their assets are liquid. Connie Akridge reported that Jim Bradshaw had been appointed to the Nevada Bar Foundation Board of Trustees and that Bar members have been solicited to apply for trustee positions.

### *Rural Concerns Subcommittee*

Judge Stockard reported on the Rural Concerns Subcommittee noting that various counties are upgrading their electronic systems in anticipation of moving toward e-filing. Lyon County, Churchill County, Elko County and Nye Counties have or are in the process of upgrading their systems. Also, the subcommittee is looking into coming up with a civil forms uniformity process. Lastly, Judge Stockard spoke with Dean Hamilton of UNLV Boyd Law School about accessing resources from the law school to support the civil forms process.

### *Legal Aid Center of Southern Nevada Website Presentation*

Barbara Buckley, Lynn Etkins and Melanie Kushnir reported on Legal Aid Center of Southern Nevada's (LACSN) website, LACSN's Civil Law Self Help Center Website, LACSN's Family Law Self Help Center Website (in process) and LACSN's Pro Bono Project Website. A tour of each website was provided and the civil law forms feature associated with each site was discussed as well.

The meeting was recessed at 9:10 am.

The meeting reconvened at 10:40 am.

### *Pro Bono Week*

Ira David Sternberg reported that last year The Firm provided publicity for Pro Bono Week, but will not be able to do so this year. The search is currently underway to find another firm to assist with Pro Bono Week publicity. Additionally, it was reported that Bank of Nevada is hosting the Pro Bono Week CLE and reception in Las Vegas on Tuesday, October 21<sup>st</sup> and First Independent Bank has agreed to sponsor the Pro Bono Week CLE and reception in Reno.

### **Statewide Legal Service Delivery Reports**

*Legal Aid Center of Southern Nevada* – Barbara Buckley provided the report for Legal Aid Center of Southern Nevada. She expanded on the earlier (LACSN) presentation discussing the Family Law Self Help Center, noting that nearly every form has been re-done. The forms are reviewed by a judge and sent to every Family Law Judge for review. She encouraged continued dialogue about how to make the forms a statewide product. Additionally, she reported on an immigration issue that Nevada is seeing with unaccompanied minors at the border. About seventy cases are currently pending in Clark County and LACSN has received about ten of the cases. The subjects of the cases are children who have been sent to relatives and the relatives eventually contact LACSN about representing the children. LACSN is doing guardianships for many of the children so that the relative can care for the child and then will see if the children can qualify for a juvenile visa or an asylum petition. She reported that there was some discussion about using Nellis AFB as a housing site.

*Nevada Legal Services (NLS)* – Anna Marie Johnson provided the report for Nevada Legal Services. She noted that financing is in place and construction of the new office building in Las Vegas will be able to get underway hopefully by January. NLS will be looking for a place to go in the interim and is currently talking with State Bar of Nevada about using its current office after the company vacates for its new site. She noted that the new NLS office in Yerington has been opened for about three weeks. Lastly, Ms. Johnson noted that in June, NLS added three new attorneys to staff bringing the total number of attorneys on staff to twenty-six.

*Southern Nevada Senior Law Program (SNSLP)* – Sugar Vogel provided the report for Southern Nevada Senior Law Program. SNSLP is continuing to enjoy their new office in Las Vegas, including a new training room that allows the organization to serve more seniors in one setting. As a result, seniors are able to attend a seminar and leave with prepared documents, all in one trip as opposed to making two trips. As a result of feeling that they have accomplished something when they leave with legal documents in hand, seniors are leaving donations with the organization. SNSLP has taken note that they are seeing the demand for services increasing in the frail, vulnerable section of the senior community. Additionally, SNSLP has noticed that they are serving multi-generational seniors (for example, a sixty year old baby boomer bringing in his eighty-one year old parent for services.) SNSLP continues to collaborate with the other legal aid organizations in southern Nevada through outreach in libraries and senior center in Pahrump with Nevada Legal Services and through their participation in Ask-A-Lawyer events with LACSN.

*VARN* – Ben Albers provided the report for VARN. VARN is seeing some unaccompanied children at its office, one having been referred by an agency in Texas and foresees the number of these cases increasing. Additionally, Mr. Albers reported that he expects to hire an additional attorney by the end of the year. Lastly, VARN is preparing for Pro Bono Week and is coordinating activities with Nevada Legal Services.

*Washoe Legal Services (WLS)* – Paul Elcano provided the report for WLS. WLS had an increase in domestic violence funding and as a result made a part time position into a full time position. Additionally, WLS received a new grant to do juvenile work for two years in conjunction with funds received from Washoe County. WLS is buying its building and through the purchase will be able to lower monthly costs. Through the saving of those monthly costs, WLS should be able to have enough money to create a new position. WLS' Guardianship Program is going well. This program was able to save money which provides leverage for the argument that more money should be allocated to legal services as opposed to other areas for which senior dollars are allocated.

As for the I-80 Corridor Project, Mr. Elcano reported that the project is basically complete. The contract in Elko has been authorized and approved by the County Commission and the attorney has been hired. In Humboldt and Pershing Counties, the contracts have been authorized and approved by the County Commissions and the lawyer has been hired. The Lyon County contract appeared before the Commission there and was approved. WLS is in the process of hiring an attorney for the position now who will remain in Lyon County and is open to hiring a new Bar admittee as long as they are open to staying in that area for a significant length of time. Justice League of Nevada (JLN) has a check in process for the grant dollars awarded for the I-80 Corridor Project. The JLN grant for this project required sixty-two thousand dollars in matching funds; WLS has raised two hundred forty thousand dollars in additional funding.

Mr. Elcano confirmed the amount of savings in the ward assets Guardianship Program to be between five hundred thousand and six hundred thousand dollars. Additionally, Mr. Elcano explained the jail contract and the background leading to the formation of the contract.

*Providers Summit 2014* – Justice Douglas reported that the providers and their respective Board of Directors Chairpersons convened for a second meeting to discuss services provided, clients served and funding. Justice Hardesty reported that the providers were asked to participate and to examine the manner in which services are being conducted, and how state funding is being allocated and the effectiveness of the service delivery system throughout the state. The providers generally agree that that a statewide plan needs to be formulated that would be reviewed by the Access to Justice Commission and the Supreme Court that would address the delivery of services and how best to deliver those services where the services are needed. More information will be gathered to insure a standard of care and accountability. Additionally, Justice Hardesty noted that the group will examine the efficiency of state funding as this and all of the other topics will affect distribution of IOLTA funds, filing fees and give the Commission a better position when advocating for more resources. Once more information is gathered and more discussions are conducted, the plan is to present to the Commission suggestions as to what a plan should look like.

#### **Discussion Items**

*Use of Access to Justice Commission Contributions and Filing Fees discussion items were tabled until the completion of further Provider Summit talks are conducted as these topics will be affected by decisions made at those meetings.*

#### ***CLE Credit for Pro Bono Work***

The discussion of whether to pursue a program where CLE Credit will be granted for pro bono work began with the question of whether in this potential program, CLE credit would be granted for doing pro bono work or whether CLE would be training received by the person doing pro bono work.

Numerous perspectives were offered during the discussion, including:

- The pursuit of CLEs in an area outside of a attorney's practice area has led to an emergent issue in discipline cases;
- The consideration of whether such a program would fulfill the purpose of CLE;
- The consideration of increasing the required number of CLEs to incorporate such a program;
- Mentors receiving CLE credit for their role in the pro bono process is more in line with receiving CLE for pro bono service as mentors mentor in their practice areas;

- State Bar of Nevada TIP Mentors receive CLE credit; the consideration of providing CLE credit for mentors and modeling the program after the TIP Mentoring Program could be an avenue for introducing the program;
- Must consider whether the purpose of CLE is to reward volunteers for doing pro bono or to hone legal skills;
- The Commission must consider other ways to recognize people who do pro bono work;
- The enhancement of pro bono participation will require the involvement and participation of judges

The discussion concluded with the understanding that additional research would be conducted on this issue including how other states have handled the program. Additionally, pertaining to the Commission's efforts to increase participation in pro bono work, discussions will continue regarding re-tooling the ONE Campaign message to ensure that every participant conveys the same message and meeting monthly to ensure that all are on the same page. Also the ONE Subcommittee will come to a consensus on tracking and will boost the donation effort of the campaign.

A discussion ensued regarding whether persons who file filing fee waivers are actually indigent and the mechanism for determining such is lacking in Washoe County. An investigation into whether such waivers are justified is needed as an elimination of unjustified waivers could mean an increase in funding for the County and for Washoe Legal Services. This discussion was tabled for a later meeting.

The request for a discussion on a program to launch self-help centers statewide was noted as well. Justice Douglas referenced the Appellate Project report as well as thanked all who participated in the ONE Promise Nevada Auction.

The meeting was adjourned at 12:02 pm.



## Access to Justice Commission

### ONE Promise Nevada Subcommittee Meeting

### Draft Minutes

Thursday, August 28, 2014, 3:30 PM



#### **Present**

Justice Michael Douglas  
Justice James Hardesty  
Paul Elcano  
Barbara Buckley  
Melanie Kushnir  
Renee Kelly  
Carmela Reed  
Victoria Mendoza

#### **Staff Present**

Angela Washington

The ONE Promise Nevada Subcommittee meeting was called to order at 3:35 pm.

The State Bar of Nevada's (SBN) pro bono statistics from the 2014 reporting period were reviewed with the subcommittee with particular focus given to the 2013 reporting period, as this period was used as the baseline for ONE Promise Nevada pro bono goal. Moving forward, the subcommittee agreed to focus on the following measurements for the campaign statistics:

- a. The number of attorneys taking pro bono cases and participating in Ask-A-Lawyers, Clinics, Lawyer in the Library events, etc.;
- b. The number of new attorneys participating in pro bono services;
- c. Running approximate attendance at ONE Functions.

The subcommittee confirmed that the campaign would focus on pro bono volunteers and fundraising. Additionally, the subcommittee agreed to a specific fundraising drive that would focus on firms that have not donated pro bono hours. These particular firms would be contacted by a letter from the Justices requesting donations to the ONE Campaign separate and apart from the dues check off donations. In an effort to not overburden firms that support legal services organizations in other manners, the executive directors will provide a contact list which will include firms that have not provided pro bono hours, pro bono dollars and that have not supported the legal services organizations in other respects. The initial contact will target twenty-five law firms from Clark County, ten law firms from Washoe County and ten law firms in the rural areas of the state. In addition to this effort, the subcommittee discussed lobbying the SBN to host the ONE Auction at the next Annual Meeting.

The subcommittee agreed to participate in law firm meetings with the Nevada Attorney General's offices in the state.

Also, the subcommittee discussed the Citibank and Bank of America settlements and the dollars that would be earmarked for Nevada as a result of the rulings. Lastly, a meeting will be scheduled with SBN and LACSN to discuss the display of CLE's on the SBN website.

The meeting was adjourned at 4:45 pm.



## Access to Justice Commission

### ONE Promise Nevada Subcommittee Meeting

### Draft Minutes



Tuesday, September 30, 2014, 2:00 PM

#### **Present**

Justice Michael Douglas  
Paul Elcano  
Barbara Buckley  
Sugar Vogel  
Melanie Kushnir  
Ben Albers  
Renee Kelly  
Carmela Reed

#### **Staff Present**

Angela Washington

The ONE Promise Nevada Subcommittee meeting was called to order at 2:00 pm.

Legal aid organizations provided updated pro bono statistics and a review of the sites and dates of past ONE Promise Nevada Campaign presentations took place. Organizations will review and add any missing presentations to the list.

Target lists and "Do Not Disturb" lists for donations from law firms that have not participated in pro bono services were discussed. All organizations were asked to provide law firm lists as soon as possible so that each can be contacted for donations.

An update on the progress of the display Pro Bono CLEs on the State Bar of Nevada's website was requested and provided. Language on the ONE Promise website will be changed to promote the free CLEs for taking a case offer provided by the State Bar.

The meeting was adjourned at 2:35 pm.



## Access to Justice Commission

### Subcommittee on Rural Concerns Meeting

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October 28, 2014

#### **Draft Minutes**

##### *In Attendance:*

Justice Michael Douglas  
Justice James Hardesty  
John Desmond  
Paul Elcano  
Anna Marie Johnson  
Marshal Willick  
Sandra Mae Pickens  
Judge Bill Rogers  
Judge Gary Fairman  
Sally Ramm  
Julie Mogensen (for Ben Albers)

##### *Staff Present:*

Jamie Gradick, AOC Rural Courts Coordinator  
Angela Washington, Access to Justice Director

The Rural Concerns Subcommittee meeting was called to order by Justice Douglas at 9:02 am.

#### **Reports**

Paul Elcano, Executive Director of Washoe Legal Services reported on the I-80 Corridor project and stated that all phases of the project have been completely implemented. Additionally, he noted that there may be funding available from Lander County to support the project as well. Elcano reported that the attorneys involved are resident attorneys.

Justice Hardesty noted for the group that he and Justice Douglas have been working with the legal service providers and their respective board chairs on a statewide service delivery plan and recommendations from those meetings will be presented to the Access to Justice Commission at the November meeting. Justice Douglas noted for the group that a meeting with the legal service providers in the rural areas of the state regarding services provided to the aged in those areas.

Anna Marie Johnson, Executive Director of Nevada Legal Services reported that Nevada Legal Services is currently advertising for a full time attorney in Elko. Further, she reported that planning relative to the federal planning process is underway and that very soon surveys will be sent to members of the state judiciary.

Julie Mogensen of VARN reported on behalf of Executive Director, Ben Albers. She reported that VARN hosted a legal aid fair in Carson City and partnered with Nevada Legal Services to host additional legal aid fairs in Carson City and in Gardnerville. Each fair welcomed many participants who were seeking legal assistance. Further, VARN was recently awarded a new grant and will be hiring one new attorney and support staff.

## **Discussion Items**

### *Bank of America Settlement Update*

Anna Marie Johnson provided background and an update on the Bank of America settlement and the anticipated amount of funding that Nevada will see as a result of the settlement. She noted that a minimum of two hundred thousand dollars will be allocated to each IOLTA Program in the United States and Guam hopefully by the end of the year. The rest of the settlement dollars will be distributed based upon the Poverty Statistics formula. Considering the poverty statistics in this state, Nevada could receive an additional six million dollars if based upon the 2010 poverty census. Settlement money is to be designated for legal services associated with predatory lending, foreclosure and foreclosure discrimination regarding lending and community based projects.

### *Statewide Legal Services Provider Roadmap*

The suggestion of a service delivery roadmap that would outline legal said service opportunities was made to the subcommittee. Specifically, the roadmap would contain the service organizations, their geographical areas of service, the subject matter areas of service that each provides, contact information and any other helpful pertinent information. It was suggested that more input would be needed from the District Court Judges in the development of such a roadmap. A suggestion was made to have telephone numbers on the roadmap reflect each satellite office with the main office numbers as opposed to the main office numbers only. The discussion moved to the suggestion of rural legal service providers, including the attorneys who are meeting with clients to meet with rural court judges to discuss services and needs.

### *Rural CLE Event*

In an effort to increase pro bono participation in the rural areas of the state, a rural CLE event was suggested. The suggestion was that a CLE be developed that would specifically target the rural attorneys. The Legal Needs Survey conducted earlier this year could be used as a starting point for determining the CLE subject matter. It was suggested that CLEs on Guardianship and Consumer 101 could be done as both topics drew a large turnout in the rural areas when hosted in the past by Nevada Legal Services.

## **Other Business**

- Self Help Centers in the Rural Areas of the State – A committee will need to be appointed before moving forward.
- I.T. /E-Filing – There were no reports of new I.T. system implementation.
- Pro Bono CLEs – Pro Bono CLEs sponsored by Bank of Nevada in Las Vegas and First Independent Bank in Reno saw a great turnout and raised a significant amount of money for pro bono. Justice Hardesty noted that he would like to see this program expand to perhaps Elko a year from now.
- CLE Availability – CLE efforts in the south have expanded; new CLEs on nuts and bolts of Family Law currently available.
- E-Filing – Progress has been hindered as a result of the convergence, or lack thereof, of I.T. systems.

The meeting was adjourned at 9:37 am.



# Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

**To:** Access to Justice Commission  
**From:** Angela Washington, Access to Justice Director  
**Date:** November 7, 2014  
**Re:** ONE Promise Nevada

## MEMORANDUM

Below, please find updates relative to the ONE Campaign:

### Tracking

The ONE Promise Nevada Subcommittee voted to track pro bono participation using the following benchmarks:

- The number of attorneys taking pro bono cases and participating in Ask-A-Lawyers, Clinics, Lawyer in the Library events, etc.;
- The number of new attorneys participating in pro bono services;
- Running approximate attendance at ONE Functions.

To date, the legal services providers have reported the following:

	LACSN		NLS (North)		NLS (South)		SNSLP*		VARN		WLS	
	New	Total	New	Total	New	Total	New	Total	New	Total	New	Total
Jan-May 2014	84	379	15	53	26	43			3	20		
June 2014	17	97	3	19	5	8	4	4	2	5		
July 2014	21	98	1	13	6	14		2	0	4		
August 2014	10	76	2	11	0	5			1	3		
Sept. 2014	14	75	-	-	9	13	-	-	-	-	-	-
<b>Total</b>	<b>146</b>	<b>725</b>	<b>21</b>	<b>96</b>	<b>46</b>	<b>83</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>32</b>	<b>-</b>	<b>-</b>

\*SNSLP does not have a pro bono program.

**Total New: 223      Grand Total: 942**

*(Total Reported Volunteers Through Big 5 in 2013: 911) (2014 Goal: 1,048)*

### ONE Campaign Donation Target List

The subcommittee voted to develop target lists of law firms that have not participated in the ONE Promise Nevada Campaign by taking a case or participating in clinics and/or classes through the legal service providers. Justice Douglas and Justice Hardesty will reach out to those firms for donations to the ONE Promise Nevada Campaign. "Do Not Disturb" lists were developed as well; the firms on these lists will not be approached for a donation to the ONE Promise Nevada Campaign.

To date, **\$45,415** has been collected through the ONE Campaign (including a one-time donation from Geoff White; a donation from the Washoe County Access to Justice Committee; proceeds from the ONE Auction and proceeds from speaker donations at the 2014 Annual Meeting.



## Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

### **Pro Bono & CLE**

In support of the ONE Campaign, members who have taken a pro bono case through a legal service provider or who have donated \$100 to the ONE Campaign received a \$40 coupon - the value of one CLE credit. The coupon codes apply to all .mp3 and video downloads offered through the Bar's CLE catalog. CLEs produced by the legal service providers are included in the State Bar's CLE Catalog and are free to members who have taken a pro bono case through a legal service provider or donated \$100 to the ONE Campaign using the coupon codes assigned to the legal service providers. Below are the numbers of CLEs purchased through the CLE coupon code program for 2014 to date.

COUPON CODE	COUPON TYPE	NUMBER USED
onepromiseLACSN	Fixed coupon (\$40)	6
onepromiseNLS	Fixed coupon (\$40)	0
onepromiseWLS	Fixed coupon (\$40)	0
onepromiseSNSLP	Fixed coupon (\$40)	0
onepromiseVARN	Fixed coupon (\$40)	0
onepromisenevada	Fixed coupon (\$40)	7



# Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

**To:** Access to Justice Commission  
**From:** Angela Washington, Access to Justice Director  
**Date:** November 7, 2014  
**Re:** Pro Bono Celebration 2014 Report

## MEMORANDUM

Nevada's Access to Justice Commission and all partners in civil legal aid participated in Pro Bono Celebration 2014 with several events throughout the state beginning Saturday, October 18<sup>th</sup> in Carson City and Reno and concluding with Nevada Legal Services Champions of Justice Luncheon in Las Vegas on Tuesday, October 28<sup>th</sup>. There were a total of twenty-six (26) events (CLEs, law fairs, Ask-A-Lawyers, luncheons, a forum, and other programs) during the celebration period sponsored by Legal Aid Center of Southern Nevada, Nevada Legal Services, Southern Nevada Senior Law Program, UNLV Boyd School of Law, VARN and Washoe Legal Services. Included in the count are two *Ethics & Practice Tips in Trial and Appellate Practice* CLEs & Celebration Receptions in Las Vegas and Reno that raised funds for the legal aid providers in Las Vegas and Reno. CLEs resulted in the following revenue raised:

<b>Las Vegas</b>	\$19,800	(139 Members Registered/112 Attended)
<b>Reno</b>	\$8,400	(72 Members Registered/63 Attended)

The Las Vegas event was co-sponsored by Bank of Nevada and State Bar of Nevada and the Reno event was co-sponsored by First Independent Bank of Nevada and State Bar of Nevada.

Marketing for Nevada's Pro Bono Celebration 2014 was managed by Scott Rodder of *Rodder PR* on behalf of the State Bar of Nevada and by *Quillin Advertising, Marketing and Social Media*. As a result of the organizations' work, many Nevada residents were provided direction for legal assistance and legal services.

Below are scenes a few scenes from the Ethics & Practice Tips CLEs in Las Vegas and Reno:



Ethics & Practice Tips In Trial and Appellate Practice CLE Reception, Reno – 10.23.14



## Nevada Supreme Court ACCESS TO JUSTICE COMMISSION



Ethics & Practice Tips In Trial and Appellate Practice CLE, Reno – 10.23.14



Ethics & Practice Tips In Trial and Appellate Practice CLE Reception, Reno – 10.23.14  
(Left to Right – Judge Lidia Stiglich, Mike Hix, First Independent Bank, Justice Michael Douglas,  
and Justice James Hardesty)



## Nevada Supreme Court ACCESS TO JUSTICE COMMISSION



Ethics & Practice Tips In Trial and Appellate Practice CLE, Las Vegas – 10.21.14



Ethics & Practice Tips In Trial and Appellate  
Practice CLE, Las Vegas – 10.21.14

*(Left to Right, Judge Rob Bare, Justice Michael Douglas and  
Justice James Hardesty)*



Ethics & Practice Tips In Trial and Appellate  
Practice CLE, Las Vegas – 10.21.14

*(John Guedry, Bank of Nevada President and COO)*



## **The Nevada Supreme Court Access to Justice Commission and State Bar of Nevada Call on Community to Join in Sixth Annual National Celebration of Pro Bono Week Oct. 19 – 28**

***Commission Promotes Free Services Available for Those in Need and Celebrates Volunteer Attorneys Who Give Back***

**LAS VEGAS – Oct. 8, 2014** – In an effort to address the ever-growing legal needs of the state's most vulnerable citizens, the Nevada Supreme Court Access to Justice Commission and State Bar of Nevada are calling on local attorneys and residents to participate in the sixth annual national celebration of Pro Bono Week, Oct. 19 – 28.

Sponsored by the American Bar Association Standing Committee on Pro Bono and Public Service, the celebration is a coordinated national effort to honor the work of lawyers who provide pro bono representation throughout the year as well as highlight opportunities for pro bono service to low-income individuals who are unable to afford legal assistance.

A series of civil legal clinics, continuing legal education programs and celebrations across the state begin October 20 and are open to both the public and legal professionals alike. The full list of events can be found [here](#).

"Lawyers that provide pro bono service are not just helping the poor, they're investing in people and improving the communities they live in," said Justice Michael Douglas, co-chair of the Nevada Supreme Court Access to Justice Commission. "These men and women are helping to change the lives of our citizens."

According to a report published by American Bar Foundation, less than a quarter of civil justice problems are brought to a lawyer for advice or representation. The same report claims that poor Americans are twice as likely to not contact a lawyer regarding problems with money and housing.

"When less fortunate individuals in our communities don't have the proper access to justice they could lose their homes, their jobs, custody of their children, access to insurance and their pensions," said Justice James Hardesty, co-chair of the Nevada Supreme Court Access to Justice Commission. "Pro bono week is about bringing awareness to these legal issues and working together to solve them."

For additional information, to participate in Pro Bono Week or to make a donation to pro bono, please call Angela Washington at 702.382.2200 extension 409 or visit [www.onepromisenevada.org](http://www.onepromisenevada.org).

**About The Nevada Access to Justice Commission:**

The Nevada Supreme Court Access to Justice Commission is comprised of 24 members with Justice James Hardesty and Justice Michael Douglas serving as its co-chairs. The Commission has embarked upon an aggressive comprehensive agenda intended to improve access to the justice system for all Nevadans, particularly those of modest means. The Nevada Supreme Court Access to Justice Commission utilizes Nevada's legal system to improve the delivery and funding of legal services programs, pro bono services, and self-help services. For more information, please visit [www.onepromisenevada.org](http://www.onepromisenevada.org).

**Contact:**

Quillin Advertising, Public Relations & Social Media  
Adam Porsborg  
O: 702-256-5511  
[adamp@quillinlv.com](mailto:adamp@quillinlv.com)

## **Nevada Appeal Staff Report**

October 13, 2014

# **Pro Bono week offers legal advice locally**

Carson City will be the site of two events to help people with legal issues later this month, which is when cooperating organizations statewide join in a National Pro Bono Celebration.

Beginning Saturday and running through Oct. 25, the events across Nevada will help people seeking guidance on civil matters that include such things as family law, foreclosure, bankruptcy, debt collection, employment immigration, wills and estates, or other issues.

Organizations involved are the Nevada Supreme Court Access to Justice Commission, the State Bar of Nevada, volunteer lawyers and community partners.

The Carson City events include a free legal aid fair on Saturday at the city's Community Center, which is from 9 a.m. until 4 p.m., and an ask-a-lawyer and self help clinic, which is set for Thursday, Oct. 23, at the Nevada Supreme Court Law Library from 10 a.m. until 4 p.m.

Also in the area is a Gardnerville ask-a-lawyer/self help clinic on Friday, Oct. 24. It is at the Douglas County Social Services Office from 10 a.m. until 2 p.m.

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RJ reviewjournal.com

<http://www.reviewjournal.com/view/paradise/area-briefing-oct-23-29-2014>

## Area Briefing, Oct. 23-29, 2014

VIEW STAFF

October 21, 2014 - 10:51am

### PRO BONO SERVICES TO BE OFFERED STATEWIDE

The Nevada Supreme Court Access to Justice Commission and the State Bar of Nevada are calling on Southern Nevada attorneys to participate in the sixth annual Pro Bono Week, planned through Oct. 28.

A series of civil legal clinics, continuing legal education programs and celebrations are underway statewide and are open to the public and legal professionals. A list of events can be found at [nvbar.org/content/pro-bono-week-2014](http://nvbar.org/content/pro-bono-week-2014).

Sponsored by the American Bar Association Standing Committee on Pro Bono & Public Service, the event aims to honor the work of lawyers who provide pro-bono representation throughout the year. It also seeks to highlight opportunities for pro-bono service for low-income individuals who are unable to afford legal assistance.

For more information, call Angela Washington at 702-382-2200, ext. 409, or visit [onpromisenevada.org](http://onpromisenevada.org).

### NEW MICROCHIP USES GOOGLE SEARCH TO LOCATE OWNERS OF LOST PETS

The Animal Foundation recently began implanting Save This Life pet microchips, aimed at increasing a lost pet's chances of returning home by providing the finder with an immediate way to reach out to the pet's owner using Google.

The microchip is scannable and comes with a replaceable metal ID tag for the pet's collar, inscribed with the words "Google this number to find my family." Finders can type the number into a Google search box, and the Save This Life website at [savethislife.com](http://savethislife.com) pulls up that pet's page and allows the finder to send a confidential message to the owner. The owner then receives a text message and an email with the finder's contact information.

Pet owners with animals that are already microchipped can register existing microchips with Save This Life for \$19.99. The fee includes lifetime registration, a custom ID tag with a Google code and more. Visit [savethislife.com](http://savethislife.com) for registration.

Adoption fees for all pets at The Animal Foundation's adoption centers include the Save This Life microchip.

For more information, visit [animalfoundation.com](http://animalfoundation.com).

### RANCHO DRIVE AND DECATUR BOULEVARD PROJECT TO CAUSE DELAYS

Work on Rancho Drive and Decatur Boulevard is planned through May to enhance streets, improve medians and sidewalks and install landscaping at the roads' intersection. Improvements also will include creating extra turn lanes on Decatur Boulevard at the intersection of Rancho Drive.

No major traffic delays are expected during construction, according to the city of Las Vegas, and the majority of work is slated from 9 p.m. to 6 a.m. Sunday through Thursday. Other portions of the project are slated between 7 a.m. and 4 p.m. Sunday through Thursday. During overnight work hours, roads may be restricted to one lane in each direction until 6 a.m. along Rancho Drive and Decatur Boulevard, the city said.

# CIVIL LAW SELF-HELP CENTER STATISTICS

July 2014

7/01/2014 to 7/31/2014 (22 operating days)

## General

Total number customer interactions (for month)	4437	Total number served in 2014	31,139
Total number of intake forms collected	148	% of parties returning forms	3%
Total number of intake forms sampled	148	% of collected forms sampled	3%

## Biographical Data

### Ethnicity:

White	39		27%
Black	77		54%
Hispanic	17		12%
Asian	2		1%
American Indian	2		1%
Other	5		4%
No Response Provided	6		4%

### Age:

60 and over	11		8%
No Response Provided	8		5%

### Sex:

Male	58		40%
Female	88		60%
No Response Provided	2		3%

### Currently Employed?

Yes	71		50%
No	71		50%
No Response Provided	6		4%

### Annual Household Income:

Under \$10,000	59		45%
\$10,000 to \$20,000	30		23%
\$20,000 to \$30,000	15		11%
\$30,000 to \$40,000	10		8%
\$40,000 to \$50,000	7		5%
\$50,000 plus	11		8%
No Response Provided	16		11%

### Benefits Received:

Social Security/Disability	21		26%
Unemployment	10		13%
TANF/Food Stamps	56		70%
Subsidized Housing Benefits	1		1%
No Response Provided or No Benefits Received	68		46%

### Education Level:

Less than High School	9		7%
High School/GED	50		39%
Some College	47		37%
College Degree	21		17%
No Response Provided or No Benefits Received	21		14%

### Court Case Pending In:

District Court	8		8%
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Justice Court	90		92%
Las Vegas	11		12%
Henderson	1		1%
North Las Vegas	1		1%
Other			0%
No Case or No Response Provided	50		34%
<b>Represented by an Attorney:</b>			
Yes	3		2%
No	121		98%
No Response Provided	24		16%
<b>Number of Visits to the SHC:</b>			
One	79		63%
Two	24		19%
Three	12		10%
More	11		9%
No Response Provided	22		15%
<b>Reason for Visit to the SHC:</b>			
Appeal	3		2%
Auto Sale/Lease, Repair, Towing	0		0%
Consumer Debt or Loan	1		1%
Contract Dispute	2		1%
Employment Dispute	0		0%
Foreclosure Mediation Assistant	0		0%
Garnishment or Execution	4		3%
Harassment or Protection Order	6		4%
Homeowner Eviction	14		10%
Judicial Review	0		0%
Landlord/Tenant Dispute or Eviction	73		54%
Mediation	0		0%
Mobile Home Sales, Repairs, or Eviction	19		13%
Personal Injury/Property Damage	0		0%
Small Claims Case	8		6%
Other	16		12%
No Response Provided	12		8%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	123		89%
Satisfied	14		10%
Unsatisfied	1		1%
Very Unsatisfied	0		0%
No Response Provided	10		7%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	114		83%
Agree	22		16%
Disagree	1		1%
Strongly Disagree	0		0%
No Opinion	1		1%
No Response Provided	10		7%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	111		80%

Agree	26		19%
Disagree	1		1%
Strongly Disagree	1		1%
No Opinion	0		0%
No Response Provided	9		6%
<b>I understand the court process and my situation better now than before I came to the Self-Help Center:</b>			
Strongly Agree	100		72%
Agree	34		25%
Disagree	0		0%
Strongly Disagree	0		0%
No Opinion	4		3%
No Response Provided	10		7%
<b>The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:</b>			
Strongly Agree	102		73%
Agree	34		24%
Disagree	0		0%
Strongly Disagree	0		0%
No Opinion	2		1%
Did Not Receive Forms or Materials this Visit	1		1%
No Response Provided	9		6%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	114		82%
Agree	23		17%
Disagree	0		0%
Strongly Disagree	0		0%
No Opinion	1		1%
Did not fill out forms during this visit	1		1%
No Response Provided	9		6%
<b>The Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	71		52%
Agree	18		13%
Disagree	1		1%
Strongly Disagree	0		0%
No Opinion	6		4%
Have Not Visited the Website	41		30%
No Response Provided	11		7%
<b>Other Comments and Suggestions</b>			

The staff was very informative and answered every question that I had. She was very friendly and there was no wait time.

Pam is the Greatest!!

I love the staff here !! :)

I appreciate the help I received. Yolanda

I'm very pleased with Kat! She is very professional and has a great deal of knowledge! She was very helpful, thanks!

As my husband is going through social security disability claim process, he and I need time at our apartment to have accurate address for SSD and lawyers to contact and mail paperwork. Also, my husband had heart attack May 20, 2014 and quadruple heart by-pass surgery May 23, 2014, still recovering and we need our apt. for home health nurses and social workers to help him. I'm trying to find employment near our apt., as my husband's prior health issues mean he can't be home alone lengthy times.

Thank you.

Everyone was very helpful... especially Kat.

Kat was very helpful and friendly she was able to give me a better understanding of the eviction process which I was not aware.

I like the fact she went the extra mile to not only assist me but help me understand. I feel more confident in my situation. Customer service way above average need more like Mrs. Kat

The staff was very informative, helpful, and polite, I thank every one involved for their help and courtesy. My visit today was extremely helpful. Kat was very helpful in helping me fill out forms and correcting mistakes I may have made.

Kat was very helpful she helped us out with everything we needed and made sure that we understood everything that we needed to answer.

She was very helpful and could direct me very well

The staff assistance, Kat, was very helpful and very professional. I feel confident that my paperwork was filled out properly, Thank you very much.

Kat was very helpful in helping me understand the process.

Mrs. Kat was very helpful and very kind to me she help me to fill and understand all the paperwork.

Ms. Kat very helpful and caring. I thank her so much for her service. Thank you!

Service was great and helpful. Very informative and of much help.

She give me excellent service and really explain what I needed to do. Thank you Kat! Have a good & blessed day.

Very helpful.

Yolanda was very helpful, calm & informative. She made me feel comfortable. I want her supervisors to know and acknowledge her excellent customer service skills.

Quite a bit of staff have serious attitude and I don't need that when I need help because I have a landlord treating me the same way and violating my rights and I need help.

The attorney and Pam and Yolanda were very helpful and professional being now out of state their service is invaluable. I'm very appreciative for their service. Thank you!

Ms. Williams was very helpful and extremely professional. She took the time to answer my questions and checked on us several times while we were filing out the paperwork. She is an asset to the center.

I had a great representative of yours helping me fully. Thank God for her. Thanks Pam

Thank to Malcolm - Pam.

Kat was huge source of knowledge, she was thorough, and walked me through the entire process

Thank you.

Mr. White was able to resolve most of problem in 15 minutes, Kat was very helpful.

Was very helpful

I appreciate a little kindness & politeness & people that go the extra mile to explain -

Yolanda was very friendly and helpful. She needs a raise

Staff is always very helpful & quick to provide that help.

Staff was more than helpful

Miss Kat was the (Bomb)

Kat was very helpful and advised me as to how to fill out forms I had never done before

The ladies at the counter are very helpful.

Very satisfied Kat good work Kat

She was very very helpful

Kat took the time out to really help me. This is the 1st time something like this has ever happed to me. But now I do realize that everything will be ok.

Very helpful and very kind.

Jim was very helpful and courteous

My overall experience at the self-help center was great. Fast, friendly, and very helpful.

I felt really good and not afraid to ask questions they helped me with everything I asked for.

I was helped by a very kind, patient lady, thank you

They were very helpful thank you

Very great service

When I entered I was very confused and didn't know I had any options. I'm very thankful for the staff.

Always very patient and helpful. It helps in a situation like mine. Thanks  
 Very good help by services very polite.  
 Kat was great service helper in my need  
 Self help agent Pamela very knowledgeable  
 Very satisfied with your staff they seem to care and that is very important in todays society.  
 She was very helpful give her a raise  
 The lady Pam & Kat where very very helpful to everybody from the time you walk through the door. :)  
 very nice ladies  
 Kat was very helpful and very nice  
 Thank you very much I greatly appreciated!  
 Thank you for helping me at this time of need  
 I liked the help I received.  
 The workers are very kind and helpful  
 I thank everybody in this office for their help  
 Pleasure to work with you.  
 I came in frustrated and stressed and Pam was very helpful, in fact her smile made me feel so much better.  
 Pamela Pearson was very helpful and courteous  
 Yolanda is the best very knowledgeable and very helpful!  
 Pam was very helpful & explained the forms that I needed.  
 I am so happy this service is available for people like me. I am retired and I cannot afford an attorney. The  
 staff was extremely professional and helpful in assisting me get my documents filed.  
 Pam was very nice courteous and helpful. She greeted me when I walked in the door & walked me through  
 the process thank you-  
 Thank you so much Mrs. Kat, I really appreciate your help and advice. Take care  
 Ms. Yolanda was very helpful & patient to all my questions. Very friendly/professional.  
 Ms. Pam was very very helpful  
 The staff has been very helpful and very polite. I really appreciate that.  
 Mrs. Kat was very helpful.  
 Yolanda was the young lady who helped me today. She didn't have an attitude. She was happy to help me.  
 She made me feel good about having to ask questions. Yolanda was very helpful. She deserves a raise!  
 My staff was named Kat, her help was unbelievable she helped me and my family. She was very  
 knowledgeable and patient. She had a smile and was again very nice. She took her time to help and  
 care. Please give her a raise!!! We will return to the help center.  
 She was very helpful and helped me to do my paper work  
 The self-help center was very informative with information that I was not aware of.  
 Thank you Kat for helping  
 They towed my motorcycle and told me to get out 24 hours and they will bring back my bike  
 Ms. Kat is excellent! Very attentive, polite & professional made me comfortable and @ easy. She is  
 excellent!  
 Been involved & needing the service of this dept. since 1980's thank you all!  
 Kat was more than helpful made everything easy to understand and felt very comfortable. :)  
 Kat was very helpful, friendly, took her time w/ me as this is my first time visiting. Hats off to Kat for  
 excellent customer service & knowledge of her job. :)  
 Kat was very helpful and was able to answer all are questions she was great!  
 Thank you for all your knowledge and services offered. I couldn't do this without the staff.

# FAMILY LAW SELF-HELP CENTER STATISTICS

July 2014

7/1/2014 to 7/31/2014 (22 operating days)

## General

Total number customer interactions (for month)	3606	Total number served in 2014	24,041
Total number of intake forms collected	126	% of parties returning forms	3%
Total number of intake forms sampled	126	% of collected forms sampled	3%

## Biographical Data

### Ethnicity:

White	32		26%
Black	33		27%
Hispanic	47		38%
Asian	8		6%
American Indian	2		2%
Other	2		2%
No Response Provided	2		2%

### Age:

60 and over	9		9%
No Response Provided	23		18%

### Sex:

Male	32		29%
Female	77		71%
No Response Provided	17		52%

### Currently Employed?

Yes	65		56%
No	51		44%
No Response Provided	10		8%

### Annual Household Income:

Under \$10,000	31		32%
\$10,000 to \$20,000	22		23%
\$20,000 to \$30,000	17		18%
\$30,000 to \$40,000	16		17%
\$40,000 to \$50,000	4		4%
\$50,000 plus	6		6%
No Response Provided	30		24%

### Benefits Received:

Social Security/Disability	16		32%
Unemployment	2		4%
TANF/Food Stamps	36		72%
Subsidized Housing Benefits	1		2%
No Response Provided or No Benefits Received	76		60%

### Education Level:

Less than High School	11		12%
High School/GED	36		39%
Some College	31		33%
College Degree	15		16%
No Response Provided	33		26%

### Represented by an Attorney:

Yes	10		9%
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No	100		91%
No Response Provided	16		13%
<b>Number of Visits to the SHC:</b>			
One	44		41%
Two	17		16%
Three	20		19%
More	26		24%
No Response Provided	19		15%
<b>Reason for Visit to the SHC:</b>			
Adoption			0%
Annulment			0%
Child Support	25		20%
Custody	50		41%
Divorce	46		38%
Domestic Partnership	1		1%
Foreign Judgment			0%
Guardianship	9		7%
Juvenile Matters	2		2%
Legal Separation	1		1%
Name Change	13		11%
Paternity	4		3%
Termination of Parental Rights			0%
Visitation	6		5%
Other	10		8%
No Response Provided	4		3%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	97		87%
Satisfied	14		13%
Unsatisfied			0%
Very Unsatisfied	1		1%
No Response Provided	14		11%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	105		85%
Agree	16		13%
Disagree			0%
Strongly Disagree	1		1%
No Opinion	1		1%
No Response Provided	3		2%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	111		88%
Agree	14		11%
Disagree			0%
Strongly Disagree	1		1%
No Opinion			0%
No Response Provided			0%
<b>I understand the court process and my situation better now than before I came to the SHC:</b>			
Strongly Agree	90		72%
Agree	31		25%

Disagree	1		1%
Strongly Disagree			0%
No Opinion	3		2%
No Response Provided	1		1%
<b>The forms and other written materials at the SHC were clear, helpful, and instructional:</b>			
Strongly Agree	89		72%
Agree	32		26%
Disagree	2		2%
Strongly Disagree			0%
No Opinion	1		1%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	2		2%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	99		79%
Agree	21		17%
Disagree			0%
Strongly Disagree	1		1%
No Opinion	1		1%
Did not fill out forms during this visit	4		3%
No Response Provided			0%
<b>The Family Law Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	69		56%
Agree	19		15%
Disagree	2		2%
Strongly Disagree	1		1%
No Opinion	4		3%
Have Not Visited the Website	28		23%
No Response Provided	3		2%
<b>Other Comments and Suggestions</b>			

She was so helpful and understanding as well as informative thank you and she need to keep it up B/C

she is awesome Mrs. Luepa is the best above the rest

My experience was above and beyond my expectations I am so grateful for the help I received from Erin.

she is amazing. Thank you!! :)

I appreciate the help provided by the receptionist

The staff was very helpful and kind. This made it easy for me Thank you.

Surprised by how warm and kind the staff was and their contiued assistance extremely helpful.

Alejandro was absolutely wonderful. He is very knowledgable in all areas of his job. I was able to finish my

entire case with his help and guideance the outcome of my case was wonderful without an attorney

Thanks for having this services it makes it easier for us to file our paper with-out a big expence.

Guadaoupe helped me vary much I'm vary greatful for her time Erin was helpful as well. Thank all of you vary much.

Alejandro was very helpful and knowlageble.

They were very polite and extremely helpful today. They eased almost all my nervousness. I couldn't be happier with the service I received. Thank you so much!

Friendly and knowledgeable receptionist. Very professional and helpful in filling out the necessary forms for our petition. Excellent customer service.

Le Senora Guadalupe se porto muy amable y nos esprice muy bien todo lo entendimos es muy eficiente y amable

Guadalupe at the front desk is very knowledgeable and calm. She gives instructions very well.

The lady waking at the time, was very nice, lot of knowledge and very helpful. Good customer service.

Very professional & courteous.

No tengo ningun comentario todo e fue muy bien

Thank you!

Guadalupe was very helpful I thank her

I am very pleased with the woman who helped me. My situation was/is very emotional & stressful. And when I left the office I was glad I went & grateful that I had someone knowledgable & kind to help me. Thanks to Guadalupe.

Guadalupe was so helpful & nice. I have been very nervous & confused about the filings and forms. She helped relax and fill out my forms. I have a better understanding of my flings & forms thanks to her!

Very statisfied with court service

Guadalupe was very great I would ask for her services again. Great person. Very great

There great especially Celina

The person that helped us spoke Spanish and made it much easier.

The staff was very helpful and polite!

Ya habia venido algunas veres para poder divorceimarme de esta persona pero me hacian como si fuera algo imiposible pero de la inanera que me atendio la senora Guadalupe por fin pude meter la solicited de divorcio ella me explico todo muy bien gracias.

Muy satisfecha por toda la ayuda.

thank you

Miss Erin and Miss Gualapede in the help center were extremely helpful Miss Erin has been amazing in every way that makes this nerve racking experience, able for me to deal with. Erin remembered me and did her extreme best to help me understand the process. I will be extremely grateful to her. I am a 65 year old grandmother, who has taken care of my two gransons for 12 years. I work two position to provide for my boys. I certainly cannot afford a lawyer. I don't know what I would do without the aid of Help Center and Miss Erin. Thank you!

The paperwork is, although helpful, its confusing. It would be better to have an interactive website similar to Turbo-tax with 24hr live assistance via chat and phone.

I would recommend anyone to Family Self-Help Center

Guadalupe was excellent

Gualalupe was wonderfull helper.

Always very nice to work with during some of my different situations, very compassionate to our needs. I know how hard it is to understand all the laws involved. They are very helpful in guiding you through your process.

Todo fue muy bueno para mi

Me siento muy satisfecha de las personas tan amables y disphibles para cualquier pregunta la Senorita Celina en especial fue muy agradable.

Muy bueno siguan asi atendiendo con tanta amabilidad y educacion y dedicacion. Gracias.

It is good job keep going

Guadalupe was a great help today. She answered every question and was very helpful. Thanks for have her here. (She's great)

The guy whom helped me was very polite and answered all my questions & concerns to my satisfaction.

Great informative service that is both friendly and orderly

I wish all parts of the online forms could be filled out in the adobe reader and all can be done by computer.

Looks tachy filling out 1/2 of documts via computer, 1/2 in ink. Overall was great.

They are very friendly and have lots of info on forms & procedures

The staff at Self Help Center, particularly Alejandro and Celina have been courteous, professional and sensitive to clients in distress. Their service with a smile is priceless!! They have touched many peoples' lives for the positive.

The services are great but the amount of forms to fill out is stressful for one mistake

Thank you for all your help and may God bless everyone and their families in Jesus' name

I am very happy satisfied

Very great. Provided great service. Guadalupe gave great customer service. Helped me out a lot and made the process go by smoother.

Sign should reflect windows 11-17

Been trying to get this completed for the last 3 mo's.

Guadalupe was very helpful and very nice she made it easy for me handling and filing paper work, thank you. :)

Si creo que si en este sitio. Si tube la atencion y informacion a mis necesidades, pero en el lugar q estube anterior mente me confundian, no me explicaron bien estube 3 hrs. sin ninguna rasar de perdidade tempo x no esplicarme al principio.

Should have more courteous staff

Muy buen servicio, me ayudo bastante con las dudas que tenia al llenar mis solicitodes. Muy satisfecho  
Gracias

Everything was good

I do thank you for all of your assistance. Keep of the good work. May God bless you all Thank you  
Everytime we come Ms. Stephanie is very helpful & professional. She's the kind of people we need to serve the public.

Very respectful & hospitable.

You have very nice workers :) Celina and Erin

Guadalupe is great!!!

Very helpful and knowledgeble within minutes he knew what I need it

Alejandro was very patient and very clear with what I should do so I understand what I have to do and Erin was helpful last time I came in.

The website could be more user friendly in locating forms. I think that the departments could inform the self help employees about trial formats. I had to turn in exhibits and they had to be labeled and the Judge decides which person uses alphabetical order and the other numeric order, the staff had no idea how to help me with this, so I had to wait to see the clerk. Thank God she knew what I needed to do.  
All depts needs to be update with changes.



# CIVIL LAW SELF-HELP CENTER STATISTICS

August 2014

8/01/2014 to 8/31/2014 (21 operating days)

## General

Total number customer interactions (for month)	4643	Total number served in 2014	35,782
Total number of intake forms collected	202	% of parties returning forms	4%
Total number of intake forms sampled	202	% of collected forms sampled	4%

## Biographical Data

### Ethnicity:

White	76		40%
Black	72		38%
Hispanic	21		11%
Asian	7		4%
American Indian	2		1%
Other	12		6%
No Response Provided	12		6%

### Age:

60 and over	14		7%
No Response Provided	12		6%

### Sex:

Male	84		43%
Female	112		57%
No Response Provided	6		8%

### Currently Employed?

Yes	93		51%
No	91		49%
No Response Provided	18		9%

### Annual Household Income:

Under \$10,000	80		45%
\$10,000 to \$20,000	42		24%
\$20,000 to \$30,000	25		14%
\$30,000 to \$40,000	10		6%
\$40,000 to \$50,000	9		5%
\$50,000 plus	11		6%
No Response Provided	25		12%

### Benefits Received:

Social Security/Disability	36		35%
Unemployment	12		12%
TANF/Food Stamps	73		70%
Subsidized Housing Benefits	5		5%
No Response Provided or No Benefits Received	98		49%

### Education Level:

Less than High School	19		11%
High School/GED	61		34%
Some College	67		37%
College Degree	32		18%
No Response Provided or No Benefits Received	23		11%

### Court Case Pending In:

District Court	16		11%
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Justice Court	133		89%
Las Vegas	11		8%
Henderson			0%
North Las Vegas			0%
Other	1		1%
No Case or No Response Provided	53		26%
<b>Represented by an Attorney:</b>			
Yes	4		2%
No	171		98%
No Response Provided	27		13%
<b>Number of Visits to the SHC:</b>			
One	92		53%
Two	40		23%
Three	17		10%
More	23		13%
No Response Provided	30		15%
<b>Reason for Visit to the SHC:</b>			
Appeal	12		6%
Auto Sale/Lease, Repair, Towing			0%
Consumer Debt or Loan	2		1%
Contract Dispute			0%
Employment Dispute			0%
Foreclosure Mediation Assistant			0%
Garnishment or Execution	13		7%
Harassment or Protection Order	9		5%
Homeowner Eviction	13		7%
Judicial Review			0%
Landlord/Tenant Dispute or Eviction	102		53%
Mediation	2		1%
Mobile Home Sales, Repairs, or Eviction	16		8%
Personal Injury/Property Damage			0%
Small Claims Case	14		7%
Other	19		10%
No Response Provided	8		4%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	176		88%
Satisfied	20		10%
Unsatisfied	1		1%
Very Unsatisfied	2		1%
No Response Provided	3		1%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	168		86%
Agree	25		13%
Disagree	1		1%
Strongly Disagree	1		1%
No Opinion			0%
No Response Provided	7		3%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	168		85%

Agree	27		14%
Disagree			0%
Strongly Disagree	1		1%
No Opinion	1		1%
No Response Provided	5		2%
<b>I understand the court process and my situation better now than before I came to the Self-Help Center:</b>			
Strongly Agree	146		74%
Agree	42		21%
Disagree	2		1%
Strongly Disagree	2		1%
No Opinion	5		3%
No Response Provided	5		2%
<b>The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:</b>			
Strongly Agree	144		74%
Agree	45		23%
Disagree	1		1%
Strongly Disagree	1		1%
No Opinion	1		1%
Did Not Receive Forms or Materials this Visit	3		2%
No Response Provided	7		3%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	171		86%
Agree	24		12%
Disagree			0%
Strongly Disagree	1		1%
No Opinion	1		1%
Did not fill out forms during this visit	1		1%
No Response Provided	4		2%
<b>The Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	106		57%
Agree	28		15%
Disagree	3		2%
Strongly Disagree	2		1%
No Opinion	6		3%
Have Not Visited the Website	42		22%
No Response Provided	15		7%
<b>Other Comments and Suggestions</b>			

Kat was very helpful

Pam is excellent :)

Kat is very pleasant and helpful. She is a blessing in a time of crisis. Thank you for having such a pleasant, very helpful employee she is excellent thank you!

Pam was exceptionally friendly and helpful. Very knowledgeable in process.

Yolanda - excellent and helpful - the pregnant girl was not very helpful as the information she gave me was wrong.

Yolanda was so very helpful & informative. She has helped us before & we like her so much. Very informative, knowledgeable & enjoys her job. The pregnant girl there was of no assistance & gave us wrong information.

She went above and beyond to help me and others. She was great.

Pam very helpful thank you

Pam was very knowledgeable and helped us. She is very nice lady and should not be overlooked!

thank you so much for your help :) Yolanda

Pam is fabulous

I appreciate the time and valuable information  
 Ms. Kat help me out very much I am so glad she was here to help me out.  
 Kat helped me in my visit today. She was very fast, nice and efficient.  
 Thank you Kat for your help-  
 Yolanda is very helpful and gum smelled very pleasant!  
 Kat was very helpful and patient. I filled out one paper wrong and she kindly told me/showed me how to fill out properly. I have to be honest this has been one of the quickest, kindness service EVER received in a courthouse period!  
 Kat was very helpful and very friendly thanks  
 They was very friendly  
 Employee Pam has be worth her weight in gold. She always goes beyond - its call of duty and double checks every form for mistakes I can't say enough good things about this woman's help everyone is very nice & helpful  
 They are very very helpful, would not know what to do without them. Very pleasant truly bless with them  
 Kat was very helpful and assistance was wonderful she was great!  
 Kat was very nice and professional.  
 ????? Thanks ?????  
 Kat was very helpful she answer everything I needed, ask for assistance took me right away. She needs promotion.  
 Kat was very helpful - listened and gave answers  
 Pam is very fabulous.  
 She was very helpful.  
 The staff were all very helpful upon the moment I stepped into the office. Thanks to Kat for going above and beyond helping me with my current situation.  
 Kat was very pleasant and went above and beyond explaining the process in completing my forms.  
 Due to my situation the staff helped me to relieve some of my stress.  
 La Senorita que me ayudo verdaderamente fue muy amable en todo momento me explico todas mis dudas un exelente servicio - Yolanda  
 Yolanda was great  
 Staff calmed my nerves during a very stressful time.  
 Very helpful & friendly staff - Yolanda  
 Great service!  
 Pam & Kat was very helpful in helping me fill out the paperwork.  
 Kat was very helpful. I couldn't not have completed my transaction if not for her assistance. She made me feel better about my situation and calmed my nerves.  
 Mrs. Kat was very helpful and friendly.  
 Kat is very helpful and professional.  
 Kat should get a raise very helpful and pleasant  
 Very professional, very helpful.  
 Very nice lady help me out a lot thanks 4 your good work  
 Very polite great customer service!  
 Ms. Kat was very helpful in assisting me through my paperwork  
 Very friendly atmosphere and very helpful thank you  
 To whom it may concern Kat was very helpful to me she is very, very, helpful to the public and other people  
 She was very nice, very helpful  
 I could not have gone through this without your help. Your staff is fantastic.  
 Very impressed Pam delightful & a great help.  
 Pam and everyone was very helpful and considerate. Thank-you for such a good staff Pam & Kat were wonderful!!! :)  
 I'm being helped one on one and she taking her time to explained  
 I was waiting inline and Kat was attentive and came to assist me when she realized I had been standing in waiting area. Very helpful.

Very informative.

I like it here very help-ful. Pam/Kat very good ladies

Very kind & helpful and informative.

I have not had to file court documents regarding eviction and the staff here were very helpful and friendly.

Thank you!

Yolanda is a valuable asset to the Self Help Center! Yolanda is very knowledgeable about the self help center and gave me all the answers I needed.

Very happy. Had no idea what I was doing and the lady at front desk was patient and very informative  
Yolanda

Thank you for your help!

Yolanda was very helpful and very nice.

Yolanda was very helpful. I was very worried and confused upon coming in and she eased it.

Kat was very helpful and pleasant to work with under my circumstances I really appreciated having such knowledgeable and courteous assistance.

She was a great and kind help

The staff was very helpful I am very satisfied

Kat was very helpful in her assistance

Pam was such a big help

Kat is a absolute blessing!!!

Mrs. Kat was very thorough in helping me understand the forms as well as the procedure & what to expect with a pleasant attitude thank you

The lady was prompt and helpful. She made sure I understood the paperwork clearly. Very professional

Kat is very efficient. If you had more workers like every thing would run smooth, thank God 4 the Kats in the world

Ms. Kat was very helpful I got lost didn't know what to do and she helped a lot great customer service

Thank you in advance.

I am extremely grateful for the assistance I received today. I would not have been able to figure out the paperwork on my own. This program is very helpful.

When we came in we were confused. But staff Kat explain to us how to go about a small claim she explain it and show us how to fill out paper work fast and easy. Kat is a wonderful customer service individual

Thank you! So Helpful!

I feel Vegas should start giving 15 day notice due to people having a hard time getting back on their feet it like once you fall off in Vegas it hard to get back up and I only think they making hard for African Americans

I did not know what to do I knew I could I ??? No idea where to start they parts me in the correct direction and how to get done the ????

She answered every question confidently. Thank goodness. Ms. Kat went above and beyond for me. She went in the back to look up a correct spelling of a word just to make sure it was right. I thought then what gracefully lady made things easy & smooth.

Very helpful & courteous great service

Ms. Kat she was very helpful and nice the help me with the computer very friendly and nice lady caring person

Very helpful and listened to me very closely.

All the staff is always so friendly & helpful & have a smile on there face

Kat was extremely helpful and made me understand the eviction process

Love you all

Kat was so helpful this is my first time doing this and she displayed excellent customer service. The best customer service I have experienced.

She was very helpful.

Ms. Pam was very helpful.

Ms. Pam was very very helpful. Before coming to the Self-Help Center all my question's was unclear. Now I'm leaving very satisfied and happy thank you.

Each time I have visited the self-help center in person, the staff @ the front desk have always been professional, nice, & knowledgeable. Makes me very happy to be treated w/ respect!!!

Kat was beyond helpful and she made a uncomfortable situation a little more tolerable. I really appreciate her help.

Unlike San Francisco this benefit of a help center does not exist. I have been very grateful for the help received from this help center - Yolanda

Impossible to complete without Yolanda's help!

Yolanda was knowledgeable, very helpful & kind. We need more people like her in the world.

Kat helped me to understand some things.

Kat was very helpful & made me feel comfortable in an unfamiliar situation. You should have more kind people like her around.

Kat was very friendly and helpful very nice and patient. Excellent customer service.

Kat was very helpful.

Thank you for making a painful and scary experience easier for me. I really appreciate the knowledgeable assistance for which I could not have filed my answer Thanks!!!

I had help by Yolanda and they were very very helpful and help me get the papers processed.

Kat was very helpful and understanding

Pam was very nice and helped me with all my needs.

The staff was very helpful and understanding! I would come back if needed for any assistance. Also Pamela and Christy was very nice and helpful.

Staff Pam was very helpful with helping with the process. She was able to answer all questions

The staff member Yolanda has been extremely helpful. I did not know anything about court process or how to obtain protection, she took time and explained very well. Bravo.

Very pleased with Ms. Kat Thank you for your help

Everyone was nice and helpful

Mrs. Kat Williams was very helpful

Very helpful & knowledgeable info provided by staff

Just an appreciation for all the work your staff does and offers.

all staff was extremely helpful with helping my mother w/ her needs and questions.

Very very helpful thanks. God Bless Kat very good AAAA

Kat went above and beyond helping us she made sure we had every available information that we needed so we can know what rights we have next time.

Seeking help with our situation has been humiliating. The staff was very helpful. They speak to us with respect and compassion.

Pam - was very helpful she helped us to understand the entire procedure as well as which avenues I could possibly follow to resolve this tenant landlord issue. Greatly appreciated over & beyond the call of duty

The staff is extremely helpful, professional without this office life would be hell in the legal world. Thank you

She was calm and hands on with paperwork and quick to assist any and everyone. She had manners and looked in to eyes when speaking. Expressing good people skills and is well versed with the material in her office. Needs a promotion!

# FAMILY LAW SELF-HELP CENTER STATISTICS

August 2014

8/1/2014 to 8/31/2014 (21 operating days)

## General

Total number customer interactions (for month)	3625	Total number served in 2014	27,666
Total number of intake forms collected	180	% of parties returning forms	5%
Total number of intake forms sampled	180	% of collected forms sampled	100%

## Biographical Data

### Ethnicity:

White	44		25%
Black	34		19%
Hispanic	71		40%
Asian	16		9%
American Indian	1		1%
Other	12		7%
No Response Provided	2		1%

### Age:

60 and over	11		7%
No Response Provided	24		13%

### Sex:

Male	47		30%
Female	112		70%
No Response Provided	21		62%

### Currently Employed?

Yes	97		58%
No	69		42%
No Response Provided	14		8%

### Annual Household Income:

Under \$10,000	30		22%
\$10,000 to \$20,000	28		20%
\$20,000 to \$30,000	32		23%
\$30,000 to \$40,000	28		20%
\$40,000 to \$50,000	5		4%
\$50,000 plus	15		11%
No Response Provided	42		23%

### Benefits Received:

Social Security/Disability	14		28%
Unemployment	5		10%
TANF/Food Stamps	39		78%
Subsidized Housing Benefits	1		2%
No Response Provided or No Benefits Received	130		72%

### Education Level:

Less than High School	13		10%
High School/GED	54		40%
Some College	40		30%
College Degree	27		20%
No Response Provided	46		26%

### Represented by an Attorney:

Yes	8		5%
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No	150		95%
No Response Provided	22		12%
<b>Number of Visits to the SHC:</b>			
One	57		39%
Two	34		23%
Three	19		13%
More	37		25%
No Response Provided	33		18%
<b>Reason for Visit to the SHC:</b>			
Adoption	2		1%
Annulment	2		1%
Child Support	26		15%
Custody	54		31%
Divorce	74		42%
Domestic Partnership			0%
Foreign Judgment			0%
Guardianship	17		10%
Juvenile Matters	1		1%
Legal Separation	1		1%
Name Change	12		7%
Paternity	3		2%
Termination of Parental Rights	1		1%
Visitation	8		5%
Other	15		8%
No Response Provided	3		2%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	140		85%
Satisfied	25		15%
Unsatisfied			0%
Very Unsatisfied			0%
No Response Provided	15		8%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	148		85%
Agree	24		14%
Disagree			0%
Strongly Disagree			0%
No Opinion	3		2%
No Response Provided	5		3%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	155		86%
Agree	23		13%
Disagree			0%
Strongly Disagree			0%
No Opinion	2		1%
No Response Provided			0%
<b>I understand the court process and my situation better now than before I came to the SHC:</b>			
Strongly Agree	134		75%
Agree	38		21%

Disagree			0%
Strongly Disagree			0%
No Opinion	6		3%
No Response Provided	2		1%
<b>The forms and other written materials at the SHC were clear, helpful, and instructional:</b>			
Strongly Agree	139		79%
Agree	35		20%
Disagree			0%
Strongly Disagree	1		1%
No Opinion	1		1%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	4		2%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	150		84%
Agree	24		13%
Disagree			0%
Strongly Disagree			0%
No Opinion	1		1%
Did not fill out forms during this visit	4		2%
No Response Provided	1		1%
<b>The Family Law Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	99		57%
Agree	37		21%
Disagree	1		1%
Strongly Disagree			0%
No Opinion	9		5%
Have Not Visited the Website	28		16%
No Response Provided	6		3%
<b>Other Comments and Suggestions</b>			

Amazing & very fast! Thank you!

It was nice to get in and out fast.

I was wonderful to have a person that was very professional during my visit. The lady who helped me was Ms. Guadalupe. I want to thank your dept. for having such an awesome employee who is enthusiastic and shows a wonderful attitude. I observed and she was treating all the people in the same manner :)

We were assisted by Erin. She was very professional and helpful. A true professional.

They are so nice & helpful I'm truly grateful esp. Ms. Guadalupe & Ms. Erin

Guadalupe was beyond helpful and knowledgeable. I came in very confused and left with a clear understanding. Had it not be for the self help center I'd be lost. Thanks a million.

Every time I come to the self help center they have been more helpful than anyone and I'm glad they are here to help :)

Very nice ladies

Very helpful young ladies

thank you for your help could not do this without you guys

Celina went above to help me. Thank you being very nice

was very helpful and fast, kind cheerful, thank you.

Mrs. Guadalupe was very helpful in explaining all that I have to do, regarding my case

The ladies that assisted me were very kind and helpful. I greatly appreciated their information and assistance (Erin & Guadalupe)

I just want to thank you for your patience especially Guadalupe very nice lady, patient and helpful.

Mis comentarios fueron muy claros muy explicables y muy atento, su personal. Mis Comentarios fueron muy de acuerdo. Muchas Gracias por su atencion y mas de acuerdo con sus empleados.

I would refer the self help center to other people.  
 Had it not been for the center, the process would have been expensive and lengthy as I would have had to pay someone for help.  
 Thank you for providing these services  
 Guadalupe and Alex helped me so much. Thank you  
 Very pleasant & helpful staff thank you for all your help.  
 Awesome!  
 Very pleased with the help I received from Erin and the staff.  
 They are helpful  
 Sin ninguna queja muy buena ayuda y trato  
 muy buenas gracias  
 The two staff assistants that helped were very courteous and helpful. Celina and Alejandro very recognized for their assistance.  
 Alejandro was very helpful in answering my questions  
 Guadalupe fue muy paciente ??? En casas que no entendia, ella es muy eficiente.  
 She was so nice and took the time to explain everything and gave me some extra information needed she was amazing.  
 This was my second visit and I just so happen that I got the same customer service rep, who is very polite, helpful, and knowledgeable. Guadalupe rocks!!!  
 La Senora en esta ventanilla es muy. Alenta y buena para ayuda  
 I agree that the staff Aaron was very helpful since this is my first time doing this, thank you very much.  
 Good customer service. Very organized system. Thank you!  
 Guadalupe muy buena atencion me, siento muy contento con su atencion. Y muy amable en todo  
 recomiendo que todos sean asi gracias  
 I'm very satisfied with what she did for me. I appreciate it. Thanks to all the staff of (help) self help center.  
 window #13  
 Special thank you to Ms. Erin. She gave me hope and was great!!! Don't let her go  
 Service was excellent.  
 We want to divorce to get both of us freedom.  
 They are professional, helpful and very nice, they are understanding during tough moments. Thank you.  
 website should be more organized.  
 Guadalupe was absolutely amazing. She was more than helpful  
 Give Alejandro a big raise, he's very good.  
 The help I received was quick, helpful and friendly. It made things easier and less stress free during a difficult time in my life. :) Guadalupe was sweet.  
 This was wonderful my daughter received all the help she needed thanks Guadalupe thanks everyone  
 great job  
 You guys are awesome! Especially Guadalupe!  
 I feel it's a very valuable service and I hope it continues.  
 The staffs are very helpful with my situation.  
 Guadalupe was very helpful and answered all my questions and concerns to my satisfaction  
 Great help, very pleasant lady... Thank-you - God Bless  
 This ????? Should always be available. It is just great. Knowledgeable people.  
 Thank you!  
 Erin is exceptional. She has always taken her time to assist me & I've been lucky enough to get her the times I've been down here. She's been an angel in this tangled mess of my divorce - Thank-you!! :)  
 Very helpful  
 It has been so helpful for all the information we needed. God bless! Thank you so much.  
 She was very helpful I'm thankful she explained everything completely Guadalupe is a wonderful helpful employee  
 Guadalupe was great thank you.  
 I highly appreciate the help.

Very helpful and compassionate  
fue un buen servicio

Guadalupe was very helpful to me

???? I was in total confusion of the process. Gaulelupe was extremely helpful as well as patient with me.  
which is what I so needed in this situation.

The help I received today was very fast and friendly. I'm thankful that the staff was there to help because  
without them I'd be lost. Thank you!!!

The staff is very nice and helpful.

Estado en varias ocasiones en esta corte y siempre me toca consultar mi problema o preguntas con  
alejandro, es muy amable y profesional

Desde la primera vez la sra Guadalupe fue muy cortés y atenta con migo me explico todo muy claro.

Guadalupe was most helpful. We are very grateful for her help and patience.

Guadalupe

Erin was very helpful and made my visit peaceful

So extremely satisfied. Personel was so very helpful and fridnly, above and beyond, helping with my  
legal ignorance! Thank you so much.

I've been here four times because I was told different information each time. Yesterday I wasted three hours  
when all I had to do was go to the third floor, but I brought the wrong forms. I was helped better today.

Guadalupe knows what she is doing and helped me a lot. :)

Gracias.

Good work

Thank you for all the help I need.

The staff here is very friendly and informative.

Thanks for all your help! Couldn't have done it without you:)

We are a hispanic bilingual couple and Guadalupe offered a language of our choice to wich we feel  
comfortable speaking, shee was very explicit and easy to understand excellent service.

Agradecida por la ayuda.

Gracias a todas las personas de self help por la ayuda que me atendieron muy staisfecho por todo.

The lady was very helpful

Excellent service thank you.

Guadalupe has helped me on almost every visit. She is very knowledgable and helpful. Thank you!



# CIVIL LAW SELF-HELP CENTER STATISTICS

September 2014

9/01/2014 to 9/30/2014 (21 operating days)

## General

Total number customer interactions (for month)	5651	Total number served in 2014	41,433
Total number of intake forms collected	211	% of parties returning forms	4%
Total number of intake forms sampled	211	% of collected forms sampled	4%

## Biographical Data

### Ethnicity:

White	62		31%
Black	81		40%
Hispanic	39		19%
Asian	8		4%
American Indian	3		1%
Other	9		4%
No Response Provided	9		4%

### Age:

60 and over	18		9%
No Response Provided	7		3%

### Sex:

Male	76		36%
Female	133		64%
No Response Provided	2		2%

### Currently Employed?

Yes	96		46%
No	114		54%
No Response Provided	1		0%

### Annual Household Income:

Under \$10,000	88		46%
\$10,000 to \$20,000	47		25%
\$20,000 to \$30,000	19		10%
\$30,000 to \$40,000	17		9%
\$40,000 to \$50,000	9		5%
\$50,000 plus	11		6%
No Response Provided	20		9%

### Benefits Received:

Social Security/Disability	41		37%
Unemployment	13		12%
TANF/Food Stamps	69		62%
Subsidized Housing Benefits	4		4%
No Response Provided or No Benefits Received	99		47%

### Education Level:

Less than High School	18		9%
High School/GED	71		37%
Some College	79		41%
College Degree	24		13%
No Response Provided or No Benefits Received	19		9%

### Court Case Pending In:

District Court	27		16%
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Justice Court	140		84%
Las Vegas	19		14%
Henderson	1		1%
North Las Vegas	2		1%
Other			0%
No Case or No Response Provided	44		21%
<b>Represented by an Attorney:</b>			
Yes	6		3%
No	180		97%
No Response Provided	25		12%
<b>Number of Visits to the SHC:</b>			
One	110		58%
Two	38		20%
Three	23		12%
More	19		10%
No Response Provided	21		10%
<b>Reason for Visit to the SHC:</b>			
Appeal	16		8%
Auto Sale/Lease, Repair, Towing	1		0%
Consumer Debt or Loan	7		3%
Contract Dispute	1		0%
Employment Dispute	1		0%
Foreclosure Mediation Assistant			0%
Garnishment or Execution	7		3%
Harassment or Protection Order	19		9%
Homeowner Eviction	13		6%
Judicial Review	1		0%
Landlord/Tenant Dispute or Eviction	98		48%
Mediation	2		1%
Mobile Home Sales, Repairs, or Eviction	18		9%
Personal Injury/Property Damage			0%
Small Claims Case	17		8%
Other	27		13%
No Response Provided	5		2%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	156		77%
Satisfied	46		23%
Unsatisfied			0%
Very Unsatisfied	1		0%
No Response Provided	8		4%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	162		79%
Agree	40		20%
Disagree			0%
Strongly Disagree	1		0%
No Opinion	1		0%
No Response Provided	7		3%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	156		76%

Agree	45		22%
Disagree			0%
Strongly Disagree	2		1%
No Opinion	2		1%
No Response Provided	6		3%
<b>I understand the court process and my situation better now than before I came to the Self-Help Center:</b>			
Strongly Agree	130		64%
Agree	59		29%
Disagree	4		2%
Strongly Disagree	1		0%
No Opinion	8		4%
No Response Provided	9		4%
<b>The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:</b>			
Strongly Agree	135		66%
Agree	64		31%
Disagree			0%
Strongly Disagree	1		0%
No Opinion	2		1%
Did Not Receive Forms or Materials this Visit	2		1%
No Response Provided	7		3%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	154		75%
Agree	43		21%
Disagree	1		0%
Strongly Disagree	1		0%
No Opinion	1		0%
Did not fill out forms during this visit	4		2%
No Response Provided	7		3%
<b>The Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	102		51%
Agree	38		19%
Disagree	3		2%
Strongly Disagree			0%
No Opinion	13		7%
Have Not Visited the Website	44		22%
No Response Provided	11		5%
<b>Other Comments and Suggestions</b>			

Nice and very helpful

Cisco is awesome

Very good

Me dieron muy buena informacion

Thank you

Kat was very friendly & helpful & did her job as customer service very well.

I strongly suggest that everyone uses the court self help center..

I am extremely grateful to Yolanda and the team for all of their assistance. Forever grateful. You guys are the best!!!

Staff very very helpful :) makes a bad day good!

They are very helpful and explain things properly and they are very professional when they are helping me.

Very helpful with exactly what to do

Pam was extremely helpful with what forms and exactly how to fill them out.

Pam was extremely helpful and knowledgeable!! Great service!

Ms. Pam was very helpful & very pleasant. She put me at ease regarding my issue.

I don't know what I would do without this place.

The man who help me didn't give me a good feeling. No eye contact and fast answers didn't get a nice feel from him.

Pam helped me each time I came to the Self Help Center. She is pleasant and very professional. Also,

Pam is very knowledgeable and helpful. An asset to your company.

The staff made my difficulties easier to transition. Pam is a true asset to the organization.

Kat was very helpful

Very helpful and inform of fee waiver filing

I was extremely impressed with the service that I received. Very helpful and willing to help with questions

They were good today

Wow! Best government help I've had!

Kat was very helpful to me she was awesome

Thank you for the service and the staff.

Excellent

Muy amables y educados muchas gracias

boeno.

Good people. Not everything about court sucks well never mind it does. But self help center doesn't.

Kay was very help & she took her time with us. We were totally satisfied with her asistance.

Staff are real helpful keep up the good work

I was helped by a man named Cisco - He assisted me on both visits! Found him to be helpful, and very calming! In a very stressful situation.

Thank you so much :)

Cisco was very helpful.

Kat was very helpful! Thank you.

Great service

Kat was very helpful in what it was that I needed.

This my first time experience with this so I'm a little confused on how this works and what's to be done.

The staff were very helpful and give me enough information that I need.

fast, easy, and very helpful

Both, Kat & Cisco were notably supportive in answering questions & providing assistance. Kat went above & beyond the call.

I didn't have all the requirements to what I needed but had great assistance through the process of my work being done

Thank you

yo estoy muy agradecido con la persona que me alludo el dia de hoy personas como el deve de nave siempre Francisco Gonzalez. Gracias

I was pleased with the compassion the staff had towards me and others. This is an emotional and stressful process yet I felt they really cared about my needs and the needs of my children.

Yolanda was great! Excellent customer service & so knowledgeable & patient with us. She is an asset to your company! :)

Kat was very nice and helpful

Staff was extremely helpful and patient with everyone and directed me promptly to the resources I needed.

Kat was very big help, she did a very good job. She deserve a raise.

Thank you!!! If I did not have the self help ctr, I would not have any way to defend myself - once again thank you

Yolanda, in the self-help center today was so helpful to me, she made my day. She took all of my stress of this situation and made it so easy, thank you so very much.

The staff member, was very helpful and sharp and understandable good job

ask-a-lawyer program = Pro Bono lawyer was great. Front desk staff doesn't appear to be on the same page. The information I received made for a much longer day than necessary and this lack of consistency added to a frustrating situation.

Thank for the program and I truly appreciate the staff.

Keep up the good work.

Kat and Jim were very helpful with helping me fill out the documents I needed. Also, helped me understand how the process is with the justice court.

Even though the staff here can only do so much for each situation. They made me feel at ease for the time being. I can't thank them enough.

Pam: She was very helpful and kind during a very stressful situation for my family. She was informative and compassionate. I appreciate her on your team. Thank you!

Kat was very knowledgeable and a great help

They are very helpful

Everyone is doing a good job.

Your staff was very helpful with answer, & filling my form.

Cisco was excellent and help me a lot thank so much

Cisco is always helpful every time I come to the help center

Kat was great. Very helpful.

Mrs. Kat was very helpful. She explained all the work with me and made sure I understood it all. Give her a raise. :) Thank you Mrs. Kat & Mrs. Debra

This was actually my third time coming but Kat got it right Kudo's to her, very good employee

Thank you for your help

Cisco was very helpful, and had patience with me. Great knowledge. He was truly a great person. Thank you for a great employee

Every time I have come in they are super helpful Kat has help me now twice and she is always the best at explaining how to fill out at papers correctly

Pam and Jim/James are very helpful. Ms. Pam is sweet and very attentive! Thx!

Helping a friend file a motion per an eviction

# FAMILY LAW SELF-HELP CENTER STATISTICS

September 2014

9/1/2014 to 9/30/2014 (21 operating days)

## General

Total number customer interactions (for month)	3633	Total number served in 2014	31,299
Total number of intake forms collected	142	% of parties returning forms	4%
Total number of intake forms sampled	142	% of collected forms sampled	100%

## Biographical Data

<b>Ethnicity:</b>			
White	46		34%
Black	35		26%
Hispanic	42		31%
Asian	9		7%
American Indian			0%
Other	5		4%
No Response Provided	5		4%
<b>Age:</b>			
60 and over	9		7%
No Response Provided	18		13%
<b>Sex:</b>			
Male	34		27%
Female	93		73%
No Response Provided	15		43%
<b>Currently Employed?</b>			
Yes	76		58%
No	54		42%
No Response Provided	12		8%
<b>Annual Household Income:</b>			
Under \$10,000	27		24%
\$10,000 to \$20,000	20		18%
\$20,000 to \$30,000	33		29%
\$30,000 to \$40,000	14		12%
\$40,000 to \$50,000	7		6%
\$50,000 plus	13		11%
No Response Provided	28		20%
<b>Benefits Received:</b>			
Social Security/Disability	15		33%
Unemployment	4		9%
TANF/Food Stamps	33		72%
Subsidized Housing Benefits	1		2%
No Response Provided or No Benefits Received	96		68%
<b>Education Level:</b>			
Less than High School	8		7%
High School/GED	39		35%
Some College	35		32%
College Degree	28		25%
No Response Provided	32		23%
<b>Represented by an Attorney:</b>			
Yes	11		9%

No	118		91%
No Response Provided	13		9%
<b>Number of Visits to the SHC:</b>			
One	53		46%
Two	16		14%
Three	23		20%
More	22		19%
No Response Provided	28		20%
<b>Reason for Visit to the SHC:</b>			
Adoption			0%
Annulment	2		1%
Child Support	14		10%
Custody	48		34%
Divorce	63		45%
Domestic Partnership			0%
Foreign Judgment	1		1%
Guardianship	13		9%
Juvenile Matters	1		1%
Legal Separation	1		1%
Name Change	8		6%
Paternity	2		1%
Termination of Parental Rights	2		1%
Visitation	8		6%
Other	14		10%
No Response Provided	2		1%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	102		83%
Satisfied	21		17%
Unsatisfied			0%
Very Unsatisfied			0%
No Response Provided	19		13%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	112		82%
Agree	24		18%
Disagree	1		1%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	5		4%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	113		80%
Agree	28		20%
Disagree			0%
Strongly Disagree			0%
No Opinion	1		1%
No Response Provided			0%
<b>I understand the court process and my situation better now than before I came to the SHC:</b>			
Strongly Agree	103		74%
Agree	33		24%

Disagree	3		2%
Strongly Disagree			0%
No Opinion	1		1%
No Response Provided	2		1%
<b>The forms and other written materials at the SHC were clear, helpful, and instructional:</b>			
Strongly Agree	99		71%
Agree	34		24%
Disagree	3		2%
Strongly Disagree	1		1%
No Opinion	3		2%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	2		1%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	113		80%
Agree	21		15%
Disagree			0%
Strongly Disagree			0%
No Opinion	2		1%
Did not fill out forms during this visit	6		4%
No Response Provided			0%
<b>The Family Law Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	71		51%
Agree	27		19%
Disagree	2		1%
Strongly Disagree	1		1%
No Opinion	8		6%
Have Not Visited the Website	30		22%
No Response Provided	3		2%
<b>Other Comments and Suggestions</b>			

The person who assist us Guadalupe was so helpful and she explains us every details that we need. She is so accommodating to us and Im so thankful for her.

She was very thorough and explained thing perfectly Guadalupe was pleasant

This note is directed to the best and knowlegable lady in the Help desk center Erin for the way she explained every paper I submmited of a divorce. She is polite, nice, respectfull and she was very interested in my case. God bless her.

Guadalupe was so helpful. Very fast - so was last visit. Very happy!

Very helpful, don't know what I would have done without this service.

Thanks, very helpful.

Guadalupe was absolutely wonderful. I could not have done it without her.

Personell was very very helpful

Guadalupe and the entire staff went over and above to help me today. Please commend her on her warm demeanor and fantastic service.

Great service.

Erin was very helpful & patient fantastic customer service :) thank you

Your staff is very friendly, helpful and knowledgable sometimes this venue is strained at best yet the staff made me feel very comfortable and at ease.

Mi tolalla!

Guadalupe, Awesome! Keep it up!

over the phone I was told the office opened at 8am, upon arriving at that time I came to find it opened at 9am

Great help eliminated a great deal of stress

Guadalupe was very helpful.

Felt as if staff was in a hurry & had better things to do  
 The paper work is very confusing. Its only for people who know the law, or has a lawyer.  
 She was a great help with my needs thank you so much.  
 They were great. Friendly, helpful and made it all very easy  
 The staff were kind clear spoken and I liked ???? Satisfaction I received by Erin  
 Appointment for "Ask A Lawyer" Program, and I need it. I am overwhelmed, confused on how to proceed  
 for the best interest of the child in the long run, and the clock is ticking before I need to file responses  
 and counterclaims and motions, et al... Lots of information in the interim  
 Amazing with customer service and help with all uncertain questions Erin was outstanding! :) Thank you,  
 Easy to communicate, clear information, helpful. Great stuff I was helped by Alejandro and Celina  
 Buen Servicio  
 The self help center was extremely helpful and answered all my questions. Best court self help center I  
 have been to thus far! :) Thank you!  
 Erin is the self-help center window 14 is by far the most helpful and very happy about her help with me  
 and my paperwork help  
 Buena atencion de parte de las senoritas que atienden las ventanillas c 13, 15 muy en especial muy  
 claras y presisas en so informacion  
 Guadalupe was very friendly and helpful  
 When entering 601 Pecos, could not find signage of where self help center was.  
 I have visited the self help center three times and was helped by Guadalupe she is very polite and answers  
 all my qeustions to my understanding  
 Celina was very kind, and informative. She's a keeper!  
 Guadalupe, is a very wonderful and such a kind person. She is outstanding in her manner and so well  
 attentive.  
 Very satisfied. Made to feel comfortable under a bad situation  
 Very polite and helpful every time I have visited Self Help Center.  
 All the staff was very helful but specially a lady name Guadalupe. She help us in any questions filing our  
 papers. Very patien and never made us feel like she had no time to help.  
 Por ahorita todo muy bien, gracias.  
 Great service and very helpful!! :)  
 Outstanding, very informative  
 Every one in the self help center was very helpful & polite :)  
 Staff eager to help  
 Guadalupe & Alex were both very professional and helpful in answering my questions and filling out  
 necessary paperworks.  
 Very lovely service  
 Everyone I came into contact with had a smile & was very knowledgable. I felt better about my paperwork  
 after receiving their help. Thank you! :)  
 Very friendly, helpful. I apprpreciated his help.  
 Great service!  
 Guadalupe was very helpful, informative and knowledgeable. :)  
 Nice Ms. Guadalupe help  
 Ms. Guadalupe was so very nice and helpful she is very good with the public and knows how to help  
 people understand paperworks, questions and serves me and this community well Thank you Clark  
 County for nice people like her  
 Overall great service. Very helpful & polite. I am leaving very satisfied.  
 The were very helpful & made sure all my forms were filled out correctly which made the process so much  
 easier during this incredibly stressfull time I appreciate all the help!!!  
 Guadalupe was very helpful and nice great customer service  
 Good services!!! Thank you.  
 Your staff was very helpful, and not at all annoyed by all the question I had.  
 Guadalupe has been very helpful to me the last 10Xs I been running back n forth.

Thank you Guabupe for your help.

Awesome help with quiestons & service

Alejandro is the best! Very polite and knew exactly what I needed to do. Thanks for all your help!!!

The number system is very confusing because when you walk in there's noting telling you you have to walk up there and get info or even a number to adress you problems. Or. Situatins

It is beyond refreshing to be assisted by such informed and helpful staff. These employees went above & beyond to assist us in our legal process. I especially want to commend Aisha Sherman, Guadalupe & Erin Mcaloon Kudos Ladies

Sueron muy atentos don imgo sobretodo la persona y me atendio esa muy amable. Guadalupe.

Good mob, surely needed more money \$\$ for them

Guadalupe was very empathetic to my situation. I was very pleased with her help. Especially considering it was the end of the day, she was still very pleasant. Awesome service. Give her a raise!!!

I am very happy with there they all should get a raise in pay.

