Nevada Supreme Court Access to Justice Commission

Meeting Agenda

Friday, November 20, 2015 2:00 pm – 4:00 pm

Video Conference Sites:

Las Vegas	Carson City	Reno
Regional Justice Center, 17th Floor Supreme Court, AOC Room B	Supreme Court Law Library, Room 107	2nd Judicial District Court 75 Court Street – Room 214

Elko
4th Judicial District Court

Conference Call: *Conference Call Number: 877.594.8353 / Participant Code: 356-882-81*

I. Opening Statements from Co-Chairs & Commission Roll Call **5 minutes**

II. Consent Agenda **5 minutes** **Tab 1**

- Approval of July 9, 2015 ATJ Commission Minutes
- Approval of August 19, 2015 ONE Promise Nevada Campaign Minutes

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 Program*
  - *Washoe Legal Services & I-80 Corridor Project*
  - *Volunteer Attorneys for Rural Nevadans*

IV. IOLTA Rate Review **25 minutes** **Tab 2**

- Economic Condition Updates/Financial Institution Feedback
- IOLTA Program/Nevada Bar Foundation Report
  -Connie Akridge and Kim Farmer

V. Discussion Items **Tab 3**

- Review of Asian American Advocacy Clinic Request to Become an ATJ Commission Recognized Legal Aid Organization **10 minutes**
- ABA ATJ Commission Capacity Building Project Invitation **10 minutes**
- Statewide Self Help Centers/Website - Input and Feedback **15 minutes**
  -Hon. Tod Young & Barbara Buckley

VI. Reports

- Attorney General Military Pro Bono Program **5 minutes**
  -Nic Danna
- Appellate Law Section Update **5 minutes**
  -Anne Traum
- UNLV Boyd Law School PILA Report **5 minutes**
  -Heather Caliguire, President
- Speakers Bureau Update **5 minutes**
  -Hon. Frank Sullivan

VII. Other Business

VIII. Informational Items **Tab 4**

- Joint Letter from Chief Justice Hardesty, Justice Douglas and Attorney General Laxalt
- **ONE** Promise Nevada Campaign/Pro Bono Celebration 2015
- PILA Auction Invitation
- Short Trial Volunteer Attorney Program
- Self-Help Statistics

Nevada Supreme Court Access to Justice Commission

Minutes

Thursday, July 9, 2015 9:30 am – 11:30 am
MOTIF Seattle - Seattle, Washington

Draft Minutes

Commission Members in Attendance
Chief Justice James Hardesty
Justice Michael Douglas
Ben Albers
John Desmond
Paul Elcano
Melanie Kushnir
AnnaMarie Johnson
Nic Danna
Melanie Kushnir
Julie Cavanaugh-Bill
Anne Traum
Wynn Tashman
Connie Akridge
Doreen Spears Hartwell
Judge Nathan Tod Young

Attending Guests
Kimberly Farmer
Senior Judge Betsy Kolkoski
Elana Graham
Barbara Buckley
Jim Puzey
Renee Kelly
Jim Berchtold

Staff Members Present
Jamie Gradick, Rural Courts Coordinator, Administrative Office of the Courts
Angela Washington, Access to Justice Director, State Bar of Nevada

Call to Order/Roll Call
The Access to Justice Commission meeting was called to order at 9:58 am by Justice Douglas. A roll call was conducted thereafter.

Consent Agenda
The consent agenda included the approval of the following minutes from previous meetings:

Approval of March 13, 2015 ATJ Commission Minutes
Approval of March 20, 2015 ONE Promise Nevada Campaign Subcommittee Minutes
Approval of March 27, 2015 Rural Subcommittee Meeting Minutes
Approval of April 22, 2015 ONE Promise Nevada Campaign Subcommittee Minutes
Approval of May 13, 2015 IOLTA Program Interest Rate Review Meeting Minutes
Approval of June 17, 2015 ONE Promise Nevada Campaign Subcommittee Minutes

There was one correction made to the March 13, 2015 Access to Justice Commission minutes: Judge Nathan Young's name should appear under "Commission Members in Attendance" as opposed to "Attending Guests." With that change, it was moved and seconded that the minutes from the previous meetings be approved. A vote was conducted and the matter passed unanimously.

Statewide Legal Service Delivery Reports

Legal Aid Center of Southern Nevada (LACSN) – Barbara Buckley and Melanie Kushnir provided the report for Legal Aid Center of Southern Nevada. The Civil Law Self Help Center statistics have doubled since the opening of the center in 2009, having served 54,000 people in 2014. The Family Law Self Help Center continues to grow, having served 37,000 people in 2014. The Family Law Self Help Center is now expanding to include more legal information with every family law form on its website. LACSN is now expanding in other areas of support, including assistance with the Guardianship Commission, which includes placing more guardianship information on the website. Also, LACSN is completing informational brochures on foster care for parents in the foster care system; these are webpages that will be turned into pamphlets. This project is currently in the development stage. LACSN has doubled the number of children receiving legal counsel in the last two years. Currently 800 children are represented by pro bono lawyers and the rest of the caseload is represented by LACSN staff. The Family Justice Project is continuing and has added staff to accommodate its expanding services. The Family Justice Project is scheduled to represent every child immigrant and starting September 1, 2015, in conjunction with Boyd School of Law, a general immigration class will take place every week alternating in English and in Spanish. Additionally, a new full time staff person has been hired – Pro Bono Recruitment Coordinator. The Bremer Whyte Brown & O'Meara law firm has recently committed to every lawyer in the firm taking a pro bono case. LACSN conducted a CLE there and the firm is taking the commitment very seriously. It is the hope that other firms will follow suit.

Nevada Legal Services (NLS) – AnnaMarie Johnson and Renee Kelly provided the report for Nevada Legal Services. NLS is working on various ways to reach out to various communities with assistance. NLS is currently working on a grant with a community organization to devise ways to assist immigrants with the naturalization process. The grant proposes that participants attend naturalization classes, and after completion of the classes, NLS will assist the participants through the naturalization process. The grant will focus on victims of domestic violence, particularly those who live in the rural areas. Additionally, NLS is working with the Ethiopian Community Development Center under a Healthy Families Grant to provide services to the Ethiopian and Nigerian communities in Las Vegas. Also, NLS is working in Winnemucca to develop a mediation program where pro bono attorneys will serve as mediators in family law and other types of cases. Coordination efforts are underway with Emily Reed at Washoe County Court to create a self-help center and NLS is currently working on the Court's most requested legal areas: unemployment, small claims and landlord tenant issues. Assistance is being provided in the form of informational packets and the establishment of a pro se clinic. Lastly, NLS is implementing a name change program in the north as well and is working with the court to review forms to accommodate gender neutral needs.

Southern Nevada Senior Law Program (SNSLP) – Elana Graham provided the report for Southern Nevada Senior Law Program. In July, SNSLP started Medicaid fair hearings which, in addition to other issues, address long term health care issues. Also, SNSLP has coordinated with NLS with these programs; NLS provided training to SNSLP's attorneys for the program. One of SNSLP's attorneys has been named to serve on the Guardianship Committee. Very soon, SNSLP will be participating in an estate planning day with the Probate and Trust Section of the Bar, NLS and LACSN. In addition to traditional funding, SNSLP

hosted its first tennis tournament and cocktail event. SNSLP's banker, Bank of Nevada was helpful in the execution of the event. The event yielded good attendance and revenue and provided a great deal of exposure for the organization. Also, SNSLP now has a program artist who is donating a percentage of his art show sales to SNSLP and he volunteered to do a presentation on his art at SNSLP's volunteer luncheon. SNSLP has had a good response from volunteer attorneys and recently had a request from a student at the law school to become an intern with SNSLP for forty hours a week. SNSLP currently has nine attorney volunteers. Lastly, SNSLP recently marked its first three years as a 501 (c)3 Nevada non-profit.

Volunteer Attorneys for Rural Nevadans (VARN) – Ben Albers provided the report for VARN. As a result of revamping the website, VARN has had a significant increase in people accessing services from VARN. As a result of a grant award from the Legal Assistance Victims Fund, VARN has been able to hire additional staff in order to answer the increased need. Additionally, VARN works very closely with domestic violence agencies and shelters in the rural communities. Historically, most of VARN's referrals would come through those agencies, but now, referrals are coming from the internet as well. VARN has made several presentations in rural communities about services and as a result, it has been able to better connect with the community and work together to provide services. Lastly, UNLV Boyd Law School has reached out to VARN to have people volunteer in the VARN office.

Washoe Legal Services (WLS) & the I-80 Corridor Project – Paul Elcano provided the report for WLS. Washoe County has about 16,000 unrepresented litigants going into Family Court; to date WLS has been unsuccessful in raising money to represent them, but is looking at ways to address the issue. WLS is providing child advocacy and represents about half of the children in the system (approximately 400). WLS recently added a new lawyer who is an estate trust expert and a longtime family lawyer in Reno. The new hire is doing estate work and wills in-house. There exists a significant need for indigents who have no money and who have rights to property when their family member dies; WLS is devising ways to address this need as well. WLS' immigration program is producing about forty-three cards a year, has represented seniors and has provided representation in guardianship proceedings, which has cut costs for the state. Regarding the I-80 Corridor Project, the lawyer in Lyon County is working full time and is handling about 55 children and other issues for the court, including guardianships. The client to lawyer ratio is lower in Lyon County because there is a great deal of traveling associated with this county; in other counties each attorney handles approximately 80 children. The attorney in Humboldt County is doing part time work and handles seniors and some children. The part time lawyer in Lander County is doing senior work. WLS just hired a second part time lawyer in Elko County to go along with a full time lawyer to handle 134 children in 432(b) proceedings. Filing fee revenue has dipped in Washoe County because fewer people are using the court system and because more people are using fee waivers; WLS has compensated for the drop in filing fee revenue by raising funds in other areas.

Discussion Items

Alternative IOLTA Program Models. Paul Elcano led the discussion regarding IOLTA Program Models. The alternative models include: 1) the advertisement of an Request for Proposal (RFP) and 2) the "One Bar, One Bank" model. The RFP model would allow all financial institutions to bid to become the one financial institution to hold all IOLTA accounts for a period of three years at a significantly increased interest rate. The "One Bar, One Bank" model would include shopping all bank products to qualifying lawyers so that, for example, home mortgages, home loans, and/or car loans would be available to qualifying lawyers at a reduced rate. Implementation of the proposals would require some public relations work from the Bar as it is foreseeable that there could be objection raised regarding moving

IOLTA accounts to another bank. Discussion on this item included: 1.) whether a rule would need to be employed to support the new procedure; 2.) the need for an educational campaign; 3.) anticipated objections from the Bar, including Constitutional challenges, and the possibility for litigation; 4.) current participating financial institutions feedback with the Nevada Bar Foundation; their request for the logic of the rate and the setting of same and their relationships with the Access to Justice Commission; 5.) the historical background of Nevada's IOLTA Program and the assigned interest rate; 6.) whether the IOLTA interest rate should have been reduced in the past to support and/or preserve the relationships; and 7.) memorializing the rationale for the interest rate. The Commission suggested that continued legal research of potential ramifications of the proposal be conducted and that the discussion continue.

Consolidation of Legal Aid Organization Communications. Ambassador meetings were conducted in the north and south to discuss the expansion of the ONE Campaign. One of the suggestions offered during those meetings was consolidating communications for pro bono. Legal aid providers are asked to look at ways to consolidate the communications and pro bono availability and perhaps put that on a single website. This is a work in progress and discussions will continue with the drafting of the legal services statewide plan.

National Pro Bono Website Project. This project started in Tennessee and the ABA has picked up the concept and is promoting it vigorously to get all 50 states involved. The anticipated cost is approximately $1,500. A webinar is coming up soon to discuss the project further. More information on this project will be gathered and brought back to the Commission for further discussion.

Reports

Rural Subcommittee Report - Judge Young provided a brief report for the subcommittee noting that in the 9th Judicial District, work is being dedicated to an online forms bank, particularly in domestic relations cases. There are some funds available and the District is considering developing those forms. Also, the 9th Judicial District looking at guardianship classes; at that class, the director of the SAFE Program will instruct on guardianship. Justice Douglas noted that the Supreme Court library has placed all forms for each district online on the website. Also, it was reported that the subcommittee has developed a statewide legal aid brochure and the statutory county filing fee project is nearly complete, but assistance will be needed for those counties that are having a challenge with getting the information to the Commission.

Attorney General Military Pro Bono Program – Nic Danna provided the report for the Attorney General Military Pro Bono Program. The soft launch for the program was July 1st. Cases have been received through the program and once more cases have been received, a formal launch will take place. The Coast Guard has provided cases to the program as well as 29 Palms Marine Corps base in California. A larger launch date is in the works that will involve the media, however it was important to make sure that a viable product was in place before the actual launch. Chief Justice Hardesty expanded on the report to share that he had met with Attorney General Laxalt to expand the ONE Campaign. The meeting with Chief Justice Hardesty and Attorney General Laxalt resulted in an agreement for the Attorney General to formalize a written policy for the participation of public lawyers in pro bono, listing out the areas that they believe are permissible under the statute and will include taking pro bono cases. The Attorney General is scheduling a meeting with Chief Justice Hardesty and all of the D.A.'s at the D.A.'s meeting in Mesquite to encourage and get the D.A.'s to do what the Attorney General is doing. The Attorney General will communicate that he would like the public lawyers to participate in pro bono and that he would like each to do twenty hours per year. Also, Chief Justice Hardesty and Attorney

General Laxalt will send out a joint letter to all of the public lawyers in the state, listing out the areas where they believe the public lawyers can provide pro bono services, including taking cases. This goes beyond the military plan, and actually supplements the plan.

IOLTA Program /Nevada Bar Foundation Report – Connie Akridge provided the report for the Nevada Bar Foundation. She noted that there was an anticipated $40,000 increase in funds from 2014. Also, the recommendation will be made for a supplemental application for the Bank of America settlement dollars. This recommendation will go before the board for approval. Also, it was recently learned that funds from a Citibank settlement will be made available for application as well. Ms. Akridge reported on Nevada Bar Foundation assets, including the Colleague Fund. She noted that it was the Foundation understands that Colleague Fund dollars were solicited for pro bono and LRE support and includes: $133,000 in unrestricted funds, $333,000 in restricted funds and $75,000 in pledged and uncollected funds. The Foundation will discuss how to resolve the issue of restrictions and will report back. Also, Ms. Akridge noted that the Foundation is in possession of funds associated with the sale of the Nevada Law Foundation building in the amount of $728,639.00. There was discussion regarding the Nevada Law Foundation's previous letter to the Colleagues regarding restrictions. Chief Justice Hardesty noted that through his conversation with the Nevada Law Foundation, it was his understanding that those who contributed to the Colleague Fund would likely waive any restrictions with contact.

UNLV Boyd Law School PILA – Wynn Tashman provided the report for PILA. PILA's auction is set for March at the Smith Center. Also, PILA will host a Social Justice and Public Interest Law Retreat.

Justice Douglas reviewed the informational items and adjourned the meeting at 11:34 am.

Access to Justice Commission

ONE Promise Nevada Subcommittee Meeting

Draft Minutes

Wednesday, August 19, 2015, 2:00 PM

Present
Chief Justice James Hardesty
Justice Michael Douglas
Victoria Mendoza
Paul Elcano
Heidi Meek
Melanie Kushnir
Anna Marie Johnson
Krissta Kirschenheiter
Carmela Reed

Staff Present
Angela Washington

The ONE Promise Nevada Subcommittee meeting was called to order at 2:07 pm and a roll call was conducted thereafter.

The meeting began with a review of the legal services organization statistics from January, 2015 through July, 2015. Also, the subcommittee discussed a suggestion made at one of the Ambassador Luncheons – the compilation of a list of court services that could be donated to support pro bono volunteers. Legal aid organizations noted several obstacles to providing financial support for court services, chief among those obstacles was lack of funding for same. Justice Douglas suggested that perhaps the organizations could track pro bono costs in order to budget for these items in the coming years. Also, it was suggested by another organization representative that perhaps approaching sections for assistance with this project could be an option.

The subcommittee discussed another suggestion from the ONE Ambassadors that centered on a case reservation process, which would reserve issue specific pro bono cases for the corresponding issue practitioner or section. One of the legal services organizations noted that her organization currently has this process in place and that these types of reservations are reserved for the end of the year.

Pro Bono Celebration 2015 schedule was reviewed as well as updates relative to the subcommittee. Justice Douglas noted that the September meeting would be the last meeting of 2015 and that going forward the subcommittee should meet quarterly.

The meeting was adjourned at 2:42 pm.

Nevada Supreme Court
ACCESS TO JUSTICE COMMISSION

To: **Access to Justice Commission**
From: **Angela Washington, Access to Justice Director**
Date: **November 16, 2015**
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.

a. *Heritage Bank* (50 accounts) - **Stanley Wilmoth, President.** Mr. Wilmoth shared two main points of feedback: 1.) the rate is too high; and 2.) the banks should get credit for the money donation. Mr. Wilmoth expressed that the money is not the Bar's to distribute but belongs to the banks. Also, he noted that as banks already have public relations challenges, the banks should at least get (some of) the credit. Lastly, Mr. Wilmoth expounded on the rate being 14 times higher than the normal rate and reiterated several times that the rate is too high.*

b. *Citibank (67 accounts) - **Dennis Nykolyn, Senior VP**. Mr. Nykolyn emailed, "I feel that the 0.70% rate is elevated and highest among all states. Would like the justification of the rate stated, if not already. Would ask how the Bar intends to change the rate going forward if rates begin to rise with a Fed rate increase."*

**Heritage Bank has offered comments for past rate review meetings.*

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: **0.20**
2. 90 Day LIBOR: **0.36**
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 **.05% 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 & Vermont).

D. Interest Rates and the IOLTA Remittance Impact[1]

Average Amount on Deposit	**.70**	**.65**	**.60**	**.55**	**.50**
$353,438,129[2] *(July 2015)*	$203,347	$188,823	$174,298	$159,773	$145,249
$326,230,900[3] *(February 2014)*	$187,694	$174,288	$160,881	$147,474	$135,179
$339,834,515[4] *(Average of highest and lowest months.)*	$195,521	$181,555	$167,590	$153,624	$139,658

[1] IOLTA remittance is calculated using the following formula: (average amount on deposit)*(interest rate)*(number of days in month)/365
[2] Highest monthly average amount on deposit since November 2014.
[3] Lowest monthly average amount on deposit since November 2014.
[4] Average of the highest and lowest average amount on deposit since November 2014.

NEVADA BAR FOUNDATION

To: Board of Trustees
From: Lisa Dreitzer, Deputy Executive Director
Date: June 23, 2015
Re: Banking Outreach Activities

When the Nevada Bar Foundation assumed management of the IOLTA program we realized that previous relationships with the financial institutions that accept IOLTA accounts may have been neglected. The Foundation formed a banking committee to begin outreach efforts, including recognition for participation in IOLTA, transparency in IOLTA management, and development of increased banking business via IOLTA accounts.

Members of the Foundation's Banking Committee began meeting with financial institutions including: Bank of Nevada/First Independent Bank, Citi, Meadows Bank and Wells Fargo. While the goal is to encourage financial institutions to voluntarily increase their rates and support the Foundation through fundraising opportunities, the primary purpose of these early meetings has been to establish relationships and better understand what these institutions would like in return.

Information shared at these meetings includes:

- A Community Reinvestment Act (CRA) report specific to each banking institution which shows how much interest that bank remitted last year and how overall IOLTA dollars were distributed for legal aid specific to CRA. This report is one that banks may use (and have been requesting) when audited to show their financial contributions to the community. (Example attached).

- An overview of how IOLTA dollars from all banking institutions has been used to help the legal needs of Nevada's communities. (Report attached).

- The most recent IOLTA report that is provided to the Access to Justice Commission.

The results of these meetings have been largely positive, with most financial institutions reporting that this is the first time that they have seen how their IOLTA revenue has been applied. Feedback from these institutions indicates that they see IOLTA accounts as a loss leader; with the IOLTA account comes the attorney's other professional and personal banking needs.

The overall concern voiced by each institution has been the IOLTA interest rate, specifically:

- A consistently high rate, which is not proportional to the rates in other states where they do business;

NEVADA BAR FOUNDATION

- A lack of understanding regarding to what extent their comments are considered during the IOLTA rate review; and

- The rate has remained stagnant since implemented.

Plan of Action:

With time, the intent is to continue conversations with each of the 27 IOLTA approved institutions and address concerns with a few banks that are not consistently applying a 0.70% interest rate on IOLTA accounts.

As we go forward, the Banking Committee is soliciting ideas for how to better recognize those financial institutions that participate in IOLTA and drive business to them. Unlike years past when banks were flush, ROI is now an important consideration when deciding whether to sponsor (or continue sponsoring) pro bono or other non-profit events. Additionally, each institution has different philosophies on how their charitable spending is distributed, which will drive our efforts in different directions. For example, while prominent displays of logos at high volume events are good for some, others prefer access to our members in smaller, more intimate settings.

Using our existing resources, we can run an article in *Nevada Lawyer* and small pieces about banking with our IOLTA partners in the bar's e-News. We've also placed an ad in the April edition of *Nevada Lawyer* (see attached), which can be re-run in future editions.

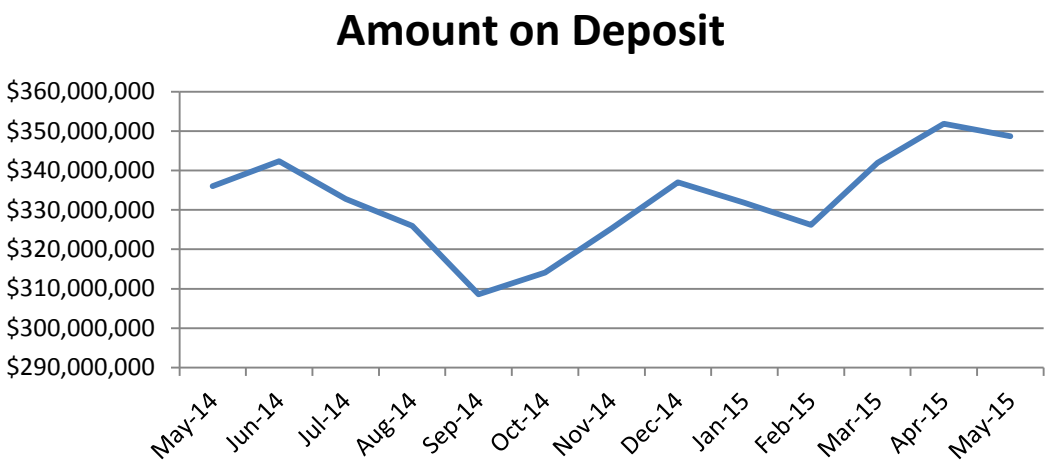
Memorandum

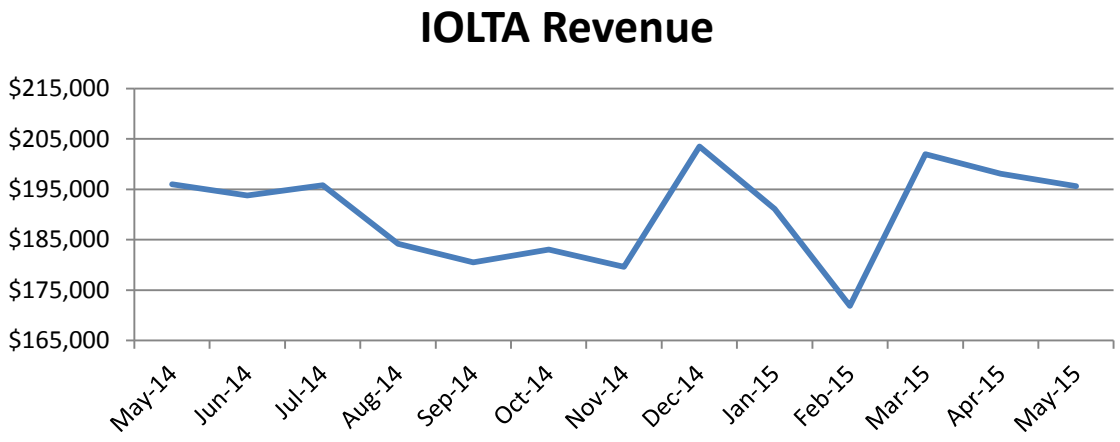
To: Access to Justice Commission and State Bar of Nevada
From: Nevada Bar Foundation
Date: 03 July 2015

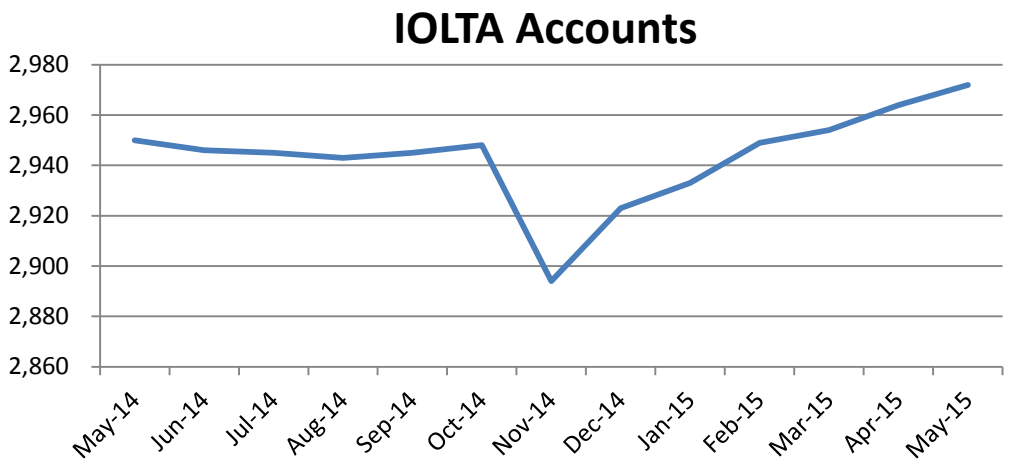
Re: Monthly IOLTA Update

I. May 2015 IOLTA at-a-glance

	2015	2014
Total IOLTAs	2,972	2,950
Amount on deposit	$348,693,782	$336,009,473
Total reported interest accrued	$195,634	$195,977
Year-to-date remittance	$958,606	$900,126







II. Financial institutions meeting requirements set forth in Rule 217

A. Financial Institutions with *greater than* 25 IOLTAs

Financial Institution	Accounts	Weighted Avg. Interest Rate	Total Bank Principal Balance	Remittance
Bank of America	564	0.70%	$ 48,807,002.94	$ 29,014.13
Bank of George	29	0.70%	$ 6,494,143.71	$ 3,860.17
Bank of Nevada/First Independent	381	0.70%	$ 88,908,797.64	$ 49,451.05
Bank of the West	46	0.67%	$ 6,639,731.52	$ 3,750.33
Chase Bank	68	0.60%	$ 4,174,634.00	$ 2,033.41
Citibank	67	0.70%	$ 7,674,847.08	$ 4,496.52
City National Bank	90	0.70%	$ 24,588,737.00	$ 13,677.27
Heritage Bank	47	0.70%	$ 6,630,388.57	$ 3,687.60
Nevada State Bank	447	0.70%	$ 47,897,646.03	$ 25,663.72
U.S. Bank	275	0.75%	$ 23,786,234.02	$ 15,125.79
Wells Fargo	840	0.70%	$ 67,914,903.82	$ 35,578.16
TOTAL	**2,854**		**$ 333,517,066.33**	**$ 186,338.15**

B. Financial institutions with 25 *or fewer* IOLTAs[‡]

Financial Institution	Accounts	Weighted Average Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
Financial Horizons Credit Union*	0	0.00%		
First Foundation Bank	1	0.70%		
First Savings Bank	5	0.75%		
First Security Bank of Nevada	10	0.70%		
Meadows Bank	25	0.70%		
Mutual of Omaha Bank	17	0.70%		
Nevada Bank & Trust	9	1.25%		
Northern Trust Bank, FSB	3	0.69%		
Plaza Bank	6	0.70%		
Royal Business Bank	3	0.75%		
Silver State Schools Credit Union	7	0.70%		
Town and Country Bank	6	0.70%		
Umpqua Bank	10	0.01%		
Valley Bank of Nevada	7	0.70%		
Washington Federal Bank	8	0.66%		
East West Bank**	0	0.00%		
TOTAL	**118**		**$15,176,715.27**	**$9,295.44**

**Financial Horizons Credit Union does not currently hold any active IOLTA accounts, all accounts closed*

***East West Bank does not currently hold any active IOLTA accounts*

Note: Washington Federal reported a 0.15% interest rate, but actual remittance is closer to 0.66%

‡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.

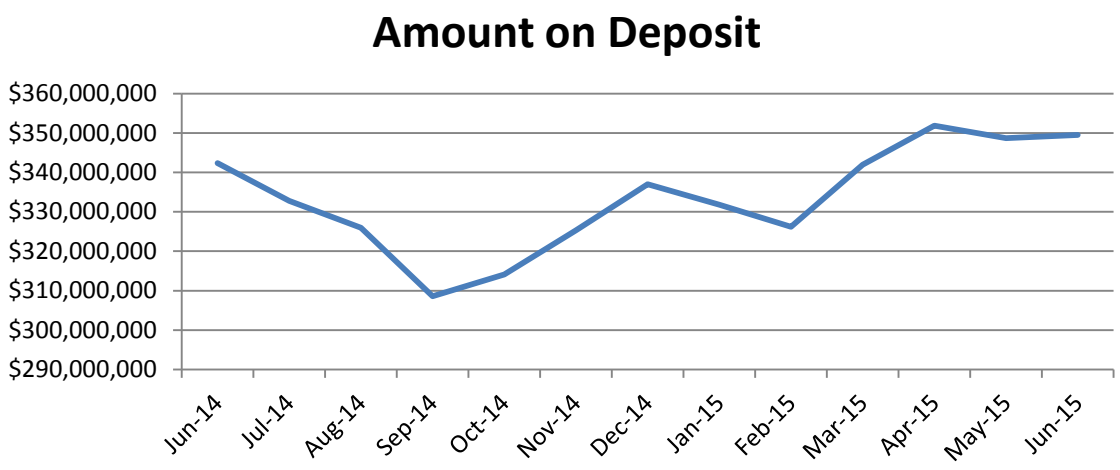
Memorandum

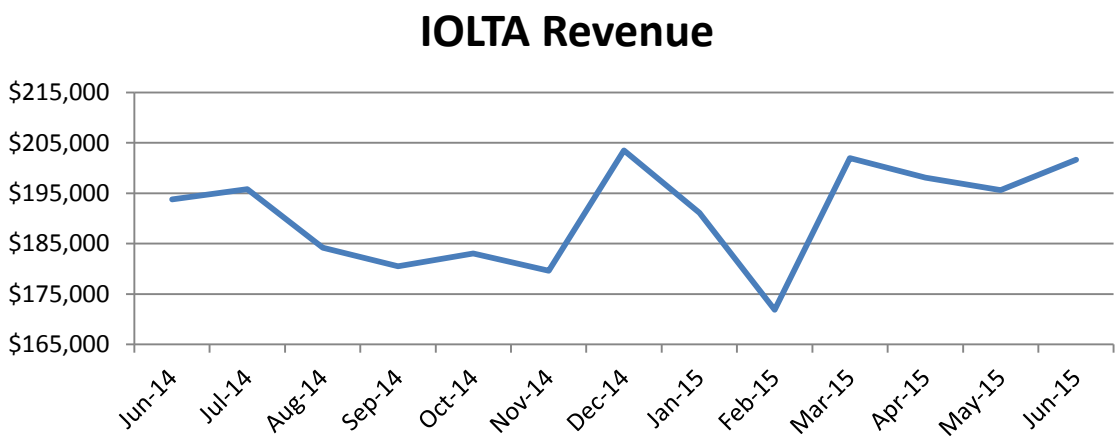
To: Access to Justice Commission and State Bar of Nevada
From: Nevada Bar Foundation
Date: 31 July 2015

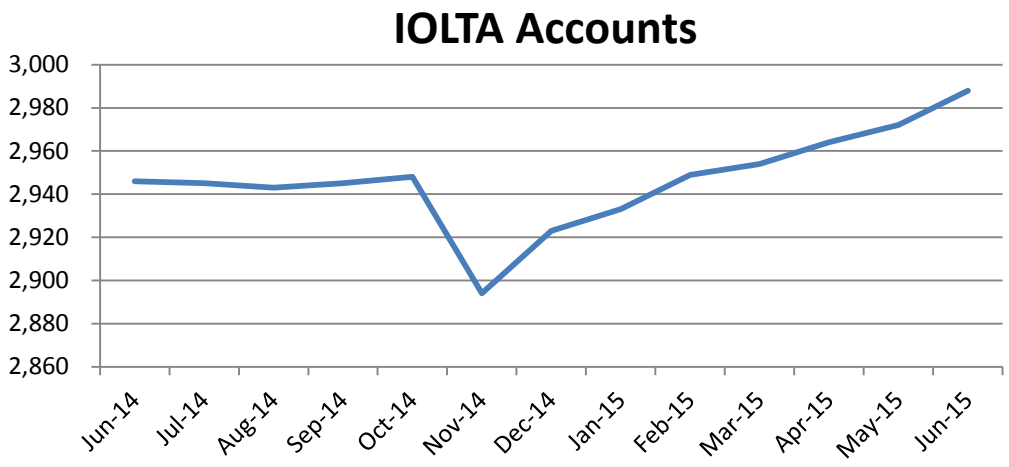
Re: Monthly IOLTA Update

I. June 2015 IOLTA at-a-glance

	2015	2014
Total IOLTAs	2,988	2,946
Amount on deposit	$349,488,116	$342,388,221
Total reported interest accrued	$201,640	$193,739
Year-to-date remittance	$1,160,247	$1,093,865







II. Financial institutions meeting requirements set forth in Rule 217

A. Financial Institutions with *greater than* 25 IOLTAs

Financial Institution	Accounts	Weighted Avg. Interest Rate	Total Bank Principal Balance	Remittance
Bank of America	567	0.70%	$ 48,746,474.71	$ 28,042.83
Bank of George	29	0.70%	$ 9,460,868.35	$ 3,919.69
Bank of Nevada/First Independent	381	0.70%	$ 88,355,946.59	$ 54,199.17
Bank of the West	51	0.68%	$ 7,002,025.40	$ 3,801.38
Chase Bank	72	0.60%	$ 4,188,798.00	$ 2,189.01
Citibank	67	0.70%	$ 3,616,517.44	$ 2,017.27
City National Bank	91	0.70%	$ 31,370,908.00	$ 19,268.15
Heritage Bank	46	0.70%	$ 5,285,763.08	$ 3,243.86
Nevada State Bank	449	0.70%	$ 43,922,148.66	$ 25,913.85
U.S. Bank	275	0.75%	$ 26,338,066.95	$ 16,212.75
Wells Fargo	843	0.70%	$ 65,376,470.20	$ 33,289.86
TOTAL	**2,871**		**$ 333,663,987.38**	**$ 192,097.82**

B. Financial institutions with 25 *or fewer* IOLTAs[‡]

Financial Institution	Accounts	Weighted Average Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
First Foundation Bank	1	0.70%		
First Savings Bank	5	0.75%		
First Security Bank of Nevada	10	0.70%		
Meadows Bank	27	0.70%		
Mutual of Omaha Bank	17	0.70%		
Nevada Bank & Trust	8	1.25%		
Northern Trust Bank, FSB	3	0.69%		
Plaza Bank	6	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	7	0.70%		
Town and Country Bank	5	0.70%		
Umpqua Bank	10	0.01%		
Valley Bank of Nevada	7	0.70%		
Washington Federal Bank	8	0.70%		
East West Bank*	0	0.00%		
TOTAL	**117**		**$ 15,824,128.13**	**$ 9,542.59**

**East West Bank does not currently hold any active IOLTA accounts*

‡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.

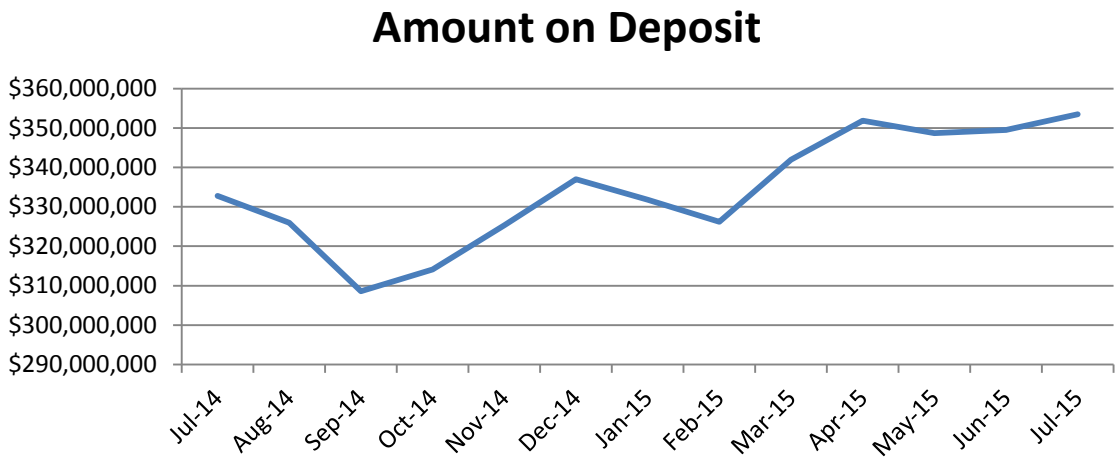
Memorandum

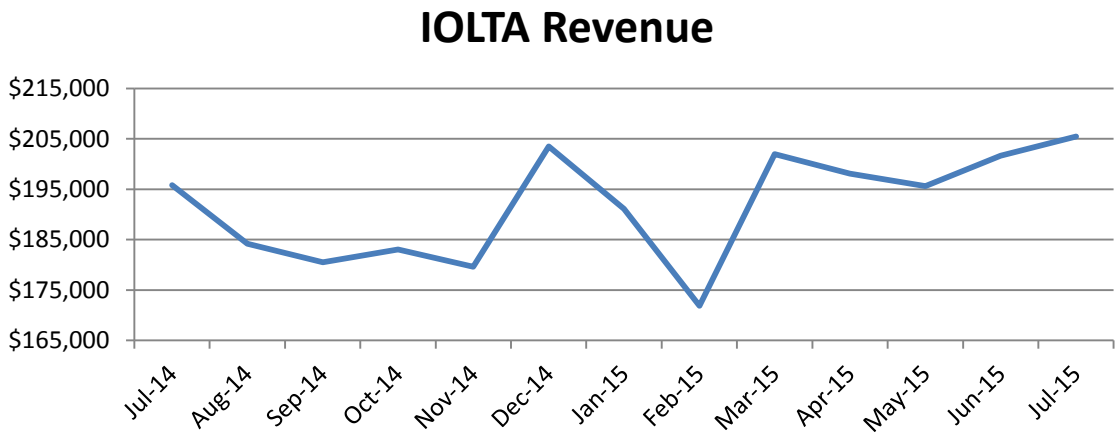
To: Access to Justice Commission and State Bar of Nevada
From: Nevada Bar Foundation
Date: 04 September 2015

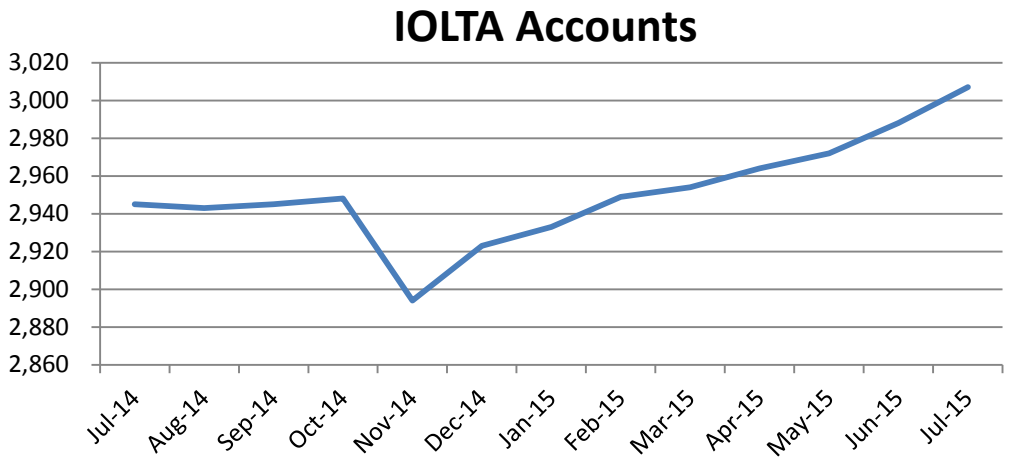
Re: Monthly IOLTA Update

I. July 2015 IOLTA at-a-glance

	2015	2014
Total IOLTAs	3,007	2,945
Amount on deposit	$353,438,129	$332,748,538
Total reported interest accrued	$205,459	$195,767
Year-to-date remittance	$1,160,247	$1,289,633







II. Financial institutions meeting requirements set forth in Rule 217

A. Financial Institutions with *greater than* 25 IOLTAs

Financial Institution	Accounts	Weighted Avg. Interest Rate	Total Bank Principal Balance	Remittance
Bank of America	567	0.70%	$ 53,896,124.73	$ 32,039.33
Bank of George	30	0.70%	$ 6,179,906.80	$ 3,675.22
Bank of Nevada/First Independent	387	0.70%	$ 87,298,848.57	$ 51,891.19
Bank of the West	50	0.64%	$ 7,628,329.89	$ 4,275.39
Chase Bank	76	0.67%	$ 4,142,114.00	$ 1,962.74
Citibank	66	0.70%	$ 3,584,686.40	$ 2,060.27
City National Bank	91	0.70%	$ 31,592,757.00	$ 18,782.49
Heritage Bank	47	0.70%	$ 5,065,896.40	$ 3,011.74
Nevada State Bank	451	0.70%	$ 45,421,141.45	$ 26,342.00
U.S. Bank	275	0.73%	$ 25,050,936.00	$ 15,935.50
Wells Fargo	847	0.70%	$ 68,548,277.85	$ 36,021.99
TOTAL	**2,887**		**$ 338,409,019.09**	**$ 195,997.86**

B. Financial institutions with 25 *or fewer* IOLTAs[‡]

Financial Institution	Accounts	Weighted Average Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	2	0.70%		
First Foundation Bank	1	0.70%		
First Savings Bank	4	0.75%		
First Security Bank of Nevada	11	0.70%		
Meadows Bank	27	0.70%		
Mutual of Omaha Bank	17	0.70%		
Nevada Bank & Trust	8	1.25%		
Northern Trust Bank, FSB	3	0.69%		
Plaza Bank	6	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	7	0.70%		
Town and Country Bank	5	0.70%		
Umpqua Bank	10	0.01%		
Valley Bank of Nevada	8	0.70%		
Washington Federal Bank	9	0.70%		
East West Bank*	0	0.00%		
TOTAL	**120**		**$15,029,109.43**	**$9,461.41**

**East West Bank does not currently hold any active IOLTA accounts*

‡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.

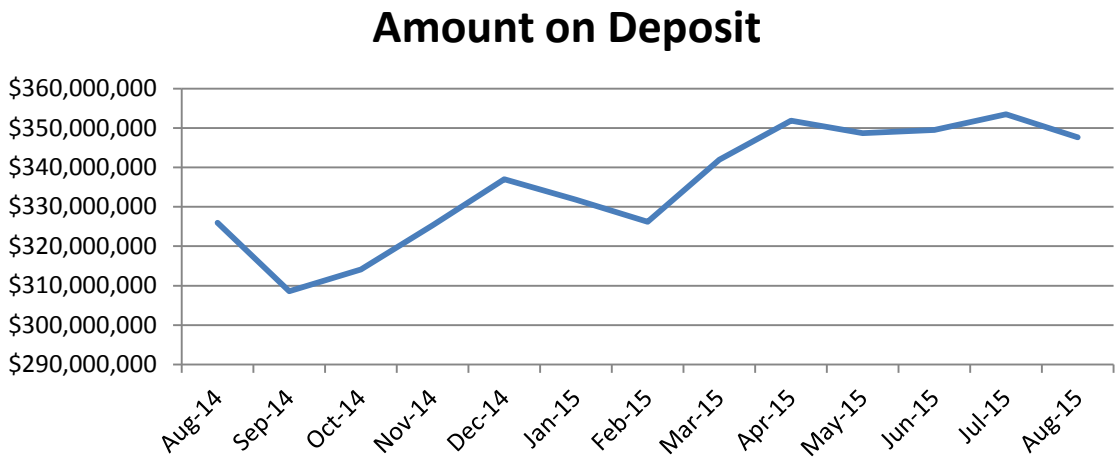
Memorandum

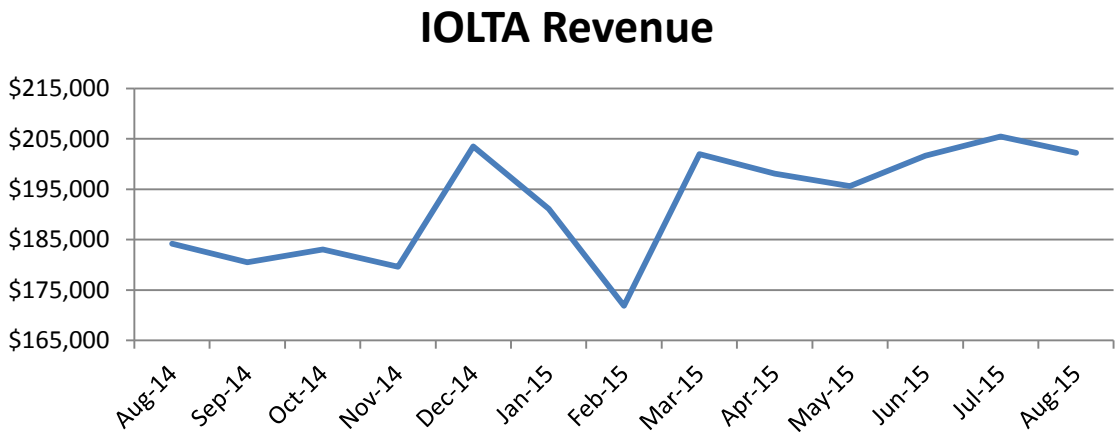
To: Access to Justice Commission and State Bar of Nevada
From: Nevada Bar Foundation
Date: 29 September 2015

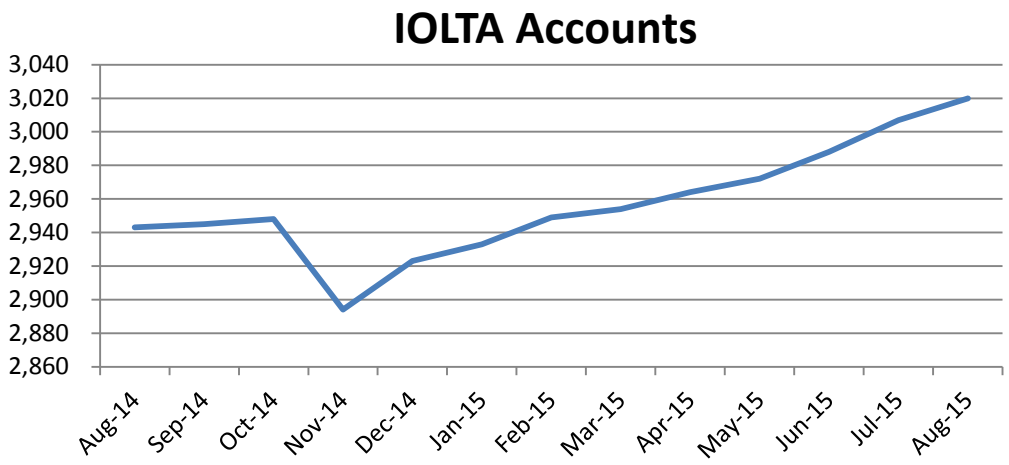
Re: Monthly IOLTA Update

I. August 2015 IOLTA at-a-glance

	2015	2014
Total IOLTAs	3,020	2,943
Amount on deposit	$347,644,735	$325,983,878
Total reported interest accrued	$202,235	$184,186
Year-to-date remittance	$1,365,706	$1,473,819







II. Financial institutions meeting requirements set forth in Rule 217

A. Financial Institutions with *greater than* 25 IOLTAs

Financial Institution	Accounts	Weighted Avg. Interest Rate	Total Bank Principal Balance	Remittance
Bank of America	571	0.70%	$ 54,298,485.29	$ 32,278.68
Bank of George	29	0.70%	$ 6,326,191.60	$ 3,762.16
Bank of Nevada/First Independent	384	0.70%	$ 89,603,063.42	$ 53,269.79
Bank of the West	50	0.67%	$ 7,102,565.11	$ 4,041.40
Chase Bank	78	0.53%	$ 4,752,579.00	$ 2,059.89
Citibank	67	0.70%	$ 3,691,326.83	$ 2,145.32
City National Bank	91	0.70%	$ 29,209,240.00	$ 17,387.58
Heritage Bank	47	0.70%	$ 4,670,192.40	$ 3,077.87
Meadows Bank	26	0.70%	$3,270,652.24	$1,805.90
Nevada State Bank	454	0.70%	$ 45,911,154.52	$ 26,477.97
U.S. Bank	274	0.75%	$ 24,342,458.31	$ 15,483.60
Wells Fargo	856	0.70%	$ 64,889,297.90	$ 34,391.26
TOTAL	**2,927**		**$ 338,067,206.62**	**$ 196,181.42**

B. Financial institutions with 25 *or fewer* IOLTAs[‡]

Financial Institution	Accounts	Weighted Average Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
First Foundation Bank	1	0.70%		
First Savings Bank	4	0.75%		
First Security Bank of Nevada	11	0.70%		
Mutual of Omaha Bank	17	0.70%		
Nevada Bank & Trust	8	1.25%		
Northern Trust Bank, FSB	3	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	5	0.70%		
Umpqua Bank	10	0.70%		
Valley Bank of Nevada	8	0.70%		
Washington Federal Bank	9	0.70%		
East West Bank*	0	0.00%		
TOTAL	**93**		**$9,577,528.83**	**$6,053.97**

‡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.

**East West Bank does not currently hold any active IOLTA accounts*

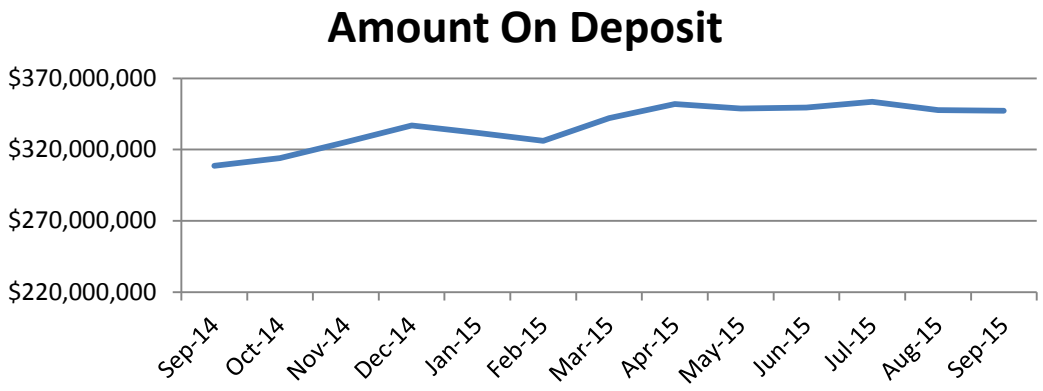
Memorandum

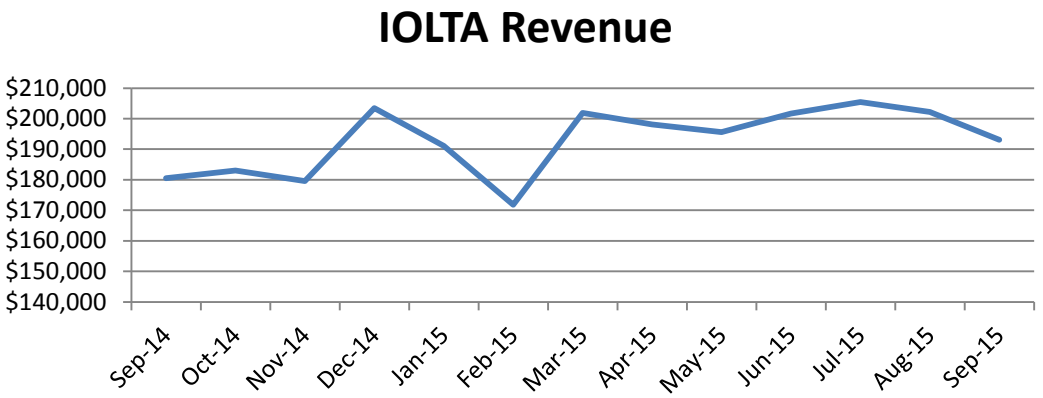
To: Access to Justice Commission and State Bar of Nevada
From: Nevada Bar Foundation
Date: 02 November 2015

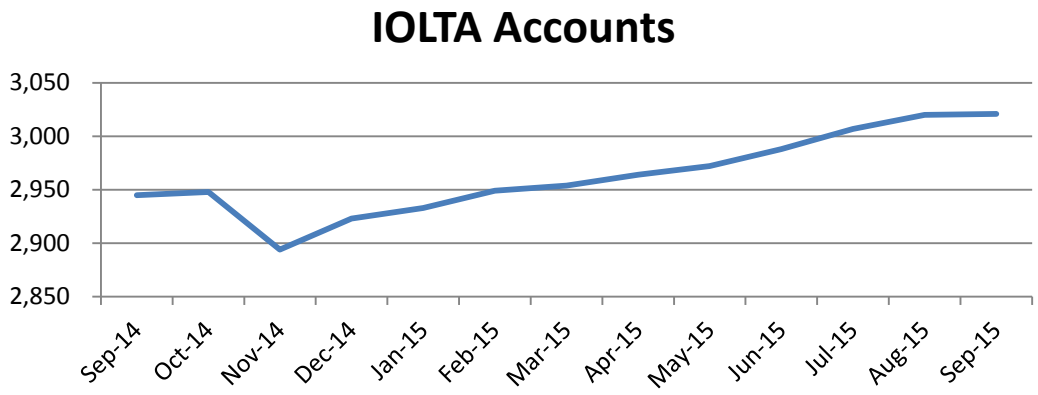
Re: Monthly IOLTA Update

I. September 2015 IOLTA at-a-glance

	2015	2014
Total IOLTAs	3,021	2,945
Amount on deposit	$347,318,455	$308,626,033
Total reported interest accrued	$193,116	$180,525
Year-to-date remittance	$1,567,941	$1,654,344







II. Financial institutions meeting requirements set forth in Rule 217

A. Financial Institutions with *at least* 25 IOLTAs

Financial Institution	Accounts	Weighted Avg. Interest Rate	Total Bank Principal Balance	Remittance
Bank of America	572	0.70%	$ 49,989,191.22	$ 28,423.34
Bank of George	29	0.70%	$ 6,313,721.73	$ 3,633.59
Bank of Nevada/First Independent	388	0.70%	$ 91,188,664.18	$ 52,225.79
Bank of the West	50	0.66%	$ 6,486,410.06	$ 3,509.10
Chase Bank	80	0.50%	$ 4,560,259.00	$ 1,911.38
Citibank	67	0.70%	$ 3,966,741.20	$ 2,250.49
City National Bank	92	0.70%	$ 29,089,137.00	$ 16,739.47
Heritage Bank	50	0.70%	$ 7,133,476.95	$ 3,032.73
Meadows Bank	25	0.70%	$ 4,415,562.42	$ 2,538.93
Nevada State Bank	451	0.70%	$ 44,071,477.80	$ 24,567.40
U.S. Bank	272	0.73%	$ 24,000,085.44	$ 14,778.99
Wells Fargo	850	0.70%	$ 66,720,222.81	$ 33,985.80
TOTAL	**2,926**		**$ 337,934,949.81**	**$ 187,597.01**

B. Financial institutions with *fewer than* 25 IOLTAs[‡]

Financial Institution	Accounts	Weighted Average Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
First Foundation Bank	1	0.70%		
First Savings Bank	4	0.75%		
First Security Bank of Nevada	12	0.70%		
Mutual of Omaha Bank	17	0.70%		
Nevada Bank & Trust	8	1.25%		
Northern Trust Bank, FSB	3	0.69%		
Plaza Bank	8	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	7	0.70%		
Town and Country Bank	5	0.70%		
Umpqua Bank	10	0.07%		
Valley Bank of Nevada	8	0.70%		
Washington Federal Bank	9	0.70%		
East West Bank*	0	0.00%		
TOTAL	**95**		**$9,383,505.15**	**$5,518.63**

**East West Bank does not currently hold any active IOLTA accounts*

‡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.

Asian American Advocacy Clinic

November 8, 2015

Access to Justice Commission
c/o Angela Washington
Nevada State Bar Association
3100 W. Charleston Blvd.
Suite 100
Las Vegas, NV 89102

Dear Esteemed Members of the Commission,

Thank you in advance for taking the time to evaluate our application for placing Asian American Advocacy Clinic ("AAAC") on the state bar website as a pro bono service provider. In support of AAAC's application, please find the following documents enclosed with this correspondence:

- Corporate Charter
- Section 501(c)(3) Certification
- Sample Pleadings/Motions
- October 27, 2015 Correspondence to Ms. Angela Washington

AAAC focuses its resources on providing pro bono representation and legal education to a unique and growing segment of demand from the Asian-Pacific Islander community in Southern Nevada. Our core mission involves training a competent pool of pro bono attorneys and supporting staff capable of addressing the language and cultural barriers. We also seek to place, match, and support interested pro bono attorneys, interpreters, and volunteers to meet this demand from the API community.

Please allow us to provide any other information you may require for approval of AAAC's application. Thank you for your time and consideration.

Sincerely,

/s/ Szu-Lung Chang

Szu-Lung Chang, Esq.
President and Board of Director
Asian American Advocacy Clinic

From:	Yanxiong Li
To:	Angela Washington
Cc:	"Hai Ling Chu"; "Ron Sung"; "Lawrence Hill"; "Sean O"Callaghan"; "Szu-Ju Chang"; "Bill Tham"; szulungchang@gmail.com; "Kathleen Bergquist"; "Eunkyong choi"; "Emily Moon"
Subject:	Asian American Advocacy Clinic Application for Placement as Pro Bono Service Provider / Yanxiong (Michael) Li, Esq. on Behalf of Szu-Lung Chang / 0000 Pro Bono
Date:	Tuesday, October 27, 2015 11:45:28 PM
Attachments:	Corporate Charter.pdf AAAC 501(C)3.pdf AAAC Sample Pleadings 2015-09-17.zip

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Dear Ms. Washington,

Thank you in advance for taking the time to evaluate our application to place Asian American Advocacy Clinic ("AAAC") on the state bar website as a pro bono service provider. Pursuant to your instruction, we write to provide the following requested information/attached documents on the history, mission and service record of our organization. Upon your review, please do not hesitate to contact us regarding any questions, comments or supplemental information the Commission desires to review as part of its evaluation process.

Month/Year AAAC was organized and commenced provision of its services

AAAC was organized in or around October 2012. At its inception, AAAC focused on dispensing free legal education and promoting public awareness of issues unique to local Asian Pacific American communities throughout Southern Nevada, such as human trafficking, domestic violence and immigration. To this end, AAAC organized and hosted a number of educational seminars, speaking engagements and roundtable discussions, a sampling of which are highlighted below. In addition to these community service projects, AAAC has retained the assistance of Mr. Larry C. Hill, Esq. as special counsel/advocate in numerous litigation and administrative proceedings on behalf indigent litigants:

1) DACA (Deferred Action of Childhood Arrival)
- Seminar on June 15, 2013 at River of Life Christian Church in Las Vegas, Nevada.
- Seminar on September 14, 2013 at Hermandad Mexicana Transnacional.

2) VITA (Volunteer Income Tax Assistant)
- Seminar on February 23, 2014 at River of Life Christian Church in Las Vegas, Nevada.
- Free Income Tax Day Workshop on March 20, 2014.

3) Annual Fundraiser
- May Fundraiser on May 15, 2014 at the Center (Theme: Asian Judges of Nevada)
- May Fundraiser on May 20, 2015 at the Eglet Law Firm (Theme: Honoring Nevada Court of Appeals Judge Elect: Hon. Jerome Tao)

4) Community Outreach

- Speaking Engagement cohosted with the Taiwanese Association in Las Vegas on August 16, 2014.
- Round Table Discussion on April 9, 2015 at Thomas & Mack Moot Court (William S. Boyd School of Law)
- Vietnamese New Year Gala on February 14, 2015 at La Vang Church.

Statement confirming tax-exemption status as 501(c)(3) organization

Please find Correspondence from Internal Revenue Service dated March 24, 2013 confirming Federal income tax exemption status under 26 U.S.C. 501(c)(3) attached hereto for your reference.

Description of office locations, track record of cases, staff, resources, etc.

AAAC conducts its service and organizational activities at the office of its special advocate/counsel Mr. Larry C. Hill, Esq. located at 3430 E. Flamingo Road, Suite 100, Las Vegas, NV 89121.

Examples of pleadings, briefing, petition, other work product that provides an idea as to the nature of AAAC's work

Please find sample work product (redacted) attached hereto pursuant to your request.

Thank you again for your time and consideration. We look forward to hearing from you and the Commission regarding its decision on our application. Meanwhile, please contact us with any questions or concerns regarding the information provided herein at your earliest convenience.

Sincerely,

Szu-Lung Chang, President

SLC/yxl
Enclosures: as stated

INTERNAL REVENUE SERVICE
P. O. BOX 2508
CINCINNATI, OH 45201

DEPARTMENT OF THE TREASURY

Date: MAR 24 2013

ASIAN AMERICAN ADVOCACY CLINIC
3461 ALCUDIA BAY AVE
LAS VEGAS, NV 89141

Employer Identification Number:
46-1367555
DLN:
17053042327003
Contact Person:
JOHN J KOESTER ID# 31364
Contact Telephone Number:
(877) 829-5500
Accounting Period Ending:
December 31
Public Charity Status:
170(b)(1)(A)(vi)
Form 990 Required:
Yes
Effective Date of Exemption:
October 23, 2012
Contribution Deductibility:
Yes
Addendum Applies:
No

Dear Applicant:

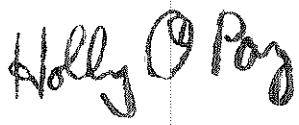
We are pleased to inform you that upon review of your application for tax exempt status we have determined that you are exempt from Federal income tax under section 501(c)(3) of the Internal Revenue Code. Contributions to you are deductible under section 170 of the Code. You are also qualified to receive tax deductible bequests, devises, transfers or gifts under section 2055, 2106 or 2522 of the Code. Because this letter could help resolve any questions regarding your exempt status, you should keep it in your permanent records.

Organizations exempt under section 501(c)(3) of the Code are further classified as either public charities or private foundations. We determined that you are a public charity under the Code section(s) listed in the heading of this letter.

Please see enclosed Publication 4221-PC, Compliance Guide for 501(c)(3) Public Charities, for some helpful information about your responsibilities as an exempt organization.

ASIAN AMERICAN ADVOCACY CLINIC

Sincerely,



Holly O. Paz
Director, Exempt Organizations
Rulings and Agreements

Enclosure: Publication 4221-PC

SECRETARY OF STATE

STATE OF NEVADA

CORPORATE CHARTER

I, ROSS MILLER, the duly elected and qualified Nevada Secretary of State, do hereby certify that **ASIAN AMERICAN ADVOCACY CLINIC**, did on October 23, 2012, file in this office the original Articles of Incorporation; that said Articles of Incorporation are now on file and of record in the office of the Secretary of State of the State of Nevada, and further, that said Articles contain all the provisions required by the law of said State of Nevada.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on October 24, 2012.

ROSS MILLER
Secretary of State

Certified By: Rhonda Tuin
Certificate Number: C20121024-1009
You may verify this certificate online at **http://www.nvsos.gov/**

040601

ROSS MILLER
Secretary of State
204 North Carson Street, Suite 4
Carson City, Nevada 89701-4520
(775) 684-5708
Website: www.nvsos.gov

Filed in the office of	Document Number
Ross Miller Secretary of State State of Nevada	20120722930-28
	Filing Date and Time 10/23/2012 8:14 AM
	Entity Number E0554422012-7

Nonprofit Articles of Incorporation

(PURSUANT TO NRS CHAPTER 82)

USE BLACK INK ONLY - DO NOT HIGHLIGHT

ABOVE SPACE IS FOR OFFICE USE ONLY

1. Name of Corporation: Asian American Advocacy Clinic

2. Registered Agent for Service of Process: (check only one box)

☐ Commercial Registered Agent: Name

☒ Noncommercial Registered Agent (name and address below) **OR** ☐ Office or Position with Entity (name and address below)

EMILY MOON
Name of Noncommercial Registered Agent **OR** Name of Title of Office or Other Position with Entity

3401 ALCUDIA BAY AVE, LAS VEGAS Nevada 89141
Street Address City Zip Code

Nevada
Mailing Address (if different from street address) City Zip Code

3. Names and Addresses of the Board of Directors/Trustees: (each Director/Trustee must be a natural person at least 18 years of age; attach additional page if more than four directors/trustees)

1) Emily Moon
Name
3416 Acludia Bay — Las Vegas — NV — 89141
Street Address — City — State — Zip Code

2) Jennie Kim
Name
109 Wicked Wedge Way — Las Vegas — NV — 89148
Street Address — City — State — Zip Code

3)
Name
Street Address — City — State — Zip Code

4)
Name
Street Address — City — State — Zip Code

4. Purpose: (required; continue on additional page if necessary)

The purpose of the corporation shall be:

For charitable and educational purposes

5. Name, Address and Signature of Incorporator: (attach additional page if more than one incorporator)

Kathleen Bergquist — X Kathleen Bergquist
Name — Incorporator Signature

7816 Rhodora Peak Street — Las Vegas — NV — 89166
Address — City — State — Zip Code

6. Certificate of Acceptance of Appointment of Registered Agent:

I hereby accept appointment as Registered Agent for the above named Entity.

X
Authorized Signature of Registered Agent or On Behalf of Registered Agent Entity — Date 10/11/2012

This form must be accompanied by appropriate fees.

Asian American Advocacy Clinic

Organizing Documents

Articles of Incorporation

The undersigned, a majority of whom are citizens of the United States, desiring to form a Non-Profit Corporation under the Non-Profit Corporation Law of the state of Nevada, do hereby certify:

First: The name of the Corporation shall be Asian American Advocacy Clinic.

Second: The place in this state where the principal office of the Corporation is to be located is the City of Las Vegas, Clark County.

Third: Said corporation is organized exclusively for charitable and educational purposes including, for such purposes, the making of distributions to organizations that qualify as exempt organizations under section 501(c)(3) of the Internal Revenue Code, or corresponding section of any future federal tax code.

Fourth: The names and addresses of the persons who are the initial trustees of the corporation are as follows:

Eunkyong Choi
320 Falcons Fire Ave.
Las Vegas, NV 89148

Kathleen Ja Sook Bergquist
7816 Rhodora Peak Street
Las Vegas, NV 89166

Emily Moon
3461 Alcudia Bay Ave.
Las Vegas, NV 89141

Jennie Kim
109 Wicked Wedge Way
Las Vegas, NV 89148

Fifth: No part of the net earnings of the corporation shall inure to the benefit of, or be distributable to its members, trustees, officers, or other private persons, except that the corporation shall be authorized and empowered to pay reasonable compensation for services

rendered and to make payments and distributions in furtherance of the purposes set forth in Article Third hereof. No substantial part of the activities of the corporation shall be the carrying on of propaganda, or otherwise attempting to influence legislation, and the corporation shall not participate in, or intervene in (including the publishing or distribution of statements) any political campaign on behalf of or in opposition to any candidate for public office. Notwithstanding any other provision of these articles, the corporation shall not carry on any other activities not permitted to be carried on (a) by a corporation exempt from federal income tax under section 501(c)(3) of the Internal Revenue Code, or the corresponding section of any future federal tax code, or (b) by a corporation, contributions to which are deductible under section 170(c)(2) of the Internal Revenue Code, or the corresponding section of any future federal tax code.

Sixth: Upon the dissolution of the organization, assets shall be distributed for one or more exempt purposes within the meaning of section 501(c)(3) of the Internal Revenue Code, or the corresponding section of any future federal tax code, or shall be distributed to the federal government, or to a state or local government, for a public purpose. Any such assets not so disposed of shall be disposed of by a court of competent jurisdiction in the county in which the principal office of the organization is then located, exclusively for such purposes or to such organization or organizations, as said Court shall determine, which are organized and operated exclusively for such purposes.

Seventh: The corporation shall exist perpetually unless dissolved according to law.

Eighth: The Articles of Incorporation may be amended by the members of the corporation provided that any amendment will not adversely affect the status of the corporation as an organization qualifying under section 501(c)(3) of the Code.

In witness whereof, we have hereunto subscribed our names this day of October 11, 2012.

Incorporators:

Eunkyong Choi

Kathleen Ja Sook Bergquist

Emily Moon

Jennie Kim

November 13, 2015

Dear Judge Douglas,

I am pleased to announce that the ABA Resource Center for Access to Justice Initiatives has received another generous grant from the Public Welfare Foundation to conduct targeted capacity-building activities for Access to Justice Commissions over the next 15 months. This will help us continue our work to support the development and expansion of ATJ Commissions around the country.

Based on the responses we received from the Commissions surveyed last June, following the 2015 Chairs meeting, we have developed the capacity-building groups described below. We would like to invite the Nevada Access to Justice Commission to participate in one or more of these groups. We hope that your involvement can include at least one Commissioner and one Commission staff, and we welcome the participation of additional members.

- *Judicial Branch and Self-Help Services:* The Self-Represented Litigation Network will work closely with commissions interested in developing innovative tools and procedures to address barriers experienced by self-represented persons. Specific activities and the actual work product of this group will depend on the needs of participating commissions and will be discussed at the first conference call in December. We may set up one or two work groups, depending on the level of interest, and will periodically invite all interested Commissioners to participate in an informational session to learn of the progress made on these collaborative efforts.

- *Funding for Legal Aid*: Meredith McBurney will lead two capacity building groups: one on developing state legislative campaigns and one on cultivating donations from the legal community, individual donors and others. She will work closely with these groups of commissions to establish strategic funding plans, carry out activities over the next year, and achieve specific funding goals. (You may participate in either one or both of these working groups; please indicate your preference).

- *Communications and Messaging*: Voices for Civil Justice will coordinate with interested commissions to assist with communications and media capacity-building through work groups and one-on-one assistance. If your commission is planning a state legislative funding campaign or initiating judicial branch innovations, for example, Voices is able to help you develop and implement a communications plan that complements these activities.

With this letter, we are giving you a chance to revisit your interest in such capacity-building activities and let us know which groups you would like to commit to. We ask that you respond with a tentative commitment to one or more of these groups by the end of the day on ***Wednesday, November 25th***, so we can begin scheduling initial phone calls.

Please feel free to direct any questions, concerns or other communications about this project to april.faith-slaker@americanbar.org or 312-988-5748.

Sincerely,

April Faith-Slaker, on behalf of:

Voices for Civil Justice	The Resource Center for Access to Justice Initiatives	The Self Represented Litigation Network

cc: Angela Washington

CELEBRATE

PRO BONO

www.celebrateprobono.org

To: All Public Sector Attorneys in the State of Nevada
From: Nevada Supreme Court Chief Justice James W. Hardesty, Justice Michael L. Douglas, and Nevada Attorney General Adam P. Laxalt
Re: Encouraging Public Attorneys to increase participation in pro bono legal services
Date: October 27, 2015

In recognition of National Pro Bono Week, which we will be celebrating between October 25-31, 2015, the Nevada Supreme Court Access to Justice Commission and the Nevada Attorney General's Office want to encourage and challenge all public sector attorneys to participate in providing pro bono legal services to those less fortunate. The contribution of your skills, talents, resources, and time can and will make an important difference in our communities throughout our State.

While there are some limitations on the type of clients and cases that a public sector attorney may handle on behalf of a pro bono client, there are also a great number of opportunities for public attorneys to provide legal services to those desperately in need of legal assistance that are both authorized by the Nevada Legislature and encouraged by the Rules of Professional Conduct.

There are several organizations that can assist public sector attorneys to connect with clients in need of legal assistance such as Volunteer Attorneys for Rural Nevadans, Washoe Legal Services, Legal Aid Center of Southern Nevada, Southern Nevada Senior Law Program, Nevada Legal Services and the Attorney General's Office of Military Legal Assistance. Please take the time to contact one of these organizations to learn more about how your services will help a client in need. In addition, you might consult the State Bar's website for more information about pro bono legal services.

The Attorney General's Office has recently clarified its office policy to make clear that providing pro bono legal services to those less fortunate is not only acceptable, but is strongly encouraged. Similarly, we would urge all public attorneys around the State of Nevada to consider how they can participate in providing pro bono legal services wherever and whenever possible.

Nevada Supreme Court
ACCESS TO JUSTICE COMMISSION

To: **Access to Justice Commission**
From: **Angela Washington, Access to Justice Director**
Date: **November 13, 2015**
Re: **ONE Promise Nevada**

MEMORANDUM

Below, please find updates relative to the ONE Campaign:

Tracking

The ONE Promise Subcommittee established a 10% increase in pro bono volunteerism and pro bono donations for the year 2015. The 10% increase is based upon 2013 statistics. Campaign measurements include the total number of attorneys taking pro bono cases and participating in Ask-A-Lawyer programs, Lawyer in the Lobby, Lawyer in the Library programs as well as other clinics; the number of new lawyers participating in same and a running list and approximate attendance at **ONE** Promise Nevada Functions.

Legal services organizations reported the following 2014 pro bono statistics:

	LACSN		NLS (North)*		NLS(South)		SNSLP**		VARN		WLS	
	New	Total	New	Total	New	Total	New	Total	New	Total	New	Total
Jan. 2015	15	81	4	18	1	6	0	0	1	6	0	1
Feb. 2015	21	96	2	19	0	3	0	0	0	3	0	1
March 2015	18	99	2	20	3	7	0	0	0	8	0	5
April 2015	22	91	1	8	3	6	0	0	1	6	0	0
May 2015	25	91	0	9	0	6	0	0	0	7	0	1
June 2015	16	80	0	28	4	14	0	0	0	7	0	0
July 2015	19	93	1	24	2	4	0	0	0	5	0	0
August 2015	32	112	2	25	3	6	0	0	0	3	0	0
Sept. 2015	13	112			2	6	0	0	0	3	0	0
Total	**181**	**855**	**12**	**151**	**18**	**58**	**0**	**0**	**2**	**48**	**0**	**8**

**Stats provided - follow up needed.*
***SNSLP does not have a pro bono program.*

Total New: **213** **Grand Total:** **1,120**

(Jan. – Sept. 2014 Statistics: New 240 Grand Total: 1,009)

LACSN – *Legal Aid Center of Southern Nevada* **NLS** – *Nevada Legal Services*
SNSLP – *Southern Nevada Senior Law Program* **VARN** – *Volunteer Attorneys for Rural Nevadans*
WLS – *Washoe Legal Services*

The Inspire One Initiative

The ONE Promise Nevada Campaign launched the Inspire One Initiative this year in an effort to encourage more attorneys to participate in pro bono service through the encouragement and recruitment efforts of attorney ambassadors. Inspire Ambassadors have targeted the Family Law Section, Young Lawyers Section and the Solo and Small Practice Sections of the Bar and to that end, pro bono mixers have been hosted by Chief Justice Hardesty and Justice Douglas for the Young Lawyers and the Solo and Small Practice Sections of the Bar in Reno and Las Vegas. The mixers provided an opportunity for ambassadors to discuss their pro bono efforts with members of the section. Also, members of the Family Law Section have recruited several attorneys to participate in more than 100 cases or Ask-A-Lawyer programs in Las Vegas.

Pro Bono Celebration 2015

Pro Bono Celebration 2015 events took place across the state throughout the month of October. In all, there were 23 events sponsored by legal aid organizations across the state, including a CLE that the State Bar of Nevada and the Access to Justice Commission sponsored entitled, *"Combatting Ethical Issues: A Conversation Among Legal Minds."* Moderator, Federal Public Defender, Rene Valladares guided panelists, Chief Justice Hardesty, Justice Douglas, Chief Judge Barker, and Chief Judge Hardy through several ethics issues that are prevalent in the state. The CLE's took place in Las Vegas on October 28th and in Reno on November 3rd. There were approximately 100 attendees combined and approximately $14,000 raised to support pro bono in Nevada. Additionally, Chief Justice Hardesty and Justice Douglas appeared on *The Morning Blend* talk show in Las Vegas to promote legal aid and Pro Bono Celebration 2015. Special thanks to ATJ Commission member, Ira Sternberg for his work in promoting Pro Bono Celebration 2015 this year and to the Quillin Marketing Group for their pro bono services.

Lastly, in support of Pro Bono Celebration, Chief Justice Hardesty and Justice Douglas partnered with Attorney General Laxalt in a written communication to members of the Public Lawyers Section to encourage each to participate in pro bono service. The communication was disseminated on October 27th to approximately 300 public lawyers in the state.

Nevada Supreme Court
ACCESS TO JUSTICE COMMISSION

Scenes from Pro Bono Celebration 2015:

CELEBRATE
PRO BONO
www.celebrateprobono.org

17th Annual

PUBLIC INTEREST LAW ASSOCIATION AUCTION

SILVER STAIRCASE HONOREE

Justice Kristina Pickering

INAUGURAL SILVER EMBRACE HONOREE

The Embracing Project

THE SMITH CENTER

Reynolds Hall Lobby

FRIDAY

MARCH 4TH

2016 5:30PM

TO RSVP OR MAKE AN IN-KIND DONATION :
LAW.UNLV.EDU/PILA2016AUCTION

THE SMITH CENTER

State Bar of Nevada Short Trial Volunteer Attorney Program

Background

The State Bar of Nevada Short Trial Volunteer Attorney Program is designed to provide members with valuable trial experience by pairing volunteer attorneys with Short Trial Program pro se litigants who seek legal representation at their short trial. The program will launch in Clark and Washoe counties and thereafter will be available in rural areas, starting with Fallon and Elko.

Volunteer attorneys will undergo a simple application process that will verify good standing and an absence of pending disciplinary matter. Moreover, the volunteer attorney will represent Short Trial Program litigants through all facets of the trial, including pre trial conferences, on a pro bono basis. Mentors primarily from the Litigation Section of the State Bar and who are well versed in trial procedure will be paired with each volunteer attorney. Legal aid organizations across the state will manage the administrative piece of the program in various aspects, including eligibility guideline screening, providing the actual attorney assignements to the short trial litigants and the volunteer attorney, mentor pairing. Short Trial Volunteer Attorneys will be covered by the malpractice insurance of the participating legal aid organizations.

A benefit to all involved parties, the Short Trial Volunteer Attorney Program provides trial experience for attorneys while affording program participants the benefit of free legal representation. In addition, participation in the Short Trial Volunteer Attorney Program as a volunteer attorney may be used to satisfy the SCR Rule 6.1 suggested pro bono responsibility of attorneys. The program launch date is December 1, 2015.

Advertisement

The Short Trial Volunteer Attorney Program has a two-pronged advertisement plan: attorney advertisement and litigant advertisement. The State Bar of Nevada has started to advertise the program through presentations and articles by State Bar of Nevada President, Laurence Digesti. Additionally, the State Bar of Nevada website hosts information on the program. Future advertisement includes State Bar of Nevada E-news blasts and additional articles in Nevada Lawyer. Litigant advertisement will include flyer distribution and poster placement in the Clark County office of Alternative Dispute Resolution, the Short Trial Office and on web pages dedicated to the Short Trial Program.

CIVIL LAW SELF-HELP CENTER STATISTICS

June 2015

6/01/2015 to 6/30/2015 (22 operating days)

General

Total number customer interactions (for month)	4988	Total number served in 2015	27,343
Total number of intake forms collected	65	% of parties returning forms	1%
Total number of intake forms sampled	65	% of collected forms sampled	1%

Biographical Data

Ethnicity:			
White	11		18%
Black	36		58%
Hispanic	5		8%
Asian	3		5%
American Indian	2		3%
Other	5		8%
No Response Provided	3		5%
Age:			
60 and over	6		10%
No Response Provided	3		5%
Sex:			
Male	25		40%
Female	38		60%
No Response Provided	2		6%
Currently Employed?			
Yes	39		67%
No	19		33%
No Response Provided	7		11%
Annual Household Income:			
Under $10,000	17		31%
$10,000 to $20,000	17		31%
$20,000 to $30,000	7		13%
$30,000 to $40,000	7		13%
$40,000 to $50,000	2		4%
$50,000 plus	5		9%
No Response Provided	10		15%
Benefits Received:			
Social Security/Disability	12		52%
Unemployment	1		4%
TANF/Food Stamps	11		48%
Subsidized Housing Benefits	1		4%
No Response Provided or No Benefits Received	42		65%
Education Level:			
Less than High School	1		2%
High School/GED	9		17%
Some College	32		59%
College Degree	12		22%
No Response Provided or No Benefits Received	11		17%
Court Case Pending In:			
District Court	7		13%

Justice Court	36		65%
Las Vegas	12		33%
Henderson			0%
North Las Vegas			0%
Other			0%
No Case or No Response Provided	10		15%
Represented by an Attorney:			
Yes	2		4%
No	51		96%
No Response Provided	12		18%
Number of Visits to the SHC:			
One	27		47%
Two	10		17%
Three	7		12%
More	14		24%
No Response Provided	7		11%
Reason for Visit to the SHC:			
Appeal	7		11%
Auto Sale/Lease, Repair, Towing			0%
Consumer Debt or Loan			0%
Contract Dispute			0%
Employment Dispute			0%
Foreclosure Mediation Assistant			0%
Garnishment or Execution	3		5%
Harassment or Protection Order	2		3%
Homeowner Eviction	3		5%
Judicial Review	1		2%
Landlord/Tenant Dispute or Eviction	25		40%
Mediation			0%
Mobile Home Sales, Repairs, or Eviction	8		13%
Personal Injury/Property Damage	2		3%
Small Claims Case	11		18%
Other	8		13%
No Response Provided	3		5%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	55		89%
Satisfied	7		11%
Unsatisfied			0%
Very Unsatisfied			0%
No Response Provided	3		5%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	56		89%
Agree	7		11%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		3%
The staff's explanations and answers to my questions were clear and understandable:			

Strongly Agree	55		89%
Agree	6		10%
Disagree			0%
Strongly Disagree			0%
No Opinion	1		2%
No Response Provided	3		5%
I understand the court process and my situation better now than before I came to the Self-Help Center:			
Strongly Agree	52		83%
Agree	10		16%
Disagree			0%
Strongly Disagree			0%
No Opinion	1		2%
No Response Provided	2		3%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:			
Strongly Agree	50		79%
Agree	13		21%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	2		3%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	57		90%
Agree	5		8%
Disagree			0%
Strongly Disagree			0%
No Opinion	1		2%
Did not fill out forms during this visit			0%
No Response Provided	2		3%
The Self-Help Center's website was user-friendly and informative:			
Strongly Agree	34		56%
Agree	11		18%
Disagree			0%
Strongly Disagree			0%
No Opinion	2		3%
Have Not Visited the Website	14		23%
No Response Provided	4		6%

Other Comments and Suggestions

Kat was very helpful and provided insight to all my questions and thoroughly explained all paperwork and the way it needed to be filled out.

Representative was extremely helpful.

Very helpful! Thank you! - Yolanda

The staff is beyond amazing they go above and beyond to help each person who comes inside for help Amazing Service

The attorney Kat was very helpful and informative she was patient and understanding with me

The gentleman who helped has Mr. Hammer was extremely knowledgeable & friendly

I was very nervous to take on a legal dispute without an attorney. The civil law self help center was just the confidence I needed to proceed and save my home. I appreciate the knowledge they shared and how pleasant they all were. Thank you!

Yolanda was the lady helped me with the forms and also helped me checked the forms prior to the filing She is exceptionally helpful. She took the time to answer questions and helped examined all docs

I have questions - very friendly. Courteous and she is a wonderful lady. An exceptional lady.
Kat was super friendly knowledgeable and most important KIND thank you so much for your time and help :)
I worked with Cat. Cat was very polite professional. I actually had a pleasant experience. Thank you!!
I was never here before and Lorena was very helpful. And I was so grateful. She was nice and gave me all questions I needed to know.
Ms. Kat made me feel comfortable in her assisting me with a perfect attitude and was very very hands on with her help and well as informative. Ms. Kat was awesome very, very informative. Very congenial great attitude in assisting me and my ??? Ms. Kat extremely helpful.
Very helpful :)
Some snacks for people
Kat was extremely helpful with all of my questions
Kat was a great help to me & when she wasn't available Pam was right there to help me finish with my paperwork
Pam explained the "opposition" process so thoroughly that I could complete the paperwork w/ virtually no assistance
This form needs boxes to check yes or no in the following lines. "Are you receiving SSI, Unemp etc. and "Do you have a court case pending" yes or no
Cat was very courteous and attentive when I explained my situation. She assisted me and guided me on how to do or where abouts of my situation. Great customer skills.
Pam was outstanding very knowledgeable and helpful. So was Lorena - A great play
The lady was extra helpful! Her name was Kat.
I thank God for you people very helpful God Blessed.
Everybody was very nice
The staff here has always been very kind and helpful to me. Every time I have came in this office.
The self help truly represent honor integrity, we need more people like them that work here God Bless them
Kat was very helpful today
Kat was a tremendous help to me very straight to the point and appeared to be one of the one's to help get the lines cleared. She's a great asset to Clark County along with the other staff members.
Cat was very helpful with my paperwork and also letting me know how to keep up with my case.
Kat was great!! Kat was wonderful. She made sure we understood everything & that the paper work was correct. This being the first time we visited & had to go through this process we are grateful that Kat helped us. She made our experience pleasant.
Fast & efficient
I was given very good instruction for my case by Kat and she was very helpful.
Everyone is very helpful specially Pam.
Kat went above and beyond to assist me. I really appreciate her excellent customer service.
Ms. Pam was very assertive, knowledgeable about her job ??? Direction to help me. Ms. Pam is also friendly, approachable & speaks clearly
Ms. Kathy I've known for quite some time first of all she' s a beautiful & attractive individual always wear a smile, great personality & very reliable. Kat is a team worker & would be a great asset to your company
Love the help! Thank you
Kat helped me with all my questions & my form. Very helpful
Cat & your front staff knowledgeable and welling to help.
Great help from Pam!
She was very helpful and friendly she did a very good job
Yolanda was very nice and helpful
Today the lady Pam was a great blessing to my family today we need people like her work with the public.
Kat was wonderful helping me I didn't know what to do and she was great.
Yolanda was the greatest legal person I've ever dealt with in my entire life!!

FAMILY LAW SELF-HELP CENTER STATISTICS

June 2015

6/1/2015 to 6/30/2015 (22 operating days)

General

Total number customer interactions (for month)	3510	Total number served in 2015	21,200
Total number of intake forms collected	70	% of parties returning forms	2%
Total number of intake forms sampled	70	% of collected forms sampled	100%

Biographical Data

Ethnicity:			
White	12		18%
Black	9		13%
Hispanic	37		54%
Asian	5		7%
American Indian	1		1%
Other	4		6%
No Response Provided	2		3%
Age:			
60 and over	1		2%
No Response Provided	9		13%
Sex:			
Male	12		19%
Female	52		81%
No Response Provided	6		67%
Currently Employed?			
Yes	48		76%
No	15		24%
No Response Provided	7		10%
Annual Household Income:			
Under $10,000	12		21%
$10,000 to $20,000	11		19%
$20,000 to $30,000	12		21%
$30,000 to $40,000	8		14%
$40,000 to $50,000	4		7%
$50,000 plus	11		19%
No Response Provided	12		17%
Benefits Received:			
Social Security/Disability	6		33%
Unemployment	1		6%
TANF/Food Stamps	12		67%
Subsidized Housing Benefits	1		6%
No Response Provided or No Benefits Received	52		74%
Education Level:			
Less than High School	5		12%
High School/GED	10		23%
Some College	15		35%
College Degree	13		30%
No Response Provided	27		39%
Represented by an Attorney:			
Yes	1		2%

No	62		98%
No Response Provided	7		10%
Number of Visits to the SHC:			
One	28		46%
Two	14		23%
Three	10		16%
More	9		15%
No Response Provided	9		13%
Reason for Visit to the SHC:			
Adoption	1		2%
Annulment	1		2%
Child Support	9		14%
Custody	21		32%
Divorce	34		52%
Domestic Partnership			0%
Foreign Judgment			0%
Guardianship	8		12%
Juvenile Matters			0%
Legal Separation	3		5%
Name Change	6		9%
Paternity			0%
Termination of Parental Rights			0%
Visitation	2		3%
Other	4		6%
No Response Provided	4		6%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	56		85%
Satisfied	9		14%
Unsatisfied			0%
Very Unsatisfied	1		2%
No Response Provided	4		6%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	55		85%
Agree	10		15%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	5		7%
The staff's explanations and answers to my questions were clear and understandable:			
Strongly Agree	58		85%
Agree	10		15%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		3%
I understand the court process and my situation better now than before I came to the SHC:			
Strongly Agree	48		71%
Agree	19		28%

Disagree	1		1%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		3%
The forms and other written materials at the SHC were clear, helpful, and instructional:			
Strongly Agree	50		74%
Agree	16		24%
Disagree			0%
Strongly Disagree			0%
No Opinion	2		3%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	2		3%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	50		75%
Agree	15		22%
Disagree			0%
Strongly Disagree			0%
No Opinion	2		3%
Did not fill out forms during this visit			0%
No Response Provided	3		4%
The Family Law Self-Help Center's website was user-friendly and informative:			
Strongly Agree	42		66%
Agree	9		14%
Disagree			0%
Strongly Disagree			0%
No Opinion	2		3%
Have Not Visited the Website	11		17%
No Response Provided	6		9%

Other Comments and Suggestions

:) Great Help!
Im completdly satisfied with the help they give me
Un selvicio excelente y claro muy amable. Gracias por tener este personal tan bueno.
Las peronsas que atienden son amables muy atentas con sus cervicio principalmen. Que ablan Espanol
A nice experience!
Las personas que me atendieson fueron muy amables gracias
Very considerate, staff!
Guadalupe was wonderful & knowledgable, she should receive an employee of month award
Thank you!
Very informational & professional employee
Asta este momento me gusto muy atentos ayudarme en lo que yo nescitaba garcias muy rapidoy eficaz
the cusomer service of the self-help center was good and very nice in her explanation the ladies there are very professionals
Excelent Thanks for everything.
My agent that assisted me was very polite & helpful. (Guadalupe)
More legal advise time for lawyers!
Guadalupe
I greatly appreciate the assistance from the staff. Thank you.
Garcias a las persona que me atendio fue un servicio bearo.
la senora Guadalupe fue muy buena y paciente con migo al explicarme y ayudarme con los doamentos.
Would help if you wuold not close at 2pm hard for people ??? To get in to the court on time.
She helped me every step of the way. Answered all my questions. Mrs. Guadalupe was very helpful.

The person that help me was very pleasant!
Fue buena ayuda porque sin su ayuda no nobiera podido llenar los papeles
Very friendly and helpful
Guadalupe was very helpful and a pleasant person. Made this not so good memory. Bareable. Thank you
Ed una excelente persona, muy amable y me ayudo mucho.
Alejandro was very helpful
They're doing a good job.
Peticion de divorce
Mrs. Erin was very helpfully to me I just love her. Thank you Erin.
Ms. Guadalupe was very clear & informative. Job well done.
Guadalupe was very helpful in making sure all our paperwork was filled out and had very good customer service.
Alejandro me ayudo mucho y fue muy amable
The have great customer services always with a big smile.
Staff was very attentive and provided a lot of detail information
Thank you.
La Atencion exelente
Guadalupe was a tremendous help and made a different situation less stressfull.

CIVIL LAW SELF-HELP CENTER STATISTICS

July 2015

7/01/2015 to 7/31/2015 (22 operating days)

General

Total number customer interactions (for month)	4962	Total number served in 2015	32,305
Total number of intake forms collected	57	% of parties returning forms	1%
Total number of intake forms sampled	57	% of collected forms sampled	1%

Biographical Data

Ethnicity:			
White	16		30%
Black	26		48%
Hispanic	7		13%
Asian	3		6%
American Indian			0%
Other	2		4%
No Response Provided	3		5%
Age:			
60 and over	7		13%
No Response Provided	3		5%
Sex:			
Male	21		38%
Female	35		63%
No Response Provided	1		4%
Currently Employed?			
Yes	33		61%
No	21		39%
No Response Provided	3		5%
Annual Household Income:			
Under $10,000	19		36%
$10,000 to $20,000	11		21%
$20,000 to $30,000	9		17%
$30,000 to $40,000	6		11%
$40,000 to $50,000	1		2%
$50,000 plus	7		13%
No Response Provided	4		7%
Benefits Received:			
Social Security/Disability	10		33%
Unemployment	3		10%
TANF/Food Stamps	19		63%
Subsidized Housing Benefits	3		10%
No Response Provided or No Benefits Received	27		47%
Education Level:			
Less than High School	4		8%
High School/GED	16		33%
Some College	17		35%
College Degree	11		23%
No Response Provided or No Benefits Received	9		16%
Court Case Pending In:			
District Court	7		15%

Justice Court	37		79%
Las Vegas	3		8%
Henderson			0%
North Las Vegas			0%
Other			0%
No Case or No Response Provided	10		18%
Represented by an Attorney:			
Yes	2		5%
No	41		95%
No Response Provided	14		25%
Number of Visits to the SHC:			
One	27		52%
Two	14		27%
Three	5		10%
More	6		12%
No Response Provided	5		9%
Reason for Visit to the SHC:			
Appeal	7		13%
Auto Sale/Lease, Repair, Towing			0%
Consumer Debt or Loan			0%
Contract Dispute			0%
Employment Dispute	2		4%
Foreclosure Mediation Assistant			0%
Garnishment or Execution			0%
Harassment or Protection Order	2		4%
Homeowner Eviction	7		13%
Judicial Review			0%
Landlord/Tenant Dispute or Eviction	21		38%
Mediation	1		2%
Mobile Home Sales, Repairs, or Eviction	9		16%
Personal Injury/Property Damage			0%
Small Claims Case	4		7%
Other	12		21%
No Response Provided	1		2%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	52		93%
Satisfied	3		5%
Unsatisfied	1		2%
Very Unsatisfied			0%
No Response Provided	1		2%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	50		89%
Agree	5		9%
Disagree	1		2%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	1		2%
The staff's explanations and answers to my questions were clear and understandable:			

Strongly Agree	50		89%
Agree	5		9%
Disagree	1		2%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	1		2%
I understand the court process and my situation better now than before I came to the Self-Help Center:			
Strongly Agree	43		77%
Agree	10		18%
Disagree			0%
Strongly Disagree			0%
No Opinion	3		5%
No Response Provided	1		2%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:			
Strongly Agree	44		79%
Agree	11		20%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did Not Receive Forms or Materials this Visit	1		2%
No Response Provided	1		2%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	49		88%
Agree	6		11%
Disagree			0%
Strongly Disagree	1		2%
No Opinion			0%
Did not fill out forms during this visit			0%
No Response Provided	1		2%
The Self-Help Center's website was user-friendly and informative:			
Strongly Agree	33		59%
Agree	4		7%
Disagree	2		4%
Strongly Disagree			0%
No Opinion	1		2%
Have Not Visited the Website	16		29%
No Response Provided	1		2%

Other Comments and Suggestions

Cat was an enormous help and was very knowledgeable of all applicable subject matter.

Kat

Cisco was amazingly helpful, friendly, insightful, and overly informative. I am thankful that he is working on your staff. He has excellent Customer Service.

Very helpful and understanding.

Cat, was very helpful Thanks

Great center for legal help in filing forms.

Ms. Kat was very helpful & very polite, & she also helped me to understand. Thank you Ms. Kat God Bless you.

Kat is very helpful. All my business was handled today.

Greatly appreciate the time and kindness of the staff during this stressful time.

I was a little overwhelmed when I came in, but the staff assisted me and was very informative.

Ms. Kat made a difficult situation easier to get through. Thank you very much.

Yolanda Vasquez was extremely helpful & efficient in helping me notarize several documents. I went to six other notary places today and all of them were absent - Yolanda was a god send! Thank you for providing this service!

Ms. Kat - was very helpful, answered every question within her means. Great Attitude & positive attitude was helpful seem open & willing to help anyone whom appreciated her. Thanks.

Ms. Kat was very helpful. I've been hear before unfortunately and no body's ever really helped but she did.

Assistance was very helpful. Need to be done all the time.

They were very helpful.

Kat is amazing she is very knowledgeable at her job and very helpful and very kind.

Kat was very helpful to me today

Kat was very helpful today and I truly appreciated her assistance.

Kat was helpful and friendly I thank her

Kat helped me. I feel very blessed to have such an agency available to help in situations like this.

Was helped in filling out my paper work.

She was very helpful

Kat is fantastic!

Kat was very resourceful and helpful. Service was quick. Glad there was no waiting line.

Pam is a very special person you need 10 more just like her. The person that assisted me, her name is "Pam" she is always helpful and kind she has help me more then one's

I appreciate the service

I felt dumb coming in here & Yolanda made that go away. She was extremely helpful and very patient- walked me thru everything I came in here for today. Thank you so much.

Cat is very knowledgeable & helpful.

Cat is really helpful

Kit was very very helpful she help you to understand the legal things I did not understand.

Kat was very helpful!

Kat very good help thank you so much

Very helpful.

I appreciate your professional service and assisting with a smile

Kat was nice and help me with my small claim paperwork

Very pleasant & helpful.

To whom it may concern. Pamela was the most helpful, knowledgeable, kind, and most of all very professional, her attitude was outstanding, she help me so much, this bad situation make so easy Excellent job Pamela!

Pamela was very helpful during a stressful situation.

FAMILY LAW SELF-HELP CENTER STATISTICS

July 2015

7/1/2015 to 7/31/2015 (22 operating days)

General

Total number customer interactions (for month)	3603	Total number served in 2015	24,803
Total number of intake forms collected	66	% of parties returning forms	2%
Total number of intake forms sampled	66	% of collected forms sampled	100%

Biographical Data

Ethnicity:			
White	22		35%
Black	13		21%
Hispanic	18		29%
Asian	6		10%
American Indian	1		2%
Other	2		3%
No Response Provided	4		6%
Age:			
60 and over	8		14%
No Response Provided	7		11%
Sex:			
Male	15		25%
Female	44		75%
No Response Provided	7		54%
Currently Employed?			
Yes	33		57%
No	25		43%
No Response Provided	8		12%
Annual Household Income:			
Under $10,000	12		24%
$10,000 to $20,000	12		24%
$20,000 to $30,000	10		20%
$30,000 to $40,000	4		8%
$40,000 to $50,000	4		8%
$50,000 plus	8		16%
No Response Provided	16		24%
Benefits Received:			
Social Security/Disability	10		34%
Unemployment	5		17%
TANF/Food Stamps	17		59%
Subsidized Housing Benefits	1		3%
No Response Provided or No Benefits Received	37		56%
Education Level:			
Less than High School	2		4%
High School/GED	17		34%
Some College	18		36%
College Degree	13		26%
No Response Provided	16		24%
Represented by an Attorney:			
Yes	4		6%

No	58		94%
No Response Provided	4		6%
Number of Visits to the SHC:			
One	21		38%
Two	13		24%
Three	10		18%
More	10		18%
No Response Provided	11		17%
Reason for Visit to the SHC:			
Adoption			0%
Annulment			0%
Child Support	9		14%
Custody	16		25%
Divorce	32		50%
Domestic Partnership			0%
Foreign Judgment			0%
Guardianship	8		13%
Juvenile Matters			0%
Legal Separation			0%
Name Change	6		9%
Paternity			0%
Termination of Parental Rights	1		2%
Visitation	1		2%
Other	3		5%
No Response Provided	2		3%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	53		93%
Satisfied	4		7%
Unsatisfied			0%
Very Unsatisfied	1		2%
No Response Provided	9		14%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	54		90%
Agree	5		8%
Disagree			0%
Strongly Disagree	1		2%
No Opinion	1		2%
No Response Provided	6		9%
The staff's explanations and answers to my questions were clear and understandable:			
Strongly Agree	56		90%
Agree	5		8%
Disagree			0%
Strongly Disagree	1		2%
No Opinion	1		2%
No Response Provided	4		6%
I understand the court process and my situation better now than before I came to the SHC:			
Strongly Agree	42		67%
Agree	19		30%

Disagree			0%
Strongly Disagree	1		2%
No Opinion	1		2%
No Response Provided	3		5%
The forms and other written materials at the SHC were clear, helpful, and instructional:			
Strongly Agree	43		69%
Agree	18		29%
Disagree			0%
Strongly Disagree	1		2%
No Opinion			0%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	4		6%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	53		84%
Agree	8		13%
Disagree			0%
Strongly Disagree	1		2%
No Opinion	1		2%
Did not fill out forms during this visit			0%
No Response Provided	3		5%
The Family Law Self-Help Center's website was user-friendly and informative:			
Strongly Agree	31		51%
Agree	13		21%
Disagree	1		2%
Strongly Disagree	1		2%
No Opinion	2		3%
Have Not Visited the Website	13		21%
No Response Provided	5		8%

Other Comments and Suggestions

personal muy amable, buena presentacion muy educados. Eficientas

Stephanie was a great help with a friendly smile and lots of knowledge. Thank you!

Muy buen servisio

Muy buena atencion al publico

These people in the self help are "amazingly amazing" thank you for all your hardwork!

Guadalupe helped out in such a professional, and helpful way. I have had to do this twice now, and both times she has helped me. This lady always makes things fast, and easy. Thank you.

Muy atentos y res pondieron todos mis preguntas

Thank you, your staff helped me and my children get through today. Thank you.

Ms. Guadalupe was greatly appreciated and helpful Fantastic "Erin" you where great! Thank you for your super! Help!! And guidiance thru this process.

Staff was very friendly

Esta oficina en particular me hes muy til. Nos ha ayudado mucho. Gracias.

Erin @ window #14 has been extremly hepful each and every time I have came. I want to thank Erin so very much.

The help is great!

Erin is exempt from these answers. She is all stongly agree. Thank goodness for her.

Nos atendio muy amablemente la sra Guadalupe que dios la bendiga.

Guadalupe was very helpful. Thank you so much for this help.

I thought everything was easy & painless. Very helpful clerk at front desk. Helped me out 100% Thanks so much!

Stephanie was amazing very helpful, sweet, kind friendly & she took a lot of stress off of me in a short

moment. She need a raise! :) Very pleased!
Alejandro was a great help. Thank you!
Guadalupe was extremely patience and very helpful and had a thourough understanding.
Erin at self help desk was absolutly very knowledgable in assisting me on this matter.
Everything was fine & quick & explained.
I can't say anything because service is great and very helpful. Especially window #13, the lady is very informative & she knows what's she's doing.
Everybody was helpful and kind. Easiest divorce I have ever filed. Great job guys!
Extremely helpful, courteous and friendly Thank you
The self help staff was very hopfull and answered all my questions, very satisfide
Mrs. Guadalupe was very helpful.
Gracias Guadalupe y a Celina su alluda fue muy buena gracias
Siempre me ha atendido la misma persona atenido mucha paciencia con migo y ha cido muy amable y atenta a mis preguntas
Staff very helpful and acomidating
Everyone was great
Thank you very much
Staff very helpful with paper work and actions needed to help with my situation.
Erin is so pleasant / helpful. Was a great help with all information and paper work.
Very helpful could not have done it with out her help.
Erin was extremely helpful and helpful. Very informational.
Ms. Gudalupe was very helpful in assisting us with the divorce paper.

CIVIL LAW SELF-HELP CENTER STATISTICS

August 2015

8/01/2015 to 8/31/2015 (21 operating days)

General

Total number customer interactions (for month)	4526	Total number served in 2015	36,831
Total number of intake forms collected	31	% of parties returning forms	1%
Total number of intake forms sampled	31	% of collected forms sampled	1%

Biographical Data

Ethnicity:			
White	11		37%
Black	9		30%
Hispanic	5		17%
Asian			0%
American Indian			0%
Other	5		17%
No Response Provided	1		3%
Age:			
60 and over	3		10%
No Response Provided			0%
Sex:			
Male	14		45%
Female	17		55%
No Response Provided			0%
Currently Employed?			
Yes	13		48%
No	14		52%
No Response Provided	4		13%
Annual Household Income:			
Under $10,000	8		29%
$10,000 to $20,000	9		32%
$20,000 to $30,000	2		7%
$30,000 to $40,000	2		7%
$40,000 to $50,000	3		11%
$50,000 plus	4		14%
No Response Provided	3		10%
Benefits Received:			
Social Security/Disability	2		15%
Unemployment	4		31%
TANF/Food Stamps	8		62%
Subsidized Housing Benefits			0%
No Response Provided or No Benefits Received	18		58%
Education Level:			
Less than High School	2		7%
High School/GED	12		40%
Some College	11		37%
College Degree	5		17%
No Response Provided or No Benefits Received	1		3%
Court Case Pending In:			
District Court	3		11%

Justice Court	21		75%
Las Vegas	4		19%
Henderson			0%
North Las Vegas			0%
Other			0%
No Case or No Response Provided	3		10%
Represented by an Attorney:			
Yes	1		5%
No	21		95%
No Response Provided	9		29%
Number of Visits to the SHC:			
One	10		42%
Two	9		38%
Three	1		4%
More	4		17%
No Response Provided	7		23%
Reason for Visit to the SHC:			
Appeal	2		7%
Auto Sale/Lease, Repair, Towing			0%
Consumer Debt or Loan			0%
Contract Dispute			0%
Employment Dispute			0%
Foreclosure Mediation Assistant			0%
Garnishment or Execution	3		10%
Harassment or Protection Order	2		7%
Homeowner Eviction	3		10%
Judicial Review			0%
Landlord/Tenant Dispute or Eviction	14		47%
Mediation	1		3%
Mobile Home Sales, Repairs, or Eviction	1		4%
Personal Injury/Property Damage			0%
Small Claims Case			0%
Other	5		17%
No Response Provided	1		3%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	26		87%
Satisfied	3		10%
Unsatisfied	1		3%
Very Unsatisfied			0%
No Response Provided	1		3%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	24		83%
Agree	5		17%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		6%
The staff's explanations and answers to my questions were clear and understandable:			

Strongly Agree	24		83%
Agree	5		17%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		6%
I understand the court process and my situation better now than before I came to the Self-Help Center:			
Strongly Agree	25		86%
Agree	4		14%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		6%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:			
Strongly Agree	24		83%
Agree	5		17%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	2		6%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	25		86%
Agree	4		14%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did not fill out forms during this visit			0%
No Response Provided	2		6%
The Self-Help Center's website was user-friendly and informative:			
Strongly Agree	17		63%
Agree	4		15%
Disagree			0%
Strongly Disagree			0%
No Opinion	3		11%
Have Not Visited the Website	3		11%
No Response Provided	4		13%

Other Comments and Suggestions

Kat was very attentive, decent assertive assistance. Remarkably receptive and mostly very patient. Pleasant in my time in the self help center, I will return if they're all in great spirit and calmness as Ms. Kat

I've been to the office twice. The first time I was extremely upset but the staff in this office was fantastic. Today I came back for the same reason and Cisco went out of his way to help me. It's my opinion that everyone in the office is very capable of doing their jobs and I just want to say THANK YOU. They made me feel safe and comfortable.

Staff member Kat was very helpful & kind. She took her time to explain everything in full detail.

The lawyer I talked to was most helpful and friendly. She put me on the right track to pursue my case. (Thanks Lauren.) This place brings tears to my eyes… Happy tears. Thank you.

I am here waiting to see an attorney, but I must say after being bounced back and forth at other places by staff who "didn't know" or didn't care, this place (so far) has me amazed. At my first visit, Pam could see the frustration on my face when she was uncertain about my question. She immediately went to

the back to find out info for me and came back with a paper of info for me. Other places would say "we don't handle that here" and they brushed me off. What's more, all staff were busy helping patrons with their problems, truly helping. Even more… you provide pens to fill out forms. Do you know how many places I've been to that don't provide pens to fill out forms. Most of us are here due to anger & frustrations etc., etc., by other who simply don't care. From what I have experienced & seen, you guys "care". Something as simple as providing pens shows you care and are here to help, not add to our frustration. I see a lot of money wasted, but this place is money well spent! Thank you, thank you, thank you. P.S. Can your staff please take over the IRS - ha ha

Kat was very helpful helping me with the paper work thanks a lot

I wont be intimidated by the process in the future. Thanx

This is a wonderful service the center provides for those not familiar with the legal system. Thanks for all you do Lauren was very helpful.

Kat, thank you

The service lady was extremely good! Yolanda

The staff in the self help center has gone above and beyond in legal service for me and they deserve raises thank you Yolanda, Eva, Kat & Cisco

Thank you for providing this service, it is appreciated.

Kat was very helpful and kind!

Today 8-18-2015 I came in to respond to an 24 hr. Summary Eviction. I was assisted by a very nice lady named Pam. She was very friendly, honest, knowledgeable of the paperwork and her job. She did a over and above excellent job helping my mother and I. My previous visit a few days prior didn't go as a well and I felt rushed and unassisted. Pam was very reliable and I feel she needs a manager position to train everyone to be like her in the workplace!! Thanks to Pam.

When I came into the office my heart was heavy and hurtful. Mrs. Pam with her smile and caring attitude & personality, her knowledgeability of the paperwork lifted that heavy and hurtful pain. We need more like Mrs. Pam who looks at every person as the same.

Everyone was great, gracious, polite, and calm. They are saints.

Kat is an amazing woman she helped us out tremendously customer service is great. Made us feel great.

All of the staff was exceptionally helpful, but Kat went above and beyond to provide me with the assistance I needed.

It would be great to have a legal free attorney self helps for civil rights issues concerning discriminatory, & other issues of constitutional rights for USA citizens, filing pro per or considering a case.

I walked in feeling frustrated and defeated & was met by a friendly helpful staff that walked me thru what my next step should be. I am leaving feeling much more confident in my ability to resolve this matter.

FAMILY LAW SELF-HELP CENTER STATISTICS

August 2015

8/1/2015 to 8/31/2015 (21 operating days)

General

Total number customer interactions (for month)	3704	Total number served in 2015	28,507
Total number of intake forms collected	33	% of parties returning forms	1%
Total number of intake forms sampled	33	% of collected forms sampled	100%

Biographical Data

Ethnicity:			
White	5		16%
Black	7		23%
Hispanic	17		55%
Asian	2		6%
American Indian			0%
Other			0%
No Response Provided	2		6%
Age:			
60 and over			0%
No Response Provided	4		12%
Sex:			
Male	7		23%
Female	23		77%
No Response Provided	3		43%
Currently Employed?			
Yes	23		70%
No	10		30%
No Response Provided			0%
Annual Household Income:			
Under $10,000	7		27%
$10,000 to $20,000	7		27%
$20,000 to $30,000	5		19%
$30,000 to $40,000	3		12%
$40,000 to $50,000	2		8%
$50,000 plus	2		8%
No Response Provided	7		21%
Benefits Received:			
Social Security/Disability	4		50%
Unemployment			0%
TANF/Food Stamps	3		38%
Subsidized Housing Benefits	1		13%
No Response Provided or No Benefits Received	25		76%
Education Level:			
Less than High School	5		21%
High School/GED	4		17%
Some College	7		29%
College Degree	8		33%
No Response Provided	9		27%
Represented by an Attorney:			
Yes	1		4%

No	24		96%
No Response Provided	8		24%
Number of Visits to the SHC:			
One	11		44%
Two	8		32%
Three	2		8%
More	4		16%
No Response Provided	8		24%
Reason for Visit to the SHC:			
Adoption			0%
Annulment			0%
Child Support	6		19%
Custody	10		32%
Divorce	11		35%
Domestic Partnership	1		3%
Foreign Judgment			0%
Guardianship	3		10%
Juvenile Matters			0%
Legal Separation			0%
Name Change	4		13%
Paternity			0%
Termination of Parental Rights			0%
Visitation	2		6%
Other	3		10%
No Response Provided	2		6%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	27		87%
Satisfied	4		13%
Unsatisfied			0%
Very Unsatisfied			0%
No Response Provided	2		6%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	26		84%
Agree	5		16%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		6%
The staff's explanations and answers to my questions were clear and understandable:			
Strongly Agree	27		87%
Agree	4		13%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		6%
I understand the court process and my situation better now than before I came to the SHC:			
Strongly Agree	24		77%
Agree	7		23%

Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		6%
The forms and other written materials at the SHC were clear, helpful, and instructional:			
Strongly Agree	23		74%
Agree	8		26%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	2		6%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	27		87%
Agree	4		13%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did not fill out forms during this visit			0%
No Response Provided	2		6%
The Family Law Self-Help Center's website was user-friendly and informative:			
Strongly Agree	18		58%
Agree	6		19%
Disagree			0%
Strongly Disagree	1		3%
No Opinion	1		3%
Have Not Visited the Website	5		16%
No Response Provided	2		6%

Other Comments and Suggestions

A+

Guadalupe was very nice and helpful. Very nice to have someone like that when going through a thing like we are.

Gracias por tener atencion en espanol!!

Sra Guadalupe. Gracia por su ayuda :) No pense en contrar mucha infomracion en mi cesa.

Errin is very helpful, has great customer service, and made me feel comfortable with allowing her to assist me with corretly fileing my paperwork. I would like to compliment Errin on her professionalism and great work ethics as well as confirm he ability to handle her job affectionatly. Thanks, Errin!! :)

It was a plesent time here

Las asistencia es muy buena y clara.

Thanks for having people that speak Spanish, and English. Help a lot!!

The customer service rap Guadalupe was the best customer service rep. Very nice friendly and extremely helpful. She is an asset to your law help

Guadalupe was very helpful she helped me a lot with my paper work thanks alot

I was so lost until I came here for service thank you very much

I appreciated all that was told to me and I under stand everything I need to do. Thank you

I would like to extend my greatest gratitude to Family Law Self-Help Center, to judge and her staff, my attorney & divorce office in downtown for serving the defendant. Everybody helped me and stand up for for my rights as a citizen, reaching out to community with the best of your knowledge to meet my needs /community needs. Thank you very much! Wish you all the best! Your system, served as my rock/refuge in my downtime of my life! Thank you…

Erin is absolutely these best! Couldn't have found a better helper!

I am 100% satisfied, I strongly recommaned my friends and family to go to Family Law Self-help center today thank you for all your help. PS. Great job. Gualaloopi :)
Mu amable la trabajadora no aududo ???
She was great!!!

FAMILY LAW SELF-HELP CENTER STATISTICS

September 2015
9/1/2015 to 9/30/2015 (21 operating days)

General

Total number customer interactions (for month)	3967	Total number served in 2015	32,474
Total number of intake forms collected	169	% of parties returning forms	4%
Total number of intake forms sampled	169	% of collected forms sampled	100%

Biographical Data

Ethnicity:			
White	35		21%
Black	33		20%
Hispanic	66		40%
Asian	17		10%
American Indian	2		1%
Other	10		6%
No Response Provided	6		4%
Age:			
60 and over	11		7%
No Response Provided	20		12%
Sex:			
Male	31		21%
Female	120		79%
No Response Provided	18		55%
Currently Employed?			
Yes	94		61%
No	61		39%
No Response Provided	14		8%
Annual Household Income:			
Under $10,000	35		30%
$10,000 to $20,000	21		18%
$20,000 to $30,000	19		16%
$30,000 to $40,000	21		18%
$40,000 to $50,000	9		8%
$50,000 plus	11		9%
No Response Provided	53		31%
Benefits Received:			
Social Security/Disability	15		27%
Unemployment	2		4%
TANF/Food Stamps	43		77%
Subsidized Housing Benefits	6		11%
No Response Provided or No Benefits Received	113		67%
Education Level:			
Less than High School	21		17%
High School/GED	40		32%
Some College	43		35%
College Degree	20		16%
No Response Provided	45		27%
Represented by an Attorney:			
Yes	8		5%

No	138		95%
No Response Provided	23		14%
Number of Visits to the SHC:			
One	55		41%
Two	27		20%
Three	24		18%
More	28		21%
No Response Provided	35		21%
Reason for Visit to the SHC:			
Adoption	1		1%
Annulment	3		2%
Child Support	25		15%
Custody	51		31%
Divorce	67		41%
Domestic Partnership	2		1%
Foreign Judgment			0%
Guardianship	24		15%
Juvenile Matters			0%
Legal Separation	2		1%
Name Change	8		5%
Paternity	2		1%
Termination of Parental Rights			0%
Visitation	8		5%
Other	10		6%
No Response Provided	4		2%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	122		77%
Satisfied	33		21%
Unsatisfied			0%
Very Unsatisfied	3		2%
No Response Provided	11		7%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	126		77%
Agree	35		21%
Disagree			0%
Strongly Disagree	2		1%
No Opinion			0%
No Response Provided	6		4%
The staff's explanations and answers to my questions were clear and understandable:			
Strongly Agree	134		81%
Agree	29		17%
Disagree	1		1%
Strongly Disagree	2		1%
No Opinion			0%
No Response Provided	3		2%
I understand the court process and my situation better now than before I came to the SHC:			
Strongly Agree	100		61%
Agree	54		33%

Disagree	1		1%
Strongly Disagree	2		1%
No Opinion	7		4%
No Response Provided	5		3%
The forms and other written materials at the SHC were clear, helpful, and instructional:			
Strongly Agree	104		63%
Agree	58		35%
Disagree	2		1%
Strongly Disagree	1		1%
No Opinion	1		1%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	3		2%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	129		78%
Agree	29		17%
Disagree			0%
Strongly Disagree	2		1%
No Opinion			0%
Did not fill out forms during this visit	6		4%
No Response Provided	3		2%
The Family Law Self-Help Center's website was user-friendly and informative:			
Strongly Agree	79		49%
Agree	38		24%
Disagree	4		2%
Strongly Disagree	1		1%
No Opinion	10		6%
Have Not Visited the Website	29		18%
No Response Provided	8		5%

Other Comments and Suggestions

Personas como la sra Guadalupe de veriamos tenev y nos da explicaciones que les pueda nos entender, amabilidad, paciencia. Y quedamos satsifchos.

Was great help and very informative… :)

There staff is very approirate in listens. Very helpful.

Guadalupe was extremely helpful & patient with my questions!

The hispanic women was beyond helpful w/ amazing customer service.

Very brief and easy. Thanks!!!

Thanks

El personal que me atendio gue muy amables me explico dodo el proseso que lva ha hacer. Estoy contenta por el servicio que dan. Es muy bueo para todo el que lo solicitoy

Staff was great.

I would us them again

Guadalupe was very helpful in completeing the paperwork

Guadalupe was very helpful to me and very polite!

Always get the help I need when I am here. Thank you :)

Very good

medieron muy buen servicio

Everyone was very helpful. Thank you!

Every time I come to self help Erin is very helpful. She exsplanes everything in a way I can understand. She is very understanding in stressful times.

They were very helpful and understanding. They walked me threw the whole process.

With the help window 13 I would have been completely confused and lost. The lady at this window is very

helpful, knowledgeable and gives good directions to what you need to take care of. Very informative and understandable. Guadalupe

Very helpful and friendly

Staff is very helpful

I have always trusted the self help center for all my needs with my case. They are very informative. Thank you for helping out myself and my daughter.

I'm very helpful and agree with the service thanks

They are awesome! Thank you for making this nightmare less scary. I love your website and this place. Everyone's attitude shows a willingness to help. No "dumb" questions here! Thanks for helping us! I had no money to hire a lawyers and my beautiful daughter was gonna be taken from me! Thanks for me and Mayah Holmes.

Muy buena atencion de todas las personas que trabajan aqui siempre ayudando a uno, y muy amables gracias gracias

Process seems very straight forward I'm happy

Thank you!

Muy buen servicio

Awsome service! All questions were answered

??? Was clear I am satisfar nice peplo

Es una oficina donde el personal lo atienden de una manera muy agradable y explican dole, de una forma muy clara las dudas que una presenta de ante mano muchas gracias.

Guadalupe fue la persona

Very corteous staff.

No comment.

Thank you so much for all your help! :)

I am very disgusted and put off that Guadalupe had me fill out the wrong packet in the beginning and now I have to do another packet. Maybe she needs to be retrained.

Guadalupe was awesome and very helpful.

Great kind helpful staff.

Guadalupe was very helpful and answered all my questions professionally. She took her time and made sure I understood each questions. She didn't make me feel intimidated and run under a rock but instead made me feel as I did the right thing for my situation. We or the self help needs more people like her. Good job Guadalupe!! And thank you!!

Very, very good service, and people very very nice.

Guadalupe is great! She needs a raise!!!

Very helpful

I wish to compliment your clerk at the self help center Ms. Guadalupe for patience & service she was so helpful and very patience with me. This is service that you don't see much anymore.

Ms. Guadalupe was very helpful and made it easier for me to understand things that need to be filed.

Some of your staff is rude & impatient with me, they treat people as an obvious burden and are too emotional when it comes to working. Others are friendly & helpful which gives me mixed feelings about this place.

Self-Help staff (Guadalupe) was so professional and helpful, real nice lady. And it helps more that shes bilingual. Thanks

The staff is always helpful and their attitude is awesome

Guadalupe was very pleasant and patient with a very stressful filling of paperwork.

Went to website to download forms was unable to access the page as an error came up :(Thank you for your ??? & help, much appreciated :)

Good service. Good customer srvc.

Thank you

Alex was very thorough and patient!

Thank you very much

she's nice and helpful, thank you

Muy satisfecho
Erin is fantastic full of knowledge and made sure I understood.
Erin was extremely helpful in my completion of ??? For divorce for my son. Very pleasant.
Guadalupe was very kind and helped us make sure we had all the correct documents.
Mrs. Guadalupe was great. She was very helpful and knowledgeable!
My service worker, Alejandro :) was awesome! He deserves recognition/a raise/promotion
such sight sould show stelp by step. Enstruections
Super bueno
Guadalupe very informative & helpful with my case. Good employee to have on your team.
Guadalupe was very helpful & professional

CIVIL LAW SELF-HELP CENTER STATISTICS

September 2015

9/01/2015 to 9/30/2015 (21 operating days)

General

Total number customer interactions (for month)	5083	Total number served in 2015	41,914
Total number of intake forms collected	80	% of parties returning forms	2%
Total number of intake forms sampled	80	% of collected forms sampled	2%

Biographical Data

Ethnicity:			
White	18		25%
Black	40		56%
Hispanic	8		11%
Asian	1		1%
American Indian			0%
Other	4		6%
No Response Provided	9		11%
Age:			
60 and over	8		11%
No Response Provided	7		9%
Sex:			
Male	26		33%
Female	53		67%
No Response Provided	1		3%
Currently Employed?			
Yes	31		42%
No	42		58%
No Response Provided	7		9%
Annual Household Income:			
Under $10,000	29		43%
$10,000 to $20,000	21		31%
$20,000 to $30,000	6		9%
$30,000 to $40,000	6		9%
$40,000 to $50,000	1		1%
$50,000 plus	4		6%
No Response Provided	13		16%
Benefits Received:			
Social Security/Disability	16		31%
Unemployment	1		2%
TANF/Food Stamps	30		58%
Subsidized Housing Benefits	5		10%
No Response Provided or No Benefits Received	28		35%
Education Level:			
Less than High School	2		3%
High School/GED	27		39%
Some College	28		40%
College Degree	13		19%
No Response Provided or No Benefits Received	10		13%
Court Case Pending In:			
District Court	4		7%

Justice Court	46		77%
Las Vegas	10		22%
Henderson			0%
North Las Vegas			0%
Other			0%
No Case or No Response Provided	20		25%
Represented by an Attorney:			
Yes	2		3%
No	61		97%
No Response Provided	17		21%
Number of Visits to the SHC:			
One	38		58%
Two	14		21%
Three	3		5%
More	11		17%
No Response Provided	14		18%
Reason for Visit to the SHC:			
Appeal	2		3%
Auto Sale/Lease, Repair, Towing	1		1%
Consumer Debt or Loan	1		1%
Contract Dispute	3		4%
Employment Dispute			0%
Foreclosure Mediation Assistant	2		3%
Garnishment or Execution	4		5%
Harassment or Protection Order	4		5%
Homeowner Eviction	6		8%
Judicial Review			0%
Landlord/Tenant Dispute or Eviction	37		49%
Mediation			0%
Mobile Home Sales, Repairs, or Eviction	7		9%
Personal Injury/Property Damage	1		1%
Small Claims Case	6		8%
Other	7		9%
No Response Provided	4		5%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	60		80%
Satisfied	15		20%
Unsatisfied			0%
Very Unsatisfied			0%
No Response Provided	5		6%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	55		73%
Agree	19		25%
Disagree			0%
Strongly Disagree			0%
No Opinion	1		1%
No Response Provided	5		6%
The staff's explanations and answers to my questions were clear and understandable:			

Strongly Agree	61		80%
Agree	14		18%
Disagree			0%
Strongly Disagree			0%
No Opinion	1		1%
No Response Provided	4		5%
I understand the court process and my situation better now than before I came to the Self-Help Center:			
Strongly Agree	53		70%
Agree	19		25%
Disagree			0%
Strongly Disagree			0%
No Opinion	4		5%
No Response Provided	4		5%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:			
Strongly Agree	55		73%
Agree	18		24%
Disagree	1		1%
Strongly Disagree			0%
No Opinion			0%
Did Not Receive Forms or Materials this Visit	1		1%
No Response Provided	5		6%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	57		77%
Agree	16		22%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did not fill out forms during this visit	1		1%
No Response Provided	6		8%
The Self-Help Center's website was user-friendly and informative:			
Strongly Agree	41		58%
Agree	6		8%
Disagree	1		1%
Strongly Disagree			0%
No Opinion	3		4%
Have Not Visited the Website	20		28%
No Response Provided	9		11%

Other Comments and Suggestions

This is very helpful to people, this needs to continue, any help needed please call

I learn so much about how people help people when they are treated wrong. I try to live my life right and I never met dishonest business owner as her

We have moved out of our home 1 year ago so bank could foreclose. 1 year later, squatters took over property and 2 changes in mortgage co. No foreclosure has happened. We filed BK in 2014 to include our home & still nothing finalized. We only filed BK because of home. We don't like the property being vacant.

Yolanda was exceptional has clear knowledge and helpful cheerful Yolanda made my day better my documents got complete and was able to file. Thank you.

I had questions and the lady (Yolanda) was very helpful, friendly and very compassionate - Yolanda helped me with my issues and the appropriate form without giving legal advise. I appreciated her help very much

The Pam who help me is very knowledgeable and also real helpful I am thankful for the self-help center I would never have gotten anything right without the staff who help me on thank you so much Pam for all your help.

I always speak with Pam and she has always been very helpful knowledgeable and has been very courteous by helping me with forms & information. She is an excellent worker and has been great with assisting me.
Pam was awesome
Pam is so awesome, please make sure she knows she is appreciated.
Pam was very helpful
Pam was amazing. This process is now understandable thanks to her. We will be back for any further questions or concerns. She made us feel at ease. Thank you.
Pam was very polite and extremely helpful & informative!
Special thanks to Lorena & Lauren
I recommending this center special Pam she just helpful. I know exactly what she's doing and has a lot of knowledge. Thanks to Pam the only nice person in this center.
Yolanda assisted & answered all my questions politely, and her knowledge and courtesy was indescribably amazing. She's a definite asset to your organization.
Pam was wonderful. Pam goes beyond the call of duty. I forgot my umbrella in her office. She came all the way upstairs to find me to give it to me. Thank you Pam.
Pam was very helpful. Thanks!
I really thank all personals at this office, they made me feel very at ease during this difficult time. Especially Pam she is wonderful.
Your staff is fantastic. I've gotten all the help I needed! Thank-you so much!
Staff was very very kind and helpful
Ms. Pam was very helpful today thank you for having people like her to help with the public.
Everyone was helpful. I appreciate the concern.
This was all helpful new
Pam was very helpful in assisting
Very very helpful very thankful of their help Pam
The staff was great Pam helped me with all the things I didn't understand seeing this was my first time here.
Very helpful.
Muy Bueno
The service I received at the self help center was helpful, I really appreciated for her help.
Pam was very kind and friendly, as well as helpful!
Patient & helpful
A plus very very professional Lorain was and courteous. Lorain the best
They help and don’t make you feel like a idiot. They are very understanding and helpful
The employee's there went out of their way to help me. I was very nervous and frightened because I was being garnished falsely and can't afford 1 cent. Yolanda was incredible. I wouldn't even expect that much assistance and patience from any one in the private sector, let alone gov/state sector. She deserves 20 out of 10!!!
Very good job. Keep up the good works!
Trying to obtain medical records of mother from Southern Hills Hospital. Someone from here needs to inform hospital these procedures. I did research myself! Hosp. personal didn't have a clue.
I strongly approved of how staff handled my situation thanks
Lorena was very helpful, friendly and knowledgeable. She made the process understandable and helped alleviate much of my stress over a very stressful situation
All the staff was so helpful.
Great service you provide thanks
Very attentive customer service representative.
Thank you for being here - literally wanted to end it all but your quality people with help gave me the strength that I could get through this…. Thanks to their help.
Today, and on my visit here Sept 16th, I was professionally assisted by Pam, Cisco, Lauren, and Lorraine. They were very helpful in assisting me on how to handle (2) evictions again from Quail Ridge Apts. (Retaliation eviction) for report an out of control bed bug infestation to the proper authorities.

Emylia was nice
Nice people and helpful