



# Nevada Supreme Court Access to Justice Commission



## Meeting Agenda

*Monday, March 11, 2013*

*1:00 p.m. – 4:00 p.m.*

### ***Videoconference Via:***

***Las Vegas***  
Regional Justice Center  
17<sup>th</sup> Floor, Conf. Rooms A&B  
200 Lewis Ave., Las Vegas, 89101

***Carson City***  
Supreme Court  
Law Library room 104  
201 S. Carson Street, Carson City, 89701

***Reno***  
2<sup>nd</sup> Judicial District Court  
Judges Conference Room 200-B  
75 Court Street, Reno, 89501

### ***Conference Call:***

**1-877-594-8353/Passcode 35688281**

## **AGENDA**

### **I. Opening Statements from Co-Chairs**

### **II. Access to Justice Executive Director Position**

### **III. Statewide Legal Service Delivery Reports**

- Executive Directors Reports
- Legal Service Provider Reports
  - a. Legal Aid Center of Southern Nevada
  - b. Nevada Legal Services – Report on the status of Federal Funding for the Legal Services Corporation and the Impact on NLS resulting from Federal sequestration
  - c. Southern Nevada Senior Law Project
  - d. Volunteer Attorneys for Rural Nevadans
  - e. Washoe Legal Services – Status of service and Request for Proposal for Outsourcing WLS
  - f. Washoe Senior Law Project

### **IV. Action Items**

- IOLTA Fixed Rate Review Process
- Appointment of Jeremy Reichenberg as YLS Liaison
- Approval of October 19, 2012 Meeting Minutes

### **V. Reports**

- Communications and Marketing
- Justice League of Nevada Report
- Public Speakers Bureau
- Foster Care Pilot Project presentation

### **VI. Informational Items**

- 2013 ATJ Commission Goals
- Uniform Statistics/CRA/Nevada Rankings
- Self Help Statistics
- State Bar of Nevada “Say Yes to Pro Bono” Campaign/2014 Dues Statements
- Bank of Nevada CLE: Ethics of Trial and Appellate Practice



## Nevada Supreme Court Access to Justice Commission



### Meeting Agenda

- UNLV PILA Rural Services Spring Break Student Retreat

#### **VII. Ongoing Projects**

- Veteran's Initiative
- Legal Service Provider Economic Impact Statements

#### **VIII. Future Meetings**

- Friday, July 26, 2013 @ Lake Tahoe, NV (in conjunction with SBN Annual Meeting)
- Friday, October 18: 1-4 p.m. via videoconference



**The State Bar of Nevada**  
Job Description

Send Resumes to: [HRAdmin@nvbar.org](mailto:HRAdmin@nvbar.org)  
Application close date: March 29, 2013

**Job Title:** Access to Justice Director

The Nevada Supreme Court Access to Justice Commission ("Commission"), created by the Nevada Supreme Court in June, 2006 to expand and improve access to justice in Nevada, is seeking an Executive Director.

**Position Overview:** The State Bar Access to Justice Director serves as the executive director and administrator to the Access to Justice Commission. The Director also supports and coordinates State Bar initiatives on pro bono support/access to the courts. Director is responsible for overseeing and coordinating all activities of the Commission. The Director reports to the Commission Co-Chairs and State Bar Executive Director and is employed by the State Bar of Nevada. The Director works in close collaboration with the Co-Chairs, the judiciary, Commission committees, Commission partner, and any consultants retained by the Commission.

**Responsibilities:**

- Works closely with Commission Co-Chairs, Commission members and the judiciary to:
  - identify and respond to emerging access to justice issues
  - develop strategic plans for the overall statewide legal services delivery system, identifying and assessing current and future civil legal services needs of low-income persons
  - foster the development of statewide integrated civil legal services delivery systems
  - ensure efficient use of resources, and developing and implementing other initiatives designed to expand access to justice
- Provides staff support to the Commission Chair, Commissioners, volunteer staff and the various Commission committees
- Coordinates all Commission meetings and activities
- Develops meeting agendas and drafts meeting minutes for Commission and Commission committees
- Works collaboratively with volunteer and other Commission partners to advance the work of the Commission
- Coordinates and assists in planning presentations and meetings across the state involving bar associations, law students, law firms, government agencies, lawyers and the general public interested in the development of and participation in access to justice programs
- Manages any consultants retained by the Commission

- Collaborates with and provides information to national organizations
- Represents the Commission at key access to justice events statewide and at national access to justice conferences
- Develops and maintains official Commission website
- Acts as point person for all inquiries to the Commission
- Coordinates and manages Commission events, such as Pro Bono week

**Essential Skills:**

- A minimum of 5 years of relevant work experience
- Pro bono or legal aid experience and experience working with the judiciary is also preferred
- Ability to work collaboratively with people and organizations representing diverse interests; experience staffing boards or committees is preferred
- Excellent oral and written communication skills
- Strong political and interpersonal skills
- Organization and planning experience and skills
- Marketing and communication experience
- Ability to recognize statewide access to justice priorities and work cooperatively to support their accomplishment
- Ability to analyze complex issues and to develop realistic and relevant plans
- Experience working with diverse groups participating in policy development
- Ability to prioritize and handle multiple projects simultaneously and to work independently with limited supervision

**Education and/or Experience**

Bachelor's degree from a four-year college or equivalent training and experience is required. A minimum of five (5) years progressively responsible experience in administrative or professional positions, legal services field, government or association experience preferred. Knowledge of the legal services delivery system and legal aid and pro bono programs, considerable knowledge of program development, effective oral and written communication skills, experience working with volunteers.

# STATE BAR OF NEVADA

## MEMORANDUM

To: Access to Justice Commission  
From: Lisa McGrane, Program Director  
Date: March 6, 2013  
Re: IOLTA Fixed Rate Review Process

In January 2013, the IOLTA Committee developed a process for reviewing and setting a fixed interest rate. A memo recapping the IOLTA Committee's discussion is attached.

The ATJ Commission is asked to vote on the following three items highlighted in the attached memo:

- Set a timeline for review of the fixed interest rate twice annually in May and November;
- Allow JLN to serve as the sole conduit for dissemination of communications to financial institutions pursuant to the process outlined in the IOLTA Committee memorandum; and
- Post standard language on the State Bar of Nevada and JLN websites regarding solicitation of written comments regarding the fixed rate.



600 E. Charleston Blvd.  
Las Vegas, NV 89104-1563  
[phone 702.382.2200](tel:702.382.2200)  
[toll free 800.254.2797](tel:800.254.2797)  
[fax 702.385.2878](tel:702.385.2878)

9456 Double R Blvd., Ste. B  
Reno, NV 89521-5977  
[phone 775.329.4100](tel:775.329.4100)  
[fax 775.329.0522](tel:775.329.0522)

[www.nvbar.org](http://www.nvbar.org)



## **MEMORANDUM**

From: Kristina Marzec, CLA

To: Kim Farmer

Date: March 5, 2013

In Re: IOLTA Committee report

On January 11, 2013, the ATJC IOLTA Committee, Chaired by Justice Hardesty, met via telephone conference to discuss emergent IOLTA matters before the Commission, including Rule 217(2)(c) twice annual review of fixed interest rate set by the Commission.

The IOLTA committee's recommendations are detailed below. (Note: Participating Justice League of Nevada Trustees abstained from voting.)

### **1. Process for twice annual review**

Since the enactment in 2009 of the rule provision establishing minimum interest standards, the process for the twice annual view of the fixed interest rate proscribed by SCR 217 section 2 has been deliberately reactive. The Commission has requested input from the Justice League of Nevada (JLN) based on the liaisons interactions with participating financial institutions, and made every attempt to be appropriately reactive to changes in the economy. JLN now has an established database of banking contacts for efficacious IOLTA communications.

In 2012, based on a number of factors, the Commission looked anew at the process in place to cull relevant bank rates on various products, review that information, and set the fixed interest rate.

Having determined that an established review procedure is (1) desired by participating financial institutions, (2) supported by the JLN, and (3) beneficial to the overall IOLTA program, the committee recommends the Commission formally adopt the following procedure:

### **1. SCR 217(2)(c) twice annual review of fixed interest rate**

- A. *Timelines.* The Commission shall review the IOLTA fixed interest rate proscribed in SCR 217(2)(c) twice annually in **May** and **November**.

The rule states simply, "... which rate shall be reviewed and approved by the Access to Justice Commission twice annually and made public at least 30 days prior to the effective date...". Providing a date-certain will give banks and bar members stability of process and a guaranteed timeline for input. Arguably, nothing in the rule prevents the Commission from reviewing the rate more than twice per year to respond to exigencies in the economy.

## *B. Process.*

- **Vote:** May and November
- **45 days in advance of review date:** E-reminder to banks soliciting written comments within **ten** days for submission to ATJC. (JLN)
- **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 commission.
- **At least 10 days in advance:** JLN provides to ATJC staff relevant economic condition updates such as a sampling of comparable rates on local bank products and IOLTA offerings elsewhere. Such information shall be considered work product and disseminated only to the Commission.
- **Within 5 days post meeting.** JLN provides notice of rate to banks with effective date (which shall be no sooner than 30 days from notice).

While in some instances specific content may be provided by the Commission to JLN for dissemination, this committee recommends for efficiency and consistency that JLN continue as the sole conduit of communications to financial institutions. Special meetings may be called by the Co-Chairs to accommodate the May and November review dates and may be effected through media (phone, email, video conferencing, etc.).

## *C. Suggested standard website notice*

*This standing information could be posted to both the State Bar and JLN websites*

*The Commission will review the fixed rate described in SCR 217(2)(c) twice per year, in **May** and **November**. Written comments may be submitted by financial institutions or other interested parties no later than (March \_\_\_\_ ) and (September \_\_\_\_ ) respectively to: ([admin@nevadalawfoundation.org](mailto:admin@nevadalawfoundation.org) or [atj@nvbar.org](mailto:atj@nvbar.org))*

**Last rate review:** MM/DD/YY **Rate Adjusted:** Y or N **Current Rate :** XX% APY **Effective:** mm/dd/yy

**Rule 217. Creation and maintenance of interest-bearing trust accounts.** A member of the state bar or the member's law firm shall create or maintain an interest-bearing trust account for clients' funds which are nominal in amount or to be held for a short period of time in any banking, credit union, or savings and loan association which is in compliance with the following provisions:

1. An interest-bearing trust account established pursuant to this rule may be established with any bank, credit union, or savings and loan association authorized by federal or state law to do business in Nevada, located in Nevada and insured by the Federal Deposit Insurance Corporation or the Federal Savings and Loan Insurance Corporation or other financial institution approved by the state bar pursuant to Rule 78.5 of these rules. Funds in each interest-bearing account shall be subject to withdrawal upon request and without delay.

2. Interest minimum standards. The rate of interest payable upon any interest-bearing trust account shall meet any one of the following minimum standards:

(a) The 30-day LIBOR minus .50 percent, or, the Federal Discount Rate plus .50 percent, whichever is greater; or

(b) Equal to the Federal Fund Target Rate, or, the Federal Discount Rate plus .50 percent, whichever is greater; or

(c) Equal to or greater than a flat interest rate, which rate shall be reviewed and approved by the Access to Justice Commission twice annually and made public at least 30 days prior to the effective date.

(d) Higher rates offered by the institution to customers whose deposits exceed certain time or quantity minima, such as those offered in the form of certificates of deposit, are permissible so long as there is no impairment of the right to withdraw or transfer principal immediately without penalty.

3. Fees prohibited. Accounts under this rule shall be exempt from service charges and fees.

4. Reporting. A member of the state bar or the member's law firm establishing such account shall:

(a) Direct the depository institution to:

(i) remit interest or dividends, as the case may be, on the average monthly balance in the account or as otherwise computed in accordance with an institution's standard accounting practice at least monthly, to the designated tax-exempt foundation pursuant to Rule 216;

(ii) transmit with each remittance in an electronic format to be specified by the designated tax-exempt foundation a statement which shall include:

(1) the name of the member of the state bar or the member's law firm for whom the remittance is sent;

(2) the rate of interest applied;

(3) the account number for each account;

(4) the average amount on deposit for each account;

(5) the rate and type of interest or dividends remitted;

(6) the amount and type of charges or fee deducted, if any;

(7) the average account balance for the monthly period for which the report is made; and

(iii) transmit to the depositing member of the state bar or the member's law firm at the same time a report showing the amount paid to the designated tax-exempt foundation; and

(b) Establish and follow reasonably prudent procedures to verify, at least annually, that each account maintained under this rule is on deposit with an institution currently listed by the designated tax-exempt foundation as operating in compliance with the Interest Minimum Standards set forth in subsection 2 above. Member verification shall be reported to the State Bar, by completing and submitting a form provided with the annual membership fee statements.

5. Exceptions. If the member or the member's law firm does not maintain an office within 20 miles of a complying financial institution pursuant to subsection 6:



- (a) The minimum interest standards set forth in subsection 2 (a)-(c) are waived; and
- (b) The reporting requirements of subsection 4(a)(ii) are partially waived such that the member must direct the depositing institution to report at least quarterly, electronically if possible, to include at a minimum the name of the member of the state bar or the member's law firm for whom the remittance is sent and the rate of interest applied.

Notice of waiver shall be reported by the member or member's law firm annually on a form to be provided by the state bar with annual membership fee statements.

6. List of complying financial institutions. The designated tax-exempt foundation shall maintain an accurate and up-to-date list of all financial institutions as defined in subsection 1 above, which are in compliance with the Interest Minimum Standards set forth in subsection 2 above. This list shall be provided to the State Bar by the designated tax-exempt foundation, posted on the State Bar's website and published in other media from time to time to facilitate members' compliance with this rule.

7. Effective dates; compliance monitoring. The amendments to this rule mandated by order dated December 16, 2009, shall be effective 30 days from entry of order. The designated tax-exempt foundation pursuant to Rule 216 shall begin monitoring banking compliance within 30 days of the effective date and provide reports at least quarterly to the Access to Justice Commission and the State Bar of Nevada. The first member reporting required pursuant to subsection 5(b) shall begin in 2010, and reported in the 2011 annual membership fee statements.

8. Non-compliance; assessment/suspension. Active members who fail to meet the requirements of this rule shall be notified of their non-compliance, in writing, by the State Bar. Upon the expiration of 30 days from the date the State Bar sends the member notice of non-compliance, said non-compliant member shall be:

- (a) Assessed \$200, payable within 30 days to the designated tax-exempt foundation pursuant to Rule 216; and
- (b) Suspended from membership in the State Bar, but may be reinstated upon filing verification of compliance on a form to be provided by the State Bar.

Supplying false information in response to the requirements of this rule shall subject the member to appropriate disciplinary action.

# STATE BAR OF NEVADA

## MEMORANDUM

To: Access to Justice Commission  
From: Lisa McGrane, Program Director  
Date: March 1, 2013  
Re: Appointment of YLS Liaison

On December 19, 2012, the Court submitted ADKT 0483 amending Rule 15 to provide for, among other things, a voting member representing the State Bar of Nevada's Young Lawyer's Section.

The Young Lawyer's Section has nominated its current Chair, Jeremy Reichenberg, to serve as the section representative, replacing the seat vacated by Paola Armeni. Upon the Court's approval of ADKT 0483, this position will convert from a non-voting to a voting member.

Mr. Reichenberg's resume is attached.



600 E. Charleston Blvd.  
Las Vegas, NV 89104-1563  
[phone 702.382.2200](tel:702.382.2200)  
[toll free 800.254.2797](tel:800.254.2797)  
[fax 702.385.2878](tel:702.385.2878)

9456 Double R Blvd., Ste. B  
Reno, NV 89521-5977  
[phone 775.329.4100](tel:775.329.4100)  
[fax 775.329.0522](tel:775.329.0522)

[www.nvbar.org](http://www.nvbar.org)

# **Jeremy R. Reichenberg, Esq.**

31 South Main Street, Yerington, Nevada 89447 · 775-246-6130 · jreichenberg@lyon-county.org

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**LICENSURE:** Admitted to practice law in California (2006, inactive) and Nevada (2007)

## **EDUCATION**

### **University of Nebraska, College of Law**

Lincoln, Nebraska

Juris Doctor, May 2006

- UNL Student Bar Association: Student Body President; 2L President; 1L Vice President
- American Bar Association, Law Student Division: Lieutenant Governor, 8<sup>th</sup> Circuit
- Community Legal Education Project: President
- Grether Moot Court Competition
- Inns of Court

### **University of San Francisco School of Law**

Hungary and Czech Republic

Central European Legal Study, Summer 2004

### **Doane College**

Crete, Nebraska

Bachelor of Arts, May 2003

- Major: History; Minor: Political Science
- Honors: Dean's List; Merit List; Honors Program; Phi Eta Sigma Honorary
- Study Abroad: Brussels, Belgium

## **EXPERIENCE**

### **Lyon County District Attorney's Office**

Dayton, Fernley, and Yerington, Nevada

Senior Deputy District Attorney, October 2011 – Present

- Represent the District Attorney in misdemeanor and felony criminal prosecutions
- Appear before Nevada District and Justice Courts weekly for hearings and motions
- Supervise adult and juvenile criminal attorneys in the office

### **Laxalt and Nomura, Ltd**

Reno, Nevada

Associate, August 2010 – October 2011

- Practiced general civil litigation
- Drafted pleadings, motions and discovery

### **Lyon County District Attorney's Office**

Dayton, Fernley, and Yerington, Nevada

Deputy District Attorney, January 2007 – August 2010

- Represent the District Attorney in misdemeanor and felony criminal prosecutions
- Try multiple felony jury trials to verdict in both Lyon County and Carson City (first chair)
- Research, draft and argue writs and motions
- Appear before Nevada District and Justice Courts weekly for hearings and motions

### **Gunderson Law Firm**

Reno, Nevada

Law Clerk, October – December 2006

- Researched and drafted memoranda, motions and opinion letters for commercial litigation cases
- Attended depositions, client meetings and inspections for construction defect cases

## **RECENT LEGAL COMMUNITY INVOLVEMENT**

- Nevada Bar Association, Young Lawyers Section Chair 2012-13; Rural Representative 2007-13
- Named one of the "20 Best Government Lawyers" by the Nevada Business Magazine in 2009, 2012
- Named one of "Northern Nevada's Top 35 Lawyers" by the Nevada Business Magazine in 2011
- Nevada Legal Services *Pro Bono* Attorney of the Year 2011



## Nevada Supreme Court Access to Justice Commission

**Date: Friday, October 19, 2012**

**Time: 9 am – 11:30 am**



### **Three main video-conference locations**

<b>Las Vegas</b> Regional Justice Center 17 <sup>th</sup> Floor, Conf. Rooms A&B 200 Lewis Ave., Las Vegas, 89101	<b>Carson City</b> Supreme Court Law Library Room #107 201 S. Carson Street, Carson City, 89701	<b>Reno</b> 2 <sup>nd</sup> Judicial District Court Judges Conference Room 200-A 75 Court Street, Reno, 89501
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### **Minutes**

#### **Commission members in attendance**

Justice Michael Douglas Co-Chair

Justice James Hardesty Co-Chair

Anna Marie Johnson

Brett Kandt

Buckley Barbara (Executive Director, Legal Aid Center of Southern Nevada, for Melanie Kushnir)

Elana Hatch

Hon. Frank Sullivan

Ira David Sternberg

Jessica Perlick

Paul Elcano

Prof. Anne Traum

Sugar Vogel (by telephone)

#### **Staff**

Kristina Marzec ,Director

#### **Non-voting guests in attendance**

Hon. Cynthia Leung

Dara Goldsmith, President, Justice League of Nevada

Emily Hancock

Gudenkoff, Gregory, Justice League of Nevada

Jessica Perlick, PILA

Julie Cavanaugh-Bill, Justice League of Nevada (by telephone)

Katelyn Franklin, PILA Liaison

Keegan Flaherty, ALPS Foundation services (by telephone)

Kim McKelvey, ALPS Foundation services (by telephone)

Sally Rahm, Attorney General Office

#### **Call to Order**

A quorum being present the meeting was called to order at 9:25 am.

#### **Legal Aid Service Provider Updates**

Nevada Legal Services reported it passed the recent round of LSC audits. The LSC Rocky Mountain Meeting of Executive Directors focused on the elections and the concerns related to upcoming elections. NLS funding will be fairly stable if Democrats retain control of congress. The program received another \$60,000 for next year for tribal court which wasn't requested but welcomed. Accordingly NLS will continue criminal and civil representations in tribal court matters through 2015.

Legal Aid Center of Southern Nevada reported over 800 young adults and children were helped under its programming assisting those qualified under the DREAM ACT. This was a partnership with UNLV law students and the Office of the Mexican Consulate. LACSN also has a pilot project to assist the long-standing concern of foster children currently mandatorily admitted to mental health facilities and over-medicated on psychotropic drugs. The focus is to have a single doctor per child, instead of private vendors with incentive to see more and prosecute more. Nevada was denied the domestic violence grant, as happens every third cycle. The building is progressing well. The program has room for eight law students and applications for about fifteen. New funding for foreclosure mediation recently came through.

The Southern Nevada Senior Law Program reported the transition to a 501(c)(3) continues to be smooth with no interruption in services. The current building was sold to Tony Shay who renegotiated the lease with SNSLP at a rate of \$1 dollar/year rent, utilities and all maintenance paid.

Washoe Legal Services reported some in-house changes for efficiencies. They have doubled up on intake to process more clients. Finances are in good shape and business is proceeding normally. New funding received from money under the recording division, final amounts to be seen. The program has filled a second domestic violence advocate position and will be adding a new child advocate in the new year.

**Washoe Senior Law Project** The county set up an advisory subcommittee to review and report on the future of the project. Options discussed to date are to stay with the county, go to one or more legal aid providers, or, whether the county should apply for grants and sub-contract.

**Rural Services Report** Anna Marie Johnson presented a special report on NLS services to the rural counties for 2012 to date and discussed the new poverty reports the federal funders are using. NLS staff is out in the rural counties every week and cases are regularly processed as noted in the case statistics provided. The statistic on poverty provided are based on 2010 census, which is what federal funders are using.

Of note is that federal funders found NLS is spending too much money on rural services. This is not unique, as it did the same to Montana and Utah. While the NLS passed the recent audit, this was a goal item that will be followed up by LSC with a directive to increase services to Clark County. This presents a dilemma for NLS and its response to concerns regarding level of service in the rural counties. Another challenge is that many of the people who contact NLS in rural counties simply do not income qualify for services and must be turned away.

### **Legislative Issues**

The legal aid providers reported there were currently no pending legislative items for Commission action, but there may be some after November elections. The Co-Chairs requested that they be kept apprised of bills that may affect access to justice issues. There may also be some funding considerations to accommodate Limited English Proficiency (LEP) requirements.

### **IOLTA**

Justice League Nevada reported on the IOLTA memoranda in the agenda. As to grants, the Board will make final decisions in a few days. Last year JLN granted 1.7 million. This year one grant applicant asked for 1.5. There are three new applicants, two who applied last year but were denied, and fourteen who applied and were granted last year. Two entities applied and granted last year were not funded this year. Grant details will be provided by year end.

Most of the work on JLN branding and donor development is completed. There are currently 1,000 people registered in the donor database, with a new board campaign for donor development in process. Given the first few months of the fixed rate dropping to .70 from .75, the Commission should anticipate a 7% decrease in 2013 IOLTA income. JLN will need to look at alternate sources of income for next year. JLN would also like to fund law related education as well.

### **Emeritus**

Justice Douglas reported on his conversations with the Washoe Public Defender regarding the need for volunteers and will update the Commission next meeting.

### **Speakers Bureau**

Judge Sullivan, chair of public speakers bureau working group, reported that he was finalizing the list of speakers and would provide those shortly. There were some concerns expressed by judges about soliciting private law firms. Judge Sullivan will be doing presentations in November to private firms. Julie Cavanaugh-Bill reported she has a list of interested speakers in the rurals. Additionally, local judges are gathering statistics on how those courts are affected by non-represented litigants. The State Bar has offered website and publications support for this project.

**Moved and approved** to adopt a format similar to those provided in the meeting agenda offering speakers in substantive-specific areas, and, request the State Bar Board of Governors to consider joining on the bureau.

### **Communications and Marketing**

Ira Sternberg reported that pro bono marketing and public relations assistance was secured with The Firm, at a rate of 5 hours per month through October 2013. Additionally, a videographer he recommends is available to do a campaign video for the Commission at a reduced rate. A plan for a campaign recommendation was discussed, including the existing Say Yes initiative the State Bar launched to encourage dues check off donations and 2013 volunteer services, the existing national ONE campaign, or a new Nevada-specific campaign. The Commission expressed there should be a uniform, cross-agency statewide message relating to pro bono that incorporates solicitation, ownership, and obligations. Messaging should focus on need, urgency for services, volunteerism and donations.

**Moved and approved** that Ira Sternberg and staff will meet with The Firm and present recommendations to be considered in addition to Say Yes and ONE. All legal aid provider staff, Justice League of Nevada, and the State Bar of Nevada will be asked to vote on the final campaign.

### **Pro Bono Week**

The Commission discussed the pro bono week calendar and encouraged those present to attend as many events as possible during the week. An article recapping pro bono week activities will be submitted to Nevada Lawyer for publication.

Adjourned 11:05



**From:** Ira David Sternberg  
**To:** Justice Michael Douglas  
Justice James Hardesty  
Barbara Buckley  
Valerie Cooney  
Paul Elcano  
Anna Marie Johnson  
Sugar Vogel  
**Date:** February 26, 2013  
**Re:** Pro Bono Legal Services Campaign Branding and Messaging

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### **Background**

In October 2012, I apprised the Access to Justice Commission that the Commission's retained pro bono marketing agency, The Firm, was available to assist with crafting campaign branding and messaging. Additionally, I had secured low-cost services from a videographer at such time the Commission was ready to produce a video. The Commission asked that I meet with The Firm to develop one or two state-specific campaign options and come back to the Commission for further discussion.

Between November 2012 and January 2013, Kristina Marzec and I met several times with principles of The Firm to discuss strategic marketing recommendations for the Access to Justice Commission inclusive of the legal aid providers.

Understanding the commission's goal is to encourage more members of the legal community to provide pro bono legal services and raise awareness and resources for Nevada's pro bono legal community, we discussed developing a unifying "brand" and creating messages that could be used by all of Nevada's pro bono legal service providers to communicate their needs for supportive resources. We identified community leaders/donors and licensed attorneys practicing in Nevada as the two primary audiences for this communication.

We recommend executing an educational outreach campaign to communicate the need for additional pro bono legal aid resources to the Commission's target audiences and the community. Our team developed two options for a campaign title and tagline, as well as a campaign slogan. The campaign will be identified in press releases, social media and various marketing materials produced by the Commission's stakeholders. Speaking points are key messages spokespersons should reference during media interviews, or other public communication.

## Campaign recommendations

We developed two campaign titles and tagline options for the Commission's consideration, along with suggested slogans. We strongly recommend that the Commission select option 1 to brand the educational campaign.

### Option 1

Campaign: ***"Justice 6.1"***

### Option 2

Campaign: ***"Professionals for Pro Bono"***

**Taglines:** *"Access to Justice for All" or "Professional. Proactive. Pro Bono."*

### Slogan

We developed a simple, declaratory slogan to help define the campaign to the legal community and potential donors and supporters.

*"Community leaders helping underserved Nevadans."*

*Or*

*"The community's greatest making Nevada greater."*

From a marketing perspective, The Firm came up with **Justice 6.1** based on three main campaign factors:

1. It pulls in the rule of professional conduct
2. It's a spin we did not find anyone else using and is therefore relevant and fresh
3. It will work for attorney volunteerism and fundraising initiatives

Just to give a feel for what the materials may look like, Kristina prepared a mock logo and brochure (attached) for use with the initial press talking points. If the Commission elects to use this option, we can seek professional assistance with a logo and utilize the videographer I have secured.



Two other existing options were discussed for potential use:

- **One Campaign.** This is a national pro bono campaign in use by several states, and in consideration for adoption by Legal Services Corporation, focusing on messaging to



encourage attorney volunteerism. It comes prepackaged with flyers, posters, and other materials that are consistently branded with each use, although there is some room for customization.

- <http://onepromiseflorida.org/>
- <http://www.one.org/us/?gclid=CN08ztak9bMCFUlxQgodDlsAYA>
- **Say Yes to Pro Bono.** The State Bar of Nevada developed Say Yes as a promotion to go along with the 2012 annual meeting and the 2013 annual member dues cycle. The primary goal of this initiative was to encourage lawyers to take a case at the annual meeting, and when paying dues, check a box agreeing to take a case, donate funds, or both. It could be expanded to a broader campaign.



### **Talking Points**

Irrespective of which campaign the Commission selects, The Firm is ready to assist with marketing and media opportunities between now and October. With a view towards media sound bites and unified messaging, we identified key messages and developed speaking points to assist spokespersons during media interviews. The Commission's stakeholders may use these messages in various marketing materials to highlight their need for resources and volunteers.

#### ***"Rule 6.1 – Every attorney should be doing pro bono."***

The Nevada Supreme Court encourages pro bono. According to Nevada Rule of Professional Conduct 6.1, every lawyer should provide at least 20 hours of no fee direct services, or 60 hours in reduced fee services or activities for improving the law. A lawyer may also make a \$500 monetary contribution in lieu of those hours. Lawyers in Nevada are required to annually report pro bono service to the State Bar, and historically nearly one quarter of lawyers in Nevada take pro bono cases. The Court is actively encouraging more lawyers to get involved and increase their pro bono work.

#### ***"Donations directly support Nevada civil legal aid providers."***

There are six designated legal aid providers in Nevada. These non-profit offices provide civil legal services for people who cannot afford them. In recent years, a large percentage of cases handled by these offices involved housing, including evictions and foreclosures. Legal aid provides help in many areas important to the community, including family and elder law, consumer issues, domestic violence, veterans assistance, and children in the foster care system in need of advocacy.

#### ***"Only lawyers can provide this much-needed service to the community."***

The legal profession has a significant impact on our community by delivering free legal services to Nevada's poor and disadvantaged. Volunteer lawyers are a critical component of those

services. We have an increasing number of Nevadans living in poverty who are in need of legal representation. Unlike most other volunteer opportunities, only lawyers may provide legal services, which is why the Commission is reaching out to the legal community to help connect them with pro bono opportunities that meet their interests and abilities.

***“Nevada has a significant need for additional pro bono services.”***

According to the 2010 census, more than 40 percent of Nevadans (more than 1 million people) qualify for legal aid. Among the hardest hit are children, seniors and veterans. With scarce resources, we can only help about two of every ten who meet income guidelines. That means at least 3,000 people are turned away every month.

***“The Nevada Supreme Court created the Access to Justice Commission to encourage attorneys’ pro bono efforts.”***

The Supreme Court of Nevada created the Access to Justice Commission in 2006 to increase the ability of all Nevadans with limited means to access the civil justice system. The Commission is committed to improving the delivery and funding of legal services programs, pro bono services and self-help services. The Access to Justice Commission includes all pro bono legal service organizations in the state, bench and bar leadership, UNLV Boyd School of Law, and other key community partners.



## JUSTICE 6.1

*Access to Justice for All*

### Rule 6.1 – Every attorney should be doing pro bono

The Nevada Supreme Court encourages pro bono. According to Nevada Rule of Professional Conduct 6.1, every lawyer should provide at least 20 hours of no fee direct services, or 60 hours in reduced fee services or activities for improving the law. A lawyer may also make a \$500 monetary contribution in lieu of those hours. Lawyers in Nevada are required to annually report pro bono service to the State Bar, and historically nearly one quarter of lawyers in Nevada take pro bono cases. The Court is actively encouraging more lawyers to get involved and increase their pro bono work.

### Donations directly support Nevada civil legal aid providers

There are six designated legal aid providers in Nevada. These non-profit offices provide civil legal services for people who cannot afford them. In recent years, a large percentage of cases handled by these offices involved housing, including evictions and foreclosures. Legal aid provides help in many areas important to the community, including family and elder law, consumer issues, domestic violence, veterans assistance, and children in the foster care system in need of advocacy.

### Only lawyers can provide this much-needed service to the community

The legal profession has a significant impact on our community by delivering free legal services to Nevada's underserved and disadvantaged. Volunteer lawyers are a critical component of those services. We have an increasing number of Nevadans living in poverty who are in need of legal representation. Unlike most other volunteer opportunities, only lawyers may provide legal services, which is why the Commission is reaching out to the legal community to help connect them with pro bono opportunities that meet their interests and abilities.

### Nevada has a significant need for additional pro bono services

According to the 2010 census, more than 40 percent of Nevadans (more than 1 million people) qualify for legal aid. Among the hardest hit are children, seniors and veterans. With scarce resources, we can only help about two of every ten who meet income guidelines. That means at least 3,000 people are turned away every month.

### The Nevada Supreme Court created the Access to Justice Commission to encourage pro bono

The Supreme Court of Nevada created the Access to Justice Commission in 2006 to increase the ability of all Nevadans with limited means to access the civil justice system. The Commission is committed to improving the delivery and funding of legal services programs, pro bono services and self-help services. The Access to Justice Commission includes all pro bono legal service organizations in the state, bench and bar leadership, UNLV Boyd School of Law, and other key community partners.

**For more information:** Access to Justice Commission (800) 254-2797 [kimberlyf@nvbar.org](mailto:kimberlyf@nvbar.org) [www.nvbar.org](http://www.nvbar.org)

# STATE BAR OF NEVADA

## MEMORANDUM

To: Access to Justice Commission  
From: Lisa McGrane, Program Director  
Date: March 4, 2013  
Re: FDIC Insurance for IOLTA Accounts

Bev Groudine, Staff Counsel, Commission IOLTA informed the JLN that the Commission on IOLTA did discuss at its meeting on February 8, 2013, the status of FDIC insurance coverage for IOLTA accounts and any further action that might be taken to advocate for a return to unlimited coverage. Ann Carmichael, the ABA's lobbyist on the issue, spoke and indicated that at this time there is not likelihood of any success since Congress is in gridlock and much more focused on budgetary issues. There has also been a change in the leadership of the House Financial Services Committee, which Ann believed would make it much more difficult to get anything through the House regarding this issue. She reminded the Commission that the extension of unlimited insurance in 2010 was always viewed as a temporary measure. Ann agreed to keep the Commission apprised of any changes that she perceives could create a more positive environment in Congress for pursuing this matter in the future.



600 E. Charleston Blvd.  
Las Vegas, NV 89104-1563  
[phone 702.382.2200](tel:702.382.2200)  
[toll free 800.254.2797](tel:800.254.2797)  
[fax 702.385.2878](tel:702.385.2878)

9456 Double R Blvd., Ste. B  
Reno, NV 89521-5977  
[phone 775.329.4100](tel:775.329.4100)  
[fax 775.329.0522](tel:775.329.0522)

[www.nvbar.org](http://www.nvbar.org)

## Memorandum

To: Access to Justice Commission and State Bar of Nevada

From: Justice League of Nevada

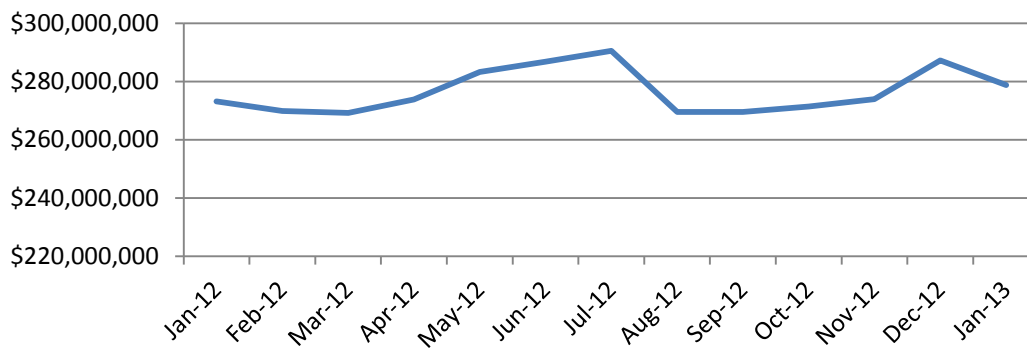
Date: February 28, 2013

Re: Monthly IOLTA Update

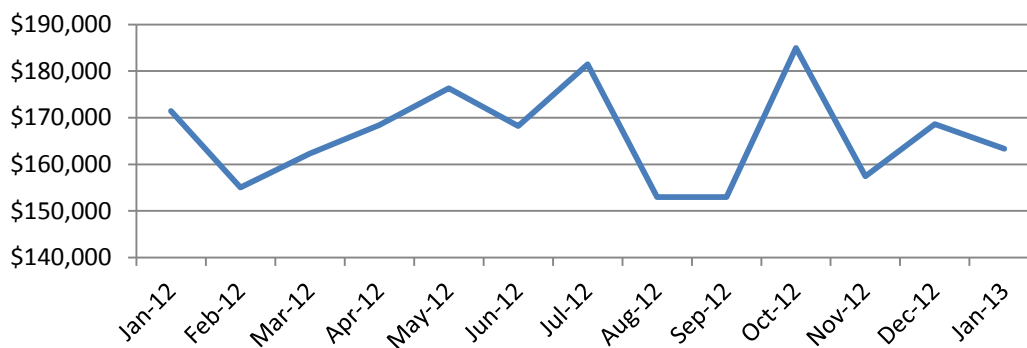
### I. January 2013 IOLTA at-a-glance

	2013	2012
Total IOLTAs	2,870	2,701
Amount on deposit	\$279,025,355	\$273,166,755
Total reported interest accrued	\$164,090	\$171,420
Year-to-date remittance	\$164,090	\$171,420

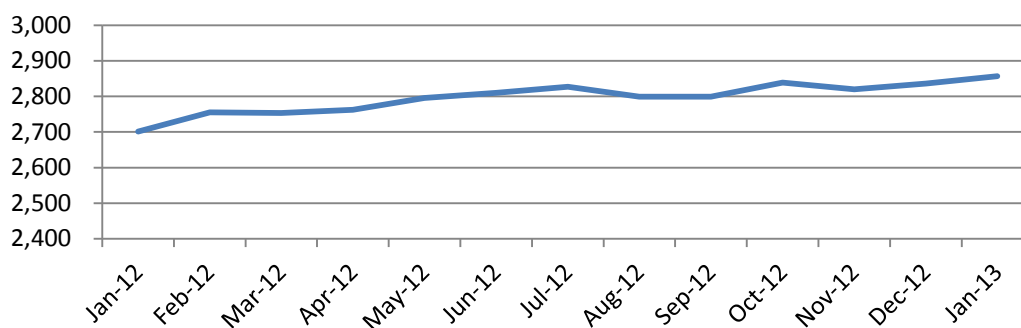
**Amount On Deposit**



**IOLTA Revenue**



## IOLTA Accounts



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

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

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
Bank of America	560	0.70	\$ 36,450,884.03	\$ 21,637.43
Bank of George	27	0.70	\$ 3,112,230.79	\$ 1,850.79
Bank of Nevada	330	0.70	\$ 65,602,002.68	\$ 38,876.10
Bank of the West	49	1.09	\$ 4,315,693.85	\$ 3,508.33
Citibank	31	0.70	\$ 251,972.58	\$ 1,338.98
City National Bank	89	0.70	\$ 23,829,562.00	\$ 14,167.93
First Independent Bank of Nevada	34	0.70	\$ 5,560,469.01	\$ 3,305.74
Heritage Bank	34	0.75	\$ 5,024,667.14	\$ 3,190.50
Mutual of Omaha Bank	26	0.70	\$ 1,653,862.00	\$ 983.44
Nevada State Bank	444	0.70	\$ 44,972,047.74	\$ 26,020.48
U.S. Bank	276	0.74	\$ 21,297,108.05	\$ 12,211.50
Wells Fargo	823	0.75	\$ 47,432,625.82	\$ 26,639.90
<b>TOTAL</b>	<b>2,723</b>		<b>\$ 259,503,125.69</b>	<b>\$ 153,731.12</b>

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

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
BMO Harris Bank	2	0.70		
Financial Horizons Credit Union <sup>2</sup>	1	0.15		
First Savings Bank	4	0.75		
First security Bank of Nevada	9	0.70		
Meadows Bank	15	0.70		
Nevada Bank & Trust	3	1.25		
Northern Trust Bank, FSB	4	0.75		
Plaza Bank	9	0.70		
Royal Business Bank	2	0.75		
Silver State Schools Credit Union	6	1.25		
Town and Country Bank	1	0.70		
Umpqua Bank	9	0.70		
Valley Bank of Nevada	7	0.70		
<b>TOTAL</b>	<b>72</b>		<b>\$19,334,417.75</b>	<b>\$10,335.28</b>

III. Financial institutions *not* meeting requirements set forth in Rule 217

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
Chase Bank <sup>3</sup>	52	0.16	\$187,812.00	\$23.87

IV. Resource development update

The 2013 Resource Development Plan and Calendar has been disseminated to Trustees for input and feedback and will be submitted for approval at the March 19, 2013 Board of Trustees meeting. The Justice League has submitted an application to participate in Nevada's Big Give for 2013 and the Resource Development Manager has been securing speaking opportunities throughout Nevada to educate the community about the Justice League.

V. Financial Institution Leadership communication update

Liaisons sent an email to financial institution leadership on February 25, 2013 highlighting 2012 grantee successes.

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

<sup>2</sup> Member or member's law firm does not maintain an office within twenty miles of a financial institution meeting Rule 217 requirements.

<sup>3</sup> On December 19, 2012, in response to requests for status from Access to Justice, Chase Bank revised its intended IOLTA participation date from September 2012 to April 2013.

# Memorandum

To: Access to Justice Commission and State Bar of Nevada

From: Justice League of Nevada

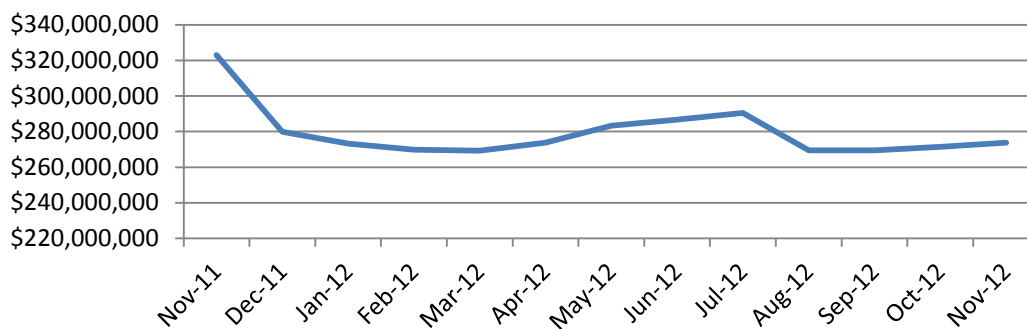
Date: December 30, 2012

Re: Monthly IOLTA Update

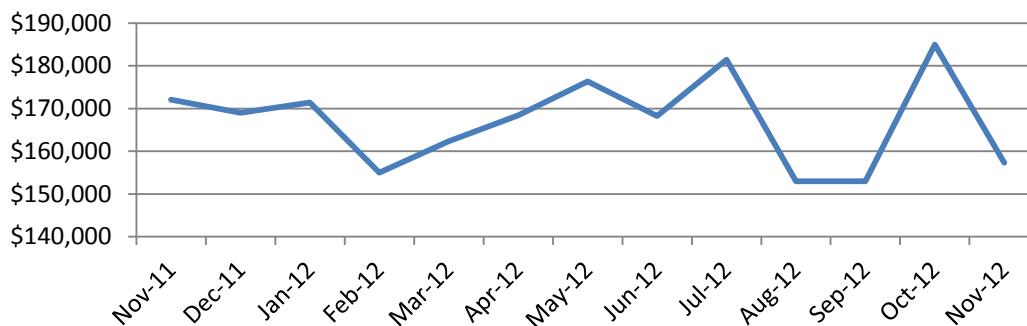
## I. November 2012 IOLTA at-a-glance

	2012	2011
Total number of IOLTAs	2,814	2,663
Amount on deposit	\$ 273,782,365	\$ 277,125,664
Total reported interest accrued	\$ 157,340	\$ 172,158
Year-to-date remittance	\$ 1,689,388	\$ 1,649,812

### Amount On Deposit

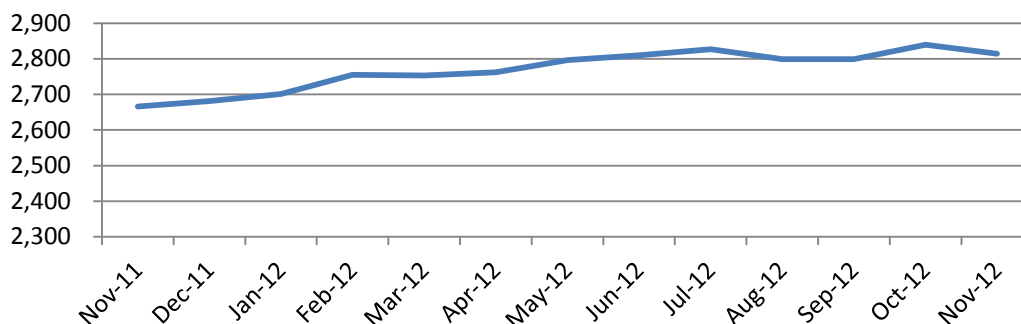


### IOLTA Revenue





## IOLTA Accounts



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

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

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
Bank of America	556	0.7	\$ 36,361,760.79	\$ 20,918.02
Bank of George	25	0.7	\$ 3,558,551.96	\$ 2,047.94
Bank of Nevada	317	0.7	\$ 62,902,358.98	\$ 36,216.04
Bank of the West	48	1.08	\$ 6,010,923.29	\$ 4,676.16
Citibank	30	0.7	\$ 2,378,386.10	\$ 1,365.15
City National Bank	90	0.7	\$ 25,315,892.00	\$ 14,565.68
First Independent Bank of Nevada	34	0.7	\$ 3,779,943.57	\$ 2,174.71
Heritage Bank	33	0.75	\$ 5,633,551.31	\$ 3,456.02
Mutual of Omaha Bank	27	0.7	\$ 2,292,048.00	\$ 1,319.00
Nevada State Bank	441	0.75	\$ 41,340,641.68	\$ 23,465.42
U.S. Bank	273	0.75	\$ 18,016,287.49	\$ 9,979.71
Wells Fargo	811	0.75	\$ 48,578,958.79	\$ 26,739.36
<b>TOTAL</b>	<b>2,685</b>		<b>\$ 256,169,303.96</b>	<b>\$ 146,923.21</b>

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

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
Financial Horizons Credit Union	1	0.2		
First Savings Bank	4	0.75		
First security Bank of Nevada	9	0.75		
Meadows Bank	15	0.7		
Nevada Bank & Trust	3	1.25		
Northern Trust Bank, FSB	4	0.75		
Plaza Bank	5	0.7		
Royal Business Bank	2	0.75		
Service First Bank of Nevada	16	0.75		
Town and Country Bank	2	0.7		
Umpqua Bank	9	0.7		
Valley Bank of Nevada	6	0.7		
<b>TOTAL</b>	<b>76</b>		<b>\$ 17,295,543.68</b>	<b>\$ 10,377.58</b>

III. Financial institutions *not* meeting requirements set forth in Rule 217

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
BMO Harris Bank <sup>2</sup>	3	0.05	\$ 385.08	\$ 0
JP Morgan Chase Bank <sup>3</sup>	53	0.16	\$ 317,517.00	\$ 39.04
Silver State Schools Credit Union <sup>4</sup>	5			

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

<sup>2</sup> BMO Harris has reported to the Justice League that they are in the process of meeting Rule 217 requirements.

<sup>3</sup> On December 19, 2012, in response to requests for status from Access to Justice, Chas Bank revised its intended IOLTA participation date from September 2012 to April 2013.

<sup>4</sup> As of December 28, 2012 the Justice League has not received a November report for Silver State Schools Credit Union.

#### **IV. Community investment Update**

On November 15, 2012, the Board of Trustees approved granting \$1,844,901 (\$177,901 more than in 2012) to the following eighteen organizations: CASA of Carson City, CASA of Northeast Nevada, Clark County Law Foundation, Committee to Aid Abused Women, Douglas Special Advocates for the Elderly, Food Bank of Northern Nevada, Legal Aid of Southern Nevada, Nevada Legal Services, Nevada Rural Counties RSVP Program, Pioneer Territories CASA, Project REAL, State support for legal service providers, Stop Abuse in the Family Environment, Southern Nevada Senior Law Program, Volunteer Attorneys for Rural Nevadans, Washoe County Senior Law Project, and Washoe Legal Services.

#### **V. Justice League IOLTA Committee activities**

Justice League financial institution liaisons sent holiday letters to all financial institutions participating in the IOLTA Program. The purpose of the letter was to thank financial institutions for participating in the Program and demonstrate the impact of IOLTA through the 2013 grant awards.

#### **VI. Uniform Statewide Services Statistics**

The Nevada Supreme Court Access to Justice Commission (ATJC) solicits annual reports from statewide legal services providers and compiles the information into a Uniform Statewide Services Statistics Report. Statewide legal services providers report the following statistics: number of clients assisted without litigation; number of clients represented in litigation; number of people attending classes, clinics, AAL, hotlines; substantive areas by percentage (public benefits, consumer/BK, estate planning, family law, children, housing/foreclosure, other); and pro bono activities.

In conversations with Nevada IOLTA-holding financial institutions, the Justice League of Nevada has determined a need for additional reporting specific to requirements to complete a comprehensive Community Reinvestment Act Report for each financial institution (see, e.g., "Legal Aid in the Community CA Brochure" attached). Specifically, the Justice League of Nevada requests that the ATJC report on the following additional information:

##### **A. Geographic information:**

- i. Counties served by statewide legal services providers
- ii. Location of statewide legal services providers' main offices and branch offices
- iii. Number of clients served in each county by attorneys employed by statewide legal services providers
- iv. Number of clients served in each county by pro bono attorneys whose efforts are coordinated by statewide legal services providers
- v. Number of clients served in each county by a class, clinic, AAL, or hotline offered by statewide legal services providers
- vi. Number of eligible people statewide legal services providers turned away from legal representation in each county

##### **B. Eligibility information**

- i. Thresholds or criteria required to receive services

##### **C. Correlation between services provided by statewide legal services and legal needs identified by statewide/county poverty rates and/or the ATJC's Assessment of Civil Legal Needs and Access to Justice in Nevada.**

# STATE BAR OF NEVADA

## MEMORANDUM

To: Access to Justice Commission  
From: Lisa McGrane, Program Director  
Date: March 4, 2013  
Re: Speakers Bureau

The Access to Justice Commission developed the concept for a Speakers Bureau in 2011 and the Commission's proposal to develop a Bureau was adopted by the State Bar of Nevada's Board of Governors. Judge Sullivan and Julie Cavanaugh-Bill have taken the lead on developing the project and both have speakers in place to address audiences in northern and southern Nevada.

A Speakers Bureau webpage has been added to the State Bar of Nevada's website ([www.nvbar.org/atj/speakersbureau](http://www.nvbar.org/atj/speakersbureau)). The webpage includes information about the program and an online submission form to request speakers. I will continue to work with Judge Sullivan and Julie Cavanaugh-Bill to further develop the program, including partnering with The Firm to coordinate marketing efforts, speaking topics, and related materials.



600 E. Charleston Blvd.  
Las Vegas, NV 89104-1563  
phone 702.382.2200  
toll free 800.254.2797  
fax 702.385.2878

9456 Double R Blvd., Ste. B  
Reno, NV 89521-5977  
phone 775.329.4100  
fax 775.329.0522

***[www.nvbar.org](http://www.nvbar.org)***



# Clark County Department of Family Services (DFS): Therapeutic Foster Care Pilot

## About the Issue

Clark County Department of Family Services has 402 children/youth in care who are currently placed in therapeutic foster care placements with an SED or Mental Health diagnosis.

Since 2009, the department has been investigating ways to improve service for these children/youth by reengineering the therapeutic foster care system. With the assistance of Casey Family Programs, DFS contracted with Strategic Progress, LLC, to conduct a review and analysis of Clark County's therapeutic foster care system. The final report documented significant community concern regarding the funding structure of services following the unbundling of Medicaid services or rates and identified the following unmet needs: continuum of care in the mental health service array and in treatment foster care; "step down" alternatives for the appropriate level of care; adequate governance and program standards to regulate foster care agencies; robust quality assurance or audit processes; and clarity regarding case management roles and responsibilities as they relate to traditional DFS child welfare case managers and State Wrap-Around In Nevada workers.

### 2011 Therapeutic Foster Care Facts

Funding Basics	
DFS Room and Board Expense	\$5,107,714.12
Medicaid Reimbursement to Therapeutic Foster Care Agencies for BST/PSR	\$13,867,463.71
Total	\$18,975,177.83

Children Served and Bed Days	
Number of Unique Children/Youth Served	779
Number of Therapeutic Foster Care Bed Days	128,054

Total Cost of Care	
Average Bed Day Cost	\$148.18
Average Annual Cost per Child/Youth	\$24,358.38

The report also identified four key elements that form the foundation of a viable therapeutic foster care system:

- A system that is designed and driven by the needs of the service population;
- A flexible funding system that funds a continuum of care with access to a comprehensive array of services;
- An overarching governance and accountability structure that dictates a standard of care for treatment level children and families; and
- Clearly defined program models and standards coupled with evidence based clinical interventions

In 2010, DFS reviewed therapeutic foster care agency homes and identified that children/youth treatment plans were not consistent with diagnosis; there was an over-reliance on rehabilitative services; assessment scores were elevated to maintain the child in their current placement; and there was over-utilization of psychotropic medications to manage behaviors.

- In 2011, AB580 granted the State Department of Health and Human Services the ability to implement a pilot project for therapeutic foster care youth.
- This allowed funding flexibility between Medicaid and the Child Welfare budget accounts.
- IFC approved the pilot proposals in August, 2012.

Following the enactment of new legislation in 2011, DFS contracted with Mojave Adult, Child, and Family Services to review 174 children/youth who had been identified as being prescribed psychotropic medications. This review revealed a significant number of youth diagnosed with disorders that are characterized predominantly by challenging behavior and that therapeutic behavioral interventions were infrequently utilized in the treatment of this population.

In October 2012, DFS implemented a pilot program, redesigning therapeutic foster care for a small number of youth in care, in collaboration with a community-based mental health care provider, Healthy Minds.



# A New (Old) Way: Wrap-Around Mental Health Services

**Pilot Overview:** The DFS therapeutic foster care pilot is being conducted over a 9-month period of time and consists of a sample size of thirty (30) children/youth, between the ages 5-16. Healthy Minds clinicians provide the children, birth parents, and foster parents enrolled in the pilot with the following services:

- Crisis intervention, 24/7 toll-free hotline, mobile assessment (funded by DFS);
- Clinical/behavioral health services including: mental health evaluation, individual therapy, family counseling, and medication management by board certified psychiatrists (funded by Medicaid);
- Rehabilitative services such as PSR services, if needed (funded by Medicaid);
- Supportive education and training for foster parents and birth parents (funded by DFS); and
- Weekly clinical staff meetings with all identified community clinicians, DFS caseworkers, foster parents and birth parents, monthly reports and feedback measuring program effectiveness (funded by DFS).

Healthy Minds established a presence on the Child Haven campus in conjunction with the Positively Kids Medical Clinic. The relationship with Positively Kids allows Healthy Minds to utilize electronic medical record systems, providing them access to more well-rounded health information about the children/youth served. The Child Haven campus environment is familiar to parents and children/youth and creates a positive service environment. Healthy Minds clinicians also participate in quarterly home visits for some children/youth as part of their treatment goals on a case-by-case basis.

**Funding:** With IFC approval, \$251,000 in Medicaid monies was transferred to the Clark County Child Welfare Integration budget. Healthy Minds will continue to bill for Medicaid billable services provided to children/youth in the pilot, with the exception of Basic Skills Training (BST). The BST monies were leveraged from the Medicaid budget to help offset the other remaining pilot expenses being paid for by DFS.

DFS selected 30 very challenging youth to place and maintain in care to pilot a new way of providing therapeutic foster care services.

Many of these children and youth, were placed on the Child Haven campus for months without any other providers being willing to take placement.

## Family Preparation and Training

### Types of homes:

**DFS regular home:** Foster care provider licensed through DFS with no relationship to a foster care agency. Providers may be related to the child placed in their homes.

**Agency foster home:** Foster care provider licensed through DFS with a contractual relationship to a foster care agency.

DFS carefully selected DFS regular homes to care for children and youth in this pilot. The selection of these caregivers was based on the Foster Family-Based Treatment Association's (FFTA) Program Standards for Treatment Foster Care.

DFS and Healthy Minds is also providing education and training to the participating foster homes on the behavior modification program "Together Facing the Challenge." Maureen Murray from Duke University was brought in to train the participating foster homes on the evidence-based "Together Facing the Challenge" therapeutic foster care model.

Foster parents participating in the pilot program are reimbursed monthly at the regular Foster Care Rate of \$682.94 for children under 12 and \$773.17 for children over 13. They are also provided an additional stipend of \$150/month as a behavioral rate set.

This model provides parents with practical direction and information about how to:

- Build relationships;
- Teach cooperation;
- Implement effective parenting techniques; and
- Prepare children/youth for their future by teach independence and self-sufficiency skills.

# Measuring our Progress: Performance Metrics

Throughout the pilot, the DFS and Healthy Minds will be studying a number of clinical, placement, criminal and family variables including the number of:

- Psychiatric hospitalizations
- Placements in residential treatment centers
- Psychotropic medications
- Placement transfers
- Arrests
- DFS case closures
- Family member criminal convictions
- Family hospitalizations
- Traumas
- Children who age out
- Runaways
- Appointments attended
- Nuclear family deaths
- Family members who move out of state
- Missed court appointments

## Preliminary Data / Performance Indicators

Use of psychotropic medications	↓ 40%
Reduction in hospitalizations	↓ 90%
Reduction in placement disruptions	↓ 90%
Case closures	↑ 15%

## Testimonials

We have received very positive feedback from pilot program participants. Here are a few comments from children's attorneys and caseworkers:

*"[My] client...will probably soon be getting back with her mother, and I give almost all the credit for that to the Healthy Minds psychiatrists. My client's mother has had some problems with mental illness. Because of the individualized approach Healthy Minds took towards this case, it was learned that many of the mother's problems were actually cultural and language based, and that her problems aren't as bad as many people in the system have perceived... thanks to Healthy Minds, this family should be reunited soon." - Attorney*

*"My case is also progressing positively. Dr. Karmely has made tremendous progress with my client and she hasn't been hospitalized since starting therapy with her. I think my client has 8 mental health petitions. I really like how the services are being integrated. I was at a CFT where her therapist, psychiatrist, and PSR worker were all present. I have never seen this in my entire time working with CAP. The benefit was that they were able to tweak her meds, and what she is working on in PSR based on the feedback from all the parties. I think the mental health professionals got a better picture of my client's behaviors because they were able to hear from the entire team. It also helped the team get on the same page about goals and how we are measuring progress. I like the psychiatrist being the point person for integrating the services because WIN workers and agency caseworkers are not as well-equipped to do so." - Attorney*

*"Being part of this project is worth it because I see the difference in my kids. I see them getting better. For example, if (the child) wasn't in this project, I would have had to keep sending her mom to Southern Nevada Adult Mental Health to wait for hours to get her meds. She already was going to therapy, and nothing was happening. I probably would have had to keep her case open for 3 years and end up terminating her rights. But with the project, we've been able to figure out what's going on with mom because you took the time to listen...we're already on unsupervised visits and thinking about reunification. We're not even at six months yet." - DFS Caseworker*



For more information about the Clark County Therapeutic Foster Care pilot, please contact:  
Department of Family Services Director, Lisa Ruiz-Lee, 702.455.0834  
Department of Family Services Assistant Director, Paula Hammack, 702.455.5727  
Dr. Robert Durette, Healthy Minds, 866.518.0781  
Dr. Lisa Durette, Healthy Minds, 866.518.0781





## 2012 PROGRAMS AND PROJECTS ACCESS TO JUSTICE COMMISSION

- a. IOLTA campaign**
  - i. Maintain banking relationships
  - ii. Enforcement
  - iii. Marketing IOLTA to members
  - iv. IOLTA compliance review
  - v. Recognizing banks that provide higher interest and additional support
- b. Communication, Marketing, and Lawyer Recognition**
  - i. IOLTA
  - ii. Develop marketing plan and statewide statement of needs
  - iii. Increase lawyer recognition
    - Increase honor roll
    - attorney spotlights
  - iv. Pro Bono week
  - v. Public Speaking and Campaign Development
    - Private law firm meetings
    - Focused campaign development
  - vi. Website & social media expansion
- c. Fundraising and Development**
  - i. Statewide Fundraising Plan
  - ii. Alternative sustainable funding sources
  - iii. Partnerships with Nevada Law Foundation
- d. Statewide Service Delivery Issues**
  - i. Strategic planning for statewide delivery
  - ii. Rural Courts legal services delivery
    - Continue outreach to community centers and libraries
    - Continued work on connectivity and technology issues
    - Service development
    - Provider communication with judges and court staff in rurals
  - iii. Law Firms & Private Bar involvement
    - Increase Law firm participation in pro bono
    - Increase involvement of sections
    - Private law firm meetings
  - iv. Emeritus Program
    - Reach out to inactive attorneys
    - Review success of program in other states
- e. Organizational Structure**
  - i. Recruit new volunteers for work groups and committees
  - ii. Implement changes to Rule 15
- f. Rule Changes**
  - i. Court Rule Changes benefiting legal services clients

**Ongoing collaborative goals of the Legal Aid Provider Executive Directors:**

- *NLF Funding Sources*
  - *long term*
  - *statutory entitlement*
  - *IOLTA*
  - *CRA Accreditation*
  - *Reporting requirements*
- *Promoting legal Services and pro bono*
  - *law firm meetings*
  - *pro bono week*
  - *ask of judges*
  - *asks of members*
  - *minimum standards*
- *SCR 216, RPC 6.1, cy pres*
- *Provision of services to seniors*
- *Grants and provisional funding*

*Amended eff. March 2012*

**Access to Justice Commission**  
**Legal Aid Uniform Statistics 2012**  
**Program Overviews**

**Overall Program**

	LACSN	NLS	SNSLP	WLS	VARN	TOTAL
Number of clients assisted without litigation	2,228	5,119	2,063	3,054		12,464
Number of clients represented in litigation	4,263	1,111	92	242		5,708
Number of people attending classes/clinics/AAL/hotlines	61,453	81,818	1,520	3,604		148,395
<i>Ask A Lawyer</i>	3,402	N/A				
<i>Self Help Center</i>	48,402	68,446				
<i>Classes/Clinics</i>	4,649	13,372				
<i>Hotlines</i>	5,000	N/A				
<b>TOTAL</b>	<b>67,944</b>	<b>88,048</b>	<b>3,675</b>	<b>6,900</b>		<b>166,567</b>

**Pro Bono Program**

	LACSN	NLS	SNSLP	WLS	VARN	TOTAL
Number of clients placed with pro bono attorneys	771	405	N/A	48		1,224
Total number of clients represented by pro bono attorneys	1,772	522	N/A	12		2,306
Individuals helped by pro bono attorneys with AAL/hotline/ Brief consultation	3,402	2,788	N/A	270		6,460
Total recorded pro bono hours	17,714	1,837.25	N/A	1,070		20,621.25

**Additional Program Information: Substantive Areas by Percentage**

	LACSN	NLS	SNSLP	WLS	VARN
Children	15%	-	-	14%	
Consumer/BK	34%	5%	10%	13%	
Estate Planning	2%	-	54%	2%	
Family Law	29%	9%	-	27%	
Housing/Foreclosure	12%	66%	29%	15%	
Public Benefits	8%	-	2%	0%	
Other/Miscellaneous		5%	3%	26%	
<i>Employment</i>		1%			
<i>Guardianship</i>			2%		
<i>Health</i>		1%			
<i>Income Maintenance<sup>1</sup></i>		11%			
<i>Individual Rights</i>		1%			
<i>Juvenile</i>		1%			

<sup>1</sup> Includes unemployment benefits

**Access to Justice Commission  
Legal Aid 2012 Budget Information**

<b>Organization</b>	<b>2012 Income</b>	<b>2012 Expenditures</b>	<b>Ending Fund Balance</b>
LACSN	\$8,253,286	\$7,421,088	<b>\$832,198</b>
SNSLP	\$1,218,458.07	853,723.38	<b>\$364,734.69</b>
NLS	\$2,787,676	\$2,789,723	<b>(\$2,047)</b>
WLS	\$1,737,101	\$1,696,410	<b>\$40,691</b>
VARN			

The Access to Justice Commission compiled these statistics based on data created and submitted by: Legal Aid Center of Southern Nevada; Nevada Legal Services; Southern Nevada Senior Law Project; Washoe Legal Services; Washoe Senior Law Project, and Volunteer Attorneys for Rural Nevadans.

Individual program reports are attached to this summary.

***Southern Nevada Senior Law Program (SNSLP)***  
**2012**

	<b>Total January 1, 2012 - December 31, 2012</b>
Beginning Fund Balance*	19,368.58
Grants (AoA & ILG)	201,736.00
NRS 19.031, Filing Fee	380,072.98
IOLTA, Interest on Lawyers Trust Accounts	99,050.00
City of Las Vegas General Fund Contribution	200,000.00
ARRA, American Recovery and Reinvestment Act	209,378.06
Other (State Bar, Pro Bono & Client Donations)	108,852.45
<b>Total Revenue, including Beginning Fund Balance</b>	<b>1,218,458.07</b>
Salary & Benefits Expenses	678,831.14
Operating Expenses, Non-Labor**	174,892.24
<b>Total Operating Expenses</b>	<b>853,723.38</b>
<b>Total Revenue Less Total Operating Expenses</b>	<b>364,734.69</b>
<b>Ending Fund Balance</b>	<b>364,734.69</b>

\*Reflects City of Las Vegas Balance "Zeroed out" on June 30, 2012.

\*\*Reflects City of Las Vegas mandated administrative costs from  
January 1 - June 30, 2012.

**Southern Nevada Senior Law Program**  
2012 Calendar Year Performance Statistics for ATJ Commission

**Overall Program:**

1. Number of clients assisted without litigation:	2,063
2. Number of clients assisted with litigation:	92
3. Total number of individuals attending classes/clinics/Ask-a-Lawyer, etc.:	1,520

**Program Area Percentage Breakdown:**

1. Estate Planning/Healthcare Law	54%
2. Real Property/Housing	29%
3. Consumer	10%
4. Guardianship	2%
5. Public Benefits	2%
6. Other	3%

## **2012 Calendar Year Statistics for ATJ Commission**

## Overall Program

1. Number of clients assisted without litigation:	5,119
2. Number of clients represented with litigation:	1,111
3. Number of individuals attending classes/clinics/AAL: (each agency break down specifics)	
Family Law Self-Help Center	68,446
Clinics, Classes, Outreach, community events, etc.	13,372
TOTAL:	88,048

There was a precipitous drop in cases without litigation. The loss was entirely from the Tenants' Rights Center, due to the layoff of half of the TRC's staff. The drop in litigation cases is also due to the loss of staff from layoffs. The layoffs resulted from cuts to our 2012 funding by Congress.

Program Area Percentage Breakdown (*Excluding* Self-Help Center and Clinics, etc.):

Consumer	5%
Employment	1% (Does not include Unemployment Benefits)
Family	9%
Juvenile	1%
Health	1%
Housing/Foreclosure	66%
Income Maintenance	11% (Includes Unemployment Benefits)
Individual Rights	1%
Miscellaneous	5%

## Pro Bono Program

1. Number of new clients placed with pro bono attorneys:	405
2. Total number of clients represented by pro bono attorneys:	522
3. Number of individuals helped by pro bono attorneys with AAL/hotline/brief consultation: Pro Se Clinics	2,788
4. Number of pro bono hours:	1,837.25*

\*None of the cases closed under our agreement with LACSN are reflected in this number. We do not have total attorney hours for those cases entered into our system.



NEVADA LEGAL SERVICES  
PROPOSED ANNUAL BUDGET  
January 1, 2012 to December 31, 2012

	2011 Revised Budget	2012 Proposed Budget	DIFFERENCE	
<b>REVENUES</b>				
LSC - BASIC FIELD GRANT	2,099,916	1,788,006	(311,910)	
LSC - NATIVE AMERICAN GRANT	147,087	125,240	(21,847)	\$25k carryover not included.
NEVADA LAW FOUNDATION	175,500	186,780	11,280	
UNITED WAY OF NORTHERN NEVADA	2,125	-	(2,125)	
STATE FILING FEES	150,000	150,000	-	
ILG GRANT	70,981	30,000	(40,981)	
CLARK COUNTY FAMILY LAW SELF HELP CENTER	214,800	250,000	35,200	
LOW INCOME TAXPAYER CLINIC	35,000	75,000	40,000	
KINSHIP GRANT	2,400	-	(2,400)	
DOJ GRANT	36,297	60,000	23,703	
HUD HOUSING COUNSELING	110,677	40,000	(70,677)	
WASHOE COUNTY HOMELESSNESS PREVENTION	5,771	-	(5,771)	
AOC FORECLOSURE MEDIATION	75,000	-	(75,000)	
FORECLOSURE COUNSELING	41,220	20,000	(21,220)	
STATE BAR LRIS GRANTS	63,695	-	(63,695)	
INTEREST	179	150	(29)	
ATTORNEY FEES	5,000	-	(5,000)	
CONTRIBUTIONS	15,000	2,500	(12,500)	
SPECIAL EVENTS	35,000	20,000	(15,000)	
STATE BAR DONATIONS	35,000	35,000	-	
CLE FEES	7,500	2,000	(5,500)	
OTHER	3,000	3,000	-	
<b>Total REVENUE</b>	<u>3,331,148</u>	<u>2,787,676</u>	<u>(543,472)</u>	

NEVADA LEGAL SERVICES  
PROPOSED ANNUAL BUDGET  
January 1, 2012 to December 31, 2012

	2011 Revised Budget	2012 Proposed Budget	DIFFERENCE	
<b>PERSONNEL</b>				
ATTORNEYS	940,998	879,947	(61,051)	
CCFLSHC STAFF SALARIES	155,376	157,390	2,014	
CUSTOMER SERVICE REPS	65,296	38,903	(26,393)	
ADMINISTRATION	220,078	198,127	(21,951)	
CLERICAL SUPPORT	193,064	189,131	(3,933)	
PARALEGALS	371,520	287,874	(83,646)	
TEMPORARY STAFFING	5,000	5,000	-	
HEALTH INSURANCE	336,958	315,722	(21,236)	
FICA	120,152	108,585	(11,567)	
MEDICARE EXPENSE	28,101	25,396	(2,705)	
WORKER'S COMPENSATION EXP	6,033	5,494	(539)	
UNEMPLOYMENT INSURANCE	24,342	21,634	(2,708)	
VACATION ACCRUAL	54,156	20,000	(34,156)	
<b>Total PERSONNEL</b>	2,521,074	2,253,203	(267,871)	
<b>NON-PERSDONNEL EXPENSES</b>				
RENT/LEASE	88,940	41,780	(47,160)	
SPACE COSTS	42,000	30,480	(11,520)	
UTILITIES	27,000	21,500	(5,500)	
JUDICARE EXPENSE	7,500	7,500	-	
TELEPHONE-LOCAL	4,000	2,800	(1,200)	
TELEPHONE-LONG DISTANCE	23,000	21,500	(1,500)	
TELEPHONE - 800 SERVICE	500	500	-	
TELEPHONE-CELL	2,000	2,000	-	
EQUIPMENT LEASE/REPAIR	24,000	18,000	(6,000)	
TECHNOLOGY COSTS	90,000	45,400	(44,600)	
BANK CHARGES	3,600	3,600	-	
REPAIR/MAINTENANCE	10,000	9,200	(800)	
OFFICE SUPPLIES	45,000	36,000	(9,000)	
POSTAGE	30,000	29,760	(240)	

NEVADA LEGAL SERVICES  
PROPOSED ANNUAL BUDGET  
January 1, 2012 to December 31, 2012

	2011 Revised Budget	2012 Proposed Budget	DIFFERENCE	
SHIPPING/DELIVERY	1,000	1,000	-	
PRINTING	30,000	30,000	-	
OFFICE-COMPUTER SERVICES	6,000	6,000	-	
TRAVEL - BOARD	1,000	1,000	-	
TRAVEL - STAFF	35,000	35,000	-	
TRAVEL - MILEAGE	12,000	12,000	-	
TRAVEL - PER DIEM	6,000	6,000	-	
BOARD EXPENSES-OTHER	500	500	-	
STAFF EXPENSE - OTHER	3,000	3,000	-	
TRAINING - BOARD	1,500	1,500	-	
TRAINING - STAFF	40,000	11,500	(28,500)	
PROFESSIONAL ASSOCIATIONS	12,000	12,000	-	
BAR DUES	7,000	6,000	(1,000)	
DUES & FEES OTHER	8,000	7,000	(1,000)	
INTEREST EXPENSE	52,000	40,000	(12,000)	
LITIGATION	5,000	5,000	-	
OUTREACH ACTIVITIES	17,000	6,000	(11,000)	
SPECIAL EVENTS	35,000	35,000	-	
TECHNICAL ASSISTANCE	2,000	2,000	-	
CONSULTANTS	5,000	5,000	-	
AUDIT & ACCOUNTING	26,400	25,000	(1,400)	
INSURANCE - PROFESSIONAL LIAB	8,500	8,500	-	
INSURANCE - GENERAL LIABILITY	6,000	6,000	-	
RECRUITMENT	1,500	1,500	-	
VARN PAYMENTS PAI	42,000	-	(42,000)	
LACSN PAYMENTS PAI	75,000	-	(75,000)	
<b>Total NON-PERSONNEL EXPENSES</b>	835,940	536,520	(299,420)	
<b>Total OPERATING EXPENSES</b>	3,357,014	2,789,723	(567,291)	
<b>REVENUE OVER/UNDER EXPENSES</b>	(25,866)	(2,047)	23,819	

Washoe Legal Services  
Stats for Access to Justice Commission  
1/1/12-12/31/12

For Overall Program	<b><u>2012</u></b>
Number of clients assisted without litigation	3,054
Number of clients represented with litigation or administrative agency representation	242
Number of individuals attending classes/clinics/ask a lawyers/hotline	3,604
	<b>TOTAL</b> <u><u>6,900</u></u>

For Pro Bono Program	
Number of clients placed with pro bono attorneys	48
Number of clients with open pro bono cases	12
Number of individuals helped by pro bono attorneys with brief service/ ask a lawyer/ hotline work or other brief consultations	270
Pro bono hours	1,070

**Washoe Legal Services**  
**Income and Expenses**  
**Year ending 12/31/12**

INCOME	<b><u>2012</u></b>
Court Filing Revenue	\$ 597,432
Grants & Contracts	729,745
Private Foundations	105,250
IOLTA	176,875
Donation	3,532
Interest Income/Other	124,267
Total Income	<u>\$ 1,737,101</u>
EXPENSES	
Personnel	
Salaries	\$ 1,136,150
Taxes and Benefits	233,386
Personnel Subtotal	<u>1,369,536</u>
Non -Personnel	
Space & Utilities	167,680
	27,888
Equipment Rental, Maintenance, IT	
Supplies, Printing, Postage, General	80,212
Office Related	
Travel & Training	1,406
Legal Library	3,498
Dues & Fees	6,414
	876
Litigation & Case Related Services	
Telephone	13,391
Audit Expenses	9,175
Contract Services	3,114
Community Outreach & Events	13,220
Non-Personnel Subtotal	<u>326,874</u>
TOTAL OPERATING EXPENSES	<u>1,696,410</u>
NET OPERATIONS	<u><u>40,691</u></u>



## 2012 Calendar Year Statistics for ATJ Commission

### **Overall Program**

1. Number of clients assisted without litigation:	2,228
2. Number of clients represented with litigation:	4,263
3. Number of individuals attending classes/clinics/AAL/hotlines:	61,453
AAL—3,402	
SHC—48,402	
Classes/Clinics—4,649	
Hotlines—5,000	
TOTAL:	67,944

### Program Area Percentage Breakdown (Excludes Self Help Center):

Children:	15%
Consumer:	34%
Estate Planning	2%
Family Law:	29%
Housing/Foreclosure:	12%
Public Benefits:	8%

Senior Citizens served: 10,303

### **Pro Bono Program**

1. Number of new clients placed with pro bono attorneys:	771
2. Total number of clients represented by pro bono attorneys:	1,772
3. Number of individuals helped by pro bono attorneys with AAL/clinics/hotline/brief consultation:	3,402
4. Number of pro bono hours:	17,714

# CIVIL LAW SELF-HELP CENTER STATISTICS

January 2013

1/2/2013 to 1/31/2013 (21 operating days)

## General

Total number served (per Q-Matic) for month	5,014	Total number served in 2012	5,014
Total number of intake forms collected	420	% of parties returning forms	8%
Total number of intake forms sampled	420	% of collected forms sampled	8%

## Biographical Data

### Ethnicity:

White	178		45%
Black	117		29%
Hispanic	61		15%
Asian	20		5%
American Indian	4		1%
Other	18		5%
No Response Provided	22		5%

### Age:

60 and over	53		14%
No Response Provided	40		10%

### Sex:

Male	164		42%
Female	228		58%
No Response Provided	28		24%

### Court Case Pending In:

District Court	35		11%
Justice Court	214		69%
Las Vegas	47		22%
Henderson	1		0%
North Las Vegas	1		0%
Other	10		5%
No Case or No Response Provided	112		27%

### Represented by an Attorney:

Yes	12		3%
No	349		97%
No Response Provided	59		14%

### Number of Visits to the SHC:

One	199		54%
Two	91		25%
Three	35		9%
More	46		12%
No Response Provided	49		12%

### Reason for Visit to the SHC:

Appeal	27		7%
Auto Sale/Lease, Repair, Towing	2		1%
Consumer Debt or Loan	10		3%
Contract Dispute	5		1%
Employment Dispute	2		1%
Foreclosure Mediation Assistant	1		0%
Garnishment or Execution	16		4%

Harassment or Protection Order	32		8%
Homeowner Eviction	18		5%
Judicial Review	2		1%
Landlord/Tenant Dispute or Eviction	181		46%
Mediation	1		0%
Mobile Home Sales, Repairs, or Eviction	21		5%
Personal Injury/Property Damage	2		1%
Small Claims Case	42		11%
Other	50		13%
No Response Provided	24		6%
<b>Currently Employed?</b>			
Yes	184		46%
No	212		54%
No Response Provided	24		6%
<b>Annual Household Income:</b>			
Under \$10,000	155		44%
\$10,000 to \$20,000	71		20%
\$20,000 to \$30,000	47		13%
\$30,000 to \$40,000	33		9%
\$40,000 to \$50,000	14		4%
\$50,000 plus	31		9%
No Response Provided	69		16%
<b>Benefits Received:</b>			
Social Security/Disability	84		43%
Unemployment	26		13%
TANF/Food Stamps	123		62%
Subsidized Housing Benefits	7		4%
No Response Provided or No Benefits Received	223		53%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	281		75%
Satisfied	94		25%
Unsatisfied	0		0%
Very Unsatisfied	1		0%
No Response Provided	44		10%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	283		73%
Agree	94		24%
Disagree	1		0%
Strongly Disagree	2		1%
No Opinion	10		3%
No Response Provided	30		7%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	285		72%
Agree	97		25%
Disagree	2		1%
Strongly Disagree	1		0%
No Opinion	9		2%
No Response Provided	26		6%



<b>I understand the court process and my situation better now than before I came to the Self-Help Center:</b>			
Strongly Agree	238		61%
Agree	126		32%
Disagree	3		1%
Strongly Disagree	3		1%
No Opinion	22		6%
No Response Provided	28		7%
<b>The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:</b>			
Strongly Agree	250		64%
Agree	123		31%
Disagree	2		1%
Strongly Disagree	2		1%
No Opinion	11		3%
Did Not Receive Forms or Materials this Visit	4		1%
No Response Provided	28		7%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	283		72%
Agree	93		24%
Disagree	1		0%
Strongly Disagree	1		0%
No Opinion	8		2%
Did not fill out forms during this visit	6		2%
No Response Provided	28		7%
<b>The Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	166		44%
Agree	73		19%
Disagree	9		2%
Strongly Disagree	4		1%
No Opinion	25		7%
Have Not Visited the Website	102		27%
No Response Provided	41		10%
<b>Other Comments and Suggestions</b>			

I have been here many times, they have been very helpful

Great job

Help on my rent need more time

The service from Francisco was good. He explained everything to me very well. He used his manners very good.

Lorena - very helpful

She did a great job

Very helpfully very understanding most helpful

everyone was very very educated - and helpful -

Cisco did and helped us very much.

Makes the process way better thanks/

They are awesome!

you have a 5 star team very very good and smart

Francisco was very helpful. He notarized & made copies for us at no charge. We appreciate him greatly.

Cisco good job for me

Very good service

I really thank the services I got today every one so helpful thank you

Great information, rep very helpful

N/A

If it wasn't for the staff here at Self Help Center my confidence would have went out the door

I am very pleased with the assistance from Cisco

Una ayuda rapida y explicita

The service I receive was great. They were patient & understand very ???

Mr. Cisco was very helpful. Came in not knowing he was very workable thank you much

This is my 7th or 8th time coming to the Help Center and actually prefer coming in because of the help I receive. I have learned a lot through this process.

Grateful for the service but did feel rushed -

Brittany was very nice and professional. She repeated the info I needed her to repeat in a very polite way. Thank you for your kindness (and Mrs. Pam)

Thank u very much

Mr. Cisco was patient w/ me (I had many questions!) and assisted me with questions I was unsure of.

Todo bien gracias

Very professional and helpful

Pam assisted me today and was very very helpful. I appreciate her help and kindness. I cannot thank Pam enough for her help and understanding. =)

Thank you! Thank you! Thank you! Jill

They staff and all help were very helpful, kind, and knowledgeable. (Cisco) Pam, Lorena, Attorney Jim - wonderful

I got the answer I needed, and the help I needed. I will sleep better tonight.

Today I was attended or helped and am very satisfied with the outcome thank you to the staff.

Cisco did a great job and deserves a raise

The lady that helped was very helpful and nice. She was so sweet.

Thanks a lot for your help

Always helpful

Very helpful

Cisco has been very helpful & answered all questions & researched additional information per request.

Courteous and helpful thank you Cisco for making my visit here pleasant

I was assisted in a professional way and Cisco was very helpful in getting the information that I needed.

Very good customer service Francisco helped me.

The staff member Cisco was very helpful. The staff member Pam did not appear helpful.

He help me a lot thanks (Cisco)

el personal muy amable y atento, al ayudarme

Cisco very patient and helpful toda

I appreciate your help today. I did not know what to do. I am relieved. Win or lose you gave me the help I needed Pam.

SUPV "Pam" as well as mediation specialist "Del Shann" were outstanding in their professionalism and manner. Excellent staff. Thank You & Bless You All!

Cisco has been very helpful. I came in with the wrong documents and he helped me out. He's a great asset to this job.

Nice.

Anitra, was extremely helpful and went over and beyond the duties. Every civil servant should be like her! Life saver!

Friendly staff, fast and helpful. Thank you.

Very knowledgeable, helpful, positive person to have in Self Help Center thank you Cisco!

website service area not helpful or user friendly - staff is well informed!

The Rep. was very helpful - and helped me with several question Cisco - was also very pleasant

Cisco was really helpful and courteous in helping me.

So glad you are hear to help us - thanks

Jill is the best! Very efficient, knowledgeable & thorough  
 I was given wrong info on clarkcountycourts.us/civil & wrong terms  
 Estoy muy satisfecho con la ayuda que me dio Cisco. Me ayudo mucho gracias.  
 Cisco was very helpful he deserves a raise and a brownie!  
 Very fast and helpful to my needs & understanding the proper process necessary. Very great customer service help by Cisco  
 Cisco was exelent help. Thanks also Pam was very helpful thanks  
 Very helpful - very pleased with the help employee took time to simplify process - no stress involved what so ever thanks so much Cisco  
 Cisco is a great person and has a lot of knowledge of his job.  
 Cisco was very helpful.  
 Broken links on website  
 Cisco the self help worker was exceptional and very helpful. Made filing easy. I thank him so much.  
 (Cisco) =) staff very helpful, polite and knowledge of services provided.  
 Cisco was very helpful and informative. An all star!  
 Mr. Cisco way very friendly and helpful but very professional the ladies were friendly and considerate of our needs  
 Cisco's service was very helpful he actually cared we all need more workers like him. Thank you.  
 Cisco was very polite and incredibly knowledgeable. His willingness to help far exceeded my expectations very courteous! According to Lynn - Handsome (Cisco)  
 I have never been thru anything like this Cisco is a gentleman & helped me thru the process & to calm down  
 Cisco was 5 star awesome!! Very helpful  
 This whole situation I have encountered is new to me. I have always been impendent and never needed help until I was abandoned in Las Vegas. I need help w/ my utility bill and one (only one) months help w/ rent. Any suggestions, I would appreciate.  
 Courteous, and very patient and helpful, a long with insight I was unaware too! I commend them  
 Very pleasant and helpful atmosphere.  
 Pam helped me! Very helpful & knowledgeable  
 Cisco & Brittany very helpful  
 Rapido  
 Very helpful and friendly  
 Cisco was very helpful and informative he made this difficult situation bearable. Thank you very much for your help.  
 Staff was very polite (understanding)  
 Everyone was very pleasant & very helpful. Thank you.  
 Son saladores y atentos gracias  
 Through this difficult process, the staff has been fantastic and extremely helpful. I am not familiar with the legal process to protect myself from the individual harassing me and the staff was very understanding and polite. I have had an outstanding experience.  
 Thank you very much. Real good job :)  
 Thank you Self help center  
 They was helpful.  
 Cisco services were excellent - very helpful, and I am low vision he help with forms/\*Jenni/ was as helpful -Cisco- is very helpful and he also multi-tasked this whole time. -Cisco- seems to find work and people to help. \*As I've use the center many times. Jenni/ she was also very helpful. I would be lost without the Self Help Center. Thank you for all you do! Jenni was also friendly, helpful and answer all my questions w/ regards to the extra documents being scanned. She does care about her job. \* Thank you for the system with regarding to scanning.  
 N/A  
 Staff at the self-help center are very kind and personable. They listen to clients and try to make any process very easy.  
 They were very helpful and prompt

Thank you  
Staff is very informative & helpful  
El muchacho que esta en el mostrador en todo momento fue muy amable y nos ayudo en todo momento  
gracias  
Cisco did a great job! =)  
I came in to fill out some papers and I feel the guy thought I was dumb for not knowing what I needed to do  
The second person that helped me, explained better.  
The place is too small, there is continues conversation. Makes it hard to concentrate.  
The staff are kind & helpful  
Es ??? Primera vel que vengo y iuerow muy amables ayudau ????? Poes. Gracias. Por su atencion  
Thank you.  
So far everything is ok.  
Staff serves a good purpose.  
I have had a beautiful day without Cisco I would not have been able to do it I give him a 100%  
Cisco and the lady Lorena that helped me did an amazing job.  
Staff speaks too quickly  
The Civil Law Self-Help Faculty was very professional and informative in regards to my situation. Gave me  
all documents needed to start the process of fighting my case.  
Extremely helpful and efficient staff. Very grateful. Thank you!  
Very attentive and helpful (Pam)  
Cisco was very pleasant & personable  
Pam - was great and very helpful  
Lorena was outstanding very helpful courteous, pleasant, well dressed  
Pam was a great help & made me feel at ease and comfortable asking for help. I felt as if I mattered.  
Great employee.  
Very busy office, yet very helpful & courteous thank you  
(Very Good Job) :-)  
Cisco did a great job with me.  
Great job & worker  
Pam was very helpful & made me feel at ease in this difficult process  
Pam was very helpful, polite, and patient  
I can appreciate that somebody cares when nobody else doesn't  
Cisco was especially helpful  
(Cisco) went the extra mile to help and I am verry grateful for the resources  
completely satisfied.  
Service good  
Very good job Cisco =)  
Cisco was a great help, very much appreciated!  
I've never taken the time to complete this for Pam. Pam thank you for coming to work on 1/23/2013. To pay  
a compliment for service on 1/23/2013 thank you for the job you do. Pam - on 1/23/2013 - help - and  
instructions were very need to stop a lock-out  
When I goggled Small Claims online, it did not explain the process well at all. Led me to believe I was to  
go to clerk first, not fill out complaint downstairs first!  
The staff was very professional, and courteous. Pam was very direct and let me know exactly what I needed  
to do for my situation she was great.  
Francisco Gonzalez. Did a very good job.  
Cisco great job he help me very much thank you God Bless.  
The staff here is always helpful both times I came to this office.  
Very helpful  
Wage dispute owner refuses to pay after quitting Nov. 30. 2013.  
Mr. Cisco  
Cisco did an excellent job today

I was a wreck and they helped me a lot  
Can you give him a "raise" Mr. Cisco was very helpful.  
All of the staff were awesome! Very helpful professional and took pride in helping me  
All of the employees @ The Self Help Center are always helpful and very efficient - also kind and patient -  
very appreciated when someone is here, it's usually traumatic - they are great  
Cisco very helpful  
Thank you for all of your assistance! =)  
Big help for me & my family  
Cisco was very help and understanding at my situation  
Everybody was helpful and pleasant  
Francisco did a fantastic job explaining what I needed to do  
Your employees are kind quick and caring we need more public employees like them in this world. Thanks  
so much.  
Self center very friendly  
Muy excelente.  
Hope there were more staffs. It was very busy down here!  
Pam was great!  
Great nice staff helpful  
Very courteous, quick and professional staff.  
Very helpful  
Pam was a God sent I needed a lot of help I really appreciate her help  
very helpful  
Pam was so very pleasant and kind and willing to help me with my questions and concerns. I could not  
have figured the system out without her help. THANKS!  
Costumer service like you make the difference on people like me ??? do not have knowledge tank you.  
Cisco was very informative. He was great!  
Cisco was very helpful and attentive.  
Cisco did a great job! You need more staff like him!

# SERVICES REPORT 2012 DECEMBER

	Walk-in customers	Telephone Calls Presented	Total customer contacts	Same month previous year	Notaries performed	Same month previous year	Notary Revenue
Jan	2,817	2,484	5,301	5,467	963	1,029	\$3,640
Feb	3,093	2,473	5,566	5,007	1,081	862	\$3,885
Mar	3,194	2,590	5,784	6,248	1,140	1,187	\$4,182
Apr	3,593	2,582	6,175	5,650	1,026	1,103	\$3,869
May	3,597	2,740	6,337	5,598	1,030	1,106	\$3,798
Jun	3,359	2,588	5,947	5,775	982	983	\$3,557
Jul	3,518	2,656	6,174	4,996	1,021	1,069	\$3,748
Aug	3,071	2,729	5,800	6,354	1,044	1,213	\$3,903
Sep	3,165	2,300	5,465	5,643	888	1,069	\$3,306
Oct	3,326	2,507	5,833	5,231	1,134	1,034	\$4,243
Nov	2,770	2,709	5,479	4,978	911	938	\$3,309
<b>Dec</b>	<b>2,252</b>	<b>2,333</b>	<b>4,585</b>	<b>4,731</b>	<b>672</b>	<b>867</b>	<b>\$2,527</b>
<b>Total</b>	<b>37,755</b>	<b>30,691</b>	<b>68,446</b>	<b>65,678</b>	<b>11,892</b>	<b>12,460</b>	<b>\$43,967</b>
Average	3,146	2,558	5,704	5,473	991	1,038	\$3,664

2002	63,069	40,331	103,400	76,641	10,942	10,942	n/a
2003	74,065	41,437	115,502	103,400	11,792	11,792	n/a
2004	77,000	44,741	121,741	115,502	12,811	12,811	n/a
2005	78,992	48,430	127,422	121,741	13,024	13,024	n/a
2006	73,043	50,670	123,713	127,422	12,079	12,079	n/a
2007	86,729	56,626	143,355	73,043	10,402	10,402	n/a
2008	86,020	29,698	115,718	136,563	9,734	9,734	n/a
2009	80,441	10,075	90,516	115,718	12,789	9,734	\$19,222
2010	43,537	27,286	70,823	90,516	12,361	12,789	\$33,207
2011	33,986	31,692	65,678	70,823	12,460	12,361	\$46,267

**Pro Bono Statistics**  
**67% of Members Reporting**  
**Data Entered In System as of February 11, 2013**

**Say Yes to Pro Bono**

<b>Question</b>	<b>Number of Responses</b>	<b>Amount Donated</b>
Yes, I will take a Pro Bono case and wish to contribute \$500 to Pro Bono.	11	\$4,175
Yes, I will contribute \$500 in lieu of Pro Bono service.	211	\$90,050
Yes, I would like to volunteer to take a Pro Bono case.	162	0
Additional donations.	62	\$15,930
<b>Total</b>		<b>\$110,155</b>

**2013 Report of 2012 Pro Bono**

<b>Question</b>	<b>Number of Responses</b>	<b>Hours Provided</b>
I did not provide any pro bono service	4417	N/A
I provided pro bono service	2379	N/A
Hours of direct legal services for no fee to low income clients	1670	65,296

<b>Cases Received Through</b>	<b>Number of Responses</b>
Legal Aid Center of Southern Nevada	428
Southern Nevada Senior Law Program	12
Nevada Legal Services	102
Volunteer Attorneys for Rural Nevadans	30
Washoe County Senior Law Project	13
Washoe Legal Services	38
Other	1374

<b>Monetary Contributions</b>	<b>Number of Donators</b>	<b>Amount Donated</b>
Legal Aid Center of Southern Nevada	45	\$206,963
Southern Nevada Senior Law Program	3	\$1,770
Nevada Legal Services	20	\$3,405
Volunteer Attorneys for Rural Nevadans	29	\$12,960
Washoe County Senior Law Project	3	\$1,050
Washoe Legal Services	16	\$6,950
Other	23	\$24,802
<b>Total</b>	<b>139</b>	<b>\$257,900</b>

<b>Provided Hours to</b>	<b>Number of Responses</b>	<b>Hours Provided</b>
Direct legal services at a substantially reduced fee	815	47,870
Organizations that address the needs of persons of limited means	388	23,364
Activities improving the law or law related education	641	21,049
<b>Total</b>	<b>1,844</b>	<b>157,579</b>

# STATE BAR OF NEVADA

## MEMORANDUM

To: Access to Justice Commission  
From: Lisa McGrane, Program Director  
Date: March 1, 2013  
Re: Ethics of Trial and Appellate Practice CLE

The State Bar of Nevada recently partnered with Bank of Nevada to host a CLE benefitting legal service providers in Clark County. The Ethics of Trial and Appellate Practice CLE, presented by Justices Hardesty and Douglas and Judge Bare, was a great success with more than 200 people in attendance, including non-paying guests from the legal service providers, PILA and Bank of Nevada.

The State Bar is in the process of reconciling final attendance and financial numbers, including invoicing attendees who did not register in advance. However, the preliminary figures are as follows:

Attendees: 204 (168 paying)  
Revenue: \$21,000

Proceeds will be split equally among the three service providers (Legal Aid Center of Southern Nevada, Nevada Legal Services and Southern Nevada Senior Law Project). Additionally, recorded content will be available for sale in CD, video and .mp3 formats. Proceeds from future content sales will be distributed at the end of the year, minus recording costs.



600 E. Charleston Blvd.  
Las Vegas, NV 89104-1563  
[phone 702.382.2200](tel:702.382.2200)  
[toll free 800.254.2797](tel:800.254.2797)  
[fax 702.385.2878](tel:702.385.2878)

9456 Double R Blvd., Ste. B  
Reno, NV 89521-5977  
[phone 775.329.4100](tel:775.329.4100)  
[fax 775.329.0522](tel:775.329.0522)

[www.nvbar.org](http://www.nvbar.org)