



Nevada Supreme Court Access to Justice Commission



Meeting Agenda

Video Conference

Las Vegas

Regional Justice Center, 17th Floor
Supreme Court, AOC Rooms A & B

Carson City

Supreme Court
Law Library, Rooms #104/#105

Reno

2nd Judicial District Court
75 Court Street – Room 220B

Conference Call

Conference Call Number: 877.594.8353 / Participant Code: 35688281

Friday, March 14, 2014

1:00 p.m. – 3:30 p.m.

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

5 minutes

II. Consent Agenda

Tab 1

- Approval of Minutes **5 minutes**
 - November 1, 2013 ATJ Commission Meeting Minutes
 - December 18, 2013 Subcommittee on Rural Concerns Minutes
 - February 11, 2014 Subcommittee on Rural Concerns Minutes

III. Statewide Legal Service Delivery Reports

20 minutes

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

IV. Discussion Items

Tab 2

- Relationships-Legal Services Providers **20 minutes**
- Pro Bono Legal Services and Public Attorneys **15 minutes**
Brett Kandt
- Statewide E-Filing **10 minutes**
Judge Tom Stockard
- Pro Bono Week **10 minutes**
- Statewide Standardization of Forms **10 minutes**

V. Reports

Tab 3

- Justice League of Nevada /
IOLTA Transition Report & Nevada
Bar Foundation Report **10 minutes**
Trevor Atkin / Kimberly Farmer
- Appellate Law Section Update **10 minutes**
Anne Traum
- Public Speakers Bureau Update **5 minutes**
Judge Frank Sullivan
- Subcommittee on Rural Concerns **5 minutes**
Judge Tom Stockard and Judge James Wilson
- UNLV PILA Report **5 minutes**
Shaina Plaksin



Nevada Supreme Court Access to Justice Commission



Meeting Agenda

- ONE Promise Nevada Campaign
Angela Washington

5 minutes

VI. Other Business

VII. Informational Items

Tab 4

- Veteran's Roundtable
- Access to Justice Commission Contribution
- Self Help Statistics
- ABA Law Day / Law Related Education
- Nevada Lawyer, Pro Bono Issue, September 2014
- Equal Justice Conference



Nevada Supreme Court Access to Justice Commission

Friday, November 1, 2013

1:00 PM – 4:00 PM



Video Conference:

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Regional Justice Center, 17th Floor
Supreme Court, AOC Rooms A & B

Carson City

Supreme Court
Law Library, Rooms #104/#105

Reno

2nd Judicial District Court
75 Court Street – Room 220B

Conference Call:

Conference Call Number: 877.594.8353 / Participant Code: 35688281

Draft Minutes

Commission Members in Attendance:

Justice Michael Douglas, Co-Chair
Justice James Hardesty, Co-Chair
John Desmond
Judge Patrick Flanagan
Paul Elcano
Elana Graham
Ira David Sternberg
Anne Traum
Sugar Vogel
Shaina Plaksin
Dara Goldsmith
Judge Elizabeth Gonzalez
Judge Connie Steinheimer
Judge Camille Vecchiarelli
Judge James Wilson
Judge Leon Aberasturi
Judge Bill Rogers
Judge Al Kacin
Judge Michael Montero
Judge Steve Dobrescu
Judge Nathan Tod Young
Judge Tom Stockard
Ben Albers

Attending Guests

Trevor Atkin, Justice League of Nevada
Nicole Lambley, Justice League of Nevada
Barbara Buckley, Legal Aid Center of Southern Nevada
Max Couvillier, Board of Directors, Legal Aid Center of Southern Nevada
Alan LeFebvre, Board of Governors, State Bar of Nevada
Kimberly Farmer, Executive Director, State Bar of Nevada
Kimberly Farmer, Executive Director, State Bar of Nevada

Staff Member Present

Angela Washington, Access to Justice Director

Call to Order/Roll Call

The Access to Justice Commission Meeting called to order at 1:10 pm by Judge Elizabeth Gonzalez and a roll call was conducted.

Consent Agenda

It was moved and seconded to approve the minutes of the July 26, 2013 Access to Justice Commission with the amendment that Judge Nathan Tod Young was present for the meeting. The vote was taken and the matter passed unanimously. Further it was moved and seconded to approve the minutes of the August 26, 2013 One Campaign Subcommittee Meeting minutes. The vote was taken and the matter passed unanimously. Finally, it was moved and seconded to approve the minutes of the September 10, 2013 Subcommittee Meeting on Rural Concerns. The vote was taken and the matter passed unanimously.

Statewide Legal Service Delivery Reports

Legal Aid Center of Southern Nevada – Barbara Buckley provided the report for the Legal Aid Center of Southern Nevada. Max Couvillier was introduced to the Commission as the new President of the LACSN Board of Directors. Also, Ms. Buckley shared that the LACSN Annual Report is available and can be found on the LACSN website. The annual report highlights the organization's milestones over the course of the year, which include taking over the operation of the Family Law Self Help Center in Clark County and the hiring of a full time attorney director. Additionally, LACSN is in the process of revising every form on the Family Court website. LACSN's Pro Bono Awards Luncheon will take place December 6th at the Rio.

Nevada Legal Services – There was no one present from Nevada Legal Services at the meeting.

Southern Nevada Senior Law Program – Sugar Vogel provided the report for Southern Nevada Senior Law Program (SNSLP). SNSLP moved to a temporary office location on the corner of 9th Street and Bridger Street. Following the annual meeting, SNSLP was informed that it needed to move out within twenty-four hours and was moved to a temporary location. During the moves, services were not interrupted outside of the two days that the organization moved. Additionally, SNSLP reported that the organization submitted a grant to serve not only Clark County, but rural Clark County as well, including Pahrump. SNSLP has served Laughlin, and has an ongoing service plan for Laughlin. Additionally, SNSLP has partnered with Nevada Legal Services in serving seniors and was very honored to be one of the recipients of the Champions of Justice Award during pro bono week.

VARN – Ben Albers provided the report for VARN. Valerie Cooney has transitioned to part time status with VARN. Additionally, Odessa Ramirez, Assistant Executive Director recently retired. VARN intends to hire a staff attorney in January and intends to fill the pro bono director position as well. Recent activities at VARN include a legal remedies presentation in Elko; a presentation via video conference to Fallon and Elko on Domestic Violence and Its Effect on Communities. VARN also reported that it will host a legal aid fair in Carson City on November 2, 2013.

Washoe Legal Services – Paul Elcano provided the report for Washoe Legal Services (WLS). WLS is representing over 400 children in Child Advocacy Proceedings. Additionally, WLS launched a senior services shop at the beginning of the year. Finally, WLS has plans to purchase the building they currently occupy.

Discussion Items

Justice League of Nevada / IOLTA Report

Dara Goldsmith provided the Justice League of Nevada (JLN) report to the Commission and provided that prior to last Access To Justice Commission meeting, the Justice League of Nevada's Board of Directors made the decision to move forward with hiring an Executive Director. Shortly thereafter, the ALPS point persons who had provided services to Justice League of Nevada gave notice that they were leaving the ALPS organization. The position for Executive Director of JLN was posted and three candidates were interviewed. Thereafter, two finalist candidates were selected; JLN is in the process of weighing the candidates. In terms of costs, it was reported that JLN has been operating at a 6% cost or expense, which includes ALPS, the audit and other expenses. Those expenses will move to 9% upon the hiring of an executive director.

JLN's Finance Committee met and recommended a granting range for 2014: between \$1.75 million and \$1.95 million. Additionally, the decision was made not to fund any law related education for 2014. JLN's budget was approved at its September Board meeting and in terms of granting, JLN guaranteed 75% of funds to the "Big Five" legal services organizations. [Trevor Atkin (Secretary, JLN Board of Trustees) and Nicole Lambley (Vice Chairperson, JLN Board of Trustees) were present and contributed to the discussion.]

Discussion from the commission members ensued regarding JLN's decision to move forward with hiring an executive director. After initial discussion, the motion was made to allow JLN to commit to the hiring of an executive director. The motion was seconded and the co-chairs entertained discussion on the motion. Following the discussion of the motion, a vote by poll was taken. Twenty voted for the motion and two abstained. The motion carried.

IOLTA Rate

The IOLTA interest rate was discussed at this meeting and it was decided that the meeting that was originally scheduled for November 21, 2013 to discuss the IOLTA interest rate was abated. The motion was made and seconded to leave the IOLTA interest rate at .70%. The vote was taken and the motion carried with no opposition and no abstentions. The participating financial institutions will be notified in accordance with the established time limits.

Reports

ATJ Commission Vacancy Appointments

The Access to Justice Commission is in need of filling vacancies on the commission, namely, one layperson vacancy and two at large vacancies. Commission members were asked to provide suggestions for the filling of the vacancies within ten days. Consideration should be given to a person from Washoe County to fill the layperson position and one at large representative from Clark County and one at large representative from Washoe County.

Subcommittee on Rural Concerns

Judge Stockard provided a report on the first meeting of the Subcommittee on Rural Concerns that was conducted on September 10, 2013. Judges from nearly every rural district attended and discussed the needs and challenges of finding legal resources for the rural communities. It was noted that at this meeting, the Judges committed to cooperate with lawyers in urban counties to make it easier to provide services to people living in the rural counties to the extent that technology will accommodate.

ONE Promise Nevada Campaign

The report on the ONE Campaign was provided and included past and future events and publications supporting the campaign.

Pro Bono Week (Celebration)

The report on the Pro Bono Week Celebration was provided and offered a summary of the events that took place. Special recognition was offered to The Firm for its public relations services donation and to Commission member, Ira David Sternberg for his efforts during the week.

Public Speakers Bureau

Judge Sullivan sent the report for the Public Speakers Bureau which provided that speaking engagements took place at the Las Vegas Rotary Club regarding the Access to Justice Commission, the ONE Campaign and the Nevada Court of Appeals. Future meetings have been established with the Las Vegas Rotary Club.

Informational Items

Justice Douglas referenced all listed informational items on the agenda.

Adjournment

The meeting was adjourned at 3:35 pm.



Access to Justice Commission

Subcommittee on Rural Concerns Meeting

December 18, 2013

Minutes

In attendance:

Justice James Hardesty
Justice Michael Douglas
Judge Tom Stockard
Judge Jim Wilson
John Desmond
Anna Marie Johnson
Judge Nancy Porter
Sandra Mae Pickens
Dara Goldsmith
Tonya Scherradi
Jeremy Reichenberg
Ben Albers
Judge Al Kacin
Marshal Willick
Barbara Buckley
Judge Gary Fairman
Judge Nathan Tod Young
Paul Elcano
Angela Washington, Access to Justice Director
Jamie Gradick, AOC Rural Courts Coordinator

The Rural Concerns Subcommittee meeting was called to order by Judge Tom Stockard at 8:20 a.m.

Opening remarks were provided by Judge Stockard and Justice Hardesty provided the purpose and goals of the subcommittee.

Discussion Items

A. Access to Justice Questionnaire

The subcommittee discussed the suggestion of an access to justice questionnaire to all of the judges in the state. The subcommittee decided to move forward with the questionnaire and offered suggestions for document content.

The discussion led to the following decisions for the questionnaire:

1. Questionnaire sections and/or topics
 - A. Existing services
 - B. Other organized or semi-organized legal organization in the area
 - C. Inventory of gathering places
 - D. Technological capabilities
 - E. Financial capabilities
2. A tracking mechanism
3. Separate survey to providers for filing fees

B. Service to the I-80 Corridor

Washoe Legal Services' planned expansion of services along the I-80 Corridor was discussed. Judges were asked to ascertain the use of filing fees within the coming weeks and AOC was directed to assemble a list of pertinent statutes. A motion was made and seconded to endorse and support Washoe Legal Services in its expansion project. The vote resulted in the motion carrying without opposition.

C. Nevada Courts Assessment Technology Report

The Nevada Courts Assessment Technology report was presented on behalf of AOC's I.T. Department. It was reported that the assessment was scheduled to go out to all courts within the first or second week of January. The Court noted the importance of the survey and its appreciation of all Judges taking part in the survey.

D. 2014 Meeting Dates

The subcommittee discussed the number and regularity of meetings for the upcoming year. It was noted that for the first year, the meetings should take place before the Access to Justice Commission meetings.

E. Other Business

The following topics were discussed following the enumerated agenda items:

1. Training opportunities for law clerks in rural courts
2. Legal writing course to be offered in March or April, 2014
3. Current effort of video recording of specialized CLE topics that can be viewed in rural areas

The subcommittee meeting was adjourned at 9:29 am.



Access to Justice Commission

Subcommittee on Rural Concerns Meeting

February 11, 2014

Minutes

In attendance:

Justice Michael Douglas
Judge Tom Stockard
Judge Jim Wilson
Valerie Cooney
John Desmond
Paul Elcano
Anna Marie Johnson
Marshal Willick
Sandra Mae Pickens
Jeremy Reichenberg
Barbara Buckley
Judge James Russell
Judge Bill Rogers
Judge Gary Fairman
Judge Nathan Tod Young
Sally Ramm

Staff Present:

Angela Washington, Access to Justice Director

The Rural Concerns Subcommittee meeting was called to order by Judge Tom Stockard at 2:35 pm.

Discussion Items

A report on e-filing in the state was provided by Marshal Willick. Mr. Willick noted that he has conducted a comparative research of what other courts are doing across the country as it pertains to e-filing and he has found that courts can lower cost while expediting service through the use of the e-filing system. Additionally, through his research he noted that the best way of approaching e-filing in the state would be to establish a statewide e-filing function with a standard e-filing system. For example, Washoe County and Clark County e-filing systems could be used as a kernel thereby allowing rural courts to latch on to those existing systems. Approaching the system this way would provide for a reduction of infrastructure costs for the rural courts.

The discussion continued to identify specific counties, including Churchill County and Lyon County that are moving to the e-filing system. Douglas County does not have electronic filing, but is in the process of working with the court administrator there to investigate vendor options pertaining to e-filing. Additionally, Judge Wilson noted that there was not an e-filing system in place in Carson City.

Justice Douglas suggested that the next step in the process should include someone from the Supreme Court's I.T. Department meeting with the vendors and courts to discuss how the multiple vendors can interface and thereafter pull together an e-filing package. Justice Douglas noted that he would get back to the committee regarding a contact person at the Supreme Court. Judge Stockard noted that he could

put the vendor used in Churchill County in touch with the contact from the Supreme Court. Judge Stockard noted that he would work on getting the vendors together prior to the next subcommittee meeting and would provide a report for the next meeting. It was suggested that a checklist be created of features that users would want included on the system and that the system be free for pro bono attorneys and pro se litigants.

The suggestion was made that it would make more economical sense to have a statewide contract instead of a county by county approach. Justice Douglas noted that the Court has reenacted a committee to address the suggested statewide approach or at least to work toward having basic standards across the state. Barbara Buckley noted that LACSN is wrapping up civil forms in the Civil Law Self Help Center and Family Law Self Help Center must be compatible with the e-filing programs. The e-filing issue will go to the Supreme Court and the Commission will be incubator to get this done. This will remain a discussion item for the next meeting.

Reports

A. Access to Justice Questionnaire

Judge Wilson and Judge Stockard came up with a draft questionnaire and is ready to go after having received comments. The questionnaire will go out following the incorporation of suggestions.

B. I-80 Corridor

Paul Elcano provided an update of Washoe Legal Services' expansion of services to the I-80 Corridor and noted that he has met or scheduled meetings to meet with the courts in Lyon, Humboldt, Pershing, Elko and Ely. The grant that Washoe Legal Services received will provide senior legal services and/or 432 B representations.

C. Training for Rural Judicial Law Clerks

Judge Stockard noted that the Supreme Court was very quick in providing support materials for the law clerks of the rural districts as discussed in the last meeting. The request was made to make the rural judges aware of other trainings available in Clark County or Washoe County so that rural clerks could be exposed to it.

Other Business

- Judge Young acknowledged Marshal Willick for the work that he put into the e-filing presentation.
- Justice Douglas addressed standardized forms in the rural communities and noted that the subcommittee should begin to address standardized forms for general filing. The Supreme Court law librarian has been working on getting a collection of forms that are in place in the various courts and putting those forms on the website. If the number of forms (on the same issue) could be streamlined, this would be helpful to improve the practice. Anna Marie Johnson noted that NLS has forms from Nye County as well as other counties that they have been using, and she could pass those along in the effort to streamline the forms. Barbara Buckley noted that LACSN has updated forms for the Family Law Self Help Center and would be happy to share with

everyone. Barbara Buckley also noted that she can send everyone an electronic copy; the forms are copyrighted, however LACSN would grant permission to those who would want to use them. Justice Douglas noted that the Supreme Court law librarian has copies of all of the forms that she has been able to gather, and anyone could see her to get copies of forms as well.

- An update to whether the State Bar will serve as a dissemination source for the providers who have produced CLE's. Barbara Buckley will have an additional discussion with the State Bar of Nevada.

The subcommittee meeting was adjourned at 3:17 pm.

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January 21, 2014

Hon. James W. Hardesty
Hon. Michael L. Douglas
Supreme Court of Nevada
201 South Carson Street, #300
Carson City, NV 89701

Re: Access to Justice; Rural Concerns Subcommittee
E-Filing Issues and Proposal

Dear Justice Hardesty and Justice Douglas:

I've been doing some research into the stated concerns of the district court judges during the last conference call regarding extension of e-filing to the rural counties, and request consideration of an initiative to improve e-filing State-wide.

Specifically, I believe that it would be possible to graft the e-filing and service process in the rurals onto the existing (or modestly accommodated) infrastructure in the larger counties, giving them real time e-filing capability with a minimum of additional hardware, and either little personnel cost, or a reduction in those costs as reported in Clark and Washoe. Scanning equipment is cheap and getting cheaper (and better); with proper cost-sharing and allocation, I think all rural counties could be made e-filing functional within a year or two.

I have been tracking e-filing issues and concerns, State-wide and nationally, for a few years. Nationally, several States have explored the benefits of unified State-wide e-filing systems.

In Nevada, meantime, we have some problems, including the equal protection problem of the more-than-ten-to-one cost disparity between Reno and Las Vegas.¹ And there are vast service distinctions

¹ In Reno, even after tripling their fees, unlimited e-filing costs each member of the Bar \$300 per year. In Las Vegas, at \$3.50 per document plus an annual subscription fee, the cost is a minimum of \$4,200 per year for each lawyer filing a (conservative) 100 documents per month.

Extraction/Summary of Prior Write-Ups on E-filing

In reverse chronological order (most recent to oldest):

[From legal note #45, Nov., 2011]

Further developments continue to highlight the level of dysfunction of the Clark County e-filing system. The judicial establishment – having already (by silence) essentially declared that it does not care about the outrageous expense and lack of important functionality – appears to have adopted an attitude of simple denial.

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I. E-FILING

A. RECAP

These legal notes highlighted assorted defects and omissions, amid astronomical costs in the Clark County implementation of e-filing through Tyler Technologies, in notes dated back to July, 2010. See legal notes Nos. 21 “E-filing Problems,” 27 “More on E-filing,” and 38 “E-FILING 3 - The Contracts, the Math and What Should Happen Next,” all posted at <http://www.willicklawgroup.com/newsletters>.

They contained requests that court administration demand of Tyler technological and functional improvements, such as lawyers having access to their own sealed cases. They protested the swinish \$3.5 Million dollars per year being extracted from lawyers and the public and handed over to Tyler for the inefficient process now in *mandatory* use by “administrative order.” They protested that it costs lawyers in Clark County *40 to 50 times more per year* to perform that mandatory electronic filing than it costs to do the same thing in Reno, and they protested the ongoing flagrant violation of the Supreme Court’s rules that effectively fleece all lawyers in Clark County to indirectly fund the running of court operations.

The notes analyzed the contracts, set out a series of requests for improvements (technologically and otherwise), and called for immediate steps to renegotiate contracts, with a back-up of wholesale replacement of Tyler with the technology in place in Washoe County, or another replacement. The third note in that series included the conclusion that:

the process of filing papers in court is slower, more aggravating, and vastly more expensive than it was a year ago. That is **NOT** “progress.”

Since that time, the clerks assigned to run the program have done what they could with it. To their credit, they have responded to inquiries, and attempted to resolve problems. For instance, for urgent matters, they have implemented an expedited procedure, that is helping

to solve the worst of the problems. In addition, the backlog, the usual delay between the time documents are e-filed, and when they actually appear in the court record and one could obtain a file-stamped copy, has dropped from weeks, which was previously common, to a day or two. Of course that is still a day or two longer than it was when one could walk up to the counter and obtain a file stamp.

Further, the system seems to be incapable of doing some of the basic tasks that the input screens lead users to expect are actually being done – such as actually deliver comments to someone to read, or actually send confirmations to more than one address when more than one address is inserted in the blanks provided.

B. THE GROWING DICHOTOMY BETWEEN BENCH AND BAR ON THE SUBJECT

The virtually unanimous commentary from members of the Bar has been in agreement with the prior legal notes on each point. One senior practitioner (an appellant now ascribed to anyone who was already in practice when I started some decades ago) wrote in, describing the Clark County e-filing system as “a horrendous nightmare” that “should be done away with.” He went on to detail repeated over-billing that was only correctable by time-consuming complaints about “outrageous incidents of double dipping,” and complained that the entire e-filing implementation wasted his time, injured his practice, and harmed his clients.

And the reaction in the past year and a half from court administration to the complaints, legal notes, and requests? Zero. Zip. Nada. No increased functionality, even to access one’s own sealed files. Not even an assigned technology committee to improve the process. No contract-alteration to greatly lower costs to the lawyers and the public. I’ve heard nothing about our chief judges or court administration summoning a Tyler representative to Las Vegas to entertain complaints, produce a short time-line for functionality improvements, or hear a demand for the lowering of costs.

From anything that has been made public, no one in any position of authority even sent a polite note to Tyler *asking* for any of those things. Rather, the Bar is apparently expected to fall all over itself with gratitude for the few bug fixes that have made less frequent the instances where filings are lost entirely for months at a time. And our chief judge tells the press that while she has heard something about complaints, she just does not know what any of them might be.

Instead of taking concrete actions to improve the lot of the Bar and the public, we have this bit of pabulum from the district court, in its cover letter to the Supreme Court with proposed amendments to the Eighth Judicial District e-filing rules (ADKT 468, filed September 22, 2011):

The crossover from paper files to a paperless system has been quite successful. Further, it remains the goal of the EJDC to bring outstanding service to citizens in Clark County.

Quite successful? Outstanding service? Maybe those in the insulated anthill are so completely out of touch with the daily lives of litigants and practitioners that they really don't see just how frustrated and angry the public and Bar are with electronic filing as implemented here, from the long lines to being looted month after month. Or – as one attorney wrote in to comment – having solved its own personnel and cost issues, the court simply doesn't give a damn *what* lawyers or the public think.

C. NEWEST DEVELOPMENTS; IT'S NOT GETTING BETTER

On August 1, 2011, the Nevada Supreme Court issued an “Order Amending Nevada Electronic Filing Rules” (ADKT 410). The first “whereas” sentence in its preamble states that the Court “is concerned about the statewide uniformity of rules regarding electronic filing.”

Still contained in the revised rules is NEFR 5(i), stating that e-filing “should be publicly funded to eliminate the need to impose surcharges for filing of or access to electronic documents.” The rule continues, however, to have the escape clause permitting court to impose such charges, or use a private vendor that does so, “when sufficient public funding is not available.”

And the rule continues to contain the completely-ignored directive that “Such surcharges must be limited to recouping the marginal costs of supporting electronic filing processes if collected by the court or to a reasonable level if imposed by a private vendor.”

As pointed out in the prior legal notes, the “marginal cost” of e-filing is **ZERO**, since the process now costs *less* in equipment and personnel time than filing documents did previously. But Clark County is extracting several thousand dollars per lawyer per year for this function anyway – totaling about \$3.5 *Million* per year being handed to Tyler Technology.

This reality caused one lawyer (who wishes to remain anonymous) to write in wondering just who got paid off to concoct this ongoing mugging, since it seems impossible that this bad of a decision would have been made for *no* reason.

The same rule requires an “annual audit” of any outside vendor to determine whether the fee charged is “reasonable,” and at minimum, a biennial “performance audit” to determine whether the service provided is adequate for the court, the public and the Bar, specifically to include reliability, integrity, security, timeliness of access, and privacy.

If any such audits are being conducted, Clark County court administration is keeping it under wraps, and in light of just the information disclosed in the past three legal notes on the topic, it is *impossible* that the existing system could survive any audit conducted in good faith. But the rule on its face permits such audits to be performed by “internal staff or external experts”; since the foxes have been given permission to audit the henhouse, hope of transparency,

honesty, and meaningful improvement does not appear to be warranted.

Could we at least have a public announcement of who, exactly, is doing the audit, and a promise that it will be published to the Bar? This is something our presiding and chief judges could do in moments – if they wanted to.

Among the various things the revised rules require is automatic service of all filed documents on all registered users of the system, via a clerk-maintained service list (NEFR 9(c)-(d)). This is done automatically, apparently painlessly, and without cost in Washoe County, and in Nevada Supreme Court cases, and by Pacer in the federal system.

The court administrators in Clark County, however, upon being informed of the new rules, flatly stated that it was “impossible.” Apparently the rule – which was supposed to be in effect State-wide as of September 1 – is being and will continue to be disregarded in Clark County.

And if such service was *made* possible, the contract our court administration made with Tyler Technology allows them to charge even *more* money on top of the millions they are getting now, apparently to the tune of an *additional* two dollars for *every document served*. For a lawyer filing 100 documents a month, that’s an additional \$200 monthly, pushing the annual cost estimate for that lawyer from the \$4,200 projected in legal note No. 27, to \$6,600 per year – and increasing Tyler’s haul from the lawyers and public of Clark County from \$3.5 Million, to somewhere north of \$5.5 Million per year.

If anyone has an excuse to offer for that obscenity, they have been pretty quiet about it.

D. WHO SHOULD DO WHAT

There was some hope that actions would be taken by court administration to address the list of specific steps outlined in legal note No. 38 to improve the situation. The silence has been total; the administrators have done nothing, and their bosses, the judges, have apparently not demanded any more than that from them.

Apparently, it will fall to lawyers to *force* the system to respond. Far too often, however, the lawyers that run for elected positions in the Sections or general Bar seem to be interested in not much beyond resume lines and attending quarterly meetings, preferably in exotic locations. Lawyers who are frustrated and angry with the state of e-filing don’t seem to think that any of their “representatives” listen to or much care about their complaints – that is why they write to me.

One lawyer cannot do a whole lot to make the system respond. But the formal Bar organization is – or at least surely *should* be – about more than policing misconduct and ineffectually dithering about logos. Given the multiple millions of dollars extracted from Clark County lawyers and shipped off to Tyler, why hasn’t the Bar done *anything* to protect

its membership from the ongoing rip-off, not to mention serve the public interest?

Is there any kind of appetite by any of the organized Sections of the Bar to suggest actually doing something about this situation? Is there any chance that the Board of Governors could actually be roused from somnolent placidity to file a writ of mandamus with the Supreme Court demanding correction of the obvious equal protection violation on daily display, as its Clark County members are forced to pay 50 times more than their Reno counterparts to perform the basic function of filing papers with the court?

To those that ran for “leadership” positions in the organized Bar: it is past time to actually do some “leading” for the benefit of the membership. Hello?

....

III. CONCLUSIONS

E-filing as implemented in Clark County is just awful, allowing court administration to balance its budget and save internal salaries at monstrous cost to the public and the Bar in lost productivity, wasted time, and indefensible out-of-pocket expense, day after month after year.

In the 17 months since these notes began detailing all the ways in which the system is both defective and deficient, there has been not the slightest indication that either the judges or the administrators they employ care a whit about the mess they have created and imposed on everyone else, or have any intention to ever meaningfully fix it.

And now, a confluence of rule mandates and absurd contract terms mean that Clark County e-filing does not comply with Nevada Supreme Court requirements, and if the system *is* made to comply, the lawyers will get to pay an **additional** two million dollars a year to an out-of-State company to obtain that incremental service, on top of existing fees that would make a hedge fund manager blush.

Anyone actually concerned with “access to justice” should be both dismayed and alarmed. More to the point, anyone with such concern, and the authority to act, would ***do something about it.***

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[From legal note #38, May, 2011]

There have been developments, and disclosures, revealing how much money is going where, and why. But the court bureaucracy – having addressed its internal problems – sees no urgency to improve matters for the public and Bar. Unless the judiciary changes course to refocus on ***those*** needs, things that should be done to improve operations and reduce costs will not happen, and we will be stuck with the current – and unacceptable – state of affairs

indefinitely.

I. THE CONTRACTS – AND WHO GETS THE MONEY

County Clerk Steve D. Grierson graciously agreed to meet to discuss the litany of complaints, problems, delays, and costs regarding e-filing, especially in family court.

It took a number of months, but I eventually obtained the mysterious “Wiznet” (now Tyler) contracts that indicate who agreed to what, and who is receiving what.

Apparently the first contract with Wiznet is dated April 27, 2009, set for a term of three years, and was signed by the prior “Court Executive Officer.” It calls for both an electronic filing program (“EDP”) and a document access program (“DAP”) and on its first page calls for electronic submissions to be received “on a voluntary basis.”

The “meat” of the contract is on Exhibit A, which details that the Court was to incur no cost for either EDP or DAP. *Users*, however, were to incur a \$6 fee to file anything (\$10 if electronic service was also made), of which the Court was to get a cut of \$1.50 “for all civil, probate, family and criminal case types.” The rest of the fees collected went to Wiznet, with the caveat that “revenue share percentages can be increased by mutual agreement . . . not to exceed 50%.”

“The court” never actually got any money under the contract. Rather, all sums received went to the County general fund.

“Amendment No. 1” is dated May 1, 2010, with Tyler Technologies (which acquired Wiznet); it extended the prior contract for three years from its date – and automatically thereafter, if not terminated. The new Exhibits A-1 & A-2 continued the \$900 annual subscriber fee, and \$6 per filing e-filing charge, through August 31, 2010, at which time they were reduced to \$700 and \$3.50, respectively.

Upon the change date, the fee-split dropped to zero. Since September 1, 2010, *all* money collected went to Tyler. But the “big deal” of all this was the Court’s decision to make e-filing *mandatory* as of February 1, 2010 – by way of an edict labeled “Administrative Order 09-12.” So the anticipated million filings per year would *all* be electronic, and generate cash for Tyler.

II. HOW MUCH MONEY ARE WE TALKING ABOUT HERE?

From the rough figures provided, over \$2 Million went to Tyler before July, 2010, and we are shoveling another \$3.5 Million per year at them right now, and indefinitely, in per-document fees, plus *another* million or more per year in annual lawyer subscriber fees.

III. A WEE BIT O' LOGIC – LAWYERS ARE PAYING FOR COURT ADMINISTRATION

It's a little indirect, but the cost of running court functions has been dumped on the lawyers of Clark County. By making e-filing mandatory, and then slashing personnel who used to file all documents at no charge, the Court has effectively required the lawyers to involuntarily pay for a regular court function.

And that brings us to the “Nevada Electronic Filing Rules,” with which all Nevada courts are required to comply:

5(i). Surcharges for electronic filing. Mandatory electronic filing processes should be publicly funded to eliminate the need to impose surcharges for filing of or access to electronic documents. A court may, however, impose such surcharges or use a private vendor that imposes surcharges when sufficient public funding is not available. ***Such surcharges must be limited to recouping the marginal costs of supporting electronic filing processes if collected by the court or to a reasonable level if imposed by a private vendor. . . .***

For further background, see legal note No. 27, which goes over the math.

The Court's apparent decision that “reasonable level” means “whatever the heck we want it to be” is indefensible. The question is the ***actual cost*** of e-filing, as ***opposed*** to over-the-counter filing. So the baseline is the prior cost, in manpower and equipment, of receiving paper files, stamping them, scanning them, indexing them, and posting the information to Blackstone, ***versus*** the cost of having the already-electronic copies posted to Odyssey.

That cost, per filing, is a lot ***lower*** now – that was the whole point of the prior Chief Judge's public announcement a year ago.

And if the County's costs are less now than they were before e-filing, the cost of e-filing should be ***zero*** under the Supreme Court's rules, or e-filing is just being used as a shell game to raid the Bar (and public) to fund regular court operations – which the rule prohibits.

At absolute ***maximum***, only the actual costs of e-filing itself on an ongoing basis could be charged – as is being done right now in Washoe County, where for \$100 per year per lawyer to fund the cost of program operation, e-filing is otherwise free. This is ***still*** somewhat a shell-game-redirection of funding (since so much else got so much cheaper) but at least there is some theoretical conception for an opposing argument, by choosing to look at e-filing and other court administration costs separately.

But what is going on in Clark County has the unique attribute of being both utterly shameless, and shameful, at the same time. It cannot and does not cost millions of dollars per year to fund the “marginal costs of supporting electronic filing.” It cannot and does not actually cost 40 to 50 times as much to pay for the “marginal cost” of e-filing in Las Vegas as it does in Reno.

In short, the Bar and public of Clark County are being robbed to pay for Court's decision to find a quick fix for its filing, budgeting, and personnel expenses. And there is no good excuse for it.

IV. CREDIT – AND BLAME – WHERE IT IS DUE

The court bureaucracy needed mandatory e-filing to address its own economics and personnel costs. However, now that the *court's* problem has been solved, court administration and the judges seem quite satisfied with the status quo.

The concepts of improving the timeliness of service *to the lawyers* to at least what it was before e-filing was imposed, or reducing the cost *to the public* to file documents to what it was before mandatory e-filing was imposed by edict (i.e., back to zero) apparently are not even on the radar of either the judges or the administrators.

The problematic attitude was reflected in the interview by RJ reporter Doug McMurdo with the Chief Judge on January 26, 2011. The judge claimed “awareness” of complaints by attorneys, but simultaneously claimed no knowledge of what they might be.

Several offices have detailed specific problems, with case numbers and dates, directly to the court clerks. I have myself detailed a dozen such, including wrongful rejections, month-long “lost in space” submissions of attempted hearing settings, weeks-long delays in getting file-stamped documents returned, etc. Any lack of knowledge of specifics is attributable to a lack of desire to investigate.

And when the reporter, who had some familiarity with various problems, listed them, the response was to blame budget cuts and the lack of personnel, repeating the useless suggestion that “attorneys can file for free at the clerk’s office,” ignoring the fact that the time required to try to do that is even more expensive for the clients (see legal note No. 21), especially in light of what the Court’s own announcement too-charitably termed “a limited number of workstations for filing . . . by pro se litigants.”

Completely lacking in anything said by court administration, or the Chief Judge, is any initiative, or program, or even *intent* to improve the operation of electronic filing so that litigation in the real world is not made slower and more difficult because of it, and to use all the money saved in salaries that have been eliminated to pay for the costs of the process. The Supreme Court Rule (Electronic Filing Rule 5(i)) *requiring* the court to limit fees “to recouping marginal costs of the e-filing process” is simply ignored.

It is the bureaucratic arrogance of not even *attempting* to satisfy the duty to the public (and the Bar), while remaining obsessed with internal budgets and making things easier for those running the system, that is so maddening. The bottom line message? “Too bad.” But that is a choice, not a necessity.

V. WHAT THE COURT SYSTEM *SHOULD* BE DOING ABOUT IT, AND ISN'T

At a bare *minimum*, those in charge should be demanding that Tyler expend whatever programming or other resources are necessary to provide the level of functionality the Bar was promised before e-filing was implemented, and immediate correction of the *numerous* problems the Bar has been pointing out month after month for the past year.

On the first list would be things such as permitting counsel of record to review counsel's own sealed cases. On the second list would be fixing things such as the inability to provide multiple receipts, the recurrent failure to provide rejection notices, and the programming bug that only allows the first page of a document to be viewed if the user is running Quicktime and tries to print a document out of Odyssey. Demanding those things seems pretty little in return for the millions of dollars already handed to Tyler.

For the multiple *millions* of dollars they are getting each year going forward, they should have technical staff on call required to solve administrative and programming problems immediately on request by the lawyers using the system.

In the bigger picture, judicial administration should fulfill its duty to the Bar and public by planning and implementing a *drastic* reduction in cost, or transition entirely away from Tyler to a system at least as efficient and inexpensive as that already in place in Washoe County – to be accomplished by the time the current Tyler contract expires. At that point, three years from now, *we* (the Bar and public) will have paid some 17 million dollars for the failure to plan ahead and efficiently and economically execute a transition to e-filing. And that is way, *way* more than “enough.”

Has anyone in this County even *asked* the folks in Washoe County how they can manage an e-filing system that seems to work at least as well as the one in operation here for \$100 per lawyer per year, rather than the \$700 per lawyer, *plus* 3.5 million dollars in “per document” fees being extracted from Clark County lawyers and litigants each year? For an awful lot less than we are handing to Tyler Technologies every year, could we not duplicate what Reno has done?

If the answer to that last question is “yes,” why in the world are we not doing so? And if the answer is “no,” why not?

VI. CONCLUSIONS

There is a certain Darwinian logic as to why nothing visible is being done to correct the poor functionality and insane costs of e-filing in Clark County. No judges are impacted by multiple thousands of dollars of increased costs per case, or by the delays suffered daily by lawyers in getting case numbers, or hearing settings, or file-stamped documents, or certified copies. The judges can see the sealed cases just fine. And it is the *judges* who hire and fire the court administrators.

Since no one with any ability to actually *do* something about a shoddy system purchased at exorbitant cost has a job on the line, why *should* court administration care about a bunch of whiny lawyers complaining about litigation being slower and more difficult, and their clients getting fleeced? The *Court's* budget is doing just fine, thank you very much.

No one in the Court system has said a *word* about the obvious equal protection issue presented by the North/South cost differential for court access, *or* about the obvious rule violation of extracting millions of dollars more per year than the “marginal costs of e-filing,” or why it is not a Constitutional violation for the court to fund its operations by emptying the pockets of those seeking access to the legal system instead of from general tax revenues.

The conclusion of legal note No. 21 included the observation that:

ALL changes in court procedures, systems, staffing, and processes should be designed and implemented to make the litigation process faster, cheaper, and easier for attorneys and litigants – or they should not be implemented at all. There is no legitimate excuse for “improvements” that result in higher costs, slower processes, and increased problems.

As of this date, the process of filing papers in court is slower, more aggravating, and vastly more expensive than it was a year ago. That is *NOT* “progress.”

The Bar, and public, have a right to demand a lot more than has been seen to date from the judiciary and the administrators who work for them. The silence on all these points to date has been deafening, and is completely unacceptable. Is *anyone* in the judicial administration of this State paying any attention to any of this? If not, why not? Is it going to take a federal lawsuit, like the one in Texas, to get anyone in a position of authority to take this matter seriously?

.....

[From legal note #27, Oct., 2010]

On July 27, 2010, the Clark County Chief Judge announced a prospective reduction in e-filing fees, from \$6 to \$3.50. While that is “less bad,” it is not good news, and basically constitutes notice that the courts of Clark County have elected to directly tax the attorneys working in this County for their operating budget – without the request or consent of those taxed, and apparently in violation of the applicable rules. . . .

I. RECAP OF THE PROBLEM

A prior legal note (No. 21; posted at <http://www.willicklawgroup.com/newsletters>) protested that, from the point of view of lawyers and litigants, both the filing of documents and obtaining a video record of a hearing had become slower, more difficult, and much more expensive than those tasks had been previously. It posited that such developments could not

be considered “progress” in any rational sense of the word. The many responses received were in unanimous agreement. Since then, there have been developments on both fronts which merit further discussion.

II. E-FILING

A. COSTS – A BIT OF MATH

According to the July 27 news release, “The court’s long standing agreement with its e-filing technology partner, Tyler Technologies E-file and Serve (formerly Wiznet), requires a service fee for each filing and a subscription fee for the filing application.”

It also specified that there had been 309,985 submissions in the five months since the system went mandatory (netting nearly two million dollars), and that the court expected a million submissions in one year.

The news release touted electronic filing as a means to “manage increasing workloads with reduced staff, free up space for additional judges, and eliminate the growing concern for future storage.” All of that is fine, and an appropriate matter for court administration to do on its own without consultation with the Bar.

But there is way more than that going on here. The County is not just reducing its costs, but has constructed a set of rules and procedures by which it is involuntarily extracting an extra \$3.5 Million (new fees) to \$6 Million (old fees) from the Bar per year. And that is ***NOT*** “fine,” or “appropriate.”

The difference between improving efficiencies to reduce costs, on one hand, and compelling payment to the County of some extra millions of dollars from private counsel, on the other, should be pretty obvious. It puts lawyers in the position of either absorbing those costs, or passing them along to their clients.

I do not envy anyone trying to handle government services in a time of declining tax revenues. On the other hand, judges’ salaries were recently increased – a ***lot*** – and have not been reduced a penny during the recession, while incomes across the private Bar have been decimated, leading to belt-tightening everywhere, and even the complete collapse of entire firms across Clark County. So I do not see placing the cost of running the courts on the backs of the lawyers as appropriate, and much less so given the unannounced way it was imposed on the Bar. This is pretty basic “taxation without representation” territory.

At least three issues are presented.

1. Reno, Vegas, and Basic Fairness

First, while the filing fee variance has been reduced, filing papers still costs orders of

magnitude more in Clark County than in Reno. Why is it possible for Washoe County to manage its e-filing system at a cost of \$100 per *year* for unlimited filing of documents, while it takes (now) “just” three and a half dollars *per* document – *plus* a subscription fee – to perform that function here? For a lawyer filing 100 documents a month, the cost has been reduced from \$600 per month to “just” \$350 – but that is still \$4,200 per year, per lawyer.

It certainly appears that the cost of e-filing in Clark County is in violation of rules passed by the Nevada Supreme Court in 2006. The “Nevada Electronic Filing Rules,” with which all Nevada court systems are required to comply, state in part:

5(i). Surcharges for electronic filing. Mandatory electronic filing processes should be publicly funded to eliminate the need to impose surcharges for filing of or access to electronic documents. A court may, however, impose such surcharges or use a private vendor that imposes surcharges when sufficient public funding is not available. *Such surcharges must be limited to recouping the marginal costs of supporting electronic filing processes if collected by the court or to a reasonable level if imposed by a private vendor. . . .*

If in fact the Court is using the e-filing process as a cash-cow to fund other court operations, it would appear to be in violation of the Supreme Court’s rules for such systems. And it is hard to conclude that such is not *exactly* what is happening. Or is someone going to pretend to be able to rationalize how “the marginal costs of supporting electronic filing” costs three and a half million dollars per year, in addition to the two million dollars we have already paid?

Objectively, how could it possibly cost 42 times more per year to have access to e-filing in Clark County than it does in Washoe? Did Clark County just sign a really, *really* lousy deal with Tyler? If so, can’t that contract be broken, or renegotiated? And whose head should roll for entering into it in the first place?

Doesn’t anyone in Clark County court administration see an equal protection/equal access to justice problem here? If they don’t, they should.

2. The Bench Versus the Bar?

Second, just how much of the cost of running the courts is going to be imposed on the Bar, as opposed to general tax revenues? Filing fees have increased again, and again, and are pretty much at “obscene” at this point. And now every lawyer in every case is effectively forced to pay a toll each day to perform the basic job function of filing papers.

Is this going to continue, with the costs of court administration increasingly imposed on the Bar? Because, if so, then the lawyers should have a much, *much* bigger say as to how and on what our money is being spent in the courthouse. Put another way, if the court does not

want the Bar starting to demand cost-cutting and salary oversight, it better stop looking at lawyers as its revenue source.

A proof-reader of these notes has suggested that the above might be perceived as “a threat.” It isn’t. It is simply a pretty straight-forward projection of consequences to be expected if the courts decide to fund themselves not from general tax revenues, but by emptying the pockets of those seeking access to the legal system.

3. The Meaning of “Progress”

Third, as noted previously, a system which has been made slower, more aggravating, and more expensive to utilize is **not** “improved” in any sense outside of Orwellian double-speak, regardless of the easing of burdens on those **inside** the court bureaucracy. Is the announced “reduction” in e-filing fees – to “only” \$3.50 per document more than it used to cost – going to be the only response to the call to make the court’s transformation of processes at **least** cost-neutral to the lawyers and litigants using the Courts?

If not, then it is not good enough. Not by a long shot. Frankly, this is no different than gas prices jumping from two dollars per gallon to four, and then the oil companies asking for thanks when the price finally came down to three. Slightly less massive of a cost increase is no cause for celebration, and making a court function cost **something** that used to cost **nothing** is **not** an improvement, from the point of view of the user.

The lawyers, and the general public, have a right to demand that improved efficiencies and technological advances in court processes make **their** lives cheaper, faster, and easier. Reduced staff? More space? Greater efficiency? Swell. Where is the benefit to the **public**? If there is not going to be one, the people running our courts better start trying something different.

A lot of us out here in “court user” territory are not at all satisfied with “progress” to date that makes the court run better – at our increased expense of time, effort, and money. The cost of e-filing should be **ZERO** – or as close to zero as it can be made and still permit the function to be run. The Bar is owed an explanation of how anything more than that does not violate the applicable rules, and why the current state of affairs should not be perceived as simple robbery.

.....

[From legal note #21, July, 2010]

III. SPECIFIC EXAMPLE: E-FILING – COSTS AND SPEED

The Bar was told that the push for paperless systems would make the court system more efficient. But the system as implemented has made it **harder** – and more expensive – for

everyone actually trying to use the courts.

In prior practice, there was often a line at the Clerk's office to file documents; intermittently, there was an "attorney's window" for slightly faster service for those billing clients on the clock. Once one got to the front of the line, the documents were handled, file-stamped, conformed, and one walked away with a file-stamped order.

In concept, the process of e-filing was to eliminate the step of turning paper documents into electronic documents – with no scanning and indexing, the idea was that the now-electronic documents could be manipulated, routed, and made available instantly with less manpower, lower costs, and greater efficiency.

The court has indeed axed about 20-25 clerk's positions; the new system has allowed the County to stop paying a bunch of salaries. Chief Judge Ritchie's recap printed in the May, 2010 Communique noted some "growing pains" but concluded that they were largely resolved and would "improve court management and delivery of justice to our community."

But the costs to the public? The attorney's line has been eliminated. The process has become so much slower that they have installed a "call-the-next-number" system much like the DMV. Waits are longer – *much* longer – than they ever have been. How much longer? Suffice it to say that the County has installed several rows of seats throughout the lobby for those unable to stand long enough to get to the front.

Meanwhile, attorneys are not receiving file-stamped documents for days – or weeks – after they are filed, snarling the entire litigation process. It often takes more than a week even to get a case number assigned for a newly-filed case. Recently, the Clerk's office took *three weeks* to process a default judgment and get a copy back to us.

And to use this slower and more aggravating service, the County charges money – lots of money. Attorneys must pay \$90 per month for *access* to the Wiznet electronic file service. Plus \$6 *for every document* filed (\$10 for filing plus "service," meaning a zero-cost [to them] electronic copy being sent to the other side). That's \$6 for every motion, affidavit, order, notice of entry of order, etc., etc. In a typical medium-size divorce case, there are dozens to hundreds of documents filed. So every divorce case now costs every single litigant some \$1,000 more to complete than it did two years ago.

Somehow, in Washoe County, they installed a substantively-similar e-filing system at the cost of *one* dollar per document. The request for an explanation of the six-to-one disparity at the Ely conference was met with silence.

The response from the court will probably be "But you can e-file for free from the court kiosk!" Making the Hobson's choice handed to counsel either to pay \$6 for every document, or stand in line consuming much *more* money to avoid it. Or (as this and other firms have chosen to do) pay someone else to do so. On top of the runner's costs we already had, we are paying about \$12 a day just to get documents *filed*. It would be financially irresponsible

for attorneys to stand in that line, on the clock, rather than paying someone else to do it for them.

And where is all the money collected by the County for e-filing going? My inquiries were met with some variety of “I’m not sure” and “I’m not authorized to discuss it.” Why the economics of e-filing are being treated as a State Secret are unclear. But apparently, the bulk of funds are being funneled to the coffers of an out-of-state automation company. Presumably, the County is keeping the rest.

Attorney Elizabeth A. Sadowski of Texas, decrying a similar set of developments there, wrote:

When the county makes it mandatory, it in effect sets up a toll booth at the courthouse door. E-filing programs are optional until the county/court gets greedy and decides to make it the only way to file. Don’t be fooled by the excuse that it’s done to save on salaries for court workers; it’s done to increase the coffers of the counties and their mini-me’s, the courts. They make a lot more on filing fees than they save on salaries. Our county invested \$97,000 for the program’s interface and has taken in \$142,000 in e-filing revenues in one year.

How big a deal is this? It depends on one’s perspective. In *Boddie v. Connecticut*, 401 U.S. 371 (1971), the U.S. Supreme Court ruled that a state statute that required the payment of court fees and costs for service of process as a condition precedent to access to the courts denied due process of law to an indigent person seeking a divorce. The Court confined its ruling to the facts of that case: “we do not decide that access for all individuals to the courts is a right that is, in all circumstances, guaranteed by the Due Process clause of the Fourteenth Amendment so that its exercise may not be placed beyond the reach of any individual.”

The bottom line in Clark County is that litigation is slower, less efficient, and much more expensive for those accessing the courts than it used to be. But the court bureaucracy is saving some salaries. This is not “progress,” either, and the Catch-22 of ridiculously-long waits in line versus high per-document fees to avoid those lines is creeping toward constitutional concerns.

What should be done: Within the next 90 days, the Court should assign a person or persons to compare the costs of actually litigating a case, from the *consumer’s* point of view, before and after e-filing was instituted, and put into place a series of steps to – at *minimum* – reduce the cost of actual access to the courts to what it was *before* e-filing, to be accomplished within the next 12 months.

Hon. James W. Hardesty
Hon. Michael L. Douglas
January 21, 2014
Page 2

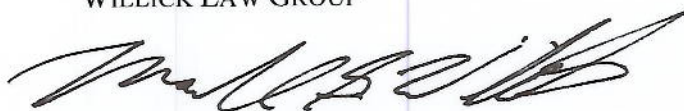
from place to place – despite this Court's e-filing rules, the Clark County system does *not* provide automatic service of all filed documents (that is available only for an *additional* fee).

Litigators are extremely pleased with this Court's electronic filing and service system, and generally pleased with the one in Washoe County, as they are with the federal Pacer program.

Respectfully, it seems to me that the interests of the Bench, Bar, and public would all be best served by this Court compelling the various county bureaucracies to coordinate the prompt establishment of a single State-wide e-filing system, based on either the Nevada Supreme Court or Washoe system, to be extended to the rural courts on a cost-neutral basis to the other counties. With sufficient motivation, I believe this could be accomplished in one to two years.

At minimum, I believe this would be an appropriate agenda item for the next subcommittee meeting. Of course, I would be happy to assist in this effort in any way I might be helpful.

Sincerely yours,
WILICK LAW GROUP

A handwritten signature in black ink, appearing to read 'Marshal S. Willick', with a stylized flourish at the end.

Marshal S. Willick, Esq.

cc: Hon. Mark Gibbons

Memorandum

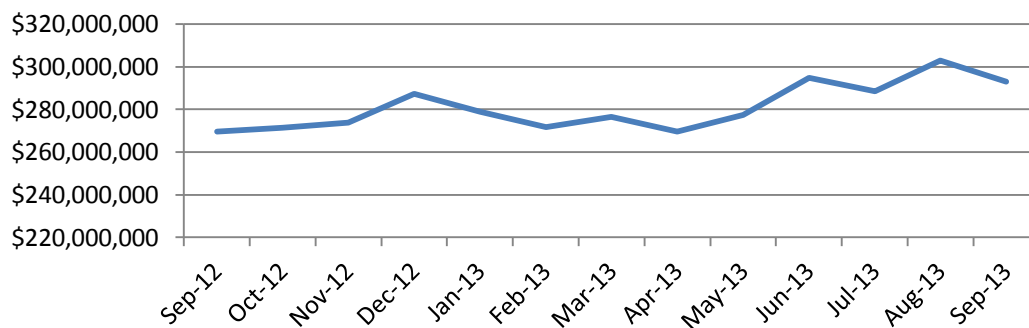
To: Access to Justice Commission and State Bar of Nevada
From: Justice League of Nevada
Date: October 25, 2013

Re: Monthly IOLTA Update

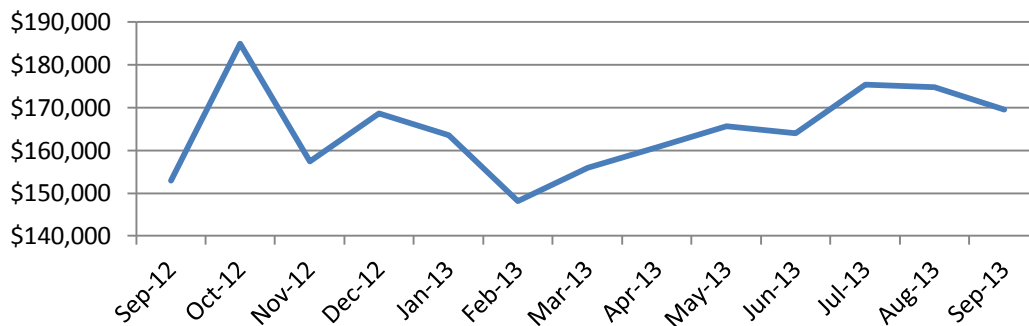
I. September 2013 IOLTA at-a-glance

	2013	2012
Total IOLTAs	2,896	2,799
Amount on deposit	\$292,991,768	\$269,487,414
Total reported interest accrued	\$169,577	\$152,965
Year-to-date remittance	\$1,478,211	\$1,504,435

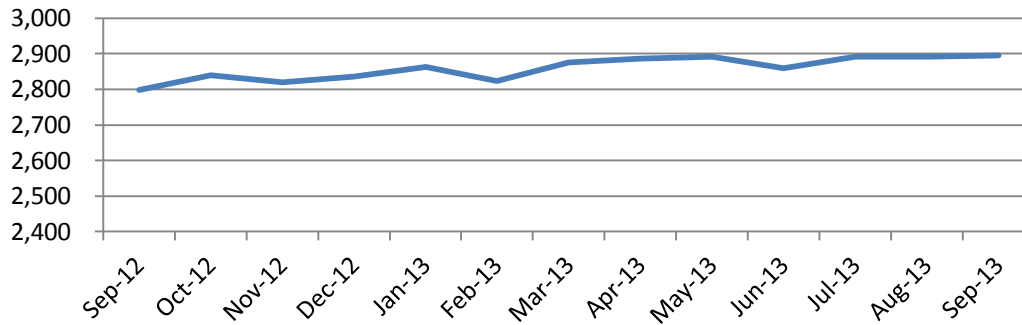
Amount On Deposit



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	572	0.70%	\$36,406,222.52	\$20,938.16
Bank of George	24	0.70%	\$4,007,630.38	\$2,241.62
Bank of Nevada	331	0.70%	\$91,270,133.08	\$53,790.71
Bank of the West	47	0.67%	\$6,086,077.74	\$3,268.83
Chase Bank	65	0.70%	\$1,586,245.00	\$942.93
Citibank	60	0.70%	\$3,080,370.16	\$1,721.33
City National Bank	88	0.70%	\$21,580,189.00	\$12,843.17
First Independent Bank of Nevada	36	0.70%	\$4,004,016.64	\$2,373.91
Heritage Bank	39	0.70%	\$4,878,998.91	\$2,900.71
Mutual of Omaha Bank ¹				
Nevada State Bank	455	0.70%	\$44,851,584.15	\$25,699.63
U.S. Bank	288	0.73%	\$16,574,625.16	\$10,188.20
Wells Fargo	822	0.70%	\$50,729,239.49	\$27,841.11
TOTAL	2,827		\$285,055,332.23	\$164,750.31

¹ JLN did not receive a report from Mutual of Omaha Bank, but has contacted them and requested a report.

B. Financial institutions with *fewer than 25 IOLTAs*²

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
BMO Harris Bank	1	0.70%		
Financial Horizons Credit Union ³	1	0.30%		
First Savings Bank	5	0.75%		
First security Bank of Nevada ⁴				
Meadows Bank	19	0.70%		
Nevada Bank & Trust	4	1.25%		
Northern Trust Bank, FSB	4	0.70%		
Plaza Bank	7	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	6	1.25%		
Town and Country Bank	3	0.70%		
Umpqua Bank	9	0.70%		
Valley Bank of Nevada	7	0.70%		
TOTAL	69		\$7,936,435.69	\$4,826.71

III. Fund development update

The Justice League of Nevada worked with Judge Sullivan to set up a Speakers Bureau event at the Las Vegas Rotary Club on October 17, 2013. Upcoming events include: 1) a co-hosted fundraising event with City National Bank on November 7, 2013; and 2) a fundraising event at Armstrong Teasdale's Reno office on December 12, 2013.

² 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.

³ Member or member's law firm does not maintain an office within twenty miles of a financial institution meeting Rule 217 requirements.

⁴ JLN did not receive a report from First Security Bank of Nevada, but has contacted them to request the report.

Memorandum

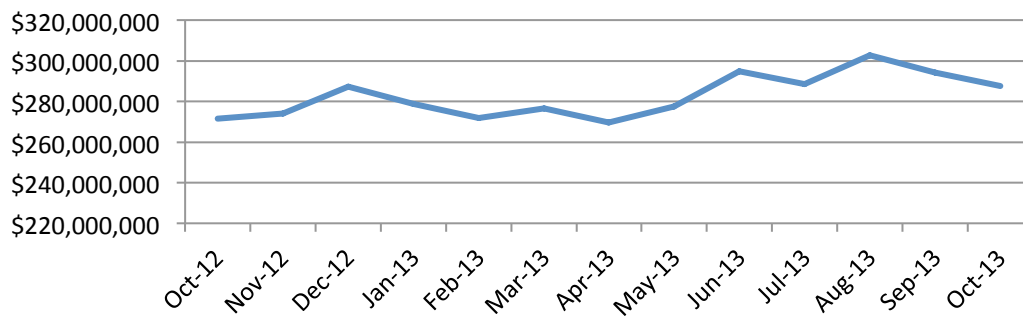
To: Access to Justice Commission and State Bar of Nevada
From: Justice League of Nevada
Date: November 27, 2013

Re: Monthly IOLTA Update

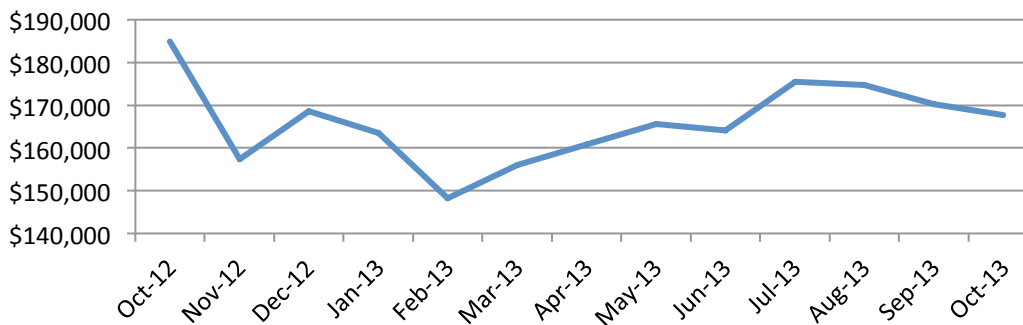
I. October 2013 IOLTA at-a-glance

	2013	2012
Total IOLTAs	2,942	2,842
Amount on deposit	\$287,629,792	\$271,444,597
Total reported interest accrued	\$167,706	\$184,953
Year-to-date remittance	\$1,646,508	\$1,689,388

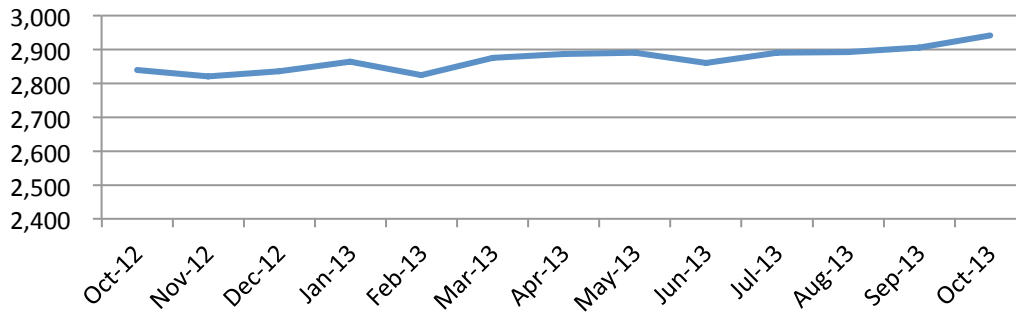
Amount On Deposit



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	576	0.70%	\$ 35,567,327.81	\$ 21,085.98
Bank of George	25	0.70%	\$ 4,084,997.96	\$ 2,428.62
Bank of Nevada	327	0.70%	\$ 81,948,020.73	\$ 48,026.95
Bank of the West	47	0.67%	\$ 6,930,490.56	\$ 3,835.79
Chase Bank	66	0.70%	\$ 1,842,333.00	\$ 1,093.87
Citibank	62	0.70%	\$ 751,799.83	\$ 385.39
City National Bank	88	0.70%	\$ 21,518,086.00	\$ 12,794.27
First Independent Bank of Nevada	35	0.70%	\$ 3,457,876.99	\$ 2,055.72
Heritage Bank	40	0.70%	\$ 4,767,530.15	\$ 2,833.54
Mutual of Omaha Bank	26	0.70%	\$ 2,037,491.24	\$ 1,172.51
Nevada State Bank	456	0.70%	\$ 45,033,639.91	\$ 25,804.92
U.S. Bank	291	0.73%	\$ 17,951,876.36	\$ 11,392.29
Wells Fargo	823	0.70%	\$ 50,372,367.26	\$ 27,757.30
TOTAL	2,862		\$ 276,263,837.80	\$ 160,667.15

B. Financial institutions with *fewer than 25 IOLTAs*¹

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
BMO Harris Bank	1	0.70%		
Financial Horizons Credit Union	1	0.25%		
First Savings Bank	5	0.75%		
First security Bank of Nevada	9	0.70%		
Meadows Bank	19	0.70%		
Nevada Bank & Trust	5	1.25%		
Northern Trust Bank, FSB	4	0.70%		
Plaza Bank	7	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	6	1.25%		
Town and Country Bank	3	0.70%		
Umpqua Bank	10	0.70%		
Valley Bank of Nevada	7	0.70%		
TOTAL	80		\$11,365,954.33	\$7,038.70

III. Resource development update

The City National Bank and Justice League of Nevada reception was attended by 34 people, including Justice Hardesty, Justice Douglas, Justice Cherry, Justice Parraguirre, and State Bar of Nevada President Alan Lefebvre. The reception's program highlighted the Justice League of Nevada, Justice League Grantees SafeNest and Project REAL, the services City National Bank offers to lawyers, and included a special portion where Justice Hardesty and Justice Douglas discussed the importance of supporting underprivileged Nevadans' legal needs.

IV. Financial Institution Leadership communication update

Justice League sent the following email to financial institution leadership regarding the ATJC flat interest rate review:

Dear Financial Institutions participating in the Nevada IOLTA Program,

The Access to Justice Commission met on Friday, November 22, 2013 to review the Supreme Court of Nevada Rule (SCR) 217(2)(c). SCR requires that all members of the Nevada State Bar hold an Interest on Lawyers Trust Account (IOLTA). According to SCR 217, members of the Nevada State Bar must hold their IOLTAs in financial institutions that meet one or more of the minimum interest rate requirements set forth in SCR 217(2)(a-c) below:

¹ 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.

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 thirty days prior to the effective date.**

The current SCR 217(2)(c) flat interest rate is .7%. The Access to Justice Commission of the Supreme Court of Nevada reviewed national IOLTA interest rates, local interest rates on similarly-situated accounts, and feedback from financial institutions that hold IOLTAs in Nevada. Based on their review, the Access to Justice Commission voted to maintain the flat interest rate of .7%

If you have any questions, please feel free to contact [Dara Goldsmith](#), Justice League of Nevada Chairperson or [Trevor Atkin](#), Justice League of Nevada Secretary and IOLTA Co-Chair.

Thank you,
Justice League of Nevada

Memorandum

To: Access to Justice Commission and State Bar of Nevada

From: Justice League of Nevada

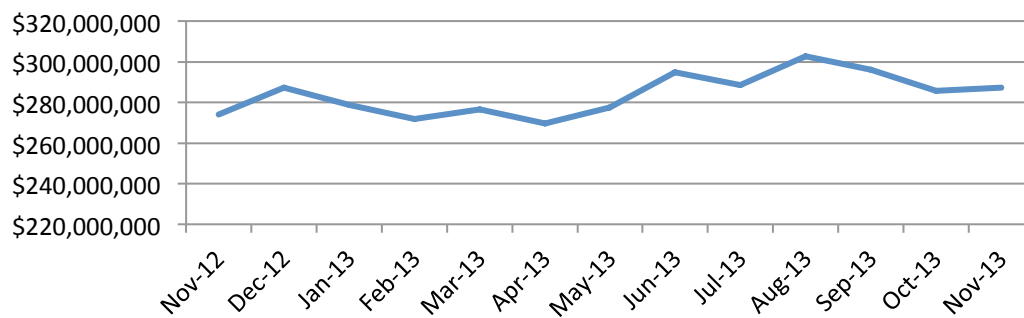
Date: December 30, 2013

Re: Monthly IOLTA Update

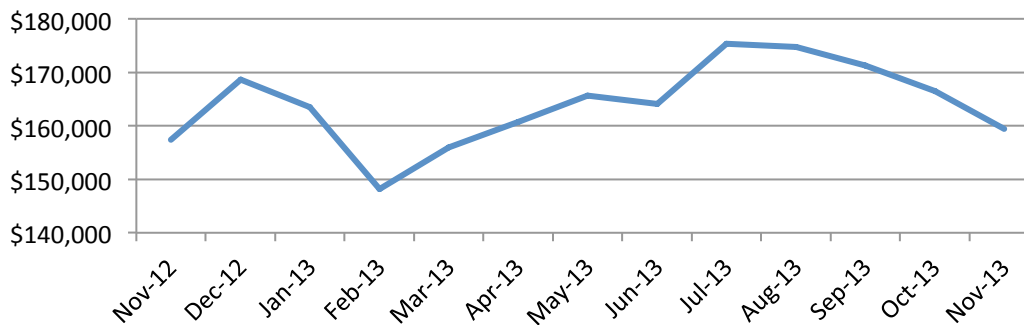
I. November 2013 IOLTA at-a-glance

	2013	2012
Total IOLTAs	2,890	2,820
Amount on deposit	\$287,285,406	\$273,874,629
Total reported interest accrued	\$159,387	\$157,435
Year-to-date remittance	\$1,805,895	\$1,846,823

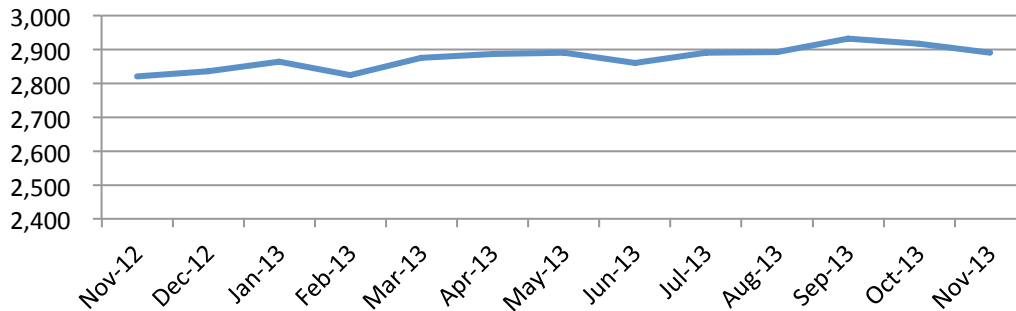
Amount On Deposit



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	572	0.70%	\$ 36,872,497.61	\$ 21,211.75
Bank of George	23	0.70%	\$ 4,449,362.64	\$ 2,560.63
Bank of Nevada	329	0.70%	\$ 77,459,931.67	\$ 43,182.78
Bank of the West	46	0.67%	\$ 6,573,015.58	\$ 3,562.75
Chase Bank	67	0.73%	\$ 1,819,619.00	\$ 1,009.02
Citibank	61	0.70%	\$ 3,904,191.05	\$ 2,191.20
City National Bank	87	0.70%	\$ 18,983,052.00	\$ 10,557.86
First Independent Bank of Nevada	35	0.70%	\$ 4,555,193.57	\$ 2,499.42
Heritage Bank	40	0.70%	\$ 4,631,437.23	\$ 2,575.86
Mutual of Omaha Bank	emailed 12/19	0.70%	\$ -	\$ -
Nevada State Bank	455	0.70%	\$ 44,202,304.19	\$ 22,384.68
U.S. Bank	293	0.73%	\$ 17,971,031.27	\$ 11,038.08
Wells Fargo	824	0.70%	\$ 54,150,596.58	\$ 29,417.00
TOTAL	2,832		\$ 275,572,232.39	\$ 152,191.03

B. Financial institutions with *fewer than 25 IOLTAs*¹

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
BMO Harris Bank	1	0.70%		
Financial Horizons Credit Union	1	0.25%		
First Savings Bank	5	0.75%		
First security Bank of Nevada	0	0.70%		
Meadows Bank	19	0.70%		
Nevada Bank & Trust	4	1.25%		
Northern Trust Bank, FSB	5	0.70%		
Plaza Bank	emailed 12/19	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	emailed 12/19	1.25%		
Town and Country Bank	3	0.70%		
Umpqua Bank	10	0.70%		
Valley Bank of Nevada	7	0.70%		
TOTAL	58		\$11,713,174.04	\$7,196.25

III. IOLTA Financial Institution Leadership Communication

The following email was sent to leadership at financial institutions participating in the Nevada IOLTA program on November 23, 2013:

Dear Financial Institutions participating in the Nevada IOLTA Program,

The Access to Justice Commission met on Friday, November 22, 2013 to review the Supreme Court of Nevada Rule (SCR) 217(2)(c). SCR requires that all members of the Nevada State Bar hold an Interest on Lawyers Trust Account (IOLTA). According to SCR 217, members of the Nevada State Bar must hold their IOLTAs in financial institutions that meet one or more of the minimum interest rate requirements set forth in SCR 217(2)(a-c) below:

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

¹ 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.

(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 thirty days prior to the effective date.

The current SCR 217(2)(c) flat interest rate is .7%. The Access to Justice Commission of the Supreme Court of Nevada reviewed national IOLTA interest rates, local interest rates on similarly-situated accounts, and feedback from financial institutions that hold IOLTAs in Nevada. Based on their review, the Access to Justice Commission voted to maintain the flat interest rate of .7%

If you have any questions, please feel free to contact [Dara Goldsmith](#), Justice League of Nevada Chairperson or [Trevor Atkin](#), Justice League of Nevada Secretary and IOLTA Co-Chair.

Thank you,
Justice League of Nevada

Memorandum

To: Access to Justice Commission and State Bar of Nevada

From: Justice League of Nevada

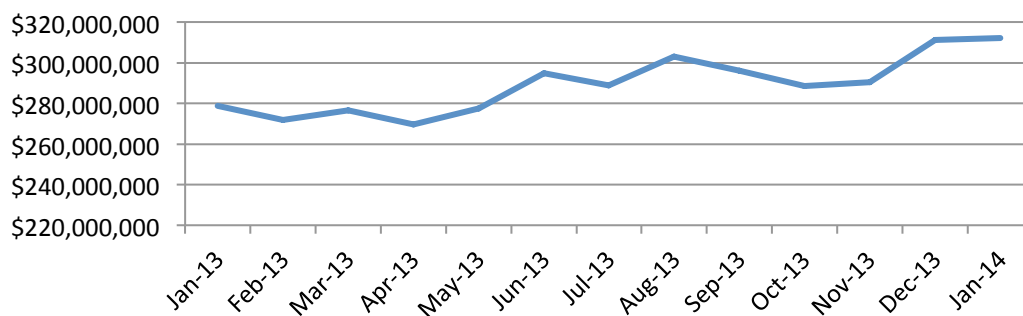
Date: February 28, 2014

Re: Monthly IOLTA Update

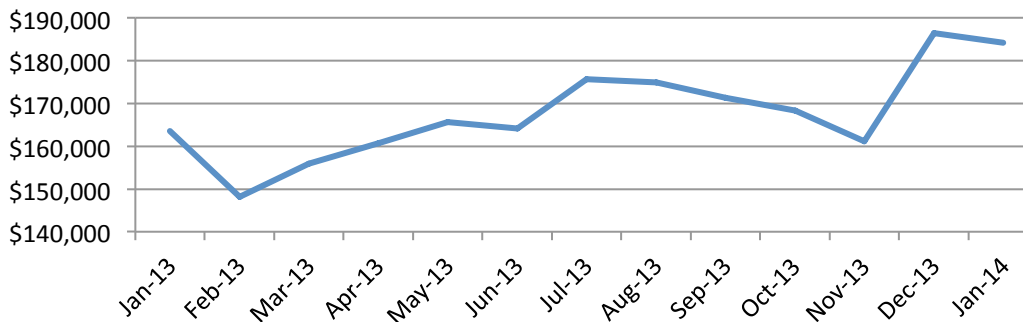
I. January 2014 IOLTA at-a-glance

	2014	2013
Total IOLTAs	2,946	2,863
Amount on deposit	\$312,174,982	\$278,870,242
Total reported interest accrued	\$184,160	\$163,525
Year-to-date remittance	\$184,160	\$163,525

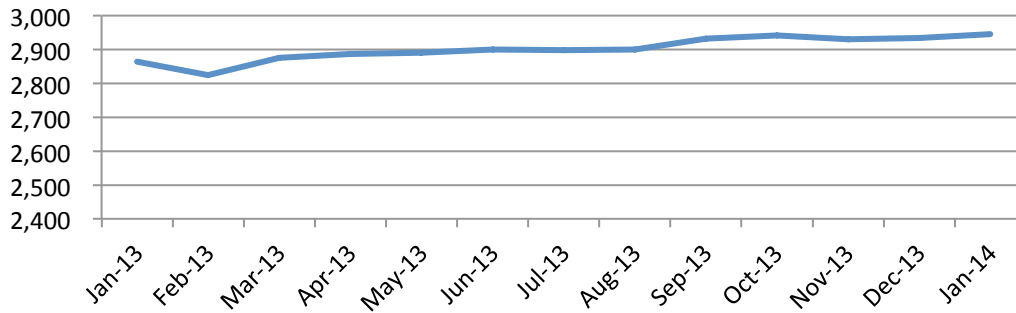
Amount On Deposit



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	570	0.70%	\$ 39,258,919.23	\$ 23,337.09
Bank of George	24	0.70%	\$ 3,734,140.40	\$ 2,188.83
Bank of Nevada	328	0.70%	\$ 81,796,196.54	\$ 48,324.44
Bank of the West	48	0.69%	\$ 5,636,945.06	\$ 3,506.79
Chase Bank	72	0.73%	\$ 2,746,517.00	\$ 1,603.63
Citibank	60	0.70%	\$ 3,444,249.01	\$ 2,001.86
City National Bank	88	0.70%	\$ 39,877,272.00	\$ 23,707.80
First Independent Bank of Nevada	33	0.70%	\$ 2,877,279.87	\$ 1,710.56
Heritage Bank	41	0.70%	\$ 4,781,686.26	\$ 2,838.94
Mutual of Omaha Bank	27	0.70%	\$ 1,582,855.45	\$ 941.28
Nevada State Bank	456	0.70%	\$ 43,280,252.32	\$ 24,931.36
U.S. Bank	293	0.73%	\$ 18,543,949.41	\$ 11,773.84
Wells Fargo	833	0.70%	\$ 54,280,356.51	\$ 30,619.85
TOTAL	2,873		\$ 301,840,619.06	\$ 177,486.27

B. Financial institutions with *fewer than 25 IOLTAs*¹

Financial Institution	Accounts	Interest Rate	Total Bank Principal	
			Balance	Remittance
American First National Bank	1	0.70%		
BMO Harris Bank	1	0.70%		
Financial Horizons Credit Union	1	0.25%		
First Savings Bank	5	0.75%		
First security Bank of Nevada	12	0.70%		
Meadows Bank	20	0.70%		
Nevada Bank & Trust	4	1.25%		
Northern Trust Bank, FSB	5	0.70%		
Plaza Bank	Waiting for response	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	6	1.25%		
Town and Country Bank	3	0.70%		
Umpqua Bank	10	0.70%		
Valley Bank of Nevada	7	0.70%		
TOTAL	66		\$10,069,308.26	\$6,512.78

¹ 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.

ACCESS TO JUSTICE COMMISSION, RURAL CONCERNS SUBCOMMITTEE
LEGAL SERVICES AND NEEDS QUESTIONNAIRE

Please complete and return this questionnaire by 5:00 p.m. on February 28, 2014. You can submit via email or fax at jgradick@nvcourts.nv.gov or 775-684-1723.

1. What legal needs are not being met in your venue? Please respond to the questions below:

- a. What types of cases in your court involve litigants who would benefit from legal services because of the seriousness or complexity of the matter, but are self-represented because they cannot afford legal services? Please complete the following table:

Case Type: Please be specific, for example, "Child custody" rather than "family law".	Priority Level: On a scale of 1-10, how important is addressing unmet needs in this type of case to you?	How many unrepresented litigants in this type of case do you see per year.	Estimate the average amount of attorney time required to represent a litigant in this area.

- b. Other than lack of funds to hire an attorney, what factors interfere with the ability of litigants, or potential-litigants, in your area to understand and exercise their legal rights? Some examples include language and/or cultural barriers or lack of awareness regarding legal rights.

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- c. Are there veterans in your city or county whose legal needs are not being met? Please describe the unmet needs, why the needs are not being met, and how many veterans are affected.

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- d. What are the two greatest areas for unrepresented litigants seen in your court? Also, please comment on whether your court has experienced any language access issues in civil matters.

2. What resources are available to your court to meet these needs?

- a. Please describe the **sources** and **amounts** of funding your city/county collected to fund legal services during 2013? For example, does your county collect the NRS 247.305(4) \$3 filing fee? Your city or county treasurer should be able to provide you with this information.

- b. Who received the funds collected to fund legal services during 2013? *Please note the provider to whom funds were paid, the services the provider agreed to provide and the actual amount paid to the provider.*

- c. What legal resources are available in your city or county to meet the legal needs of the financially disadvantaged? For example, Legal Aid Center of Southern Nevada, Washoe Legal Services, Volunteer Attorneys for Rural Nevada (VARN), local bar, paralegals. *Please note the type of services proved by each provider as well as the approximate number of attorney hours provided.*

- d. Would your city or county benefit from the Nevada Supreme Court placing a computer somewhere the public could use it to access legal forms? If so, please provide suggestions for a possible location.

- e. What technology does your court have available for telephone or video conference appearances?

3. How can the unmet legal needs in your city or county be addressed?

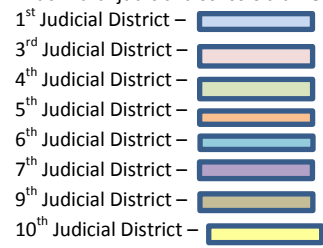
- a. We are interested in all of the ideas you have. Please comment below:

	Virginia City Township Justice Court	1 st Judicial Dist. & Carson City Justice and Municipal Court	3 rd Judicial Dist. Dept. 1	Dayton Township Justice Court	4 th Judicial Dist. Dept. 1 & 2 and Elko Township Justice court	Carlin Township Justice Court Carlin Municipal Court
UNMET LEGAL NEEDS						
Self-represented cases- types	Battery	Guardianships, child custody, child visitation	Guardianship, child custody, divorce	Protective orders, civil justice foreclosures	Child custody, guardianship, divorce	Evictions
Self-represented cases- frequency		24, 200, 200 (estimated)	25, 30, 50	90%, 98%	50,25,100	7-10
Self-represented cases – attorney time		Varies depending upon case	3 hours, 8 hours, 10 hours	156 hours per year, 40 hours per year	40,15,10	3 hours
Factors that interfere with litigants’ ability to exercise legal rights	Lack of funds	Language barriers – interpreters can only provide procedural info, not legal advice	Distance from population centers and courthouse	Lack of funds, lack of understanding legal process, language barriers	No law library, very few forms available, language barriers	Lack of understanding legal process, distrust of attorneys, language and cultural barriers
Unmet needs of veterans	No info.	No info.	No info.	No info. – most litigant do no advise courts of veteran status	No info.	No info.
Top areas for unrepresented litigants	Traffic Misdemeanors	Child custody Child visitation	Divorce Child custody	Protective orders Landlord/tenant	Child custody Guardianships	Summary evictions
Language access issues				Don’t see many issue	Occasional language issues	People with language barriers usually bring relatives to translate
RESOURCES AVAILABLE TO MEET NEEDS						
Sources and amounts of funding collected by your city/county in 2013	\$2 for NRS 176.059 = \$1548	VARN: \$11,098 NV Legal Services: \$11, 115	Filing fees – \$20, 000-\$25, 000 a year		No info	Court collected \$260 and County Recorder collects the \$3 filing fee
Who receives these funds?	Public Defender’s Office	VARN Nevada Legal Services	VARN Nevada Legal Services	Unknown	N/A	Elko County Treasurer
Legal resources available to meet needs of financially disadvantaged	VARN and Washoe Legal Services – demand is overwhelming but these services our out of county and difficult for residents to reach	VARN, Nevada Legal Services, Supreme Court library	No providers have local offices; clients must travel to get services	Nevada legal Services (10 hours a year) ALIVE (15 hours)	VARN handles a few cases, Nevada Legal Services provides an attorney for elder law, a few local pro bono attorneys	None in Carlin, limited Nevada legal Services in Elko
Possible locations for public access of legal forms	Lockwood Community Center, Mark Twain Community Center	Currently working on this project	Court currently has a computer but most population lives far away	Three justice courts and 1 district court should each have a computer	Elko County Library or Senior Citizens Center	Public library or in the courthouse
Available court technology	Teleconferencing	Jefferson A/V system, video conferencing with Washoe Crime Lab	JAVs (both courtrooms) and Polycom (in only 1 courtroom)	Teleconferencing, video with jail only	Teleconferencing and CourtCall	Teleconferencing

	Eastline Justice Court West Wendover Municipal Court	Jackpot Justice Court	Wells Justice Court Wells Municipal Court	Beatty Justice Court	Argenta Justice Court	Union Justice Court
UNMET LEGAL NEEDS						
Self-represented cases- types	Small claims, evictions	None – go to family court in Elko	Landlord/tenant	General civil	Criminal, landlord/tenant	Extended protection orders
Self-represented cases- frequency	15, 10		4-12	Litigants usually unresponsive	50-75 10-15	35
Self-represented cases – attorney time	1 hour per case		1 hour per case	No info	1-2 hours 2-4 hours	1.5 hours
Factors that interfere with litigants' ability to exercise legal rights	Language barriers, illegal residents are fearful of courts and attorneys	Language and cultural barrier	Language barriers, lack of understanding the process	Language barriers, lack of education, lack of understanding the legal process	Availability of pro bono attorneys	Lack of awareness and lack of indigent legal services
Unmet needs of veterans	Not many veterans in the community	No info.	No info.	No info.	No info.	No info.
Top areas for unrepresented litigants			Misdemeanors and traffic citations		Landlord/tenant	Criminal misdemeanor Traffic citations
Language access issues	Spanish-speaking clerks but they're still trying to complete the certification process	Great need for Spanish- speaking interpreter	Minimal issues	Growing need for interpreters	Sometimes need Spanish interpreters	Minimal issues
RESOURCES AVAILABLE TO MEET NEEDS						
Sources and amounts of funding collected by your city/county in 2013	Filing fees		Unknown – would have to contact county	N/A Court does not collect NRS 247.305 fees	None collected	Not known; contact county treasurer
Who receives these funds?	Not known		Not known	Not known	None allocated	
Legal resources available to meet needs of financially disadvantaged	Public defender and Nevada Legal Services	None	Nevada Legal Services out of Elko but that is 50 miles away	Internet	Local bar, VARN, Nevada Legal Services	Legal Aid Service of Nevada, VARN by appointment only. One attorney offers quarterly workshops and senior center has elder law attorney once a month
Possible locations for public access of legal forms	Courthouse lobby, would need a Spanish translation program	Population center is in Elko, there should be computers there	Wells Library	Justice court lobby	Courthouse lobby	Courthouse has a computer but it is not user-friendly
Available court technology	JAVs	None	Teleconferencing but looking into video	Polycom, teleconferencing	Teleconferencing and video	CourtCall and Polycom for Washoe County Crime Lab

	7 th Judicial Dist. Court Dept. 2	Meadow Valley Justice Court	Caliente Municipal Court	Tahoe Justice Court	10 th Judicial Dist. Court	New River Justice Court
UNMET LEGAL NEEDS						
Self-represented cases- types	Child custody	Landlord/tenant, small claims, general civil	Criminal misdemeanor	Marijuana possession, minor consumption	Child custody, guardianships (minors)	Misdemeanors
Self-represented cases- frequency	10-15	1-5, 20-25 10-15 a year		20-30 40-60	No info.	20
Self-represented cases – attorney time		Unknown	Unknown	10-15 hours 20-30 hours	Varies with case complexity	2 hours
Factors that interfere with litigants' ability to exercise legal rights	Lack of awareness of legal rights	Distance required to travel to see non-local counsel	Unknown	Distance, tourist area results in low turnout for trial	Limited education, lack of understanding process, language barriers	Language barriers
Unmet needs of veterans	No info.	No info.	No info.	No info.	Fallon has a Veterans' Service Center	None
Top areas for unrepresented litigants	Divorce/custody Parents in 432B cases	Misdemeanor traffic violations Small claims	Has not seen any unrepresented litigants	Marijuana possession, minor consumption	Divorces Petitions for custody, support, visitation, Guardianship	Misdemeanors with non- mandatory sentences Civil case, small claims, landlord/tenants, protection orders
Language access issues		Minimal issues	None	None	None so far	None
RESOURCES AVAILABLE TO MEET NEEDS						
Sources and amounts of funding collected by your city/county in 2013	NRS 19.0312 - \$1870.00 Elderly legal - \$1644.50 Indigent legal - \$2865.50 Foreclosure fee- \$118.08	NRS 19.031 - \$25.00 filing fee	\$3.00 AA	NRS 247.305 fees; ask county treasure for additional fees	NRS 247.305 – 2013 \$650.08 Indigent and elderly legal aid fees 2013 \$147	Recorder's Office \$650.80 Dist. Ct. Indigent and Elderly fees – \$147.00
Who receives these funds?	A pool of 5 attorneys appointed by the court on a rotating basis	Unknown		Unknown	Nevada Legal Services , VARN, public defender per contract	Nevada legal Services, VARN
Legal resources available to meet needs of financially disadvantaged	Attorney pool for consultation – may apply to the court for additional funds is necessary	Legal Aid of Southern Nevada, VARN, Local attorneys provide pro bono		Douglas County Defenders, 3-4 local attorneys provide indigent services, VARN	None within Churchill County, VARN, Nevada Legal Services, a few local attorneys have provided pro bono	Nevada Legal Services, VARNS, some pro bono attorneys
Possible locations for public access of legal forms	There is already a computer available	Justice court office in courthouse	None	Clerk's office – the forms on the S.Ct website are not the forms the public in this area need	Dist. Court currently has a computer in the law library and website provides forms/instructions	Justice court lobby or district court law library
Available court technology	Polycom – systems need upgrades in terms of picture and sound quality	Teleconferencing and working on establishing video	None	JAVS and teleconferencing	CourtCall	CourtCall and Videoconferencing

*Each rural judicial district is a different color:





Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

To: Access to Justice Commission
From: Angela Washington, Access to Justice Director
Date: March 10, 2014
Re: ONE Promise Nevada

MEMORANDUM

Below, please find updates relative to the ONE Campaign:

Pro Bono and CLE – In support of the ONE Campaign, members who take a pro bono case through a legal services provider or who donate \$100 to the ONE Campaign, will receive a \$40 coupon - the value of one CLE credit. The coupon codes apply to all .mp3 and video downloads offered through the Bar's CLE catalog. *(During October, this will increase to two free credits per person for each pro bono case taken in observance of Pro Bono Celebration 2014).* Also, CLE's produced by the legal services providers are included in the State Bar's CLE Catalog and are a part of this offer. See the [State Bar's CLE Store](#) page or the [ONE website's Continuing Education & Events](#) page for more information.

****Please note that the onepromiseAAMH code, which gives 50% to all legal service provider staff attorneys who download an .mp3 or video for their substance abuse credit expires March 31.*

Outreach - Outreach for the ONE Campaign continues. Below is an update of what has transpired after contact or meetings with individuals and organization representatives and of upcoming ONE related events:

- **J. Reuben Clark Society Annual Conference** – A well-received ONE Presentation was made at the J. Rueben Clark Annual Conference by Barbara Buckley and Steve Dahl.
- **LGBT Bar Section** – Section Chairperson, Tara Newberry, accepted the call to be a participating organization of the ONE Campaign on behalf of the section. It will be discussed at the section's March meeting and she has open cases at this time that she will distribute to the members of the section at the meeting.
- **LV Latino Bar** – The Latino Bar will host a luncheon on Wednesday, April 23rd at Legal Aid Center of Southern Nevada. The luncheon will include a presentation by Justice Douglas and Justice Hardesty on the ONE Campaign and on the Appellate Court initiative. Also efforts have started to make this luncheon available for CLE credit.
- **John McManus, MGM Resorts International General Counsel** – John McManus has accepted the invitation to discuss the ONE Campaign and how his office can participate.
- **Clark County Bar Association (CCBA)** – CCBA has committed to an article in an upcoming edition of *Communiqué* and to a brief ONE Campaign presentation at the upcoming *Meet the Judges Mixer*. Further, President, Kimberly Buchanan, an employee of the



Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

Attorney General's office in Las Vegas, has provided outreach and information to the Attorney General's office on public attorneys and pro bono service as well as the ONE Campaign.

- LVNBA – The Las Vegas Chapter of the National Bar Association is currently outlining their pro bono focus. Once the organization has determined how they would like to offer pro bono services, they will meet with us again to determine how the ONE Campaign can fit into their pro bono service plan.
- SNAWA – The organization is interested in participating, but cannot at this time due to several commitments. Will revisit a little later in the year.
- NNAWA – The organization welcomed Justice Hardesty for a ONE presentation this month.
- Ely Family Law Conference – ONE Campaign materials were distributed at the conference and the ONE Campaign video was shown at the closing banquet.
- Bar Section Luncheon – The State Bar of Nevada has a working lunch for the sections of the bar scheduled for Tuesday, March 11th. The ONE Campaign will be discussed there.
- Public Lawyers Conference – The Public Lawyers Section's annual conference is scheduled for May 7-9, 2014, at South Lake Tahoe. A ONE Presentation will be made at that time.

Presentation Notice

In an effort to follow up accordingly, please contact Angela Washington if a **ONE** Campaign presentation is made. A running list is being kept of all presentations made across the state.



Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

To: Access to Justice Commission
From: Angela Washington, Access to Justice Director
Date: February 28, 2014
Re: Veteran's Roundtable

MEMORANDUM

Board of Governors member, Bryan Scott and attorney William Kerry Skaggs introduced the idea of developing an ongoing legal clinic for homeless Veterans after volunteering during Veteran's Day in Las Vegas. Shortly thereafter, a small group of organizations was invited to brainstorm ideas to develop an ongoing legal assistance program for veterans. The Access to Justice Commission was asked to meet with the small group of organizations and to be a part of this initiative.

Thereafter, the first meeting of the Veteran's Roundtable was held at Legal Aid Center of Southern Nevada on January 13, 2014 and included participation from representatives from the legal community, social services community and government. That meeting resulted in discussion on unmet legal needs of veterans and ideas for meeting those needs.

For more information on the Veteran's Roundtable, please contact Barbara Buckley. If you are interested in participating in the Veteran's Roundtable, please contact me.



Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

To: Access to Justice Commission
From: Angela Washington, Access to Justice Director
Date: March 4, 2014
Re: Access to Justice Commission Contribution

MEMORANDUM

The ATJ Commission received a twenty-five thousand dollar (\$25,000.00) contribution from retired Reno attorney, Geoffrey White. Mr. White attended January's Board of Governors Annual Meeting with the Supreme Court luncheon and took pictures with the Justices following the luncheon.



CIVIL LAW SELF-HELP CENTER STATISTICS

October 2013

10/1/2013 to 10/31/2013 (22 operating days)

General

Total number customer interactions (for month)	4,318	Total number served in 2013	48,168
Total number of intake forms collected	156	% of parties returning forms	4%
Total number of intake forms sampled	156	% of collected forms sampled	4%

Biographical Data

Ethnicity:

White	57		38%
Black	47		31%
Hispanic	30		20%
Asian	9		6%
American Indian	2		1%
Other	7		5%
No Response Provided	4		3%

Age:

60 and over	21		14%
No Response Provided	11		7%

Sex:

Male	65		44%
Female	83		56%
No Response Provided	8		17%

Court Case Pending In:

District Court	12		9%
Justice Court	116		91%
Las Vegas	19		16%
Henderson			0%
North Las Vegas			0%
Other	6		5%
No Case or No Response Provided	28		18%

Represented by an Attorney:

Yes	5		4%
No	136		96%
No Response Provided	15		10%

Number of Visits to the SHC:

One	79		55%
Two	35		24%
Three	12		8%
More	18		13%
No Response Provided	12		8%

Reason for Visit to the SHC:

Appeal	7		5%
Auto Sale/Lease, Repair, Towing	3		2%
Consumer Debt or Loan	1		1%
Contract Dispute	2		1%
Employment Dispute	2		1%
Foreclosure Mediation Assistant			0%
Garnishment or Execution	6		4%

Harassment or Protection Order	17		11%
Homeowner Eviction	6		4%
Judicial Review			0%
Landlord/Tenant Dispute or Eviction	74		50%
Mediation	2		1%
Mobile Home Sales, Repairs, or Eviction	7		5%
Personal Injury/Property Damage	3		2%
Small Claims Case	23		15%
Other	17		11%
No Response Provided	7		4%
Currently Employed?			
Yes	71		47%
No	81		53%
No Response Provided	4		3%
Annual Household Income:			
Under \$10,000	50		42%
\$10,000 to \$20,000	22		18%
\$20,000 to \$30,000	18		15%
\$30,000 to \$40,000	7		6%
\$40,000 to \$50,000	11		9%
\$50,000 plus	12		10%
No Response Provided	37		24%
Benefits Received:			
Social Security/Disability	29		39%
Unemployment	10		14%
TANF/Food Stamps	45		61%
Subsidized Housing Benefits	1		1%
No Response Provided or No Benefits Received	82		53%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	112		76%
Satisfied	34		23%
Unsatisfied	2		1%
Very Unsatisfied			0%
No Response Provided	8		5%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	117		77%
Agree	34		22%
Disagree	1		1%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	4		3%
The staff's explanations and answers to my questions were clear and understandable:			
Strongly Agree	111		72%
Agree	41		27%
Disagree	1		1%
Strongly Disagree			0%
No Opinion	1		1%
No Response Provided	2		1%

I understand the court process and my situation better now than before I came to the Self-Help Center:			
Strongly Agree	98		64%
Agree	44		29%
Disagree	1		1%
Strongly Disagree			0%
No Opinion	9		6%
No Response Provided	4		3%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:			
Strongly Agree	100		65%
Agree	47		31%
Disagree	3		2%
Strongly Disagree			0%
No Opinion	3		2%
Did Not Receive Forms or Materials this Visit	1		1%
No Response Provided	2		1%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	115		75%
Agree	31		20%
Disagree	2		1%
Strongly Disagree			0%
No Opinion	3		2%
Did not fill out forms during this visit	3		2%
No Response Provided	2		1%
The Self-Help Center's website was user-friendly and informative:			
Strongly Agree	66		44%
Agree	21		14%
Disagree			0%
Strongly Disagree			0%
No Opinion	9		6%
Have Not Visited the Website	55		36%
No Response Provided	5		3%
Other Comments and Suggestions			

It's very helpful, to have the center. Hopefully "spending cuts" doesn't close it down, that would affect many people in a very negative way.

I would like to say thanks to all staff-members who where courteous and professional in helping me. Big smile for you :)???

I like when they said I got to hurry up so I won't get locked out. That was very helpful thank you so much. :)
son muy utiles para ayudarnos a resluer hos problemas que no entiende mos gracias por tenor estos servicios

Govt lengthy process is why people do it another way - other than ???? Legal

This place & people are wonderful and greatly needed & patient & helpful!

Pam was very knowlegeable and I could understand everything she told me. Thank you for being here for us in this depression economy.

Cisco Gonzalez was very helpful.

Cisco was the bomb, very patient, kind, and informative. A super guy and made me feel so much better.

God Bless Cisco - is Awesome

Everything fine. Muy bien Francisco paco, cico

Cisco was very friendly, helpful and explained everything to me!

We were given valid & informative information & were treated w/ dignity

Pleasantly surprised that notary services were free

I do not own a computer

Thank you!

Very satisfied the employees there really were helpful from when I stepped in till I was done thank you very much

In the world we live in today "customer service" does not seem to be a priority. I felt I was the employees of Help Center's #1 priority and they gave me the information I needed very good service and help

They made it a little better for me to understand and now I'm at ease.

Francisco was very helpful thank you.

The staff was very helpful and informative.

She was very very helpful and patient.

Thank you for your help Yolanda! Always so helpful.

Excellent especially Francisco

It seems staff attempts to assist, but is very brief as they are extremely busy.

Very helpful and all had a beautiful smile God Bless

very nice staff. Explained everything well.

It was good services were helped a lot with this matter.

Nice people here helping me

Cisco was very helpful to me.

They forgot to tell me I couldn't write on the back of the pages, so I had to start all over with my paperwork.

Everyone was very nice & helpful to me :)

Extremely happy to have access to this service and with the assistance of the staff.

Very helpful Thank you

Yolanda is a credit to your organization. She & other members on the staff were quite empathic, helpful, and are very dedicated in giving a service provided to their community.

The gentleman was very helpful. Assisting us with all our needs.

I would just like to thank the Help Center for being very helpful.

I really appreciated the assistance of the staff. They not only made sure I had the correct forms (I had printed the wrong ones offline). They explained and reviewed the forms with me. In a stressful situation their patience and assistance were very much appreciated.

None. Very satisfied with staff.

Thank you for your courteous & knowledgeable staff! Cisco was wonderful in helping me.

Great attitude

There are way too many slum lords getting away with not keeping their apartments up. So the tenants pay for it in the end it's called an "eviction". Make them responsible for how we live.

Thank you for everything

Staff really accommodating and nice.

The staff is very courteous and pleasant to deal with

Very helpful and nice.

Could use more room for explanations

The staff was very helpful and patient and willing to help

Lupe - A keeper!! "Awesome" :) Super-helpful in every way!!

Pam Pearson has been very helpful & supportive

I am very happy. They have them for help.

Today was my first visit to Self-Help Center. Pam was extremely helpful, because this is all foreign to me. The forms were somewhat confusing. There was another lady who was very patient with me and I didn't get her name. Thank you all for all you do for the public.

Staff was very helpful and went the extra mile to help me and make sure I knew what to do Thanks
n/a

Very very useful & helpful

Power of attorney/Paralegal-studies/prepaidlegal.com. I want all staff keep up good work, task to helping people's in need, blessed all of your staff.

Cisco was very helpful & pleasant

The staff was very courteous & helpful. They really made my process much easier.

Self-Help Center was very helpful thank you

I have never been to a help center, as friendly and nice. Two staff members took the time to help and answer all my questions making me comfortable.

The staff is really help me and very ???? And take time to help me out very nice people.

I really liked the way they respond to people help they were really nice & respectful and knowledgeable

Pam was extremely helpful with what I needed. Thank you so much!!

Very please good service

Very helpful! Thank you!

Excellent treatment, professional very courteous

Service and help is great! We were cheerfully greeted when we arrived. Very professional.

Every time I have inquired about my case the representatives have been extremely patient, friendly, and understanding. Keep up the good work.

It seemed to be more efficient when the self help filed for you.

gracias al personal por ser tan amables y profecionales muy grata la ayuda

Thank you!

Excellent!

Besides the whole office looking very Halloween, I must say. Not only is the environment comfortable, but the staff is also pleasant. I'm more positive in my situation now. Self-help is truly (HELP). Thank you

Yolanda was very sweet and helpful for me today!

The self help center had help me have my papers filed quick... like that... Thank you

I hope n pray this center always be here for the people that need this help the most.

CIVIL LAW SELF-HELP CENTER STATISTICS

November 2013

11/1/2013 to 11/29/2013 (19 operating days)

General

Total number customer interactions (for month)	3143	Total number served in 2013	51,311
Total number of intake forms collected	206	% of parties returning forms	7%
Total number of intake forms sampled	206	% of collected forms sampled	7%

Biographical Data

Ethnicity:			
White	67		34%
Black	55		28%
Hispanic	52		27%
Asian	11		6%
American Indian	2		1%
Other	8		4%
No Response Provided	11		5%

Age:			
60 and over	21		10%
No Response Provided	3		1%

Sex:			
Male	65		32%
Female	136		68%
No Response Provided	5		9%

Currently Employed?			
Yes	93		48%
No	101		52%
No Response Provided	12		6%

Annual Household Income:			
Under \$10,000	68		39%
\$10,000 to \$20,000	39		22%
\$20,000 to \$30,000	27		15%
\$30,000 to \$40,000	11		6%
\$40,000 to \$50,000	10		6%
\$50,000 plus	20		11%
No Response Provided	31		15%

Benefits Received:			
Social Security/Disability	34		34%
Unemployment	10		10%
TANF/Food Stamps	63		62%
Subsidized Housing Benefits	3		3%
No Response Provided or No Benefits Received	105		51%

Education Level:			
Less than High School	18		10%
High School/GED	65		35%
Some College	70		38%
College Degree	32		17%
No Response Provided or No Benefits Received	21		10%

Court Case Pending In:			
District Court	26		17%

Justice Court	129		83%
Las Vegas	11		9%
Henderson	0		0%
North Las Vegas	0		0%
Other	2		2%
No Case or No Response Provided	51		25%
Represented by an Attorney:			
Yes	6		4%
No	163		96%
No Response Provided	37		18%
Number of Visits to the SHC:			
One	99		55%
Two	42		23%
Three	20		11%
More	20		11%
No Response Provided	25		12%
Reason for Visit to the SHC:			
Appeal	19		10%
Auto Sale/Lease, Repair, Towing	3		2%
Consumer Debt or Loan	5		3%
Contract Dispute	4		2%
Employment Dispute	2		1%
Foreclosure Mediation Assistant	2		1%
Garnishment or Execution	8		4%
Harassment or Protection Order	17		9%
Homeowner Eviction	4		2%
Judicial Review	2		1%
Landlord/Tenant Dispute or Eviction	99		50%
Mediation	1		1%
Mobile Home Sales, Repairs, or Eviction	8		4%
Personal Injury/Property Damage	3		2%
Small Claims Case	16		8%
Other	29		15%
No Response Provided	9		4%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	144		73%
Satisfied	47		24%
Unsatisfied	5		3%
Very Unsatisfied	1		1%
No Response Provided	9		4%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	140		71%
Agree	53		27%
Disagree	1		1%
Strongly Disagree	1		1%
No Opinion	1		1%
No Response Provided	10		5%
The staff's explanations and answers to my questions were clear and understandable:			

Strongly Agree	145		73%
Agree	51		26%
Disagree	1		1%
Strongly Disagree	0		0%
No Opinion	3		2%
No Response Provided	6		3%
I understand the court process and my situation better now than before I came to the Self-Help Center:			
Strongly Agree	114		59%
Agree	61		32%
Disagree	5		3%
Strongly Disagree	3		2%
No Opinion	10		5%
No Response Provided	13		6%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:			
Strongly Agree	127		64%
Agree	62		31%
Disagree	2		1%
Strongly Disagree	0		0%
No Opinion	6		3%
Did Not Receive Forms or Materials this Visit	2		1%
No Response Provided	7		3%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	138		70%
Agree	49		25%
Disagree	1		1%
Strongly Disagree	2		1%
No Opinion	4		2%
Did not fill out forms during this visit	4		2%
No Response Provided	8		4%
The Self-Help Center's website was user-friendly and informative:			
Strongly Agree	89		46%
Agree	30		16%
Disagree	0		0%
Strongly Disagree	0		0%
No Opinion	13		7%
Have Not Visited the Website	60		31%
No Response Provided	14		7%
Other Comments and Suggestions			

Thank you :)

I was very pleased with how helpful the staff was, and their willingness to help.

The help that was given was prompt the helper, Cisco, was very knowledgeable

The employee was very rude to customers one guy confronted her about her way of treating others, this is a self help place understood however she should not be allowed to work in the customer service field she is not in the business of helping anyone & it clearly shows. I will follow-up on this complaint

The staff was friendly and helpful. My purpose of being here today already has me nervous. It was nice to have staff that were polite and helpful

Son muy amables y estan bien capacitados.

recivi la ayuda que necesita pava saver defender mis derechos los cudies no savia, y por los cuales attoru podre mostrar en corte

Thank you for having this service for us, without this services I would not know what to do with my paper work

No comment

Thank - you

Great customer service nice workers very helpful & friendly and quick sue

None.

N/A

Eva was extremely helpful. I have no words to convey my immense appreciation for how she helped me and my family. Thank you Thank you

NA

Grateful for your help.

Very helpful

Actube una buena atencion con fransisto por su ayuda

The gentleman that helped re with my landlord tenant case was very educated and a lot of help

Me gustaria que hubieran mas personas en espanol o por lo menos bilingues, me ayudo Cisco.

I was very pleased by the help I received today. The staff is well versed in all areas of the court. They do an outanding job communicating with all people in Spanish and English. Thank you for having excellent people here

Got very good service

(Cisco) me atendio y solamente puedo darle y decio muchas gracias por su ayuda

Muy buen servicio fue de mucha ayuda

This workers always help me, explain all questions. I never have any problemes with court, except tenants don't pay rent.

Pam and Malcolm were so ??? and explained options clearly.

They helped me understand what my rights were and how to fill everything out

Eva did a great job.

I always arrive to see a person 100% willing to listen and help me with my situation. Even if the line is huge. I've been behind what seemed like 20 people before and was still treated like they care, and that's rare these days. :)

It was very helpful to have someone to explain the forms and help when I needed it! Thank you!

P.S. not providing forms of my needs @ a courthouse is inconvenience of my personal conducting in ?????? Etc.

This wasn't easy to understand but I understand thing a little better it's just this is my first time doing something like this.

A side de muy buena calidad a moble de Francisco. Estoy muy satisfecha.

Thankful for the help center, the public would be at a loss without. ??? if some things aren't as well organized (paper work) but I believe things ??? perfect wherever you go. ??? If you pay for the service.

Awesome service-

The staff was very friendly and knowledgeable. I was very satisfied with the advice. They turned a very stressful situation into a learning experience.

None.

I've been here a few times, and the staff is always helpful.

Great services thank you!

The staff is great!

No suggestions but truly thankful for their patience and help

It's good to know you can count on someone to give you explanations to some of the intimidating questions that you are asked to answer in things you know nothing about.

The employees at the self help center were courteous and professional. Their assistance expedited my entire process. Thank you. If you could help me find a job I would recommend saint hood

No comment

Eva was amazing, she was very friendly and helpful.

Cisco very helpful thanks.

They were very helpful, Cisco was very helpful
 Very helpful thank you
 I was glad that the person could tell me that. What should I do to take care of this problem.
 I am interested in a free attorney consultation regarding bankruptcy, home loan modification, child support
 garnishment rights I would like to receive email information
 I loved my service today. The lady helped me to a lot of information and I greatly appreciate her work and help!
 Good & satisfied.
 Much "heart symbol" xo
 The staff & this dept. has always been a huge help in all the times I have had the need of their assistance.
 Thank you!
 Pam & Cisco was very polite and helpful
 Very helpful and nice to disabled people (me)
 gracias
 Wonderful staff
 Very nice employees very much help
 Everyone is very knowledgeable and the resources are very helpful. This is my first time dealing w/ legal
 situations and I'm glad I had some great guidance.
 They have an excellent work team
 Inconceivable pass due date. Letter too the manager may I Sandra stay fax we talked 333 haven't let up
 vordeal exsmp (reason award of room entry) P.s fax hand & knees floor wrap & close & cussed at
 repeatedly spent in face, while set in chair by door. Opening and closing.
 They were very helpful in helping fill out forms and answer my questions
 Mr. Cisco, he helped me a lot. He did very good Thanx Mr. Cisco
 Staffs are helpful & respect.
 Very attentive and helpful
 Your staff was very helpful with their knowledge and assistance. Thank you
 Yolanda was excellent help!! :)
 Just want to say thanks for the help. If it wasn't for the Self-help center and friendly staff don't know what
 I could would do.
 Great service!
 I wish there was already a form for a motion to dismiss a counterclaim, however the staff was knowledgeable
 and happy to assist me in order to get done what I needed to do.
 Lupe the lady was very kind. I ripped my 5 day notice and she helped me. She went out of her way to be
 kind and tape it back together. Thank you guys for training a very helpful woman.
 Thank-you for your help.
 Excellent everything thank you and God Bless you Sonrie cristo te ama
 I wait your consideration. Because I have six month no work. Thanks.
 Wonderful I would come back again
 The person who help me was very helpful, and I understand everything explain to me my situation and what is
 next. Francisco helped me.
 Very good and helpful
 Cisco Gonzales has been so resourceful when needing information in regards to my situation, would go
 above and beyond what is expected as for obtaining information to assist me with important documents,
 different options for representation, follow procedures to have my case reviewed when needing
 immediate attention.

CIVIL LAW SELF-HELP CENTER STATISTICS

December 2013

12/02/2013 to 12/31/2013 (21 operating days)

General

Total number customer interactions (for month)	3686	Total number served in 2013	54,997
Total number of intake forms collected	100	% of parties returning forms	3%
Total number of intake forms sampled	100	% of collected forms sampled	3%

Biographical Data

Ethnicity:			
White	34		37%
Black	27		29%
Hispanic	26		28%
Asian	4		4%
American Indian	0		0%
Other	1		1%
No Response Provided	8		8%

Age:			
60 and over	11		11%
No Response Provided	1		1%

Sex:			
Male	45		45%
Female	54		55%
No Response Provided	1		4%

Currently Employed?			
Yes	50		53%
No	44		47%
No Response Provided	6		6%

Annual Household Income:			
Under \$10,000	39		45%
\$10,000 to \$20,000	14		16%
\$20,000 to \$30,000	15		17%
\$30,000 to \$40,000	8		9%
\$40,000 to \$50,000	4		5%
\$50,000 plus	7		8%
No Response Provided	13		13%

Benefits Received:			
Social Security/Disability	12		25%
Unemployment	8		17%
TANF/Food Stamps	35		73%
Subsidized Housing Benefits	1		2%
No Response Provided or No Benefits Received	52		52%

Education Level:			
Less than High School	11		11%
High School/GED	37		38%
Some College	33		34%
College Degree	16		16%
No Response Provided or No Benefits Received	3		3%

Court Case Pending In:			
District Court	6		9%

Justice Court	59		91%
Las Vegas	5		8%
Henderson	0		0%
North Las Vegas	1		2%
Other	0		0%
No Case or No Response Provided	35		35%
Represented by an Attorney:			
Yes	7		8%
No	76		92%
No Response Provided	17		17%
Number of Visits to the SHC:			
One	55		65%
Two	18		21%
Three	7		8%
More	5		6%
No Response Provided	15		15%
Reason for Visit to the SHC:			
Appeal	9		10%
Auto Sale/Lease, Repair, Towing	1		1%
Consumer Debt or Loan	2		2%
Contract Dispute	1		1%
Employment Dispute	1		1%
Foreclosure Mediation Assistant	0		0%
Garnishment or Execution	2		2%
Harassment or Protection Order	8		9%
Homeowner Eviction	6		7%
Judicial Review	0		0%
Landlord/Tenant Dispute or Eviction	40		45%
Mediation	0		0%
Mobile Home Sales, Repairs, or Eviction	6		6%
Personal Injury/Property Damage	2		2%
Small Claims Case	5		6%
Other	11		13%
No Response Provided	12		12%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	73		77%
Satisfied	19		20%
Unsatisfied	3		3%
Very Unsatisfied	0		0%
No Response Provided	5		5%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	68		70%
Agree	25		26%
Disagree	2		2%
Strongly Disagree	1		1%
No Opinion	1		1%
No Response Provided	3		3%
The staff's explanations and answers to my questions were clear and understandable:			

Strongly Agree	71	73%
Agree	25	26%
Disagree	1	1%
Strongly Disagree	0	0%
No Opinion	0	0%
No Response Provided	3	3%
I understand the court process and my situation better now than before I came to the Self-Help Center:		
Strongly Agree	58	61%
Agree	34	36%
Disagree	3	3%
Strongly Disagree	0	0%
No Opinion	0	0%
No Response Provided	5	5%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:		
Strongly Agree	69	71%
Agree	27	28%
Disagree	1	1%
Strongly Disagree	0	0%
No Opinion	0	0%
Did Not Receive Forms or Materials this Visit	0	0%
No Response Provided	3	3%
In filling out my forms today, the staff's assistance and direction was helpful:		
Strongly Agree	68	70%
Agree	27	28%
Disagree	1	1%
Strongly Disagree	0	0%
No Opinion	0	0%
Did not fill out forms during this visit	1	1%
No Response Provided	3	3%
The Self-Help Center's website was user-friendly and informative:		
Strongly Agree	46	49%
Agree	18	19%
Disagree	0	0%
Strongly Disagree	1	1%
No Opinion	1	1%
Have Not Visited the Website	28	30%
No Response Provided	6	6%
Other Comments and Suggestions		

Very helpful the entire staff.

Thanks so much.

Gracias por pensar en ofrecer este servicio proque yo sola no sabia como hacer las cosas legales
ordenadamente y portener personas bilingues

Thanks for the pen

Very helpful, great service.

Eva Garcia I will say, she is a very special and value employee in these property, I'm proud to see her in
here how helpful and knowledge she is to answer in Spanish to English if you do not have nothing to say to
her at least say thank you for being excellent employee and smile to her

Great

I would like to thank them for the excellent help

The gentleman that worked the front desk was sensitive and kind to my situation. I appreciate that.

Thank you

Employees all lack empathy and patience

I hope to get some relief from this caller

Cisco was a great help explaining everything, questions I had were all answered.

Not satisfied when twice I come here

The man at front desk was very helpful and professional.

Would be nice to have form fill out and direction to what forms to use

Great help!

The folks in the office provide a great service

:) Very nice & helpful, great place!!!

Thank you Patricia! I won my case the judge immediately ruled for me!

Cisco was very professional & helpful

Good

I'm very thankful to the customer service agent Francisco for all his help very knowledgeable to help me

understand the process of my situation this hard work should give him a higher position

Cisco was very helpful and with whatever help we needed, he provided great service for us.

Cisco was very helpful & informative!

Estoy completamente satisfecho con el proceso que se tramito hoy muchas gracias.

Thank you.

Very pleasant, polite and informative

They seem very caring & understanding, they where even willing to listen

I thank you all very much

Rent is paid. I had my rent lowered after I spoke with mediator after not having heat for over a month. Have

a caution notice that is live to my knowledge would like a court date

*Cisco was just as professional as it can gets very satisfied with his work!!! Thank you and happy new year!!!

La persona que me atendio fue muy eficiente gracias ;por su gran ayuda

Every time I came in to the self help center the staff is so eager to help.

CIVIL LAW SELF-HELP CENTER STATISTICS

January 2014

1/02/2014 to 1/31/2014 (21 operating days)

General

Total number customer interactions (for month)	4151	Total number served in 2013	0
Total number of intake forms collected	207	% of parties returning forms	5%
Total number of intake forms sampled	207	% of collected forms sampled	5%

Biographical Data

Ethnicity:

White	81		42%
Black	48		25%
Hispanic	36		18%
Asian	16		8%
American Indian	4		2%
Other	10		5%
No Response Provided	12		6%

Age:

60 and over	33		16%
No Response Provided	4		2%

Sex:

Male	92		45%
Female	113		55%
No Response Provided	2		4%

Currently Employed?

Yes	85		43%
No	111		57%
No Response Provided	11		5%

Annual Household Income:

Under \$10,000	65		35%
\$10,000 to \$20,000	42		22%
\$20,000 to \$30,000	34		18%
\$30,000 to \$40,000	13		7%
\$40,000 to \$50,000	16		9%
\$50,000 plus	17		9%
No Response Provided	20		10%

Benefits Received:

Social Security/Disability	50		51%
Unemployment	7		7%
TANF/Food Stamps	50		51%
Subsidized Housing Benefits	2		2%
No Response Provided or No Benefits Received	108		52%

Education Level:

Less than High School	22		12%
High School/GED	63		34%
Some College	63		34%
College Degree	40		21%
No Response Provided or No Benefits Received	19		9%

Court Case Pending In:

District Court	30		21%
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Justice Court	115		79%
Las Vegas	8		7%
Henderson			0%
North Las Vegas			0%
Other	1		1%
No Case or No Response Provided	62		30%
Represented by an Attorney:			
Yes	7		4%
No	166		96%
No Response Provided	34		16%
Number of Visits to the SHC:			
One	86		47%
Two	39		21%
Three	25		14%
More	33		18%
No Response Provided	24		12%
Reason for Visit to the SHC:			
Appeal	8		4%
Auto Sale/Lease, Repair, Towing	4		2%
Consumer Debt or Loan	2		1%
Contract Dispute	4		2%
Employment Dispute	4		2%
Foreclosure Mediation Assistant	1		1%
Garnishment or Execution	9		5%
Harassment or Protection Order	15		8%
Homeowner Eviction	14		7%
Judicial Review	1		1%
Landlord/Tenant Dispute or Eviction	67		34%
Mediation	3		2%
Mobile Home Sales, Repairs, or Eviction	7		4%
Personal Injury/Property Damage	4		2%
Small Claims Case	30		15%
Other	44		22%
No Response Provided	7		3%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	160		79%
Satisfied	40		20%
Unsatisfied	1		0%
Very Unsatisfied	1		0%
No Response Provided	5		2%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	153		78%
Agree	39		20%
Disagree	1		1%
Strongly Disagree	1		1%
No Opinion	1		1%
No Response Provided	12		6%
The staff's explanations and answers to my questions were clear and understandable:			
Strongly Agree	150		76%

Agree	46		23%
Disagree	2		1%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	9		4%
I understand the court process and my situation better now than before I came to the Self-Help Center:			
Strongly Agree	130		66%
Agree	61		31%
Disagree	2		1%
Strongly Disagree			0%
No Opinion	4		2%
No Response Provided	10		5%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:			
Strongly Agree	129		66%
Agree	62		32%
Disagree	2		1%
Strongly Disagree			0%
No Opinion	2		1%
Did Not Receive Forms or Materials this Visit	1		1%
No Response Provided	11		5%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	147		75%
Agree	42		22%
Disagree	2		1%
Strongly Disagree			0%
No Opinion	1		1%
Did not fill out forms during this visit	3		2%
No Response Provided	12		6%
The Self-Help Center's website was user-friendly and informative:			
Strongly Agree	82		43%
Agree	37		19%
Disagree	2		1%
Strongly Disagree			0%
No Opinion	9		5%
Have Not Visited the Website	60		31%
No Response Provided	16		8%
Other Comments and Suggestions			

Thank you!

I appreciate your help.

Excellent!

Cisco was very helpful and (?)

Francisco is the best!!!

Is just very helpful to have someone direct me step by step thank you

Good job!

This helped to reduce my frustration of being evicted the first time in my 72 years. It also reduced the time.

La senorita Yolanda Navarro me atendio de una forma muy educada, adenta y professional, es una excelente trahagadora.

This Self-Help Center is fantastic. The staff could be more compassionate is my only somewhat negative comment.

Everyone was very polite and very helpful overall a very pleasant experience, thank you!

Very helpful...

Very helpful to me.

Cisco was very helpful, although he was the employee that helped me. I see others getting the help they need from other employees.

My rep was very very helpful and patient and knowledgeable about my case she made my experience very pleasurable Thank you Mrs. Lupe

Always very helpful & knowledgeable with any questions I had.

I have found the people to be very friendly and helpful in my endeavors the two times I've needed them.

This is my second time here and both times the staff was very understanding and nice and helpful and never keep you waiting.

Truthfully I still don't fully conceive it all but my nerves are shot! Difficult to find pen that works. The people were pleasant and helpful and happily cheerful, esp on a day of most distress. I can't even think. I left my phone on counter and they found - returned they were a blessing may God bless you & yours

Very helpful, very friendly

Very knowledgably, took time to clarify and assist me.

Very very helpful very pleased, good work.

Great help!

Thank you for your help!

Very helpful friendly I was finish my paper work less then 10 minutes :)

Cisco was awesome

I love all that they do

I - was - helped

The staff was patient informative and respectful. This was a great experience and truly appreciate all their help.

Yolanda was very helpful & professional.

The gentleman was very very helpful this morning. He made an unpleasant situation very pleasant and I was very confident walking out of the Self-Help Center. Thank you.

Estoy muy agradecida por alludan con todo este tramite

* A very helpful and informative experience. * I would not have been able to continue my appeal without the help of the legal aid center. * Thank you

Cisco was a very helpful person!

Great customer service Cisco. :)

A great job Cisco

Me dieron muy buen servicio gracias

Muy bueno

Very worked up about a claim I believe is quite unjust. Lupe Ledezma was exceptionally helpful in listening and providing options. I am grateful for this center.

I was confused when I came in because I had never delt with these matters. The man behind the desk listened to me and walked me thru what I needed to do. Because of his help I was no longer upset or confused. Today I walked away with a feeling of "I did it" because of the staff here.

PS None right now ok thank you. :) and have a nice day ok.

Staff always very helpful. Thank you.

Great service Cisco :)

Very helpful thank you very much

Thank you for keeping self help funded. It empowers the community.

From the minute I walked in the door they were very helpful

Great people working here

Thanks for all your help!

Thank you for your help!

Cisco Gonzales was very professional & helpful. He took time to explain process. I appreciate that.

Thank you for your help.

I came in to ask for the time limitations for my case. It less than a min. the gentleman assisting me with exactly what I needed.

Cisco always helpful!

I don't want to break the law, in asking for help but service is good.

Much better service now than in the past

Great service and very friendly staff. When you are going through something of a legal nature it is good to have someone be nice and helpful and unjudgmental, which this staff is

My first encounter was unfriendly; the second gentleman who helped was more pleasant - neutral the woman nonchalant - cool.

This is my 2nd visit to the Self-Help Center. Both times I had the good fortune and pleasure of Cisco assisting me. He is very patient, and helpful - also very knowledgeable. He is very willing to help and explain items and answer questions. Cisco has made this process less stressful and uncomplicated. Cisco is a major asset to the Center! :)

A+ to staff in self help

Much better service now than in the past

Staff very helpful

Great service. Invaluable. Friendly staff

I appreciate that they made copies for me while waiting.

During the past 2 years your office has been my life line to legal issues. Thank you for all your help

Always helpful & nice.

Everyone was very helpful.

No comments

The guys were very helpful!

el señor Gonzales es una persona muy atenta y cortés con nosotros gracias.

I want to thank your staff for their help.

Very helpful with all our questions

Cisco, is very helpful and he has great customer service.

Great/ c/o Cisco

They are helpful.

Pam @ self help center was a great help. She was very knowledgeable and informed me of my position.

She is an asset. Thanks.

Very pleased with everything

Se porta bien se porta bien

Cisco was very nice & helpful.

I received first class service by Cisco and I am infinitely grateful! Thank you Cisco!

They were very helpful

Thanks for the help this process is ??????

Excellent

Welcoming & patient. Very helpful

Muy satisfecho?????

Cisco Gonzalez was a very big help to me because I did not know anything about filing evictions. So thanks to him a lot!

Staff are very nice and helpful to me

Very friendly and helpful. Really made me understand the whole process

Cisco was very helpful and great. We need more people like in customer service. Thanks so much Cisco...

Employees very unhappy

The satisfied was very helpful

The staff was very helpful in such a manner! I felt like I was home. Took about a minute the court clerk to understand my paper work. Thank you very much for Mr. Cisco's effort to make me understand.

CIVIL LAW SELF-HELP CENTER STATISTICS

February 2014

2/03/2014 to 2/28/2014 (19 operating days)

General

Total number customer interactions (for month)	4071	Total number served in 2014	8,222
Total number of intake forms collected	163	% of parties returning forms	4%
Total number of intake forms sampled	163	% of collected forms sampled	4%

Biographical Data

Ethnicity:			
White	66		43%
Black	40		26%
Hispanic	30		19%
Asian	12		8%
American Indian	0		0%
Other	7		5%
No Response Provided	8		5%

Age:			
60 and over	17		11%
No Response Provided	7		4%

Sex:			
Male	74		47%
Female	85		53%
No Response Provided	4		10%

Currently Employed?			
Yes	79		52%
No	74		48%
No Response Provided	10		6%

Annual Household Income:			
Under \$10,000	46		32%
\$10,000 to \$20,000	33		23%
\$20,000 to \$30,000	20		14%
\$30,000 to \$40,000	17		12%
\$40,000 to \$50,000	10		7%
\$50,000 plus	17		12%
No Response Provided	20		12%

Benefits Received:			
Social Security/Disability	30		50%
Unemployment	7		12%
TANF/Food Stamps	31		52%
Subsidized Housing Benefits	2		3%
No Response Provided or No Benefits Received	103		63%

Education Level:			
Less than High School	12		8%
High School/GED	41		28%
Some College	57		39%
College Degree	38		26%
No Response Provided or No Benefits Received	15		9%

Court Case Pending In:			
District Court	22		18%

Justice Court	98		82%
Las Vegas	12		12%
Henderson	1		1%
North Las Vegas	0		0%
Other	2		2%
No Case or No Response Provided	43		26%
Represented by an Attorney:			
Yes	7		5%
No	135		95%
No Response Provided	21		13%
Number of Visits to the SHC:			
One	69		48%
Two	35		24%
Three	21		15%
More	19		13%
No Response Provided	19		12%
Reason for Visit to the SHC:			
Appeal	13		8%
Auto Sale/Lease, Repair, Towing	1		1%
Consumer Debt or Loan	6		4%
Contract Dispute	0		0%
Employment Dispute	0		0%
Foreclosure Mediation Assistant	2		1%
Garnishment or Execution	11		7%
Harassment or Protection Order	11		7%
Homeowner Eviction	10		6%
Judicial Review	1		1%
Landlord/Tenant Dispute or Eviction	64		41%
Mediation	0		0%
Mobile Home Sales, Repairs, or Eviction	3		2%
Personal Injury/Property Damage	1		1%
Small Claims Case	26		17%
Other	20		13%
No Response Provided	8		5%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	125		79%
Satisfied	29		18%
Unsatisfied	4		3%
Very Unsatisfied	0		0%
No Response Provided	5		3%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	118		76%
Agree	36		23%
Disagree	1		1%
Strongly Disagree	0		0%
No Opinion	1		1%
No Response Provided	7		4%
The staff's explanations and answers to my questions were clear and understandable:			
Strongly Agree	115		74%

Agree	36		23%
Disagree	1		1%
Strongly Disagree	0		0%
No Opinion	4		3%
No Response Provided	7		4%
I understand the court process and my situation better now than before I came to the Self-Help Center:			
Strongly Agree	100		64%
Agree	48		31%
Disagree	3		2%
Strongly Disagree	1		1%
No Opinion	5		3%
No Response Provided	6		4%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:			
Strongly Agree	100		64%
Agree	50		32%
Disagree	1		1%
Strongly Disagree	0		0%
No Opinion	3		2%
Did Not Receive Forms or Materials this Visit	2		1%
No Response Provided	7		4%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	117		75%
Agree	35		23%
Disagree	1		1%
Strongly Disagree	0		0%
No Opinion	1		1%
Did not fill out forms during this visit	1		1%
No Response Provided	8		5%
The Self-Help Center's website was user-friendly and informative:			
Strongly Agree	85		56%
Agree	26		17%
Disagree	1		1%
Strongly Disagree	0		0%
No Opinion	6		4%
Have Not Visited the Website	33		22%
No Response Provided	12		7%
Other Comments and Suggestions			

Great service, I now understand more clearly the steps that are needed to be taken

Very helpful thank you

They were very respectful and informative people that helped me today.

Everyone was helpful & nice

Thank you for all your help.

Very helpful. Great customer service. Thank you.

Great customer service!!! Thank you very much

This was my first visit, although my situation was confusing, you were very helpful.

Todo el personal muy amables. Y atentos. Muy preparados muchas gracias.

Thank you for your help. Thanks again!

Yolanda & staff were great. My case was a little confusing to figure out but we got it!

Very good. I appreciated it.

Lorena was very understanding of my circumstances. I just had surgery and am still not 100% mentally, but

Lorena handled me with care, kindness, patience, and understanding. I really appreciate her in such a

difficult time.
 Very confusing, thanks for your help
 But I did call the justice court prior to coming to help center and was given 2 different amts. Relating to filing info was incorrect.
 Thank you! :)
 Yolanda was helpful and polite and concise with my needs.
 Excelente!!
 Yolanda was very helpful.
 Very helpful in self-help center. Every time I come in.
 Very helpful as always
 Nopues excelente servicios por el personal, muy contento
 The staff was very helpful and polite. It made things much easier to understand.
 This place is awesome!!! Yolanda was a superb and an intellectual woman and is an asset to Clark County Court.
 Great job
 El servicio q recivi fue muy agratable
 With all my heart, I figuratively stated that your good office is knowledgeable in dealing with the clients concerns and customer service quality. Assistance made by your staff. Done professionally, they are polite & dealing customer needs. And as a whole I'm happy with your services and very satisfied with your actions.
 Pam & Lorena were extremely helpful, friendly & courteous to me. I appreciate them helping to guide me in the right direction & addressing my questions & concerns.
 Cisco helped me. He was friendly and knowledgeable Thank you.
 I am very thankful of help and excellent customer service.
 The staff at this self-help center are "life savers" for people caught in a very stressful situation.
 Cisco was most helpful. He was courteous efficient, and very knowledge!
 Your representative used clear, concise language - his calm & clear manner was helpful and appreciated.
 Our helper was: Cisco
 I was completely new to this process. I am contesting an eviction as I was not served. The person who assisted me in the self help center was very knowledgeable, friendly and informative.
 Just keep it up your job. Your great thank you
 Cisco assisted me the (?) Very nice & went out of his way - that's customer service! I like to see that from other people & Cisco to be nice w/ smile & friendly - consistently
 Very helpful
 Cisco - most helpful & professional. Offering advise on preparation of documents, not in a lawyerly way, but to assist in the smooth transitioning of making the documents clear & concise.
 Everyone I encountered was very helpful with my small claims paperwork.
 The staff was friendly I appreciate the service.
 Only complaint - went to court's website for forms only to find out they are wrong
 Very helpful in getting my forms needed
 I went to attorney who gave me the wrong advice now I don't know how to fix it.
 A great service for those who need the correct information. Great staff.
 Why the eviction cannot be done online? It will save time the summary of eviction should be done online too.
 He help me much, very approachable.
 Very courteous employees & helpful
 Thankful for this service!
 Very efficient liked the sample docs Thanks!
 The legal aid has been good to me
 Staff was very helpful
 Wish we had attorneys helping us a little more! Attorney referral service too!
 Great service. Keep up the great work!!
 Very good attention. I appreciate the assistance.

Fantastic

Cisco was very helpful in explaining the process and was patient in listening to my situation.

Very happy with the help they give. Thank you!!

Francisco was extremely helpfull

Miss Yolanda in self help is awesome. She is courteous, helpful friendly knowledgeable and understands my needs, concerns and is a pleasure to talk to. Thanks for hiring her Yolanda is the best.

Cisco was very helpful. He made the process of filling out forms very easy. I really appreciate all his help.

Cisco was very helpful & able to answer all my questions!!

Last Aug when started process, not quite as nice and helpful as they have been the last 2 months.

Very helpful. Answered questions that my landlord refused to answer

Big daddy Cisco!

Thank you

Cisco was professional & very helpful.

Muy excelente muy bueno. Francisco (Cisco)

I was scared when I came in but the help at the center was the best... felt they listened to me... and then they gave me something helpful and much need support... felt more confident to face what was in front of me and I was now able to handle it



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www.nvbar.org

Law-Related Education

Helping Students Learn About the Law

The state bar's Law-Related Education (LRE) programming helps children in grades K-12 learn about the law, the legal system, and their rights and responsibilities through activities that promote cooperative learning, problem solving and positive interactions between them and members of the legal community. It does so by offering a wide variety of events to students.

Attorney volunteers are needed to support these programs – bar members volunteer to serve as coaches, judges and presenters at student competitions and events. **To volunteer, contact the state bar's LRE coordinator at 702. 317.1408 or kathleend@nvbar.org. Visit www.nvbar.org for additional information.**

Law-Related Educational Programs Include:

- **We the People: The Citizen and the Constitution** – In this program, students compete in simulated congressional hearings as the culmination of a study course on the Constitution. Competition progresses from the district level to state and national levels. Participants range from elementary to high school.
- **Mock Trial Competition** – Coordinated by the state bar, the annual High School Mock Trial competition invites teams of six to eight students to take on the roles of lawyer and witnesses in a mock trial. Local attorneys and teachers coach the teams for competition, held at district, state and national levels. Mock trials are designed to give students an inside perspective on the legal system, providing them with an understanding of the mechanism through which society chooses to resolve many of its disputes. Participation in a performance-based, hands-on program provides students with practical knowledge about how our legal system functions and who the major players are in that system.
- **Project Citizen (PC)** – Supporting students in grades 4 through 9, this program challenges students to explore public policy in relation to identified problems in their communities, prepare a presentation describing the issue and presenting alternative solutions and action plans. Students' presentations are entered into competitions at the district, state and national levels. PC includes **Representative Democracy In America** - is a national project designed to reinvigorate and educate Americans on the critical relationship between government and the people it serves. The project introduces citizens, particularly young people, to the representatives, institutions, and processes that serve to realize the goal of a government of, by, and for the people. It is highly interactive and web based.
- **Law Day** – Law Day, recognizing historic accomplishments in the legal profession, is May 1. Annual Law Day programming is promoted by the ABA, and that association designates a new theme for each year's events, with activities that vary from year to year. In Nevada, Law Day activities and events are led by a Nevada Supreme Court Justice and promoted by the LRE Department, the Clark County School District and Washoe County School District with the state bar's Young Lawyers Section taking the lead on the poster contest.
- **Goldilocks - The Trial of The Century** - Prepared and presented by the Young Lawyers Section of the State Bar of Nevada to find an entertaining way to expose elementary students to the legal system. The entire presentation takes one hour and includes a 40 minute video presentation, followed by jury deliberation with the students tabulating their votes and a short question and answer session.
- **LRE Committee, Mock Trial Committee and LRE Consortium are a part of LRE.**

In Reno, please contact Shane Piccinini at shane@tahoe-blue.org 775.741.4283



Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

To: Access to Justice Commission
From: Angela Washington, Access to Justice Director
Date: March 10, 2014
Re: Nevada Lawyer Pro Bono Issue

MEMORANDUM

The September issue of Nevada Lawyer has been dedicated as the Pro Bono Issue. Below, please find articles and features for the issue:

- ❖ *A Spotlight on the Access to Justice Commission* (very regularly, we have heard and discussed how the ATJ Commission is the 'best kept secret in Nevada'; this feature will serve as an effort to shine light on what the ATJ Commission does, how the Supreme Court Justices are involved, how legal services providers tie in to the ATJ Commission, current projects of the Commission, including the ONE Campaign, etc.)
- ❖ *Legal Services Provider Round Up* (this feature will provide information on each of the legal services providers (the big five) and could serve as a reference for readers in the future.)
- ❖ *A "How To" Guide for Taking Your First Pro Bono Case* (this feature will serve as a step by step guide to taking a case and again, could serve as a reference for readers in the future.)
- ❖ *Stamping Out Misconceptions about Pro Bono* (some of these issues are listed on the ONE website under FAQ's, but will be provided again in the magazine.)
- ❖ *How Pro Bono Service Assists with Courtroom Flow* (again, this is another theme that regularly surfaces in ATJ Commission related conversations, and will be helpful to share with the larger Bar membership.)
- ❖ *Brief Highlights and Pictures of Pro Bono Volunteers* (this would be a running sidebar that will include a paragraph describing the attorney, quotes from the attorney, etc. We are in need of about 15-20 volunteers to include from all over the state, from various legal disciplines.)
- ❖ *Acknowledgement / Appreciation of participating IOLTA financial institutions*
- ❖ *Pro Bono Celebration reminder*
- ❖ *ONE Campaign throughout!*

Writers are needed for the feature article and for the selection and collection of pro bono volunteers in the north, south and in the rurals. If you are interested in writing an article or if you know of pro bono volunteers who would not mind being featured, please let me know. The article submission deadline for *Nevada Lawyer* is the beginning of July. Your assistance is needed in promoting the Access to Justice Commission, pro bono in Nevada and overall in making this issue the best issue yet.



Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

To: Access to Justice Commission
From: Angela Washington, Access to Justice Director
Date: March 10, 2014
Re: Equal Justice Conference

MEMORANDUM

The Equal Justice Conference is scheduled to take place Thursday, May 1st – Saturday, May 4th in Portland, Oregon. For registration information and for other general information, please visit <http://www.americanbar.org/calendar/2014/04/equal-justice-conference/general.html>.

Also, if you intend on attending the Equal Justice Conference, please contact me so that a Nevada delegation list can be compiled.

