



# Nevada Supreme Court Access to Justice Commission



## Meeting Agenda

**Annual Meeting**  
**Friday, July 11, 2014**  
**8:30 a.m. – 11:00 a.m.**

**The Pacific Room, Hyatt Regency, Newport Beach, California**

### Conference Call

Conference Call Number: 877.594.8353 / Participant Code: 35688281

- I. Opening Statements from Co-Chairs & Commission Roll Call** **5 minutes**
  
- II. Consent Agenda** **Tab 1**
  - Approval of Minutes **5 minutes**
    - Friday, March 14, 2014 ATJ Commission Meeting Minutes
    - Monday, March 31, 2014 ONE Promise Nevada Subcommittee Minutes
    - Tuesday, June 10, 2014 Subcommittee on Rural Concerns Minutes
  
- III. Statewide Legal Service Delivery Reports** **30 minutes**
  - Legal Service Provider Reports
    - Legal Aid Center of Southern Nevada
    - Nevada Legal Services
    - Southern Nevada Senior Law Project
  - Providers Summit 2014
  - Volunteer Attorneys for Rural Nevadans
  - Washoe Legal Services & I-80 Corridor Project
  
- IV. Discussion Items** **Tab 2**
  - Use of ATJC Contributions **20 minutes**
  - Pro Bono Week **10 minutes**
  - Standardization of Civil Court Forms **10 minutes**
  - Filing Fees **20 minutes**
  - CLE Credit for Pro Bono Work **10 minutes**
  
- V. Reports** **Tab 3**
  - Subcommittee on Rural Concerns **5 minutes**  
*Judge Tom Stockard and Judge James Wilson*
  - Public Speakers Bureau Update
  - UNLV PILA Report
  
- VI. Other Business**
  
- VII. Informational Items** **Tab 4**
  - JLN/IOLTA Transition Report & Nevada Bar Foundation Report
  - Appellate Law Section Update
  - ONE Promise Nevada Campaign
  - Self Help Statistics
  - Law Related Education



**Nevada Supreme Court Access to Justice Commission**  
**Friday, March 14, 2014 1:00 PM – 3:30 PM**



Video Conference:

Las Vegas

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

Carson City

Supreme Court

Law Library, Rooms #104/#105

Reno

2<sup>nd</sup> Judicial District Court

75 Court Street – Room 220B

Conference Call:

Conference Call Number: 877.594.8353 / Participant Code: 35688281

**Draft Minutes**

**Commission Members in Attendance:**

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

**Attending Guests**

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

**Staff Member Present**

Angela Washington, Access to Justice Director

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

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

### **Consent Agenda**

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

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

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

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

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

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

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

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

## **Discussion Items**

### *Relationships – Legal Services Providers*

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

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

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

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

### Public Lawyers

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

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

### Statewide E Filing

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

### Pro Bono Week

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

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

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

#### Statewide Standardization of Forms

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

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

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

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

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

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

#### **Reports**

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

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

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

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

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

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

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

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

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

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

**Informational Items**

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

The meeting was adjourned at 3:32 pm.





## Access to Justice Commission

### ONE Promise Nevada Subcommittee Meeting

## Draft Minutes

Monday, March 31, 2014



#### **Present**

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

#### **Guests Present**

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

#### **Staff Present**

Angela Washington

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

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

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

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

The meeting was adjourned at 11:12 am.



# Nevada Supreme Court Access to Justice Commission



## Meeting Agenda

### IOLTA Rate Review Meeting

#### Draft Minutes

Tuesday, May 27, 2014

#### **Members Present**

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

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

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

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

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



## Access to Justice Commission

### Subcommittee on Rural Concerns Meeting

June 10, 2014

#### **Draft Minutes**

*In attendance:*

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

Staff Present:

Angela Washington, Access to Justice Director

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

#### **Discussion Items**

##### *Civil Court Forms*

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

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

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

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

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

#### *Filing Fee Report*

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

#### **Reports**

##### *I 80 Corridor*

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

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

The meeting was adjourned at 2:54 pm.

## **2014 Celebration Week Schedule**

### **Monday, 10/20**

- DOMA Law Practice CLE (NLS)
- NLS Champions of Justice (Reno – NLS)
- CLE/Pro Bono Reception (Reno)

### **Tuesday, 10/21**

- Ask-a-Lawyer (9 am – 11:30 am @ the East Las Vegas Community Center, Las Vegas - LACSN, NLS, SNSLP)
- Debt Collection Practices Seminar (9:30 am – 11:30 am @ SNSLP Offices, located at 530 Las Vegas Blvd., South)
- Small Claims Ask-a-Lawyer (10 am – Noon and 1:00 pm – 3:00 pm, District Court Civil Law Self Help Center, Las Vegas – LACSN)
- Ask-a-Lawyer/Self Help Clinic (2<sup>nd</sup> JD Court – NLS)
- Ask-a-Lawyer/Self Help Clinic (Fallon, NV – NLS)
- Homeless Assistance Project (4:30 pm – 6:30 pm, St. Timothy's Church, Las Vegas – LACSN)
- Small Business Project Seminar & Ask-a-Lawyer (5:00 pm – 7:00 pm, West Charleston Library – LACSN)
- Bank of Nevada CLE/Pro Bono Reception (Las Vegas)

### **Wednesday, 10/22**

- Small Claims Matters Seminar (9:30 am – 11:30 am @ SNSLP Offices, located at 530 Las Vegas Blvd., South)
- DOMA Law Practice CLE (NLS)
- Ask-a-Lawyer/Self Help Clinic (Elko, NV – NLS)
- Landlord Tenant Ask-a-Lawyer (10:00 am – Noon & 1:00 pm – 3:00 pm @ District Court Civil Law Self Help Center, Las Vegas - LACSN)
- Estate Planning Clinic (1:30 pm – 3:30 pm @ SNSLP Offices, located at 530 Las Vegas Blvd., South)
- NLS Champions of Justice (Las Vegas, NLS)

### **Thursday, 10/23**

- Children's Attorneys Project New Volunteer Orientation (9 am – 10 am, Las Vegas – LACSN)
- Ask-a-Lawyer/Self Help Clinic (Carson City – NLS)
- Community Education Seminar on Custody/Visitation/Support (Las Vegas – NLS)
- Family Law Ask-a-Lawyer (2 pm – 5 pm, Family Court, Las Vegas – LACSN)

**Friday, 10/24**

- Ask-a-Lawyer/Self Help Clinic (Winnemucca, NV –NLS)
- Ask-a-Lawyer (@ senior center in Pahrump, NV - NLS & SNSLP)

**Saturday, 10/25**

- Law Fair (Meadow Wood Mall, Reno, NV – NLS)

Filing Fee Collection Supporting Programs for Legal Services – FY 2013

County/ Jurisdiction	NRS 4.071	NRS 19.0302	NRS 19.031	NRS 19.0312	NRS 19.0335	NRS 107.080	NRS 247.305	Notes
Carson City	--	\$111,452	\$13,896.00 <i>Nevada Legal Services</i> \$7,842.00 (Per NRS 19.031(b)) <i>RSVP Home Companion Respite.</i>	\$7,687.50 <i>VARN</i>	\$1,136.00 <i>Used by DC for technology</i>	\$45,522.00 <i>State of Nevada</i>	--	
Churchill County	\$576.20	--	\$5,558.00 (\$14) \$3,725.00 (\$25)	--	\$75.00 (Indigent \$5) \$30.00 (Elderly \$2)	--	--	<i>All fees were disbursed to Nevada Legal Services.</i>
Clark County	\$820,074.54	\$452,615.43	\$1,006,580.11	\$577,478.01	\$67,795.00	\$72,204.78	\$2,297,574.00	<i>Legal Aid Center of So. NV: \$4,913,100.64</i> <i>So. NV Senior Law Program: \$381,221.23</i>
Douglas County	\$3,370.00	\$105,592.33	\$21,437.99 <i>Nevada Legal Services</i>	\$7,668.88 <i>VARN</i>	\$2,160.00	\$51,220.00	\$20,036.00	
Elko County		\$38,757.66 Jan. 1 <sup>st</sup> – Dec. 31 <sup>st</sup> 2013 <i>Nevada Legal Services</i>						Awaiting additional information.
Esmeralda County								\$409.00 - No legal aid services provided in the county. (Requested legal aid services.) <i>Pro Bono attorneys are appointed by Judges &amp; funds used to pay those pro bono attys. (19.031 &amp; 19.0312)</i> <i>Awaiting additional information.</i>



Filing Fee Collection Supporting Programs for Legal Services – FY 2013

County/ Jurisdiction	NRS 4.071	NRS 19.0302	NRS 19.031	NRS 19.0312	NRS 19.0335	NRS 107.080	NRS 247.305	Notes
Eureka County	- <i>No ordinance in Eureka County</i>	<b>\$4,070.00</b> <i>Used for technology updates in courtrooms.</i>	<b>*\$1,169.00</b> <i>Used for indigent court ordered legal assistance.</i> <b>\$393.00</b> <i>Used for elderly court ordered legal assistance.</i>	-	<b>\$35.00</b> <i>Used for indigent court ordered legal assistance.</i> <b>\$14.00</b> <i>Not dispersed.</i>	-	- <i>No ordinance in Eureka County</i>	<b>*NRS 19.031- \$1,169 for indigent and \$393.00 for elderly;</b> funds are not distributed to an organization, but are maintained in the Eureka County Legal Aid Account and are used to provide assistance to indigent and elderly individuals
Humboldt County	<i>Does not collect</i>	<i>Does not collect</i>	<b>\$7,960.00</b> <i>Nevada Legal Services</i>	<i>Does not collect</i>	<b>\$91.00</b> <i>Nevada Legal Services</i>	<b>\$142.68</b> <i>Nevada Legal Services</i>	<i>Does not collect</i>	
Lander County							<b>\$180.00</b> <i>Funds were not disbursed.</i>	Awaiting Response.
Lincoln County	<i>No Ordinance.</i>	<b>\$4,356.00</b> <i>Funds were not disbursed.</i>	<b>\$1,329.00</b> <i>Funds were not disbursed.</i>	--	<b>\$30.00</b> <i>Funds were not disbursed.</i>	<b>\$2,400.00</b> <i>(\$2,340.00 disbursed to State.)</i>	<i>Amount included in \$2,400 collected for NRS 107.080</i>	
Lyon County	<b>\$3,120.00</b>	<b>\$85,641.00</b>	<b>\$72,335.00</b> <i>Nevada Legal Services and VARN</i>	<i>Does not collect</i>	<b>\$86,428.00</b>	<i>Does not collect</i>	<i>Does not collect</i>	
Mineral County			<b>\$949.20</b> <i>Funds were not disbursed.</i>	<b>\$814.50</b> <i>Care Law State Program</i>				
Nye County			<b>\$21,681.39</b>					Funds have not been remitted to any legal aid organization. Awaiting additional information.
Pershing County	<i>Does not collect</i>	<i>Does not collect</i>	<b>\$1,449.00</b> <i>Nevada Legal Services</i>	<i>Does not collect</i>	<b>\$112.00</b> <i>Nevada Legal Services</i>	<b>\$88.64</b> <i>Nevada Legal Services</i>	<b>*\$12,543.00</b>	<b>*NRS 247.305 – amount collected but funds not yet distributed; Pershing County entering into contract with Washoe Legal Services in July 2014.</b>

Filing Fee Collection Supporting Programs for Legal Services – FY 2013

County/ Jurisdiction	NRS 4.071	NRS 19.0302	NRS 19.031	NRS 19.0312	NRS 19.0335	NRS 107.080	NRS 247.305	Notes
Storey County	<i>Does not collect</i>	<b>\$6,908.00</b>	<b>*\$1,377.72</b> <i>Nevada Legal Services</i>	<i>Does not collect</i>	<b>*\$1,377.72</b> <i>Nevada Legal Services</i>	<i>Does not collect</i>	<b>\$197.20</b> <i>Nevada Legal Services</i>	*NRS 19.031 and NRS 19.0335 funds are combined; Storey County does not differentiate between the two.
Washoe County	<b>***Combined with NRS 19.0312</b>	<b>\$1,081,639.50</b> <i>Washoe Court Expansion and Security</i> \$0.00 given to legal services	<b>\$57,539.00</b> <i>Washoe County Sr. Services</i>	<b>\$274,135.27</b> <i>Washoe Legal Services</i>	<b>\$264,856.50**</b> <i>Follow up required.</i>	<b>\$11,451.84</b> <i>Washoe Legal Services</i>	<b>\$319,131</b> <i>Washoe Legal Services</i>	*NRS 4.071, NRS 19.0312 funds are combined.
White Pine County		--	<b>\$4,510.00</b> <i>(\$1,644.50 – Elderly; \$2,865.50 – Indigent)</i> <i>Funds stay within the county and are disbursed to individuals pursuant to Judges’ approvals.</i>	--	--	<b>\$83.64</b> <i>Deposited in a Legal Aid Fund Account</i>	<b>\$0.00</b> <i>Never implemented.</i>	Awaiting additional information.

# STATE BAR OF NEVADA

## MEMORANDUM

To: Access to Justice Commission  
From: Lisa Dreitzer, Program Director  
Date: July 8, 2014  
Re: CLE Credits for Pro Bono Service

### **Should attorneys receive continuing legal education (CLE) credit for pro bono service?**

The State Bar of Arizona recently amended Arizona Supreme Court Rule 45 to make lawyers who provide pro bono service through an approved legal services organization eligible for one hour of CLE credit for every five hours of pro bono service provided, up to a maximum of five hours per year. The Arizona rule limits pro bono service to those provided on behalf of an approved legal service organization.

Nevada Rule of Professional Conduct 6.1 makes it an aspirational goal for lawyers to provide at least 20 hours of pro bono service each year. Nevada attorneys provide an estimated 107,000 hours of direct legal services for no fee each year. The Access to Justice Commission has launched the One Promise campaign to increase direct legal services on behalf of persons with limited means over the next five years. Providing CLE credit for this pro bono service will support the efforts of the Access to Justice Commission and the One Promise campaign.

However, pro bono service as defined in NRPC 6.1 includes activities beyond work on behalf of legal services organizations to include “participation in activities for improving the law, the legal system, or the legal profession.”

### **What other activities would qualify as pro bono service?**

Members of the bar’s Fee Dispute Committee, Clients’ Security Fund Committee and Northern and Southern Disciplinary Panels volunteer their time to improve the law, the legal system, and the legal profession. These members are exposed to a variety of legal issues including alleged and sustained unethical conduct. Their services also provide direct benefit to clients through the recovery of unearned legal fees and sanctions that can result in direct client restitution. For example:

- Fee Dispute Committee members serve as mediators and arbitrators. They commit time before a mediation/arbitration to review materials submitted by both parties, they convene mediation and arbitration hearings, and either work with the parties to settle on agreeable terms or deliver final arbitration decisions. Their service on the Committee provides a direct benefit to clients in the recovery of unearned fees.
- Clients’ Security Fund Committee members investigate claims submitted by clients alleging attorney theft. Claims can be submitted after the attorney has been removed from practice. Individual Committee member recommendations are brought to the Committee as a whole for

# STATE BAR OF NEVADA

review and discussion. The work of these members can result in client reimbursement up to \$50,000, and for most claimants, make them financially whole again.

- The Northern and Southern Disciplinary Panels convene regularly to hear grievances alleging attorney misconduct ranging from minor offenses such as client miscommunication to conduct involving dishonesty, fraud and deceit. In addition to possessing the authority to discipline an attorney, which may provide some relief directly to clients, panel members may also order restitution as part of a disciplinary action.

It can be argued that if CLE credit should be granted to attorneys who provide direct client pro bono services that it should also be granted to those attorneys who serve on the Fee Dispute Committee, Clients' Security Fund Committee and Northern and Southern Nevada Disciplinary Panels.

## **Next Steps**

If supported by the Board of Governors, staff will submit an application to the Nevada Board of Continuing Legal Education requesting CLE credit be granted as follows:

- For pro bono service provided through a legal service provider recognized by the Access to Justice Commission: 1 hour of CLE for every hour of service, up to a maximum of 6 CLE hours a year.
- For service on the Fee Dispute Committee: 1 hour (0.5 ethics) of CLE for every arbitration or mediation conducted, up to a maximum of 6 CLE hours (2 ethics) a year. Includes preparation time prior to arbitration/mediation.
- For service on the Clients' Security Fund Committee: 2 hours (2 ethics) of CLE for each CSF Meeting attended, up to a maximum of 6 CLE hours (2 ethics) a year. Includes claim investigation and meeting preparation time.
- For service on the Northern and Southern Nevada Disciplinary Panel: 1 hour (0.5 ethics) of CLE for service on each screening panel and 2 hours of CLE (2 ethics) for service on each hearing panel, up to a maximum of 6 CLE hours (2 ethics) a year. Includes screening and hearing preparation time.



*The Last Word has been a part of ARIZONA ATTORNEY since 2004. Its mission is to enlighten and enliven. But lawyers beyond our circle of back-page columnists have insights, too. And so we created "My Last Word," a place for members' own musings. We welcome your submission.*

## Extra Value for Volunteer Service

I suspect that if we made a list of lawyers who seek to give back to their communities, and a second list of lawyers who get some degree of *agita* from the State Bar's continuing legal education requirements, lots of us would be on both lists. If you are among those counted twice, have I got a deal for you. Starting in January 2014, when providing legal assistance to the indigent through "approved legal services organizations," you can earn CLE for your pro bono service.

Supreme Court Rule 45, as amended, permits a lawyer to claim one hour of CLE for every five hours of pro bono service, up to a maximum of five self-study CLE hours per year. (This would get you halfway to the aspirational 50 hours of annual pro bono assistance.) Wholly apart from the personal satisfaction you can receive from representing those in need, you can save money on CLE videos and courses.

When the State Bar's Legal Services Committee and our partners at the Volunteer Lawyers Programs proposed this amendment, we wrestled with the scope of the pro bono service, and we ultimately recommended that the service be provided through those "approved legal services organizations" on file with the Clerk of the Arizona Supreme Court. The current list, available from the Clerk's Office, contains a diverse range of organizations, and I will generally describe some of those below. Supreme Court Rule 38(e) sets forth the process by which other non-profit entities can petition for certification, provided that "the provision of legal assistance to indigents, free of charge, in civil matters" is one of the organization's primary purposes. So if your favorite nonprofit provides direct legal services to the poor or near poor, call them and urge them to get on the list.

Each of the three largest organizations in Arizona that provides general legal assistance to the indigent is already certified. Southern Arizona Legal Aid, Community Legal Services and DNA-People's Legal Services are the general practice providers who represent tenants, domestic violence victims, recipients of public benefits and victims of debt collection or consumer scams. Each has a longstanding tradition of recruiting volunteers to assist in its work (look to the right for more information).

Some specialized nonprofits are also certified. The Florence Immigrant and Refugee Rights Project provides self-help and appellate assistance in civil immigration matters, so call them if you have a background in this important area. The William E. Morris Institute engages in individual and class action advocacy, so if you have interest and expertise in public education, public benefits and tenants' rights, give them a holler. Or if you have expertise in helping others overcome barriers, the Arizona Center for Disability Law may be worth a shout.

There are many ways to serve, and the legal problems faced by Arizonans of limited means are too numerous to address without substantial volunteer assistance. And because the legal problems of the poor are not always easily remedied, the rule recognizes that it often takes additional study to provide quality service. So for those of you who already do pro bono work through a certi-



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## OFFERING YOUR HELP

*To enroll as a volunteer to provide general legal assistance, contact:*

Community Legal Services  
(Maricopa, Mohave, La Paz, Yavapai and Yuma Counties)  
VLP Director Pat Gerrich at  
[pgerrich@clsaz.org](mailto:pgerrich@clsaz.org) or 602-254-4714

Southern Arizona Legal Aid  
(Apache, Cochise, Gila, Graham, Greenlee, Navajo, Pima, Pinal, Santa Cruz Counties)  
VLP Director Michele Mirto  
at [mmirto@sazlegalaid.org](mailto:mmirto@sazlegalaid.org) or  
520-623-9465, ext. 4171

DNA-People's Legal Services  
(Coconino County, Navajo Nation, Hopi Tribe)  
Sylvia J. Struss at  
[sstruss@dnalegalservices.org](mailto:sstruss@dnalegalservices.org)

fied organization, make sure to claim the CLE credit for assistance provided on or after Jan. 1, 2014. For those who have not yet had the opportunity to serve, the new rule aspires to make it worth your while, find your niche and put your skills to good use.

Our aspirational pro bono service sets us apart from other professionals and affords us limitless opportunities to help our neighbors and to make our communities better and safer places. I hope you take advantage of this new CLE opportunity, and that you achieve fulfillment in volunteer service. ☐

Opinions in the magazine are those of the authors and not necessarily those of the State Bar of Arizona, its Board of Governors, the Editorial Board or staff. The magazine provides an open forum for readers. Send your own letter or My Last Word column (700 words) to [arizona.attorney@azbar.org](mailto:arizona.attorney@azbar.org).

(Please provide a high-resolution 2 x 3 head shot with your My Last Word submission.)



**GARY RESTAINO** is a Next Generation Fellow of the Arizona Foundation for Legal Services and Education, and a former Chair of the State Bar's Legal Services Committee.



**To:** Access to Justice Commission  
**From:** Nevada Bar Foundation  
**Thru:** Lisa Dreitzer, Program Director  
**Date:** June 20, 2014  
**Re:** Nevada Bar Foundation Update

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### Order Amending SCR 216

At its May meeting, the SBN Board of Governors voted to submit a joint petition with the Nevada Bar Foundation (NBF) amending SCR 216 regarding the composition of the NBF's Board of Trustees. The ADKT requested a reduction in the number of trustees from a maximum of 17 members to a set number of 11 members, including members of the SBN Board of Governors. The ADKT would have also amended SCR 216 so that the SBN Board of Governors would make 9 of the 11 appointments and the Court would appoint the remaining two.

Pending an Order on the ADKT NBF President Connie Akridge and Kim Farmer met with Justice Hardesty and Justice Douglas, Access to Justice co-chairs to discuss the transition. The Justices indicated they are looking for the NBF to provide stability to the IOLTA program through the NBF's stewardship in handling and distributing IOLTA funds and accounting for funds. They indicated banking relationships were important along with thoughtful approved polices for reserves and operating expenses.

A public hearing was called on June 5, 2014; SBN President Alan Lefebvre and NBF President Connie Akridge both spoke on behalf of the proposed ADKT. On June 19, 2014, the Court amended SCR 216 regarding the NBF (see attached). The Court granted the requested amendment regarding the size and composition of the NBF Board of Trustees; however, the Court exercised its discretion to make appointments, with six NBF members appointed by the Court and 5 appointed by the SBN Board of Governors.

Additionally, the Court's Order amended SCR 216 (1)(a) regarding the distribution of IOLTA funds. The Order sets aside a portion of IOLTA funds for reserves (as approved by the Court) and for reasonable operating expenses. Further clarification about how the remaining IOLTA funds should be distributed is expected in the form of a Court Order.

### Recruitment of Trustees

Starting the week of June 23, the NBF will begin recruiting Trustees, with the intent that all interested members submit applications to the NBF. Applications will be submitted to the SBN Board of Governors for appointment at this meeting. The current NBF Board approved a conflict of interest policy that is included in the applications. Applications that are not made by the SBN Board of Governors will be forwarded to the Court for its appointment process. Appointments are for two year terms, effective July 31.

## IOLTA Program Management

Under the approved Memorandum of Understanding between the SBN and NBF, staff is in the process of assuming IOLTA program management, including, but not limited to: developing and reviewing IOLTA compliance reports; establishing necessary accounts with financial institutions; transferring IOLTA questions (email and phone) from the Justice League of Nevada (JLN) to the NBF; and developing a dedicated website.

Pending an order from the Court transferring the IOLTA program to the NBF, staff will publish an article in the August issue of *Nevada Lawyer* (or a later issue if an order is not received) explaining the transfer of IOLTA program management from JLN to the NBF. We will also be notifying banking institutions of the transfer and, with members of the NBF Board of Trustees, establish banking relationships and encourage continued IOLTA participation.

Once the NBF Board of Trustees is established, we will meet to review the timeframes and applicable policies, forms, reports, etc. that will need to be implemented prior to the next grant cycle in October.



IN THE SUPREME COURT OF THE STATE OF NEVADA

IN THE MATTER OF AMENDMENTS  
TO SUPREME COURT RULE 216:  
CLIENT INTEREST BEARING TRUST  
ACCOUNTS; CREATION OF  
FOUNDATION.

ADKT 0479

**FILED**

JUN 19 2014

TRACIE K. LINDEMAN  
CLERK OF SUPREME COURT  
BY *Tracie K. Lindeman*  
CHIEF DEPUTY CLERK

**ORDER AMENDING SUPREME COURT RULE 216**

WHEREAS, on April 15, 2014, the Board of Governors of the State Bar of Nevada filed a petition in this court seeking the amendment of Supreme Court Rule 216 regarding client interest bearing trust accounts and the foundation responsible for the administration of such accounts; and

WHEREAS, this court has determined that the proposed rule amendments are warranted; accordingly

IT IS HEREBY ORDERED that Supreme Court Rule 216 shall be amended and shall read as set forth in Exhibit A.

IT IS FURTHER ORDERED that this amendment to the Supreme Court Rules shall be effective 30 days from the date of this order. The clerk of this court shall cause a notice of entry of this order to be published in the official publication of the State Bar of Nevada. Publication of this order shall be accomplished by the clerk disseminating copies of this order to all subscribers of the advance sheets of the Nevada Reports and all persons and agencies listed in NRS 2.345, and to the executive director of the State Bar of Nevada. The certificate of the clerk of this court as to the accomplishment of the above-described publication of notice of entry and dissemination of this order shall be conclusive evidence of the adoption and publication of the foregoing rules.



Dated this 19<sup>th</sup> day of June, 2014.

Gibbons, C.J.  
Gibbons

Pickering, J.  
Pickering

Hardesty, J.  
Hardesty

Parraguirre, J.  
Parraguirre

Douglas, J.  
Douglas

Cherry, J.  
Cherry

Saitta, J.  
Saitta

cc: Alan Lefebvre, President, State Bar of Nevada  
Constance Akridge, President, Nevada Bar Foundation  
Kimberly Farmer, Executive Director, State Bar of Nevada  
Clark County Bar Association  
Washoe County Bar Association  
Administrative Office of the Courts

## EXHIBIT A

### Rule 216. Creation of foundation.

1. The board of governors, with the approval of the supreme court, shall designate a tax-exempt bar foundation for the purposes of providing legally related services to the poor, to the victims of domestic violence, and to children protected by or in need of protection of the juvenile court; promoting or providing law-related educational programs for members of the public; and providing similar programs which qualify for tax-exempt status by the United States Internal Revenue Service under I.R.C. section 501(c)(3) or any additions thereto or amendments thereof. To carry out these purposes, the bar foundation may utilize the income accrued from interest-bearing client's trust accounts (IOLTA funds) as authorized by Rules 216 through 221, and as the supreme court may otherwise order.

(a) ~~[A major portion of]~~ Substantially all IOLTA funds, after adequate reserves (as approved by the Supreme Court) and reasonable expenses, shall be disbursed for the purposes of providing legally related services to the poor, to victims of domestic violence, and to children protected by or in need of protection of the juvenile court. ~~[The remainder of the IOLTA funds shall be spent as the bar foundation deems appropriate, keeping in mind the purposes set forth in this rule.]~~

(b) Among factors to be considered in disbursing the funds should be the geographic origin of the funds.

2. The governing body of the designated bar foundation shall be composed of ~~[a minimum of]~~ 11 members; 7 of whom shall be members in good standing of the state bar. The court shall appoint 6 members and the state bar shall appoint 5 members. ~~[and no more than 17 members. At~~

~~maximum capacity, 12 of the members shall be members in good standing of the state bar, and 5 shall be lay persons who have knowledge of and are acquainted with the needs of the poor, victims of domestic violence, and children protected by or in need of protection of the juvenile court. The Board shall include at least 4 lay persons at all times.~~

~~(a) None of the members of the bar foundations' governing body shall also be a member of the board of governors of the state bar or be related to any member of the board of governors within the third degree of consanguinity.~~

~~(b)]~~The members of the bar foundations' governing body shall not be members of the governing body or employees of grantee organizations.

3. The terms of office of the members of the governing body of the bar foundation shall be staggered. Each member shall be appointed for a term of 2 years, commencing July 31. No member may serve on the governing body for more than a lifetime total of ~~[10]~~ 8 years. The time served in filling a partial term created by a vacancy shall not be included in computing the ~~[10]~~8-year lifetime limit.

4. ~~[All appointments shall be for a term of 2 years, commencing June 30th, to be made by the supreme court in even-numbered years and by the board of governors of the state bar in odd-numbered years.~~

5.] Vacancies on the governing body of the bar foundation shall be filled by the original appointing entity by appointment.

~~[6. The principal office of the bar foundation shall be situated in Clark County.]~~

5. The bar foundation shall provide, at least annually, to the board of governors and to the court, a report of its activities.

**Memorandum**

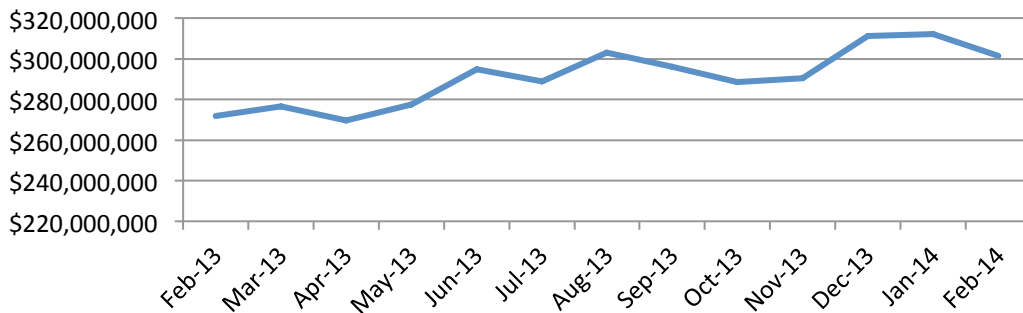
**To: Access to Justice Commission and State Bar of Nevada**  
**From: Justice League of Nevada**  
**Date: March 27, 2014**

**Re: Monthly IOLTA Update**

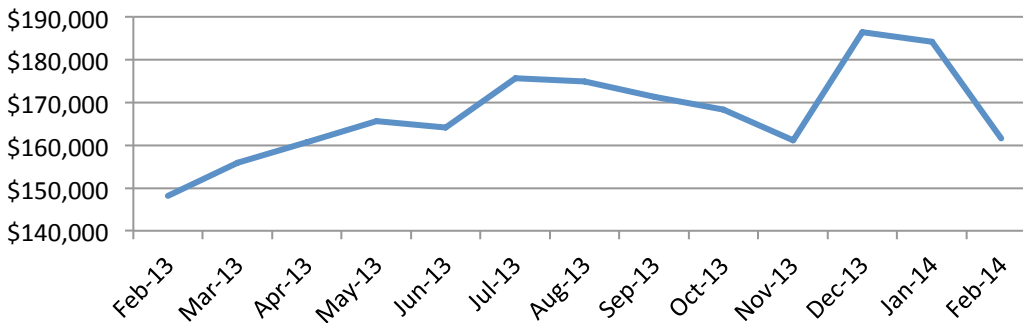
**I. February 2014 IOLTA at-a-glance**

	<b>2014</b>	<b>2013</b>
Total IOLTAs	2,929	2,833
Amount on deposit	\$301,492,348	\$271,732,479
Total reported interest accrued	\$161,584	\$148,163
Year-to-date remittance	\$345,744	\$311,687

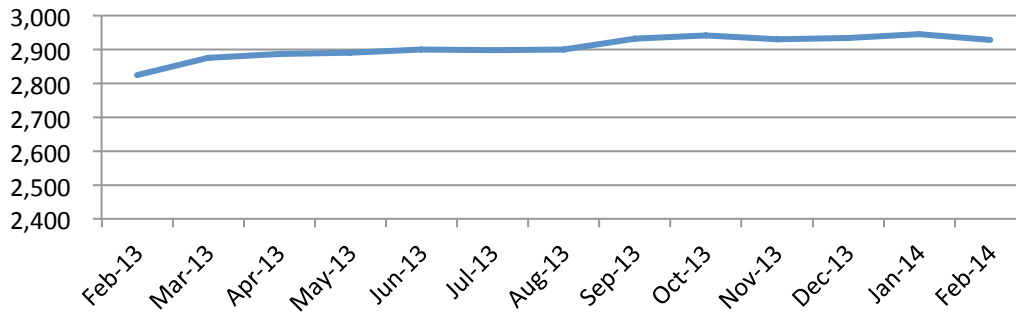
**Amount On Deposit**



**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	571	0.70%	\$ 35,537,986.34	\$ 19,079.31
Bank of George	23	0.70%	\$ 3,255,623.72	\$ 1,748.68
Bank of Nevada	324	0.70%	\$ 82,574,758.95	\$ 44,602.76
Bank of the West	51	0.69%	\$ 5,789,607.63	\$ 3,217.83
Chase Bank	72	0.73%	\$ 2,824,752.00	\$ 1,505.14
Citibank	60	0.70%	\$ 3,646,467.08	\$ 1,922.79
City National Bank	87	0.70%	\$ 31,878,641.00	\$ 17,108.27
First Independent Bank of Nevada	33	0.70%	\$ 3,841,343.21	\$ 2,062.68
Heritage Bank	41	0.70%	\$ 4,943,027.09	\$ 2,654.28
Mutual of Omaha Bank	27	0.70%	\$ 1,582,855.45	\$ 941.28
Nevada State Bank	447	0.70%	\$ 41,516,483.19	\$ 21,527.17
U.S. Bank	293	0.73%	\$ 18,172,858.05	\$ 10,427.52
Wells Fargo	829	0.70%	\$ 55,050,113.44	\$ 28,209.19
<b>TOTAL</b>	<b>2,858</b>		<b>\$ 290,614,517.15</b>	<b>\$ 155,006.90</b>

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

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
BMO Harris Bank	1	0.70%		
Financial Horizons Credit Union	1	0.25%		
First Savings Bank	5	0.75%		
First security Bank of Nevada	emailed 3/18	0.70%		
Meadows Bank	20	0.70%		
Nevada Bank & Trust	6	1.25%		
Northern Trust Bank, FSB	4	0.70%		
Plaza Bank	0	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	15	0.70%		
Valley Bank of Nevada	0	0.70%		
<b>TOTAL</b>	<b>64</b>		<b>\$10,636,733.32</b>	<b>\$6,466.07</b>

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

# Memorandum

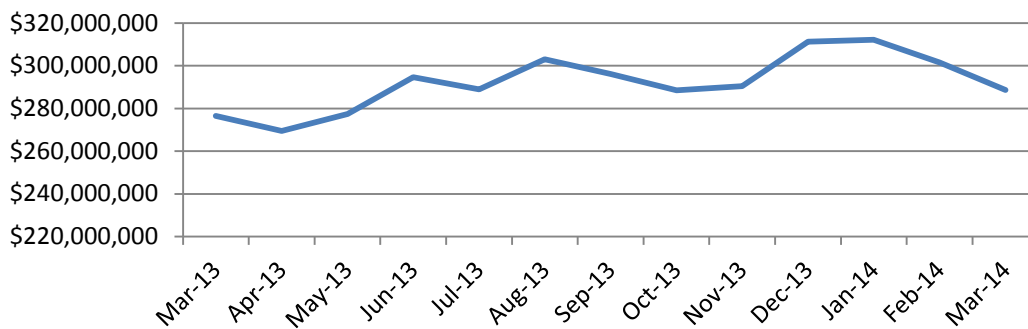
To: Access to Justice Commission and State Bar of Nevada  
 From: Justice League of Nevada  
 Date: 27 April 2014

Re: Monthly IOLTA Update

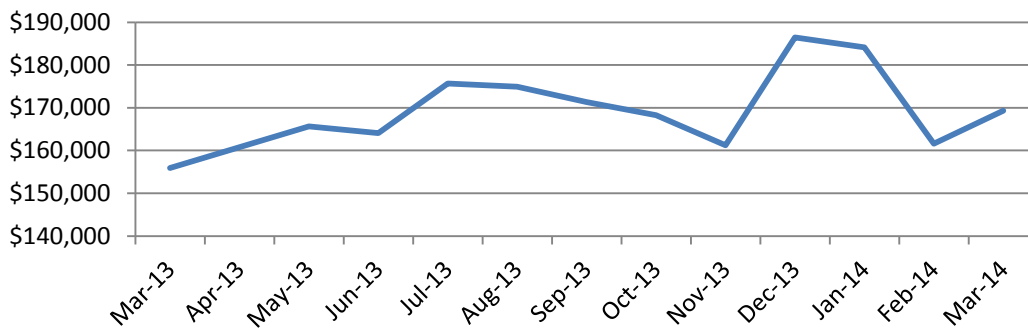
## I. March 2014 IOLTA at-a-glance

	2014	2013
Total IOLTAs	2,951	2,875
Amount on deposit	\$288,574,879	\$276,423,262
Total reported interest accrued	\$169,302	\$156,297
Year-to-date remittance	\$515,046	\$467,985

### Amount On Deposit

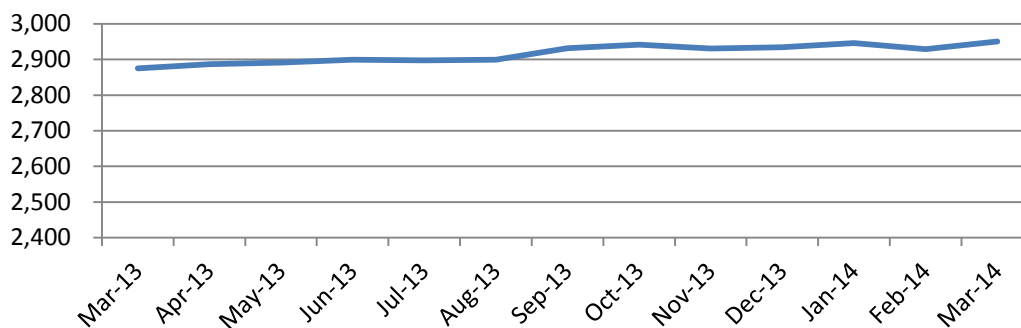


### IOLTA Revenue





## 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	571	0.70%	\$ 36,706,725.70	\$ 21,817.12
Bank of George	23	0.70%	\$ 3,687,620.25	\$ 2,190.60
Bank of Nevada	334	0.70%	\$ 78,646,013.05	\$ 46,470.67
Bank of the West	50	0.69%	\$ 5,718,644.53	\$ 3,541.01
Chase Bank	76	0.73%	\$ 2,810,354.00	\$ 1,665.19
Citibank	62	0.70%	\$ 4,221,676.91	\$ 2,474.06
City National Bank	88	0.70%	\$ 19,591,697.00	\$ 11,647.98
First Independent Bank of Nevada	32	0.70%	\$ 4,093,329.55	\$ 2,433.50
Heritage Bank	41	0.70%	\$ 5,001,683.20	\$ 2,973.59
Mutual of Omaha Bank	25	0.70%	\$ 1,535,952.28	\$ 913.38
Nevada State Bank	445	1.25%	\$ 43,590,116.95	\$ 25,147.22
U.S. Bank	291	0.70%	\$ 18,817,691.21	\$ 11,960.82
Wells Fargo	829	0.70%	\$ 55,009,422.42	\$ 30,147.20
<b>TOTAL</b>	<b>2,867</b>		<b>\$ 279,430,927.05</b>	<b>\$ 163,382.34</b>

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

Financial Institution	Accounts	Interest Rate	Total Bank Principal	
			Balance	Remittance
American First National Bank	1	0.70%		
BMO Harris Bank	1	0.70%		
Financial Horizons Credit Union	1	0.25%		
First Foundation Bank	1	70.00%		
First Savings Bank	6	0.75%		
First Security Bank of Nevada	9	0.70%		
Meadows Bank	22	0.70%		
Nevada Bank & Trust	6	1.25%		
Northern Trust Bank, FSB	4	0.69%		
Plaza Bank	0	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	15	0.70%		
Valley Bank of Nevada	7	0.70%		
<b>TOTAL</b>	<b>84</b>		<b>\$9,143,952.44</b>	<b>\$35,914.30</b>

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

**Memorandum**

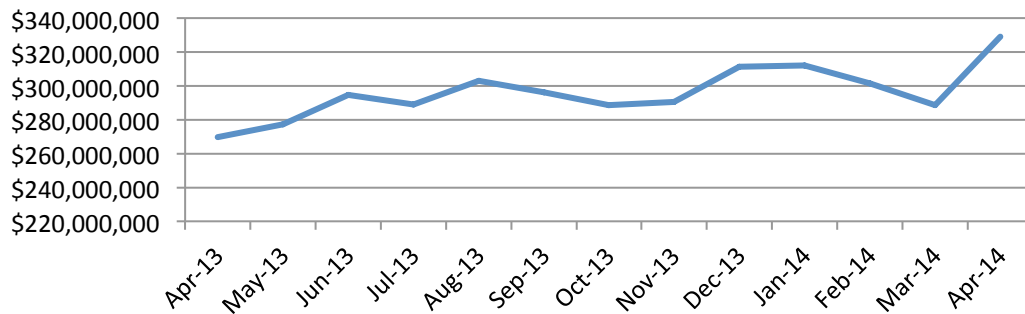
**To: Access to Justice Commission and State Bar of Nevada**  
**From: Justice League of Nevada**  
**Date: May 31, 2014**

**Re: Monthly IOLTA Update**

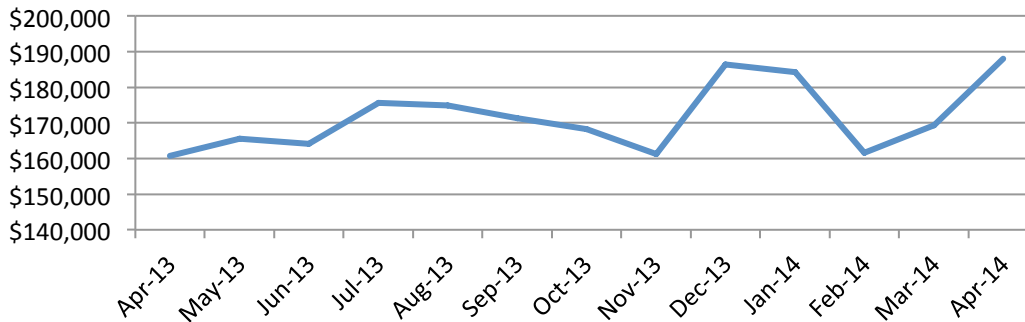
**I. April 2014 IOLTA at-a-glance**

	<b>2014</b>	<b>2013</b>
Total IOLTAs	2,950	2,039
Amount on deposit	\$329,138,720	\$269,521,772
Total reported interest accrued	\$187,944	\$160,749
Year-to-date remittance	\$702,990	\$628,733

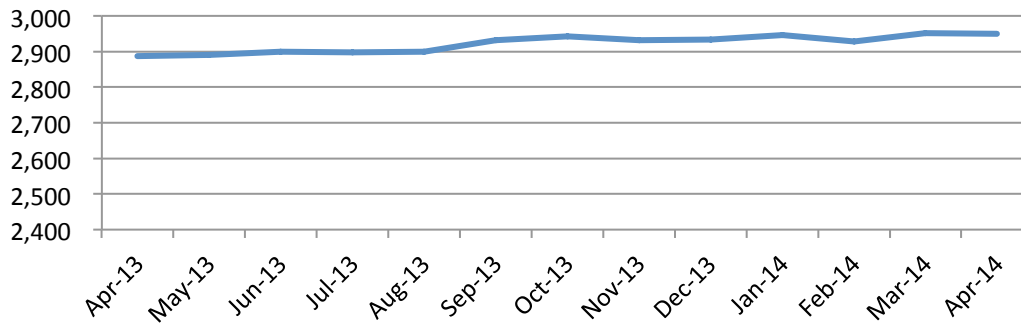
**Amount On Deposit**



**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%	\$ 36,793,255.50	\$ 21,163.48
Bank of George	25	0.70%	\$ 6,238,753.49	\$ 3,589.55
Bank of Nevada	335	0.70%	\$ 75,053,228.04	\$ 43,145.78
Bank of the West	48	0.69%	\$ 6,538,895.88	\$ 3,965.88
Chase Bank	76	0.73%	\$ 2,696,778.00	\$ 1,550.07
Citibank	62	0.70%	\$ 28,999,067.37	\$ 16,661.08
City National Bank	87	0.70%	\$ 29,722,985.00	\$ 17,100.83
First Independent Bank of Nevada	34	0.70%	\$ 3,789,534.47	\$ 2,180.20
Heritage Bank	42	0.70%	\$ 5,210,623.05	\$ 2,967.45
Mutual of Omaha Bank	25	0.70%	\$ 2,092,057.39	\$ 1,203.96
Nevada State Bank	449	1.25%	\$ 49,551,992.60	\$ 26,912.09
U.S. Bank	290	0.70%	\$ 19,854,348.90	\$ 12,210.84
Wells Fargo	830	0.70%	\$ 54,996,594.25	\$ 29,807.75
<b>TOTAL</b>	<b>2,873</b>		<b>\$ 321,538,113.94</b>	<b>\$ 182,458.96</b>

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

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
BMO Harris Bank	1	0.70%		
Financial Horizons Credit Union	1	0.25%		
First Foundation Bank	1	0.70%		
First Savings Bank	7	0.75%		
First Security Bank of Nevada	Emailed 5/22/14	0.70%		
Meadows Bank	22	0.70%		
Nevada Bank & Trust	6	1.25%		
Northern Trust Bank, FSB	4	0.69%		
Plaza Bank	6	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	6	1.25%		
Town and Country Bank	3	0.70%		
Umpqua Bank	10	0.70%		
Valley Bank of Nevada	7	0.70%		
<b>TOTAL</b>	<b>77</b>		<b>\$7,600,606.09</b>	<b>\$5,484.83</b>

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

**Memorandum**

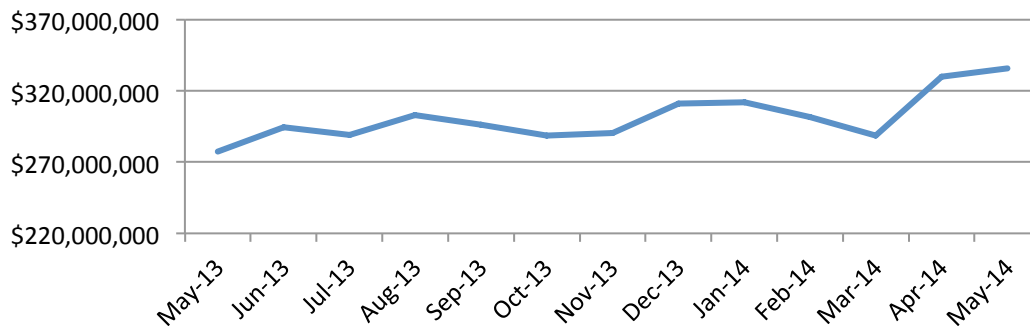
**To: Access to Justice Commission and State Bar of Nevada**  
**From: Justice League of Nevada**  
**Date: June 27, 2014**

**Re: Monthly IOLTA Update**

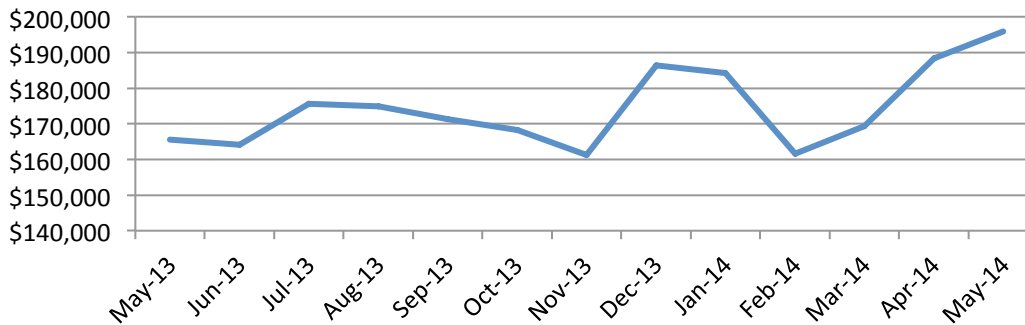
**I. May 2014 IOLTA at-a-glance**

	<b>2014</b>	<b>2013</b>
Total IOLTAs	2,950	2,891
Amount on deposit	\$336,009,473	\$277,336,149
Total reported interest accrued	\$195,977	\$165,636
Year-to-date remittance	\$899,466	\$794,370

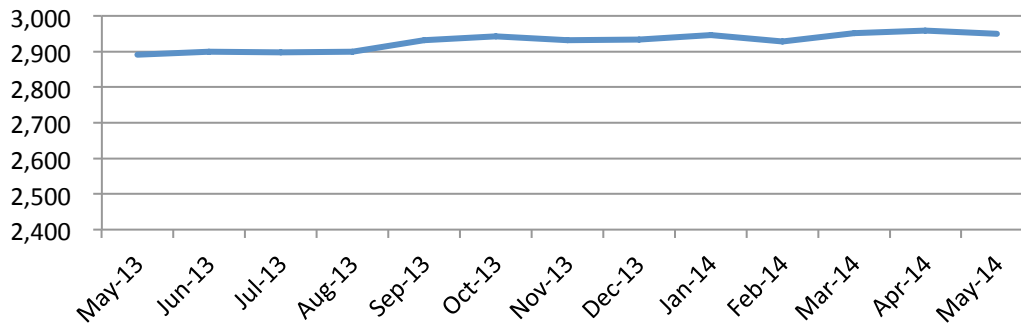
**Amount On Deposit**



**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	568	0.70%	\$ 37,407,920.23	\$ 22,237.22
Bank of George	24	0.70%	\$ 4,796,616.37	\$ 2,852.57
Bank of Nevada	334	0.70%	\$ 74,602,170.70	\$ 42,959.42
Bank of the West	48	0.69%	\$ 6,384,188.19	\$ 3,969.77
Chase Bank	79	0.73%	\$ 2,185,387.00	\$ 1,256.01
Citibank	62	0.70%	\$ 32,310,544.29	\$ 19,194.70
City National Bank	85	0.70%	\$ 28,901,852.00	\$ 16,629.30
First Independent Bank of Nevada	35	0.70%	\$ 4,343,098.82	\$ 2,496.36
Heritage Bank	42	0.70%	\$ 4,750,386.00	\$ 2,733.04
Mutual of Omaha Bank	25	0.70%	\$ 1,652,627.51	\$ 982.75
Nevada State Bank	451	1.25%	\$ 50,586,296.67	\$ 28,294.10
U.S. Bank	289	0.70%	\$ 20,287,779.16	\$ 12,907.72
Wells Fargo	827	0.70%	\$ 56,939,469.10	\$ 31,827.66
<b>TOTAL</b>	<b>2,869</b>		<b>\$ 325,148,336.04</b>	<b>\$ 188,340.62</b>

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

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
BMO Harris Bank	1	0.70%		
Financial Horizons Credit Union	1	0.25%		
First Foundation Bank	1	0.70%		
First Savings Bank	7	0.75%		
First Security Bank of Nevada	9	0.70%		
Meadows Bank	22	0.70%		
Nevada Bank & Trust	7	1.25%		
Northern Trust Bank, FSB	4	0.70%		
Plaza Bank	6	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	Emailed 6/19	1.25%		
Town and Country Bank	3	0.70%		
Umpqua Bank	10	0.70%		
Valley Bank of Nevada	7	0.70%		
<b>TOTAL</b>	<b>81</b>		<b>\$10,861,136.66</b>	<b>\$7,636.69</b>

\*Silver State Schools Credit Union is currently dealing with a staffing transition and will submit May's report in July.

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



# CIVIL LAW SELF-HELP CENTER STATISTICS

April 2014

4/01/2014 to 4/30/2014 (22 operating days)

## General

Total number customer interactions (for month)	4525	Total number served in 2014	17,266
Total number of intake forms collected	219	% of parties returning forms	5%
Total number of intake forms sampled	219	% of collected forms sampled	5%

## Biographical Data

### Ethnicity:

White	69		34%
Black	59		29%
Hispanic	44		22%
Asian	16		8%
American Indian	5		2%
Other	11		5%
No Response Provided	15		7%

### Age:

60 and over	31		15%
No Response Provided	9		4%

### Sex:

Male	94		45%
Female	117		55%
No Response Provided	8		14%

### Currently Employed?

Yes	113		54%
No	95		46%
No Response Provided	11		5%

### Annual Household Income:

Under \$10,000	62		32%
\$10,000 to \$20,000	48		24%
\$20,000 to \$30,000	31		16%
\$30,000 to \$40,000	16		8%
\$40,000 to \$50,000	12		6%
\$50,000 plus	27		14%
No Response Provided	23		11%

### Benefits Received:

Social Security/Disability	40		41%
Unemployment	6		6%
TANF/Food Stamps	59		61%
Subsidized Housing Benefits	4		4%
No Response Provided or No Benefits Received	122		56%

### Education Level:

Less than High School	17		9%
High School/GED	53		27%
Some College	73		37%
College Degree	52		27%
No Response Provided or No Benefits Received	24		11%

### Court Case Pending In:

District Court	26		16%
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Justice Court	136		84%
Las Vegas	22		16%
Henderson	0		0%
North Las Vegas	0		0%
Other	0		0%
No Case or No Response Provided	57		26%
<b>Represented by an Attorney:</b>			
Yes	9		5%
No	191		96%
No Response Provided	19		9%
<b>Number of Visits to the SHC:</b>			
One	114		58%
Two	39		20%
Three	21		11%
More	23		12%
No Response Provided	22		10%
<b>Reason for Visit to the SHC:</b>			
Appeal	15		7%
Auto Sale/Lease, Repair, Towing	8		4%
Consumer Debt or Loan	4		2%
Contract Dispute	2		1%
Employment Dispute	5		2%
Foreclosure Mediation Assistant	0		0%
Garnishment or Execution	13		6%
Harassment or Protection Order	19		9%
Homeowner Eviction	9		4%
Judicial Review	1		0%
Landlord/Tenant Dispute or Eviction	85		40%
Mediation	2		1%
Mobile Home Sales, Repairs, or Eviction	11		5%
Personal Injury/Property Damage	1		0%
Small Claims Case	33		15%
Other	36		17%
No Response Provided	5		2%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	159		74%
Satisfied	54		25%
Unsatisfied	1		0%
Very Unsatisfied	1		0%
No Response Provided	4		2%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	157		75%
Agree	44		21%
Disagree	2		1%
Strongly Disagree	2		1%
No Opinion	4		2%
No Response Provided	10		5%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	160		76%

Agree	41		19%
Disagree	3		1%
Strongly Disagree	2		1%
No Opinion	5		2%
No Response Provided	8		4%
<b>I understand the court process and my situation better now than before I came to the Self-Help Center:</b>			
Strongly Agree	136		64%
Agree	60		28%
Disagree	3		1%
Strongly Disagree	1		0%
No Opinion	11		5%
No Response Provided	8		4%
<b>The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:</b>			
Strongly Agree	145		70%
Agree	52		25%
Disagree	3		1%
Strongly Disagree	0		0%
No Opinion	4		2%
Did Not Receive Forms or Materials this Visit	4		2%
No Response Provided	11		5%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	151		73%
Agree	48		23%
Disagree	2		1%
Strongly Disagree	0		0%
No Opinion	3		1%
Did not fill out forms during this visit	4		2%
No Response Provided	11		5%
<b>The Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	87		44%
Agree	42		21%
Disagree	3		2%
Strongly Disagree	1		1%
No Opinion	4		2%
Have Not Visited the Website	63		32%
No Response Provided	19		9%
<b>Other Comments and Suggestions</b>			

I felt like I was bothering I asked 20 questions and they were great every time. I wish I would have know about this place a long time ago. Great job!

With the information I provided they were a huge help.

I am mentally drained with this situation and would like to file a suit for mental suffering, pain & suffering and racial discrimination

Staff was knowledgeable & very helpful.

He was very helpful and knowledgeable

Awesome they are very helpful, took extra time with me. Cisco was terrific with me, he help me out a lot and was very patient with me.

Great service from all

Only as far as the website to remove forms that are no longer accepted. Updated forms.

Muy amables todo el personal nos atendieron muyr bein gracias

Comfortable with Cisco, very warm friendly helpful

Very helpful!!

The young lady that helped me was exceptional.  
Pam, was very patient and professional. Her knowledge was greatly appreciated. She made me feel more at ease.  
Yolanda was very helpful & knowledgeable of her job position & title excellent  
Cisco  
Cisco was a great help!  
It is good to have a place like this.  
Very, very nice!!!  
Very very helpful people  
"Awesome employees!!" courteous and friendly staff. Patient and warm reception. Two thumbs up to the awesome staff! I will tell others about my great experience here. It gave me a new confidence and encourage me as well. Thank you!!!  
All staff are very helpful thanks  
Muy bien  
Very helpful and mindful to my situation Cisco helped me super great  
Yolanda & the rest of the staff were very helpful & attended to my needs. I have always recommended people in need of assistance to Ana  
Staff very friendly & helpful  
Helpful, friendly thanks.  
Me parece perfecto que la mayoria de las personas hablen espanol porque aun cuando yo hablo ingles los cosas legales las comprendo mas cuando se me explican en espanol.  
Great!!!!  
The help center staff were very helpful & very professional.  
Cisco excellent!  
They were courteous and very helpful  
I am very satisfied with the help they offered.  
Very helpful  
Cisco was very understanding with me. He gave me instructions and was very smart. Good job Cisco :) A+  
Thank you for everything  
Cisco was very helpful  
Positive environment friendly staff and helpful continue the good job.  
Very helpful and great even with a issue that happened.  
Thank you for providing reading glasses!  
The staff at the self help center has been very helpful  
Staff was very helpful and explained very careful add slow so I will under stand and answer all my questions  
thank for the help.  
No comment  
I am very satisfied  
While staff is good & knowledgeable please try to avoid "robot" process of treating everyone, most sensitive, compassionate people should be in this dept.  
Very quick service.  
I have greater piece of mind regarding what my options are and of the legal process. I do not know what I would have done without the information and assistance I received from the self-help center. I am very grateful for this. First I saw Cisco at the SHC counter who was ever so helpful and he told me I could also use a mediator. I saw Del Shanna and she helped me very much also. I am so grateful for these services.  
I came in with my friend who has a pending case. While I was here I learned about the "Ask-A-Lawyer event" and the "Collection proof clinic" classes which will help me a lot with a judgment against me that I received. Thank you so much for the help I received from Cisco at the SHC.  
The employee who helped me was very professional and explained things to me in a clear manner. I feel very satisfied (Cisco & Lorena) Very helpful.  
Self help was very helpful and walked me through the process of filling out my paper work.

La persona q me esta ayudando ahora mismo pa vece ser muy atenta y muy infomada cno estetipo de casos, creo haber uegado al l ugar adecuado, final mente

There are never explanations, also I don't feel several times I visited that I was given a chance to fully explain, therefore I was run around a few times from filing office to self help and back again. I finally stopped asking questions and just did what the office directed me to

Very helpful. Thank you very much and as the fee waiver.

Cisco a very helpful person :) I'll will come back to see him Thank you Cisco

Cisco is very helpful, every time I come here he really help me with all my documents of what I need to file and how any legal help he tell me were I can go.

Respectful and knowledgeable. Pleasant at the same time.

The guy that were working with me is awesome (Cisco)

Pam Pearson deserves some sort of recognition. I have been to the self help center a few times within the year & she is very helpful. Today she went over & beyond for myself & my husband as well as anyone in her path. Great service.

Pam Pearson was so helpful & understanding of my situation.

I was given many options of how I could handle my case.

Cisco Gonzalez was very helpful to me in understanding the process & the filling out of all of the paperwork.

Staff was very polite and took the time to explain things that I had failed to understand.

Civil Law help center was very helpful service for the community

Yolanda's help was awesome and she knew what she was talking about and every time I came down I waited for her

I was disappointed that my phone service would not pick up for me to call 911, while someone could have broken into my home.

Excellent customer service and very polite staff! Thank you!

None.

Mr. Cisco was very gracious as well as the other staff in assisting me

The staff was very thoughtful to be assistive without crossing the line to give legal advice. Thank you for this services

Cisco did an excellent job by assisting me

Cisco is the bomb!

Cisco was a pretty cool guy and helped out a lot

I couldn't have accomplished any of my problems without their services

Very nice give me info that was need it his name is Cisco very nice thanks again.

It was great and they made it simple. Great job!!!

The information from the "attorney" at ask-a-lawyer is NOT helpful at all. The most help came from Pam. She was amazing.

They were very helpful!

It is a relief to have staff that is so very helpful. Thank you.

Yolanda and Jim were very informative and helpful. They proudly answered all of my questions.

Yolanda Cisco and Lorenia - every this is so knowledgeable and helpful, excellent. OK

Very helpful & clear with paperwork Thanks!

Very helpful thank you.

They were very helpful, and made me feel a lot more at ease with what was going on

He was good.

Great people

Ciero

Great services with staff very helpful and very nice I'm glad I came in for help

I was/an never and the man with the glasses I forgot his name his approach allowed me not to feel afraid or ????? :) thank you.

Pam was very helpful, she listen to what I had to say, she explained what I needed to know, I thank her for me & gave her a big hug. Thanks Pam :-)...! Good job Cisco the same thank very very helpful with

Pam was very helpful in working with me on my paper work, she listened and answers all my questions. I

understand more clear and with the staff help I knno the way to go with my paper work. And Mr.  
Cisco also it a very very helpful person to your staff and center it a very good place to come to for help. :)  
Thank you for your staff and center.

Very pleased with the help I received

gentleman very helpful - Cisco -

Hire larger staff - badly needed at times. Good attitude of employees - Cisco was particularly knowledgeable  
& helpful -

Francisco G. was very helpful.

Staff very informative and made filling out the forms easy

You have all been great thank you

Cisco is great

To: Access to Justice Commissioners

From: Anne Traum, William S. Boyd School of Law

Re: Report on Nevada Appellate Pro Bono Program

Date: July 1, 2014

The Nevada Appellate Pro Bono Program was started in 2013 as a joint collaboration of the Appellate Litigation Section, the Nevada Supreme Court, and the Legal Aid Center of Southern Nevada (LACSN) to provide pro bono appellate counsel in select cases. This statewide program is modeled on the Ninth Circuit Pro Bono Program in that it relies on the court to select cases and include them in the program, but relies on the bar (LACSN and the Appellate Litigation Section’s Pro Bono Committee) to locate volunteer attorneys. As an incentive for volunteers, the court guarantees oral argument in all cases included in the program.

- Since August 2013, the Nevada Supreme Court has appointed counsel in 45 cases. Volunteer attorneys have taken 33 court-selected appeals, while 9 recent appointments are still awaiting client consent and screening. In three instances, a litigant was financially ineligible for counsel or failed to respond to inquiries.
- Volunteer attorneys are handling 3 other appeals that were not court-selected.
- A court staff attorney has been tasked with identifying cases for the program.
- LACSN administers the program by contacting litigants, screening them for financial eligibility, and recruiting volunteers through regular e-blasts and follow-up work.
- The Appellate Litigation Section Pro Bono Committee assists by advising on procedural issues, pairing volunteers with mentor attorneys, preparing volunteer attorneys for oral argument, developing support materials, and working with the court.
- Cases in the program involve family, administrative, contract, employment, and civil rights law.
- Volunteers include attorneys from the north and south, at small and large firms.

Appointments and subject area since August 2013

2013	August	3 appointments	Family, Administrative, Civil Rights
	September	3 appointments	Administrative, Foreclosure, civil rights
	October	11 appointments	Family, Worker Compensation, Employment, Civil Rights
	November	2 appointments	Civil Rights
	December	0	
2014	January	0	
	February	0	
	March	11 appointments	Family
	April	2	
	May	4 appointment	Family
	June	9 appointments	Family



# Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

**To:** Access to Justice Commission  
**From:** Angela Washington, Access to Justice Director  
**Date:** July 3, 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. Below is a report on the use of the coupon codes as of the date of this report.

Coupon Code	Coupon Type	Used
onepromiseLACSN	Fixed coupon (\$40)	4
onepromiseNLS	Fixed coupon (\$40)	0
onepromiseWLS	Fixed coupon (\$40)	0
onepromiseSNSLP	Fixed coupon (\$40)	0
onepromiseVARN	Fixed coupon (\$40)	0

**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:

- **LV Latino Bar** – The Latino Bar hosted a luncheon on Wednesday, April 23<sup>rd</sup> at Desert Pines Golf Course and included a presentation by Justice Douglas on the ONE Promise Nevada Campaign and from Justice Hardesty on the Appellate Court initiative.
- **Public Lawyers Conference** – A ONE Promise Nevada presentation was made to the attendees of the Public Lawyers Conference in Reno. As a result of the presentation, talks are underway to host a lunch meeting at Attorney General’s offices in Carson City and Las Vegas.





## Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

- Clark County Bar Association (CCBA) – Remarks were provided at the CCBA Meet Your Judges Mixer on June 13<sup>th</sup>. Time has been committed for a follow-up presentation at an upcoming CCBA monthly luncheon.
- Free CAP CLE - Lionel Sawyer & Collins, the Las Vegas Chapter of the National Bar Association, Las Vegas Asian Bar, Las Vegas Latino Bar, the LGBT Section of the State Bar of Nevada & the ONE Promise Nevada Campaign are hosting a free CAP CLE (2.0) general credits on Wednesday, July 16<sup>th</sup> from 11:30 am – 1:30 pm.

**ONE Promise Nevada Benefit Auction** - An auction benefitting the ONE Promise Nevada Campaign is scheduled to take place at the State Bar Annual Meeting. Below is a list of the donations:

### **Live Auction Items**

- Elko Cowboy Poetry Print (30" x 18")** - Donated by Julie Cavanaugh Bill
- James Bond Experience Jetpack** - Donated by State Bar of Nevada
- Lunch with Justice Michael Douglas and Justice James Hardesty**
- Hot Air Balloon Ride** - Donated by Litigation Section, State Bar of Nevada
- Southwest Airlines Gift Card & TUMI Luggage** - Donated by the Family Law Section, State Bar of Nevada
- Free Registration & 2 Night Hotel Stay at 2015 State Bar Annual Meeting in Seattle, WA** –  
Donated by the State Bar of Nevada
- San Diego Beach Weekend & Dinner** - Donated by Gene Leverty
- Smith Center for the Performing Arts Gift Certificates** - Donated by Bank of Nevada
- Ski Weekend Near Truckee, California** - Donated by Larry and Robin Digesti
- Two Night Stay at Hyatt Regency Newport Beach** - Donated by the Hyatt Regency Newport Beach
- Two Nights at Ferrari's Crown Resort, Includes Spa Gift Certificate to Hyatt Lake Tahoe**  
Donation of Resort Use by Paul & Jackie Matteoni  
Donation of Spa Gift Certificate by Elana Graham
- Baubles and Bubbly** - Donated by Gretchen Leverty
- Handmade Metal Artwork** - Donated by Judge Bruce Beasley
- Baubles and Bubbly** - Donated by Paul Matteoni

### **Silent Auction Items**

- 111<sup>th</sup> Congress Commemorative Tiffany Plate & U.S. Capitol VIP Passes** - Donated by U.S. Senator Harry Reid
- 2014 Membership to National ALA Organization** - Donated by Las Vegas Chapter  
of Association of Legal Administrators
- Lunch with the Three "Firsts"** - Donated by Barbara Buckley, Justice Miriam Shearing and Jan Jones Blackhurst
- Day Guest Pass for Two at Black Mountain Golf & Country Club** - Donated by Black Mountain Golf &  
Country Club
- One Round of Golf for Two at Desert Willow Golf Course** - Donated by Desert Willow Golf Course
- Wine Basket and CLE Passport** - Donated by the Clark County Bar Association
- Reno Aces Baseball Tickets** - Donated by the Reno Aces
- "In the Garden Noir" Framed Artwork** - Donated by David Clark
- Round of Golf for Four at Painted Desert Golf Club** - Donated by Painted Desert Golf Club



# Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

**Chocolate Coach Patchwork Handbag** - *Donated by Barbara Buckley*

**Las Vegas 51s Baseball Tickets** - *Donated by the Las Vegas 51s*

**UNLV Gift Pack** - *Donated by Elizabeth Brickfield*

**UNR Gift Pack** - *Donated by Ann Morgan*

**The Kate Spade Package I** - *Donated by the Family Law Section, State Bar of Nevada*

**The Reader's Gift Basket** - *Donated by the Northern Nevada Women Lawyer's Association*

**Portrait Gift Certificates** - *Donated by Portraits to You, Jim LeVanway, Owner*

**Gift Card Basket** - *Donated by Doreen Spears Hartwell*

**Autographed baseball from "Mr. Padre", the late Tony Gwynn** - *Donated by Southern Nevada Senior Law Program*

**Kate Spade Package II** - *Donated by the Family Law Section, State Bar of Nevada*

**Autographed helmet from NFL Hall of Famer, Lynn Swann**

**Detroit Tigers Tickets** - *Donated by Dickinson Wright PLLC*

**Tea Gift Basket** - *Donated by the Southern Nevada Association of Women Attorneys*

**Litigation Services \$500 Credit Gift Certificate** - *Donated by Litigation Services Corporation*

**Circus Circus Steakhouse Gift Card** - *Donated by the Real Property Section, State Bar of Nevada*

**iPad Mini** - *Donated by ALPS Insurance*

**Amazon Gift Card** - *Donated by Clio, Law Practice and Legal Case Management System*

**Free Fastcase Upgrade** - *Donated by Fastcase*

**Visa Gift Card – Law Pay**

**Handmade Denim Quilt & Shoshone Bead Earrings** – *Donated by Julie Cavanaugh Bill*

Highlights Law Related Education Consortium Meeting Wednesday, May 21, 2014

Mission: Nevada Law Related Education providers coming together to help our Nevada communities understand how our government and legal systems work

**I. Welcome to Consortium Members Present:**

<b>Connie Akridge</b>	<b>James Kenyon</b>	<b>Jane Saint</b>
<b>David Byerman</b>	<b>Patrick Montejano</b>	<b>Sheri (Sugar) Vogel</b>
<b>Kathleen Dickinson</b>	<b>Judge Philip Pro</b>	<b>Angela Washington</b>
<b>Christine Hull</b>	<b>Emily Rodriquez</b>	

Apologies to everyone for sending the wrong telephone number. The correct number was and will be **702.464-5626**.

**II. Review of Law Week 2014 events and activities**

- **Everyone thanks Dean Hamilton** and his staff for the lovely reception at UNLV on April 30<sup>th</sup> – the food was wonderful, the weather cooperated, it was nice getting to chat with all the attendees. We even recruited some *We the People* coaches for next school year.
- *We the People* Nationals were great and our Incline High School took home the Unit One Award and ranked 16<sup>th</sup> nationwide while our Reno High School ranked 24<sup>th</sup> nationwide (April 24<sup>th</sup> to April 29<sup>th</sup>).
- The Big Give results were comparable to last year
- The Legal Aid Center of Southern Nevada and Southern Nevada Senior Law Program had classes and good attendance during Law Week
- Law Day Live had six schools present three cases via video conference statewide (Carson, Elko, Henderson, North Las Vegas, Reno and Winnemucca) allowing hundreds of schools to view in current time on May 1<sup>st</sup> 2014.
- 33 schools had 45 attorneys, judges and justices speak on the Law Day theme “Why Every Vote Matters – American Democracy and the Rule of Law” on May 2<sup>nd</sup>.
- The winning portfolio at the Project Citizen Showcase on May 3<sup>rd</sup> was “Rolling Back Packs Roll Away”
- Congratulations to David Byerman on being a recipient of the 2014 Liberty Bell Recipient

**III. Planning for next year’s 800<sup>th</sup> anniversary of the Magna Carta see [http://www.americanbar.org/groups/leadership/office\\_of\\_the\\_president/magnacarta.html](http://www.americanbar.org/groups/leadership/office_of_the_president/magnacarta.html)**

A lively discussion took place filled with ideas for statewide involvement throughout the year. Create Master plan of activities for all of our organizations and include the specialty bars for educational events/traveling exhibit/receptions statewide:

- State Legislature, (displays, traveling exhibit, Project Citizen Showcase) – David Byerman talked about the 7 displays that will be at the State Legislature in 2015 for several weeks each to encourage different audiences to come into the Legislature
- Integrate into History Day – March 14<sup>th</sup> 2015 (Leadership and Legacy theme)
- Middle Schools can create plays (Re-enactment of the Magna Carta)
- Essay and Poster Contests
- Publications of all of the bars, schools and cities
- We the People schools
- Budget prizes for the essay and poster contests
- Reception at UNLV and at the State Legislature during Law Week

This is an opportunity to link organizations, develop relationships and celebrate the 800<sup>th</sup> anniversary of the Magna Carta statewide – very exciting, creative and fun – please send in your suggestions.

#### **IV. Updates from Members**

- ULegislate has had a very successful year (almost 1,000 participants) and is coming to Las Vegas June 5<sup>th</sup> 2014 from 3 p.m. to 5 p.m. in the City Council Chambers
- We are getting closer to choosing between Northern and Southern Nevada as a host site for the 2017 National Mock Trial Competition
- Trial By Peers Summer course begins June 17<sup>th</sup> 2014 and they are incorporating a social worker into their staff July 1<sup>st</sup> 2014

V. Please continue to send us your dates/events for the LRE Consortium calendar at:  
<http://www.nvbar.org/content/lre-consortium>

VI. The Liberty Bell Ceremony at 4 p.m. on May 21<sup>st</sup> 2014 was lovely. Congratulations David Byerman and Judge Earl

VII. **Time and date of next meeting** - Thursday, August 7, 2014 from 1:00 to 2:30 p.m.  
 The meet-me-line number will be **702-464-5626**

Meeting adjourned at 2:50 p.m.

# CIVIL LAW SELF-HELP CENTER STATISTICS

March 2013

3/1/2013 to 3/29/2013 (21 operating days)

## General

Total number served (per Q-Matic) for month	5,273	Total number served in 2013	14,962
Total number of intake forms collected	401	% of parties returning forms	8%
Total number of intake forms sampled	401	% of collected forms sampled	8%

## Biographical Data

### Ethnicity:

White	151		41%
Black	94		26%
Hispanic	78		21%
Asian	25		7%
American Indian	3		1%
Other	15		4%
No Response Provided	35		9%

### Age:

60 and over	39		11%
No Response Provided	36		9%

### Sex:

Male	154		41%
Female	221		59%
No Response Provided	26		28%

### Court Case Pending In:

District Court	44		18%
Justice Court	204		82%
Las Vegas	148		73%
Henderson	0		0%
North Las Vegas	0		0%
Other	8		4%
No Case or No Response Provided	153		38%

### Represented by an Attorney:

Yes	9		3%
No	346		97%
No Response Provided	46		11%

### Number of Visits to the SHC:

One	193		53%
Two	90		25%
Three	33		9%
More	50		14%
No Response Provided	35		9%

### Reason for Visit to the SHC:

Appeal	20		5%
Auto Sale/Lease, Repair, Towing	3		1%
Consumer Debt or Loan	13		3%
Contract Dispute	0		0%
Employment Dispute	3		1%
Foreclosure Mediation Assistant	2		1%
Garnishment or Execution	8		2%

Harassment or Protection Order	41		11%
Homeowner Eviction	14		4%
Judicial Review	1		0%
Landlord/Tenant Dispute or Eviction	172		45%
Mediation	1		0%
Mobile Home Sales, Repairs, or Eviction	22		6%
Personal Injury/Property Damage	2		1%
Small Claims Case	60		16%
Other	49		13%
No Response Provided	21		5%
<b>Currently Employed?</b>			
Yes	212		55%
No	173		45%
No Response Provided	18		4%
<b>Annual Household Income:</b>			
Under \$10,000	108		35%
\$10,000 to \$20,000	59		19%
\$20,000 to \$30,000	56		18%
\$30,000 to \$40,000	29		9%
\$40,000 to \$50,000	21		7%
\$50,000 plus	37		12%
No Response Provided	91		23%
<b>Benefits Received:</b>			
Social Security/Disability	54		35%
Unemployment	20		13%
TANF/Food Stamps	99		64%
Subsidized Housing Benefits	6		4%
No Response Provided or No Benefits Received	246		61%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	282		76%
Satisfied	85		23%
Unsatisfied	1		0%
Very Unsatisfied	1		0%
No Response Provided	32		8%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	297		76%
Agree	90		23%
Disagree	1		0%
Strongly Disagree	0		0%
No Opinion	4		1%
No Response Provided	9		2%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	285		73%
Agree	103		26%
Disagree	1		0%
Strongly Disagree	0		0%
No Opinion	3		1%
No Response Provided	9		2%

<b>I understand the court process and my situation better now than before I came to the Self-Help Center:</b>			
Strongly Agree	231		60%
Agree	134		35%
Disagree	4		1%
Strongly Disagree	0		0%
No Opinion	19		5%
No Response Provided	13		3%
<b>The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:</b>			
Strongly Agree	240		61%
Agree	135		34%
Disagree	3		1%
Strongly Disagree	0		0%
No Opinion	9		2%
Did Not Receive Forms or Materials this Visit	5		1%
No Response Provided	9		2%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	294		75%
Agree	92		23%
Disagree	1		0%
Strongly Disagree	0		0%
No Opinion	2		1%
Did not fill out forms during this visit	5		1%
No Response Provided	7		2%
<b>The Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	158		41%
Agree	80		21%
Disagree	6		2%
Strongly Disagree	4		1%
No Opinion	21		5%
Have Not Visited the Website	116		30%
No Response Provided	16		4%
<b>Other Comments and Suggestions</b>			

Cisco was very strongly helpful and made my copies

Cisco fue muy atento

Cisco was really helpful and explained everything clearly

na

I was very nervous when I came in today. Cisco was wonderful and understanding. Made a great suggestion

that I file a police report first. And include it in my application

Very helpful

All employee are very helpful, and kind!

It was very helpful

It is a wonderful service.

It should be a lot simpler online to file an answer to the eviction

N/A

Gracias por el servicio que recibí hoy.

Garcias por el servicio de hoy.

This is first time and they made it very easy and helpful.

I'm satisfied

Cisco (employee) was very helpful with my case

Without their help I feel that the wrong things would have been done. Therefore they are helping to unclog the court system

Thank you for your help! Very useful and ez - to use!

He was awesome helping me. Thank you.

Very helpful & informative

I'm glad you are here to help us.

Cisco was really nice and helped a lot =)

Overall satisfied in my visit today. I was in and out and to the point.

It gave me some insight on things I wasn't aware of.

Thank you.

Cisco was great and very informative.

Cisco was very helpful and courteous!

A man helped me file my other complaint before in the computer

Because of the excellent service of Ms. Pam and Mr. Cisco I am very satisfied with the Self Help Center.

Their staff is friendly and efficient.

Mr. Cisco needs and deserve a management position very knowledgeable & very helpful & nice employee.

Straight forward people during a hard job!!

The staff was very, very nice

Everyone is very knowledgeable and helpful.

Cisco and all the staff was very good and knew what they were doing I was a wreck but after getting his help I was very happy. Hire more like him very good

Thanks for all the assistance.

The one staff person seemed a bit impatient because I wasn't understanding what he was trying to say.

None at this point

Very nice disposition coming in. Felt very comfortable & confident =)

Cisco was a great help for me. He should be a manager and get a big raise lol.

I like how the self help center is quick and easy and very courteous and has been extremely helpful and much appreciated Thank you guys your great. =)

Have no further ?'s or issue's. All my questions were answer, staff was very helpful, thank you for your time & cooperation.

Saves lot of time, get real help and understand the process.

Everyone @ the Self help center was very helpful and courteous and I have no complaints. Thank you

Very friendly & very helpful when I had questions

Cisco was a lot of help

I could not have filed my cases without the help from the staff. They are a huge asset to the community.

Cisco was great . He had great customer service and helped me out plenty.

Over all the assistance accomplished the goal without confusion or delay

I thank every body for their help

Very helpful staff :)

The guy that helped me today was excellent also the lady that filed my papers awesome :-)

Happy with staff - paperwork not so much

Staff was courteous and professional helping me finding and filling out form. Even when a hostile African American woman was late and she was told police they were very courteous & helpful even after she said RACIAL comments & told them she was going to write a poisonous letter

Attorney Jim Berchtold is very helpful, courteous and patient. I am thankful! However other staff is very rude and shouldn't be in customer service... Terrible

Todo bien.

You have very professional people in your staff.

I was pleasantly surprised by how helpful the staff was. I am new to process & need a lot of help

Why is there only one person processing the work when there is people waiting 30 to 40 min

Very appreciative of this service-

They are outstanding! :) Have been throughout this ordeal! I am lucky :)



I Appreciate all the professionalism and courteous that was shown. Its nice to have people who can explain things and be professional  
The services was great.  
Thank you  
Cisco was fabulous - very professional  
The 2 times I have been here the staff has been above and beyond helpful  
Staff very helpful!  
Very strongly satisfied with the people staff help me!! :)  
This is my first time doing this not sure what to do.  
The staff is very friendly, and helpful.  
I had help at the door very good Thank you  
Very satisfied  
Cisco was very knowledgably and answered all my question. Guided me and explained in very, understanding way. Thank you very much!  
Very courteous & professional staff. =)  
I uploaded my response to a small claims case two times on Jan. 17, 2013. Both times the website said I was successful with my response upload; therefore, I was shocked to receive a judgment against me stating I had not responded. I will be resubmitting everything via your website once again along with a hard copy of my response to this particular case.  
Very calm informative. Give all info we need. Thank you  
Hate to be here  
Keep up the good work  
Friendly, fast and very efficient.  
I wish more "competent" (if they exist), were willing to teach the "people" to win their cases.  
Totally frustrated over having to refile motions  
They are very organized didn't have to wait very nice  
Me ayudaron en todas las preguntas que yo ise  
Everyone in the office was friendly & helpful!  
I really appreciate having a place to go to in assisting me with my court paperwork.  
Cisco was very kind and helpful  
The staff here is wonderful Thanx  
None  
They were very helpful & explained everything to me & helped me fill out my paper work  
All services ????? Ok.  
Wish you guys had a phone number  
Thank you for your help. =)  
The staff was more helpful than I anticipated. Staff was very eager to provide "how to" information.  
Cisco did a great job. I thank him for that.  
Fue mi primera vez y gueron muy amables gracias dios los vendiga  
Staff was helpful and made sure I had everything I needed.  
Section 211 & 42 Chapter 3456 11 12, Section 3456 court appeal.  
Will not know until I speak with the self-help lawyer  
None  
Very courteous nice & helpful  
It was very helpful here, especially if you have a question they help you.  
He was awesome in assisting me.  
Always nice and very helpful  
Cisco did a great job =)  
Thank you! For your help.  
Cisco was very helpful.  
People so helpful & nice not what I was expecting from govt  
Very nice people and helpful.

They help me in a good way. Try to fight for my apt to keep and I will not be out in the street. I have no one to help me with rent and to put all of my stuff

Even though my small claims case was denied due to improperly filling out paperwork... I have still had a pleasant visit. The ladies at the front desk are very pleasant especially Lorena

Very friendly staff

A gradecida con las personas que me ayudaron y contenta por tenev un centro de ayuda. Porque fueron muy amaules

Everyone was very nice, and very helpful.

Good customer service

Cisco was extremely helpful, thank you.

Mary & Jim were extremely helpful, please consider them for a promotion and a raise thank you for their insight and professionalism

Thank you for being here for us, who need legal help

Very helpful

Mary was extremely helpful and very patient

Very helpful & friendly

Great job! I really appreciate the help I received.

Very helpful and efficient in explaining to the layman. Cisco has been a great help in my legal needs and is quite good at public relations.

Because of the website my reply to small claims court was not received. I submitted my response along with documentation two times on this website. Both times the site said submission was successful.

Because I thought I had done everything required in the required time, I was surprised to receive a default judgment.

The lady that help me she made me at ease because I was nervous when I got in

The service was very efficient and very helpful.

Great staff very helpful!

Cisco helped me so much I couldn't have done it with out his help

You guys were very helpful.

Staff was very helpful, very knowledgeable very respectful.

The staff was very helpful and obliging

Very helpful and my experience was good Cisco is very helpful and knowledgeable

Cisco was very nice and helpful to me - need more people like him - Thank you Mary was also very friendly when we walked in

They are very knowledgeable.

Everything ??? Good.

Cisco was very helpful, helped us understand

Staff was knowledgeable in assisting.

Website is friendly but should provide checklists, hours of operation, etc.

Very helpful and cooperative.

Thank you very much

Great help.

Lupe & Jim were outstanding they were very helpful. They know a lot about land lord tenant & I was so grateful for their help.

The staff was very professional and made me fell very comfortable. Thanks.

Britney was extremely helpful and kind. I included photo's of my injury and she informed me they wouldn't show up when sent. She was so kind to offer to deliver hard copy to the Judge. That means so much to me. Thank you!!

Lupe & Cisco were amazing!! So helpful and went above and beyond. Thank you =)

Cisco is a wonderful asset to this office. Today is the second time Cisco has helped me regarding TPO & extension. He is knowledgeable but most importantly kind & very compassionate.

Very helpful Francisco explained every thing I needed help with

Excellent help. Thanks..

Very good experience. I was once a para-legal and was impressed with the speed & quality of help.  
very good service and help  
Cisco was of GREAT assistance. He was friendly patient and answered all my questions clearly. And  
provided other resources Thank you! (helpful)  
They were all great especially Mary from Chicago in a stressful situation it was comforting  
Friendly staff. Very helpful service.  
Good work. Thank you very much for all your assistance and time.  
Thank you for your help  
You need to let other know about your service  
They where great!  
Cisco was very helpful  
Muy amable me ayudo en todo  
a kid center's it people bring kids  
Thank you for your time and help.  
Thanks Cisco was great!!  
Jill was very helpful & a team player & very informational. Glad coming to get help needed and help me  
understand how to fill out paperwork  
The services I received was very very good very helpful thanks  
The staff were very pleasant and very considerate. Went above and beyond to make sure my concerns,  
questions and situation was taken care of.  
The staff was very friendly & helpful.  
Very, very helpful and courteous

# FAMILY LAW SELF-HELP CENTER STATISTICS

March 2014

3/3/2014 to 3/31/2014 (21 operating days)

## General

Total number customer interactions (for month)	3555	Total number served in 2014	10,031
Total number of intake forms collected	140	% of parties returning forms	4%
Total number of intake forms sampled	140	% of collected forms sampled	4%

## Biographical Data

### Ethnicity:

White	43		31%
Black	37		27%
Hispanic	44		32%
Asian	10		7%
American Indian			0%
Other	5		4%
No Response Provided	1		1%

### Age:

60 and over	13		10%
No Response Provided	14		10%

### Sex:

Male	46		38%
Female	76		62%
No Response Provided	18		49%

### Currently Employed?

Yes	78		61%
No	49		39%
No Response Provided	13		9%

### Annual Household Income:

Under \$10,000	27		24%
\$10,000 to \$20,000	27		24%
\$20,000 to \$30,000	24		21%
\$30,000 to \$40,000	18		16%
\$40,000 to \$50,000	6		5%
\$50,000 plus	10		9%
No Response Provided	28		20%

### Benefits Received:

Social Security/Disability	16		37%
Unemployment			0%
TANF/Food Stamps	29		67%
Subsidized Housing Benefits	7		16%
No Response Provided or No Benefits Received	97		69%

### Education Level:

Less than High School	11		9%
High School/GED	41		34%
Some College	38		32%
College Degree	29		24%
No Response Provided	21		15%

### Represented by an Attorney:

Yes	9		7%
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No	118		93%
No Response Provided	13		9%
<b>Number of Visits to the SHC:</b>			
One	45		38%
Two	22		19%
Three	25		21%
More	26		22%
No Response Provided	22		16%
<b>Reason for Visit to the SHC:</b>			
Adoption			0%
Annulment	3		2%
Child Support	19		14%
Custody	39		28%
Divorce	63		46%
Domestic Partnership	1		1%
Foreign Judgment			0%
Guardianship	11		8%
Juvenile Matters			0%
Legal Separation			0%
Name Change	17		12%
Paternity	2		1%
Termination of Parental Rights	2		1%
Visitation	4		3%
Other	13		9%
No Response Provided	2		1%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	110		85%
Satisfied	17		13%
Unsatisfied	1		1%
Very Unsatisfied	1		1%
No Response Provided	11		8%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	116		85%
Agree	19		14%
Disagree			0%
Strongly Disagree	1		1%
No Opinion			0%
No Response Provided	4		3%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	117		85%
Agree	20		14%
Disagree			0%
Strongly Disagree	1		1%
No Opinion			0%
No Response Provided	2		1%
<b>I understand the court process and my situation better now than before I came to the SHC:</b>			
Strongly Agree	107		77%
Agree	27		19%

Disagree			0%
Strongly Disagree	1		1%
No Opinion	4		3%
No Response Provided	1		1%
<b>The forms and other written materials at the SHC were clear, helpful, and instructional:</b>			
Strongly Agree	97		70%
Agree	34		24%
Disagree	3		2%
Strongly Disagree	1		1%
No Opinion	1		1%
Did Not Receive Forms or Materials this Visit	3		2%
No Response Provided	1		1%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	110		80%
Agree	21		15%
Disagree			0%
Strongly Disagree	1		1%
No Opinion	1		1%
Did not fill out forms during this visit	5		4%
No Response Provided	2		1%
<b>The Family Law Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	83		60%
Agree	25		18%
Disagree	3		2%
Strongly Disagree	3		2%
No Opinion	3		2%
Have Not Visited the Website	21		15%
No Response Provided	2		1%
<b>Other Comments and Suggestions</b>			

Alejandro was very helpful and gave me a lot of information

Eaiser this time, as I knew the process.

The young man that I spoke to there at the Self Help Center was very evasive and asked a number of unnecessary questions to me instead of answering my questions about the forms I received. He had a very negative attitude towards me, clearly not wanting to answer my questions. But instead wanting to ask me about why I was filling out the forms for someone else, which is my right and none of his business.

The staff showed care and good knowledge of the situation. I am strongly satisfied with the service.

Great job :)

I just love Celina & the rest of the self-help crew

Exelente atencion, perosnal bilinque, mi ingles no es bueno sin su ayuda no lo hubiera hecho muchas muchas gracias

I tried to print forms from the website but they said 2010 on them so I had to drive down here to get current forms. Your vending machines are inconvenient as they only take \$1 or 25 cents.

Miss Erin gave me so much help today. Not only was she helpful but she was very patient with me.

Staff members very helpful & nice Celina is wonderful!!!

Great service. Difficult filling out the paperwork.

Need more forms for availability.

excellent service and most helpful

Erin is a fantastic asset to your self help center. She's extremely kind, knowledgeable, and seems to take a lot of pride in providing excellent service

Regarding customer service the representative name "Erin" was very helpful and professional. She explained

and answered all my questions briefly understandable. Also with big smile on her face and professional attitude. Thank you so much Ms. Erin for your time :)

Everyone was friendly - clean environment. There were a lot of people confused on where windows 13-17 were.

Very satisfied

Alejandro at window 16 was very very helpful, courteous, polite. Happily answered all questions and helped us very much!

Guadalupe was extremely kind, courteous and helpful. We were so lucky to receive her assistance. We appreciate Guadalupe's accommodations and her bilingual abilities helped also.

Vinguno.

Muy atenta.

The staff is very helpful very friendly

I found a page online that better explained the instructions. My ex has no internet and I have no printer, so there were challenges in finding information.

I am glad, I found this place. Thank you.

Tieneu muy buen servicio gracias

The services that I received was very helpful and informative to assist me with the guardianship packet.

No long waiting friendly, professional, knowledgeable. Excellent addition to the court to navigate the legal process. A must!

Quick & Help full

They have an excellent customer service.

Very good

I am very happy that my customer rep. was Celina. She was great she went over all steps in the process for me with great compassion. For me and my situation.

Very helpful.

Erin was great help. For the first time I feel I was heard and helped with all the questions I had

The forms change a lot so I've had to fill out quite a few

Alejandro has helped me in the past and is so helpful!

Celina is/was very helpful & professional

I found Guadalupe to be very informative in assisting me with my continuance and order for shortening time.

The website needs a little work. I printed the wrong forms for myself - which the center took care of - and the address and map to the court and center was difficult to find.

No comments.

The service I received from the office was good. So I have no complaints against it.

The staff was very helpful with paper work. Thanks.

Guadalupe and Brandan were very helpful and patient. Thank you.

The vendor's name that helped me was Guadalupe Barraza very helpful nice employee.

Muy bueno y eficaz

She was very nice and very helpful

She made everything so clear!

Thank you

Helpful staff. Thank you!

You have very efficient and courteous staff. I salute Miss Guadalupe for a good job.

I am a Family Support worker for the county assisting a mom. Guadalupe was amazing in helping guiding mom w/ this legal process. The new process seems much better! :)

Guadalupe was very helpful thank you.

\*the staff was upper knowledgeable and thanks to the help

Guadalupe :) (notary) was so helpful! Very pleasant and informative

Ms. Barraza was very clear, knowledgeable and friendly

it is very simple and easy to fill out. They are very helpful and have made it much easier to get this cycle done.

Un excelente servicio fue muy especificado.

Im very happy and satisfied. They are very helpful, and very informative. Thank you all.

Guadalupe fue muy amable y nos ayudo a chequear todos los papeles y eso me ayudo para procesar todo mas rapido muchas gracias.

El servicio fue muy bueno

While the staff at the self help center is understandably busy and cannot discuss at length every individuals legal matters, they were exceedingly pleasant and willing to help, and I could not have gotten this done efficiently without their assistance. I REALLY appreciate their availability and their patience & helpfulness

None.

Keep up the good work!!! :)

These women are God sent!! Bless them for all that they do. I'm grateful and thankful for their help. I wish I could afford to pay for their help that's how much I appreciate it.

Everyone here was extremely helpful and patient. This is a place for emotionally charged people to come that are in difficult and possibly fearful situations. I am impressed with the employees patience and care for all the individulas that have needed help. Erin and Guadalupe were serving the public today. Wonderful ladies!

Erin was fantastic and helpful. She was very patient with me and made sure I had everything filled out right and understood all my options. Hire more like her and give her a promotion and raise! :)

Guadalupe me ayudo muy amablemente, y me explico muy entendiblemete.

Awesome help referred

I have been to self-help serveral times and all employees are knowledgeable & helpful.

Un excelenete servicio, amable, muy claro de mucha ayuda

Erin and the other lady have been very helpfull. The knowledge they have shared with me will be of grave use for me seeing my daughter sooner. All the ladies in self help are wonderful. Thank-you!

Great service to Nevadans maybe free coffee & water courteous lady at window 13



# CIVIL LAW SELF-HELP CENTER STATISTICS

April 2014

4/01/2014 to 4/30/2014 (22 operating days)

## General

Total number customer interactions (for month)	4525	Total number served in 2014	17,266
Total number of intake forms collected	219	% of parties returning forms	5%
Total number of intake forms sampled	219	% of collected forms sampled	5%

## Biographical Data

### Ethnicity:

White	69		34%
Black	59		29%
Hispanic	44		22%
Asian	16		8%
American Indian	5		2%
Other	11		5%
No Response Provided	15		7%

### Age:

60 and over	31		15%
No Response Provided	9		4%

### Sex:

Male	94		45%
Female	117		55%
No Response Provided	8		14%

### Currently Employed?

Yes	113		54%
No	95		46%
No Response Provided	11		5%

### Annual Household Income:

Under \$10,000	62		32%
\$10,000 to \$20,000	48		24%
\$20,000 to \$30,000	31		16%
\$30,000 to \$40,000	16		8%
\$40,000 to \$50,000	12		6%
\$50,000 plus	27		14%
No Response Provided	23		11%

### Benefits Received:

Social Security/Disability	40		41%
Unemployment	6		6%
TANF/Food Stamps	59		61%
Subsidized Housing Benefits	4		4%
No Response Provided or No Benefits Received	122		56%

### Education Level:

Less than High School	17		9%
High School/GED	53		27%
Some College	73		37%
College Degree	52		27%
No Response Provided or No Benefits Received	24		11%

### Court Case Pending In:

District Court	26		16%
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Justice Court	136		84%
Las Vegas	22		16%
Henderson	0		0%
North Las Vegas	0		0%
Other	0		0%
No Case or No Response Provided	57		26%
<b>Represented by an Attorney:</b>			
Yes	9		5%
No	191		96%
No Response Provided	19		9%
<b>Number of Visits to the SHC:</b>			
One	114		58%
Two	39		20%
Three	21		11%
More	23		12%
No Response Provided	22		10%
<b>Reason for Visit to the SHC:</b>			
Appeal	15		7%
Auto Sale/Lease, Repair, Towing	8		4%
Consumer Debt or Loan	4		2%
Contract Dispute	2		1%
Employment Dispute	5		2%
Foreclosure Mediation Assistant	0		0%
Garnishment or Execution	13		6%
Harassment or Protection Order	19		9%
Homeowner Eviction	9		4%
Judicial Review	1		0%
Landlord/Tenant Dispute or Eviction	85		40%
Mediation	2		1%
Mobile Home Sales, Repairs, or Eviction	11		5%
Personal Injury/Property Damage	1		0%
Small Claims Case	33		15%
Other	36		17%
No Response Provided	5		2%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	159		74%
Satisfied	54		25%
Unsatisfied	1		0%
Very Unsatisfied	1		0%
No Response Provided	4		2%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	157		75%
Agree	44		21%
Disagree	2		1%
Strongly Disagree	2		1%
No Opinion	4		2%
No Response Provided	10		5%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	160		76%

Agree	41		19%
Disagree	3		1%
Strongly Disagree	2		1%
No Opinion	5		2%
No Response Provided	8		4%
<b>I understand the court process and my situation better now than before I came to the Self-Help Center:</b>			
Strongly Agree	136		64%
Agree	60		28%
Disagree	3		1%
Strongly Disagree	1		0%
No Opinion	11		5%
No Response Provided	8		4%
<b>The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:</b>			
Strongly Agree	145		70%
Agree	52		25%
Disagree	3		1%
Strongly Disagree	0		0%
No Opinion	4		2%
Did Not Receive Forms or Materials this Visit	4		2%
No Response Provided	11		5%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	151		73%
Agree	48		23%
Disagree	2		1%
Strongly Disagree	0		0%
No Opinion	3		1%
Did not fill out forms during this visit	4		2%
No Response Provided	11		5%
<b>The Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	87		44%
Agree	42		21%
Disagree	3		2%
Strongly Disagree	1		1%
No Opinion	4		2%
Have Not Visited the Website	63		32%
No Response Provided	19		9%
<b>Other Comments and Suggestions</b>			

I felt like I was bothering I asked 20 questions and they were great every time. I wish I would have know about this place a long time ago. Great job!

With the information I provided they were a huge help.

I am mentally drained with this situation and would like to file a suit for mental suffering, pain & suffering and racial discrimination

Staff was knowledgeable & very helpful.

He was very helpful and knowledgeable

Awesome they are very helpful, took extra time with me. Cisco was terrific with me, he help me out a lot and was very patient with me.

Great service from all

Only as far as the website to remove forms that are no longer accepted. Updated forms.

Muy amables todo el personal nos atendieron muyr bein gracias

Comfortable with Cisco, very warm friendly helpful

Very helpful!!

The young lady that helped me was exceptional.  
Pam, was very patient and professional. Her knowledge was greatly appreciated. She made me feel more at ease.  
Yolanda was very helpful & knowledgeable of her job position & title excellent  
Cisco  
Cisco was a great help!  
It is good to have a place like this.  
Very, very nice!!!  
Very very helpful people  
"Awesome employees!!" courteous and friendly staff. Patient and warm reception. Two thumbs up to the awesome staff! I will tell others about my great experience here. It gave me a new confidence and encourage me as well. Thank you!!!  
All staff are very helpful thanks  
Muy bien  
Very helpful and mindful to my situation Cisco helped me super great  
Yolanda & the rest of the staff were very helpful & attended to my needs. I have always recommended people in need of assistance to Ana  
Staff very friendly & helpful  
Helpful, friendly thanks.  
Me parece perfecto que la mayoria de las personas hablen espanol porque aun cuando yo hablo ingles los cosas legales las comprendo mas cuando se me explican en espanol.  
Great!!!!  
The help center staff were very helpful & very professional.  
Cisco excellent!  
They were courteous and very helpful  
I am very satisfied with the help they offered.  
Very helpful  
Cisco was very understanding with me. He gave me instructions and was very smart. Good job Cisco :) A+  
Thank you for everything  
Cisco was very helpful  
Positive environment friendly staff and helpful continue the good job.  
Very helpful and great even with a issue that happened.  
Thank you for providing reading glasses!  
The staff at the self help center has been very helpful  
Staff was very helpful and explained very careful add slow so I will under stand and answer all my questions  
thank for the help.  
No comment  
I am very satisfied  
While staff is good & knowledgeable please try to avoid "robot" process of treating everyone, most sensitive, compassionate people should be in this dept.  
Very quick service.  
I have greater piece of mind regarding what my options are and of the legal process. I do not know what I would have done without the information and assistance I received from the self-help center. I am very grateful for this. First I saw Cisco at the SHC counter who was ever so helpful and he told me I could also use a mediator. I saw Del Shanna and she helped me very much also. I am so grateful for these services.  
I came in with my friend who has a pending case. While I was here I learned about the "Ask-A-Lawyer event" and the "Collection proof clinic" classes which will help me a lot with a judgment against me that I received. Thank you so much for the help I received from Cisco at the SHC.  
The employee who helped me was very professional and explained things to me in a clear manner. I feel very satisfied (Cisco & Lorena) Very helpful.  
Self help was very helpful and walked me through the process of filling out my paper work.

La persona q me esta ayudando ahora mismo pa vece ser muy atenta y muy infomada cno estetipo de casos, creo haber uegado al l ugar adecuado, final mente

There are never explanations, also I don't feel several times I visited that I was given a chance to fully explain, therefore I was run around a few times from filing office to self help and back again. I finally stopped asking questions and just did what the office directed me to

Very helpful. Thank you very much and as the fee waiver.

Cisco a very helpful person :) I'll will come back to see him Thank you Cisco

Cisco is very helpful, every time I come here he really help me with all my documents of what I need to file and how any legal help he tell me were I can go.

Respectful and knowledgeable. Pleasant at the same time.

The guy that were working with me is awesome (Cisco)

Pam Pearson deserves some sort of recognition. I have been to the self help center a few times within the year & she is very helpful. Today she went over & beyond for myself & my husband as well as anyone in her path. Great service.

Pam Pearson was so helpful & understanding of my situation.

I was given many options of how I could handle my case.

Cisco Gonzalez was very helpful to me in understanding the process & the filling out of all of the paperwork.

Staff was very polite and took the time to explain things that I had failed to understand.

Civil Law help center was very helpful service for the community

Yolanda's help was awesome and she knew what she was talking about and every time I came down I waited for her

I was disappointed that my phone service would not pick up for me to call 911, while someone could have broken into my home.

Excellent customer service and very polite staff! Thank you!

None.

Mr. Cisco was very gracious as well as the other staff in assisting me

The staff was very thoughtful to be assistive without crossing the line to give legal advice. Thank you for this services

Cisco did an excellent job by assisting me

Cisco is the bomb!

Cisco was a pretty cool guy and helped out a lot

I couldn't have accomplished any of my problems without their services

Very nice give me info that was need it his name is Cisco very nice thanks again.

It was great and they made it simple. Great job!!!

The information from the "attorney" at ask-a-lawyer is NOT helpful at all. The most help came from Pam. She was amazing.

They were very helpful!

It is a relief to have staff that is so very helpful. Thank you.

Yolanda and Jim were very informative and helpful. They proudly answered all of my questions.

Yolanda Cisco and Lorenia - every this is so knowledgeable and helpful, excellent. OK

Very helpful & clear with paperwork Thanks!

Very helpful thank you.

They were very helpful, and made me feel a lot more at ease with what was going on

He was good.

Great people

Ciero

Great services with staff very helpful and very nice I'm glad I came in for help

I was/an never and the man with the glasses I forgot his name his approach allowed me not to feel afraid or ????? :) thank you.

Pam was very helpful, she listen to what I had to say, she explained what I needed to know, I thank her for me & gave her a big hug. Thanks Pam :-)...! Good job Cisco the same thank very very helpful with

Pam was very helpful in working with me on my paper work, she listened and answers all my questions. I

understand more clear and with the staff help I knno the way to go with my paper work. And Mr.  
Cisco also it a very very helpful person to your staff and center it a very good place to come to for help. :)  
Thank you for your staff and center.

Very pleased with the help I received

gentleman very helpful - Cisco -

Hire larger staff - badly needed at times. Good attitude of employees - Cisco was particularly knowledgeable  
& helpful -

Francisco G. was very helpful.

Staff very informative and made filling out the forms easy

You have all been great thank you

Cisco is great

# FAMILY LAW SELF-HELP CENTER STATISTICS

April 2014

4/1/2014 to 4/30/2014 (22 operating days)

## General

Total number customer interactions (for month)	3494	Total number served in 2014	13,525
Total number of intake forms collected	118	% of parties returning forms	3%
Total number of intake forms sampled	118	% of collected forms sampled	3%

## Biographical Data

### Ethnicity:

White	35		31%
Black	27		24%
Hispanic	37		33%
Asian	7		6%
American Indian	2		2%
Other	5		4%
No Response Provided	5		4%

### Age:

60 and over	7		7%
No Response Provided	23		19%

### Sex:

Male	28		29%
Female	70		71%
No Response Provided	20		74%

### Currently Employed?

Yes	65		61%
No	42		39%
No Response Provided	11		9%

### Annual Household Income:

Under \$10,000	25		26%
\$10,000 to \$20,000	25		26%
\$20,000 to \$30,000	17		18%
\$30,000 to \$40,000	11		11%
\$40,000 to \$50,000	6		6%
\$50,000 plus	12		13%
No Response Provided	22		19%

### Benefits Received:

Social Security/Disability	17		46%
Unemployment	7		19%
TANF/Food Stamps	17		46%
Subsidized Housing Benefits	3		8%
No Response Provided or No Benefits Received	81		69%

### Education Level:

Less than High School	7		8%
High School/GED	34		38%
Some College	30		33%
College Degree	19		21%
No Response Provided	28		24%

### Represented by an Attorney:

Yes	12		11%
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No	95		89%
No Response Provided	11		9%
<b>Number of Visits to the SHC:</b>			
One	41		40%
Two	25		25%
Three	6		6%
More	30		29%
No Response Provided	16		14%
<b>Reason for Visit to the SHC:</b>			
Adoption			0%
Annulment	1		1%
Child Support	16		14%
Custody	38		33%
Divorce	49		43%
Domestic Partnership			0%
Foreign Judgment			0%
Guardianship	17		15%
Juvenile Matters			0%
Legal Separation			0%
Name Change	6		5%
Paternity	2		2%
Termination of Parental Rights	1		1%
Visitation	2		2%
Other	8		7%
No Response Provided	3		3%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	100		89%
Satisfied	12		11%
Unsatisfied			0%
Very Unsatisfied			0%
No Response Provided	6		5%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	102		90%
Agree	11		10%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	5		4%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	108		93%
Agree	8		7%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		2%
<b>I understand the court process and my situation better now than before I came to the SHC:</b>			
Strongly Agree	93		82%
Agree	19		17%



Disagree	1		1%
Strongly Disagree			0%
No Opinion	1		1%
No Response Provided	4		3%
<b>The forms and other written materials at the SHC were clear, helpful, and instructional:</b>			
Strongly Agree	90		78%
Agree	23		20%
Disagree	1		1%
Strongly Disagree			0%
No Opinion	1		1%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	3		3%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	103		88%
Agree	12		10%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did not fill out forms during this visit	2		2%
No Response Provided	1		1%
<b>The Family Law Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	69		61%
Agree	19		17%
Disagree	2		2%
Strongly Disagree	1		1%
No Opinion	3		3%
Have Not Visited the Website	19		17%
No Response Provided	5		4%
<b>Other Comments and Suggestions</b>			

Alejandro took the time to look over our paperwork and helped on the ammendment of it. He explained the steps of the process. He was patient and clear.

Es muy bon serbicio gracias

aver dad el personal fue muy amable y me ayudo con mis dudas

Window 13 is so friendly and understanding I had nothing but the utermost respect for her she's the best,  
Guadalupe

Staff has been very polite and helpful.

Very helpful, quick and, understanding. The clerks were knowledgable and quite nice. Thank you self-help center!

Divorce papers, all my questions awnser. Thank you. window 13

the woman at the window to help was wonderful!

Forms given online were not forms needed.

the lady name Erin, was so nice to me, she spent time with me on how to fill out the paperwork. And explained the procedures to myself and my husband. She did a outstanding job.

Very helpful

Thanks!

Big improvement since the first time I was here, back in 2010.

Very good help

Thanks :) !!!

La Senorita Guadalupe me atendio muy bien, sadisfecha.

As for understanding the forms one must be versed in legalese even with a masters degree and experience in contract negotiations. I still was unclear with the verbage used. However, Alex @ window 16 made

the process easier he has always been kind and helpful even when I'm asking crazy questions. My journey has not been easy but with friendly CSR's they make it work/worth it

Everything until today is perfect thank you.

Very helpful & friendly.

Very helpful and patient

The staff is very helpful, & profesional. Answered all my questions.

Thank you for the thorough advice. Very helpful w/ the paperwork

Very helpful service and friendly!

Everyone, top to bottom very helpful.

Before coming in I was confused & lost. With their help, I know exactly what to do and am more confident of a positive outcome. I'm so thankful for their help - much needed help

Wonderful staff! Very helpful!! Erin is very kind and receptive to my needs. Thank yu!

Selena was awsome and so helpful.

Very thankful this place is here

I finally got the help I needed after trying for a long time in Las Vegas, NV. Thank you Family Law Self-Help Center!!!!

great help!

Very helpful and nice. Thank you

The staff was very helpful, and made sure I understood everything I sign.

The staff (Erin this visit) was efficient, helpful, knowledgeable and friendly. She made a hard situation easier for me. I'm thankful for her help.

Es muy importante eske asistencia Self-Help Center por que mucha jente es de bajos recursos y no tiene dincio

Thank you for making this service available.

The staff here is very helpful & very co?????. Thank you fo ryour services.

Don't change this system. It works

Alejandro is very patient, easy to understand and very helpful every time I see him.

Muy buen trado

Alejandro was very helpful!

El trato del personal en el lentro de (The Self-Help Center) fue de muy gran ayuda. Gracias a ellos pude completar todos mis papeles de divorcio, en fin ellos son espectaculares. Gracias

tuve una muy buena asistencia. Y estoy muy de acverdo en que el personal es muy bueno.

Very helpful & kind & profesional

Celina was very polite and helpful thank you

I feel extremaly helped today. Guadalupe was a big helper. I could mot do this with out her help and well information guidance. I'm stremaly satisfy been served by her.

Thank-you!!!

Im just glad that there was a staff member around to help. Me with my paperwork.

The staff were extremely patient and answered ALL of my questions with no problem.

Guadalupe was a very large help to me. She seemed knowledgable and patient.

Mr. Alejandro very helful for our divorce papers. We feel comfetable in heping us. We filed up what we need for day were happy for it.

Ms. Guadalupe Bizme was very helpful & accommodating. We never had a hard time understanding her explanations in every inquiry we made. She's the best and I commend her for her good customer service.

We need this service

Alejandro was confident and able to help confidently. Which I have been so nervous and he helped. Thank you. For he made me better. Knowing kids are gonna get a chance.

Could have used a more specific step by step of when to have notarized - prior to filing and then where to go specifically.

All the staff is very friendly and helpful. I would be lost without their support.

Guadalupe, the lady that help me today was very eplicit and kindness with my questions I like the way she explain me everything and in my own language (Spanish) Thank you.

I am dislexia and Celina really helped me a lot.  
All the staff were very nice and  
Hire more help:)  
Clerks were very helpful, and courteous  
very helpful  
I am very please to have this services they have been a great help.  
Guadalupe was very helpful very kind & professional!

# CIVIL LAW SELF-HELP CENTER STATISTICS

May 2013

5/1/2013 to 5/31/2013 (22 operating days)

## General

Total number served (per Q-Matic) for month	4,752	Total number served in 2013	24,846
Total number of intake forms collected	327	% of parties returning forms	7%
Total number of intake forms sampled	327	% of collected forms sampled	7%

## Biographical Data

### Ethnicity:

White	91		30%
Black	111		36%
Hispanic	66		21%
Asian	21		7%
American Indian	4		1%
Other	14		5%
No Response Provided	20		6%

### Age:

60 and over	39		13%
No Response Provided	35		11%

### Sex:

Male	126		41%
Female	184		59%
No Response Provided	17		15%

### Court Case Pending In:

District Court	30		13%
Justice Court	199		87%
Las Vegas	32		16%
Henderson	1		1%
North Las Vegas	0		0%
Other	9		5%
No Case or No Response Provided	98		30%

### Represented by an Attorney:

Yes	6		2%
No	277		98%
No Response Provided	44		13%

### Number of Visits to the SHC:

One	170		58%
Two	67		23%
Three	18		6%
More	36		12%
No Response Provided	36		11%

### Reason for Visit to the SHC:

Appeal	33		11%
Auto Sale/Lease, Repair, Towing	2		1%
Consumer Debt or Loan	4		1%
Contract Dispute	4		1%
Employment Dispute	2		1%
Foreclosure Mediation Assistant	0		0%
Garnishment or Execution	14		5%

Harassment or Protection Order	17		6%
Homeowner Eviction	22		7%
Judicial Review	1		0%
Landlord/Tenant Dispute or Eviction	148		48%
Mediation	3		1%
Mobile Home Sales, Repairs, or Eviction	10		3%
Personal Injury/Property Damage	2		1%
Small Claims Case	40		13%
Other	45		15%
No Response Provided	18		6%
<b>Currently Employed?</b>			
Yes	141		45%
No	169		55%
No Response Provided	17		5%
<b>Annual Household Income:</b>			
Under \$10,000	86		37%
\$10,000 to \$20,000	63		27%
\$20,000 to \$30,000	33		14%
\$30,000 to \$40,000	23		10%
\$40,000 to \$50,000	9		4%
\$50,000 plus	20		9%
No Response Provided	93		28%
<b>Benefits Received:</b>			
Social Security/Disability	60		43%
Unemployment	15		11%
TANF/Food Stamps	82		58%
Subsidized Housing Benefits	9		6%
No Response Provided or No Benefits Received	186		57%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	235		82%
Satisfied	50		17%
Unsatisfied	2		1%
Very Unsatisfied	1		0%
No Response Provided	39		12%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	248		81%
Agree	54		18%
Disagree	2		1%
Strongly Disagree	1		0%
No Opinion	3		1%
No Response Provided	19		6%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	228		72%
Agree	83		26%
Disagree	1		0%
Strongly Disagree	1		0%
No Opinion	3		1%
No Response Provided	11		3%

<b>I understand the court process and my situation better now than before I came to the Self-Help Center:</b>			
Strongly Agree	223		71%
Agree	80		25%
Disagree	3		1%
Strongly Disagree	0		0%
No Opinion	9		3%
No Response Provided	12		4%
<b>The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:</b>			
Strongly Agree	225		72%
Agree	80		26%
Disagree	2		1%
Strongly Disagree	0		0%
No Opinion	3		1%
Did Not Receive Forms or Materials this Visit	2		1%
No Response Provided	15		5%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	252		80%
Agree	51		16%
Disagree	3		1%
Strongly Disagree	0		0%
No Opinion	4		1%
Did not fill out forms during this visit	4		1%
No Response Provided	13		4%
<b>The Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	152		50%
Agree	51		17%
Disagree	7		2%
Strongly Disagree	0		0%
No Opinion	16		5%
Have Not Visited the Website	77		25%
No Response Provided	24		7%
<b>Other Comments and Suggestions</b>			

Personal muy amable y de mucha ayuda  
They really help me a lot thank you.  
Thank you for your help and time and efforts  
Thank you again  
Yolanda was very helpful and went above & beyond in assisting me.  
I want to thank Cisco for his help he was there to help me on every question that I had. Thank you Cisco.  
You are the best appreciated. Keep up the good work  
Thank you. :)  
Staff is amazing  
Francisco Gonzalez was very helpful and went above expectations to help us out. Thank you!  
The gentleman who helped us was called Cisco and he has saved us so much time and money with lawyers  
he also helped educate us tremendously. God bless the self help center.  
All my questions were answered in a very friendly and helpful manner.  
All staff was attentive and patient. Explanations were in terms understandable to the average person. Not  
needing any law courses to understand. Very helpful with resources available to me. I want to let you  
know everyone in the Self-Help office was very professional, yet in a timely manner, especially Yolanda.  
"Francisco" Great person, very helpful

very helpful

Knowledgeable staff

Cisco he was very respectful. He help us a lot. Well explain all the issues.

Everyone was so helpful to me.

To be determined through future visits

The lady who helped me was very nice & helpful. Pam

Everything was explained to my satisfaction

The staff were friendly and informational. They never hesitated to help and were fast and efficient.

The employees at the front desk are very helpful and polite always, specially Francisco Gonzalez

good wk done by staff

Did not know that there was a fee to file a stay. Well I guess you need to get paid also.

I was very happy to see that they offered to help me with my problem since I stepped in the door. Thanks.

She was very helpful in helping with our problem.

Cisco was very helpful and patient. We left feeling 100% more secure than when we arrived!!

They were nice and friendly & helpful to me today

Very professional staff & friendly

Women who helped was fantastic (PAM was her name)

I need help on my rents

Self help center employees are very professional and very help full.

My first time here and staff made it real easy to get around what I had to do.

Es muy importante y simplifica la ayuda para personas de bajos ingresos no solventes para el pago all servicio privado y pueden tener una representation justa. E igualitaria.

Very helpful; thank you. -

The young man that helped me was very very helpful and respectful.

I was frightened to come & make the report but as soon as I noticed how friendly & helpful nice soft speaking staff was I felt so at peace & joyful thx

The staff was great very helpful and patient. Will visit again - if needed.

Excellent!

The people you employed in the Self Help Center have been very helpful.

The guy who works there is very helpful.

People were nice, that was assisting me!

N/A

I don't really understand the law processing - or the computer system - sorry

This help center people are very kind

They were nice and took their time with me

Yolanda is very helpful and very friendly. She helped us in step by step way and let us understand everything.

Thank you so much for helping me. :)

Everything was real good.

Very good help.

Girl helped us tremendously. Excellent! Yolanda is so so helpful.

I think Mary should have her name where you can see it and work for good and not bad, by not giving me a hard time for the material she had behind her. She told me to go so where else. I get a hard time when

I come in the center. May we all pray that thoughts and good and bad creator and us be healed.

N/A

(Pam) This was my 6th visit & every time she went out of her way to help me. Pam was very knowledgeable, very helpful, very polite, took her time to explain me the filing & appeal process. Very polite. I was very satisfied & very appreciative of her help.

Muy bien explicado de parte de estoy satisfecho

Great help and service, very helpful, Cisco was great, he helped out.

Pam is excellent.

Lots of great assistance with knowledgeable staff Pam assisted me.

Todo el personal fue muy atento co migo.

Thank you for the help.

It will be useful to have an dictionary or web dictionary for another races. Some of the words are hard to understand. Thank you all for helping

Thankful for the help!

I came here with my friend Jessica Rodosh and the reason I came was because I was helping her watch her baby while she filled paperwork out. So I sat down to watch the baby as she filled her paperwork out.

And I was sitting with the baby a woman made a rude comment to me (she said did you just come here to feed the baby?) And said it very rudely.

Very good.

Muy buen servicio

Muy buena atencion, ????? Muy buen servicio

El Senor sexto nos atdneio de la mejor forms muy profecional eontosto todas mis prejunatas y para mi fue la mejor atencion

"real good"

Very good customer service.

the help desk staff was extremely helpful.

They where very friendly and helpful

the forms don't populate

Very helpful thank you

I thank you for being here. I need and appreciate your help so much! Thank you

Very helpful as always thank you! :)

Good work staff & keep up the good work

Cisco was very helpful to me. I appreciate his service on today. Thank you!

Thank you! Helpful and nice

Nice people.

Thanks for the help!

The staff help me so much, I am so grateful too, Cisco

Great service from the staff. Very informative and caring.

Good and professional

Cisco was awesome! Thank you!

Both ladies that helped me out were wonderful & fast.

Pam was extremely helpful today!

Mary is very professional and very kind and helpful. She is very patient and handles customers with excellent superior customer service Thank you!

Cisco was very very helpful

Cisco Gonzales was very professional, polite and knowledgeable of all services. We really appreciate his help!

You guys help make it a little easier to do things without an ex-pensive lawyer!

Pam was a great help to me thanks :)

:) Thank you!

I am very glad you have a self help center to help me with the court system. This is my first visit here

Without Ms. Pam I would be lost without a prayer. Folks that are poor really need an angel like her as I am pleased to recognize this wonderful woman

My help from Cisco was great. I think this service is very helpful for anybody that's new to it or confused.

Thnx

Cisco was very nice & helpful

The lady who helped me was very helpful. I appreciated her. Thanks

The staff was very helpful. I like them. Give them a raise

Buen trato y atencion

Yolanda was very helpful!!!

Excellent service, thanks Pam

There were multiple staff people who helped me and they were very cordial.

Thank you



They're the best! Especially Yolanda & Rowena  
Very helpful staff every time  
The staff person who helped me was miss Pam she was very knowledgeable with what I need to take care  
of today. Thanks for the help  
I wouldn't change nothing  
the efile system kept giving me error and to try again  
Fast and clear info on my questions  
She was nice and understandable. She checked my paperwork and helped fixed my paperwork.  
Pam Pearson assisted me today. I was given clear & precise information to assist me with my needs.  
Cisco did a fantastic job. Thank you so very much!!  
Very helpful  
The young lady that assisted me was very helpful, respectful, courteous and professional. I am feeling  
much better since speaking with her. Thank you Pam Pearson assisted me.  
The services they gave is excellent. I am very, very satisfied with the help they're giving to people. Pam  
is courteous & very helpful.  
Great staff. Thank you.  
Great job. Very helpful assistance. Good job. Great Job. Helpful..  
All of the staff has been very helpful every time every time I have been in the Self Help Center. I am so  
glad it is here for the community.  
None.  
Very clear helpful thank you  
They were out of sight. Meaning great  
Very good job Cisco  
They help me out perfectly  
Yolanda is very nice, every time I come, she always has a smile, and never talks rude to the people.  
The staff is doing a good job  
The young lady that helped me today was very professional & friendly. It was a pleasure to talk with her.  
Ms. Pamela was a great help & was very patient.  
Ms. Pamela knows her business!!  
The gentleman not only helped me out with the information he provides but also calmed me down when I  
lashed out at my son. He is very caring about people. A +10  
Because of the staff to accommodate me I was able to rectify a situation that could have gone unnoticed had  
it not been for the keen sense of fairness of the staff  
Pam is the greatest. Very happy with her.  
Great staff  
Help by Cisco. He is great has a lot of patience and takes the time to explain as many times needed.  
Some of the staff are lacking tact in the way they say some things  
Fue muy eficiente loyuda que me vrindarou. Muchas gracias  
Gracias  
Great service, grateful for assistance.  
Everyone was very helpful through a very stressful issue! Thank you as I would not have known what to do.  
Also everyone else was happy with the help that I spoke with as well.  
Very helpful - excellent resource  
They made me clam down and stop being so scared. Great service  
Thanks!  
They were very helpful! :) Thank you  
Cisco Gonzalez needs and deserves a raise. Thank you so much sir. May God Bless You all  
The men & women at the Self Help Center are the utmost professionals  
Cisco was very good. I think the help and service was very beautiful  
Pam went way beyond to help me with my small claims case very knowledgeable.  
The phone operators staff was knowledgeable and listened to what I had to say and answered my  
questions on a fashion matters properly.

Yolanda was the young lady, who helped me today, & on several other days, that I came in, (for other reasons.) She was great. Its nice to know, somebody will help, if you ask. The other ladies, as well, have also helped me, before.

Great service!!!

Very friendly, very helpful

Francisco answered all my questions with the different scenarios. He helped as much as possible and I was very satisfied. Thank you for the advise!

# FAMILY LAW SELF-HELP CENTER STATISTICS

May 2014

5/1/2014 to 5/31/2014 (21 operating days)

## General

Total number customer interactions (for month)	3403	Total number served in 2014	16,928
Total number of intake forms collected	104	% of parties returning forms	3%
Total number of intake forms sampled	104	% of collected forms sampled	3%

## Biographical Data

### Ethnicity:

White	28		28%
Black	22		22%
Hispanic	38		38%
Asian	5		5%
American Indian	1		1%
Other	7		7%
No Response Provided	3		3%

### Age:

60 and over	7		8%
No Response Provided	15		14%

### Sex:

Male	26		29%
Female	65		71%
No Response Provided	13		59%

### Currently Employed?

Yes	47		49%
No	49		51%
No Response Provided	8		8%

### Annual Household Income:

Under \$10,000	18		26%
\$10,000 to \$20,000	16		23%
\$20,000 to \$30,000	16		23%
\$30,000 to \$40,000	6		9%
\$40,000 to \$50,000	8		11%
\$50,000 plus	6		9%
No Response Provided	34		33%

### Benefits Received:

Social Security/Disability	10		26%
Unemployment	5		13%
TANF/Food Stamps	25		66%
Subsidized Housing Benefits	1		3%
No Response Provided or No Benefits Received	66		63%

### Education Level:

Less than High School	8		9%
High School/GED	26		30%
Some College	35		40%
College Degree	18		21%
No Response Provided	17		16%

### Represented by an Attorney:

Yes	9		10%
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No	84		90%
No Response Provided	11		11%
<b>Number of Visits to the SHC:</b>			
One	34		37%
Two	20		22%
Three	15		16%
More	22		24%
No Response Provided	13		13%
<b>Reason for Visit to the SHC:</b>			
Adoption			0%
Annulment	2		2%
Child Support	19		19%
Custody	33		33%
Divorce	47		47%
Domestic Partnership			0%
Foreign Judgment			0%
Guardianship	10		10%
Juvenile Matters	1		1%
Legal Separation	3		3%
Name Change	6		6%
Paternity	2		2%
Termination of Parental Rights	1		1%
Visitation	3		3%
Other	12		12%
No Response Provided	4		4%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	72		81%
Satisfied	17		19%
Unsatisfied			0%
Very Unsatisfied			0%
No Response Provided	15		14%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	83		82%
Agree	18		18%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	3		3%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	85		84%
Agree	16		16%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	3		3%
<b>I understand the court process and my situation better now than before I came to the SHC:</b>			
Strongly Agree	74		73%
Agree	27		27%

Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	3		3%
<b>The forms and other written materials at the SHC were clear, helpful, and instructional:</b>			
Strongly Agree	73		72%
Agree	25		25%
Disagree	1		1%
Strongly Disagree	1		1%
No Opinion			0%
Did Not Receive Forms or Materials this Visit	1		1%
No Response Provided	3		3%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	80		80%
Agree	15		15%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did not fill out forms during this visit	5		5%
No Response Provided	4		4%
<b>The Family Law Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	46		47%
Agree	15		15%
Disagree			0%
Strongly Disagree	1		1%
No Opinion	4		4%
Have Not Visited the Website	32		33%
No Response Provided	6		6%
<b>Other Comments and Suggestions</b>			

This experience was very helpful. I am a single mother on public assistance and cannot afford legal representation. I am filing my response on my own and it is very vague however, I am glad this service (Guadalupe) is here to help make sure my paperwork is correct and signed, copied, etc.

Yo estoy agradecido por la ayuda que me brindaron gracias

God - sent individual - #16 window Alejandro - has a great work ethic takes pride. Has good active listening skills - explain process, procedure more importantly did this, provided me with dignity respect. - Cannot wait to return. Goes above & beyond my expectation

Very helpful

Guadalupe was very helpful and respectful thank you

I'm pleased with the kindness from the person that assisted me. Continue to hire knowledgeable, compassionate people. Thank you.

Erin was very excellent, smart, patient, and very knowledgeable in helping me. I am over satisfied with my visits!

very helpful

El servicio es muy bueno

Family law self help staff were very friendly and helped me understand all the process of my custody case. The help I got from Guadalupe was awesome she helped me out and answered any questions I had.

Alejandro was very pleasant & knowledgeable Its rare to find people with his deminer you can tell he take pride in his work

None everyone very helpful and nice in difficult moments.

N/A

The staff took her time with me and was very patient.

The employees the Family Service Center were very helpful - A great program  
The person that assisted was very kind, helpful, and patient with me while going over what I needed to do to file my paperwork correctly her name was Guadalupe!! Thanks!!  
Las persona que me atendio fue muy buena con migo me entendio me esplico y me ayudo en lo que pudo muchas gracias.  
Estoy muy agradecida con la senora Celina, que aparte de u profesionalismo, atiende de manera cordial y sabla para guiar en cada caso a la persona que lo requiera. Personalmente me ha quiado de manera profesional y humana en mi caso de divocio. Dios la bendega por esa labor desempenada.  
All the information provided by the self help-center are accurate and understandable. The customer service was great, helpful and very professional. Specifically (Zelina) the clerk in charge had too much attention in my case overall Zelina is very helpful person and so professional.  
I am extremely grateful for the help available here! Thank you!  
Guadalupe is very helpful  
Gracias por el servicio para la comunidad especialmente a la sra Guadalupe  
Satisfecha con la ayuda del personal  
Extremely helpful & respectful. This Self Help was and is great/appreciated Thank you  
Each visit I have been greeted and helped by a very courteous and informed staff. Erin went beyond any help that I thought I would receive and helped me tremendously by explaining things to me in detail, which made me feel more comfortable in filing out my paperwork. I would come to the self help center if I ever need help again. They are all very helpful in there  
Everyone awesome and so helpful.  
Alejandro was a great help  
Everyone was great & very helpful.  
The ladies at the desk, were very helpful and understanding of my problems. Also, help with my situation. Celina and Erin were the ladies who help me.  
Una atencion exelente gracias  
I had a very informative and helpful visit. I am hoping that this place is always open to help people.  
Guadalupe was very helpful.  
Others should use this avenue for law issues. You are learning to help yourself or educate yourself & maybe save some money.  
Very helpful.  
Guadalupe was extremely patient, helpful, and kind. Thank you!  
A lot of help. Checked and explained everything to me.  
Very good services  
Guavalupe was wonderful!  
Celina went above and beyond to make sure I had everything I needed. I wish I had the chance to meet with her months ago!  
Your staff are fantastic. Thank you for all you do for the community!  
I really loved the staff Guadalupe, Alejandro, Celina, there really nice and helpful  
Very calm and knowledgeable clerk  
Guadalupe was very nice and helpful. She helped me understand and notified me about the next step process. She gave no attitude.  
Mrs. Guadalupe was very knowledgeable and helpful in helping me fill out my order. She should be recognized for excellent customer service.  
Keep up the good work.  
Stephany at the Family Law Self-Help Center was very helpful. Thank you Stephany. In addition the lady Jennifer at the front desk upon entry was also helpful!  
I am greatly satisfied with customer service that I received at each visit! Thank you very much!  
Muy buen trabajo  
Thank you Erin for the additional information you provided me today to assist in filing forms for my case.  
Your knowledge & patience is great!  
Thank you, very, very helpful :)

Ms. Guadalupe was very curtius and very helpful with my whole process. Excellent customer service received from her.

Estoy muy contents, todo el personal que ahi - .. Labora, son muy, pero muy amables todos. Muchas gracias!!

I want to recognize the customer service of Erin. She is so professional and explained to me very clear all the questions I asked her. I am very satisfized with her attention.

Guadalupe me ayudo en pleantas con mi famulano ella es muy eficiente y hamable estoy muy agludecida con sus servicios.

Nice building

Eminently satisfactory assistance.

# CIVIL LAW SELF-HELP CENTER STATISTICS

June 2014

6/01/2014 to 6/30/2014 (21 operating days)

## General

Total number customer interactions (for month)	4793	Total number served in 2014	26,702
Total number of intake forms collected	224	% of parties returning forms	5%
Total number of intake forms sampled	224	% of collected forms sampled	5%

## Biographical Data

<b>Ethnicity:</b>			
White	75		34%
Black	91		42%
Hispanic	31		14%
Asian	9		4%
American Indian	1		0%
Other	11		5%
No Response Provided	6		3%
<b>Age:</b>			
60 and over	21		10%
No Response Provided	4		2%
<b>Sex:</b>			
Male	88		40%
Female	130		60%
No Response Provided	6		7%
<b>Currently Employed?</b>			
Yes	84		40%
No	125		60%
No Response Provided	15		7%
<b>Annual Household Income:</b>			
Under \$10,000	102		50%
\$10,000 to \$20,000	46		22%
\$20,000 to \$30,000	25		12%
\$30,000 to \$40,000	12		6%
\$40,000 to \$50,000	10		5%
\$50,000 plus	11		5%
No Response Provided	18		8%
<b>Benefits Received:</b>			
Social Security/Disability	45		38%
Unemployment	12		10%
TANF/Food Stamps	83		69%
Subsidized Housing Benefits	2		2%
No Response Provided or No Benefits Received	104		46%
<b>Education Level:</b>			
Less than High School	20		10%
High School/GED	90		45%
Some College	63		31%
College Degree	29		14%
No Response Provided or No Benefits Received	22		10%
<b>Court Case Pending In:</b>			
District Court	20		12%



Justice Court	151		88%
Las Vegas	18		12%
Henderson			0%
North Las Vegas			0%
Other			0%
No Case or No Response Provided	53		24%
<b>Represented by an Attorney:</b>			
Yes	5		3%
No	190		97%
No Response Provided	29		13%
<b>Number of Visits to the SHC:</b>			
One	107		54%
Two	51		26%
Three	14		7%
More	26		13%
No Response Provided	26		12%
<b>Reason for Visit to the SHC:</b>			
Appeal	17		8%
Auto Sale/Lease, Repair, Towing	5		2%
Consumer Debt or Loan	2		1%
Contract Dispute	2		1%
Employment Dispute	2		1%
Foreclosure Mediation Assistant	1		0%
Garnishment or Execution	6		3%
Harassment or Protection Order	13		6%
Homeowner Eviction	16		8%
Judicial Review	0		0%
Landlord/Tenant Dispute or Eviction	113		53%
Mediation	0		0%
Mobile Home Sales, Repairs, or Eviction	17		8%
Personal Injury/Property Damage	0		0%
Small Claims Case	20		9%
Other	17		8%
No Response Provided	11		5%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	162		77%
Satisfied	48		23%
Unsatisfied	1		0%
Very Unsatisfied	0		0%
No Response Provided	13		6%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	151		73%
Agree	50		24%
Disagree	0		0%
Strongly Disagree	1		0%
No Opinion	4		2%
No Response Provided	18		8%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	147		70%

Agree	59		28%
Disagree	1		0%
Strongly Disagree	0		0%
No Opinion	3		1%
No Response Provided	14		6%
<b>I understand the court process and my situation better now than before I came to the Self-Help Center:</b>			
Strongly Agree	130		63%
Agree	64		31%
Disagree	2		1%
Strongly Disagree	0		0%
No Opinion	10		5%
No Response Provided	18		8%
<b>The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:</b>			
Strongly Agree	129		62%
Agree	75		36%
Disagree	0		0%
Strongly Disagree	0		0%
No Opinion	3		1%
Did Not Receive Forms or Materials this Visit	2		1%
No Response Provided	15		7%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	143		68%
Agree	63		30%
Disagree	2		1%
Strongly Disagree	0		0%
No Opinion	3		1%
Did not fill out forms during this visit	0		0%
No Response Provided	13		6%
<b>The Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	91		44%
Agree	49		24%
Disagree	0		0%
Strongly Disagree	0		0%
No Opinion	7		3%
Have Not Visited the Website	59		29%
No Response Provided	18		8%
<b>Other Comments and Suggestions</b>			

Employee was very helpful and understanding. Had no problem filling out application

Very helpful staff my frustration level subsided when my questions were answered, thoroughly  
Very good!

Yolanda is very pleasant and helpful. Excellent employee!

Your staff is very helpful in assistance with your paperwork thank you and the staff.

Today was a good day with Cisco he always help met out with my paper work. Cisco explanation very  
clear and I always understand him. I am always happy and satisfied with the staff help. Cisco is a  
very good man and the girl to I thank the staff so much

Today was a good day with Cisco he always help me out with my paperwork. Cisco explanation very  
clear and I always understand him. I always satisfied with the girl to the staff... always. Jim to. I thank  
him so much - for today

Satisfactorily

Please update generic answer forms to reflect that the filing fee listed is not \$33. Thank you

They are helpful

Very nice gentleman

Thank you for the staff @ the self-help ctr. It allows me to have a chance to the legal court's. The staff is very good at there jobs to make my & all of our live much more efficient.

Gracias

Cisco was so helpful

Very nice and helpful paralegal!

I received good help

got in & got out, perfect

Great & helpful staff. Wonderful people

The staff is always friendly and helpful :)

Staff very helpful

Staff are very helpful and explain very well especially "Cisco" was there for me 1st time I come & 2nd time

Very helpful on my situation help me to fill out paper work and things to do and where to go.

Thank you all for your help & the eye glasses

Have always been very happy and really glad your self help center is here for all of us to get the help we need. Thank you for being here

Very helpful

Cisco a lot of help answers all questions complete! Thank you.

They tell what numbers to fill out until today never told me there was seats in back and computer I could use!!!

Awesome!

the ppl who worked there were very helpful and respectable

We acknowledge that we have been delinquent in payment of rent do to changes in work - hours, I'm currently and just received employment we just need 10 days to fully move our belongings with 6 - children as well (24) is not enough time to do so.

always very helpful when I come. Always willing to help me when I don't understand something

Great

They always helped me when coming here

thank you

Every time I have come into this office, I look forward to seeing the friendly face of Cisco. He is very helpful and answers all my questions. If Cisco doesn't have the answer he goes out of his way to find the answer.

very very helpful

Lorena she was awesome

Muy buen servicio para la gente ??? Recursos

Both times I have had to use the services, they are always so helpful & very informative regarding how to fill out the forms.

Cisco was very helpful and informative

Knowingly, I am directed the right process, how to seek help. Thank you very much

I am very pleased with self help center

None

Great staff

Gracias y todo.

Great customer service. Cisco has always been very helpful and goes beyond his duty to be helpful.

Thank you for being very nice to me because putting a protective order on anyone is very upsetting. Keep up the good work.

Cisco, Kat Williams and Lorena were of GREAT help! Very educated and had great disposition in helping me at an extreme time of need.

Cisco is always a great help - worth his weight in gold.

More days for self-help lawyers

I greatly appreciate the resources & assistance from self-help center.

The help was superior, very good.

Thank you so much Kat. She was very helpful and professional.

Kat Williams was very pleasant & helpful :) :)

This place was great

very very helpful

Thank you for your help (Cisco)

Was very happy with service

Exceptional customer service. Very pleasant and helpful will my situation keep up the great work!!

Cisco Gonzalez was great - greeted us when we walked in and made us feel comfortable and helped us through the process. It was our first time. My husband is handicap and made it comfortable for him.

Very kind and helpful.

:) very helpful.

Kat was very helpful, couldn't have done it with-out her help.

Kat was very helpful.

Was very nice & helpful thank you! :)

Kat was very professional and helpful.

I enjoy the help that I receive the self help ctr. has not failed me yet. Ms. Kat is awesome!!!

Kat was very helpful, and took her time with me she also helped 3-more people while helping me. She did a great job - with all.

Very professional and attentive receptionists (both visits).

me gusto. Fueron muy rapidos

Always like family

The young lady that helped was very nice and helpful

Great service

Very nice

Was very kind and respectful to me. She was very helpful with my questions.

Thank you for your help.

Thank you! For the help!

The help I received was much more than I could have imagined. Totally attentive and very helpful.

I was here once with my mother & there was one lady who was very 'short' with me; impatient & sarcastic towards me & it was very frustrating. Today, that lady was not here. The staff today was very helpful, very nice, very patient & understanding of my disabilities, mental & physical & I felt no disrespect at all.

Cisco, Delshana & Jim were FANTASTIC & very professional & I appreciate that. Thank you for them.

Cisco & Kat were very patient & extremely helpful

Staff was pleasant attitude and good customer services ability

None.

Thank you.

Mrs. Kat was very helpful and made things better understanding and was very patient. She's an awesome employee.