



# Nevada Supreme Court Access to Justice Commission

Meeting - Friday, June 17, 2022 2:00 PM – 4:00 PM

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Meeting ID: 890 3656 9919  
888 475 4499 US Toll-free  
877 853 5257 US Toll-free

## Meeting Agenda

- |                                                                        |                   |              |
|------------------------------------------------------------------------|-------------------|--------------|
| <b>I. Opening Statements from Co-Chairs &amp; Commission Roll Call</b> | <b>5 minutes</b>  |              |
| <b>II. Consent Agenda</b>                                              | <b>5 minutes</b>  | <b>Tab 1</b> |
| • Approval of March 25, 2022 Commission Meeting Minutes                |                   |              |
| <b>III. Discussion Items</b>                                           |                   | <b>Tab 2</b> |
| • <b>Reinvigorate Pro Bono Efforts Post COVID</b>                      | <b>20 minutes</b> |              |
| ○ Draft plan ideas for feedback and discussion                         |                   |              |
| • <b>IOLTA</b>                                                         | <b>15 minutes</b> |              |
| ○ IOLTA funding rule ADKT, public hearing                              |                   |              |
| ○ Financial institution visits update                                  |                   |              |
| • <b>Unbundled Services</b>                                            | <b>15 minutes</b> |              |
| ○ ADKT rules and forms, public hearing                                 |                   |              |
| • <b>Eviction Mediation Program Update</b>                             | <b>10 minutes</b> |              |
| • <b>Statewide Technology &amp; Forms Committee</b>                    | <b>10 minutes</b> |              |
| • <b>Commission Membership Update</b>                                  | <b>5 minutes</b>  |              |
| • <b>Elder Grant – Library Legal Kiosk Program Update</b>              | <b>5 minutes</b>  |              |
| <b>IV. Reports</b>                                                     | <b>5 minutes</b>  |              |
| <b>V. Other Business</b>                                               | <b>5 minutes</b>  |              |
| <b>VI. Informational Items</b>                                         |                   | <b>Tab 3</b> |
| • Legal Aid Provider Highlights                                        |                   |              |
| • Self-Help Center Statistics                                          |                   |              |
| • Triannual Provider Call Recap                                        |                   |              |
| • Nevada Bankers Association <i>The IOLTA Report</i>                   |                   |              |
| • Public Awareness                                                     |                   |              |



# Nevada Supreme Court Access to Justice Commission

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Meeting - Friday, June 17, 2022 2:00 PM – 4:00 PM

## Upcoming 2022 Access to Justice Commission Meetings

Meetings are Fridays at 2:00 p.m. – 4:00 p.m.

**June 17**

**November 4**

### *Our Purpose*

- Assess current and future civil legal needs.
- Develop statewide policies to improve legal service delivery.
- Improve self-help and pro bono services.
- Increase public awareness of the impact of limited access to justice.
- Investigate and pursue increased funding.
- Recommend legislation or rules affecting access to justice.



## ACCESS TO JUSTICE COMMISSION

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### Access to Justice Commission Meeting Minutes Friday, March 25, 2022 – 2:00 p.m.

#### **Commission Members Present**

Justice James Hardesty, Co-Chair  
Justice Kristina Pickering, Co-Chair  
Connie Akridge  
Justice Elissa Cadish  
Milan Chatterjee  
Diane Fearon  
John Fortin  
Annamarie Johnson  
Judge Joanna Kishner  
Judge Cynthia Lu  
Augusta Massey  
Victoria Mendoza  
Raine Shortridge  
Doreen Spears Hartwell  
Judge Connie Steinheimer  
Glen Stevens  
Judge E. Alan Tiras  
Adam Tully  
Steven “J.T.” Washington  
Michael Wendlberger  
Judge Nathan Tod Young

#### **Guests Present**

Giovanni Andrade  
Barbara Buckley  
Rhea Gertken  
Phyllis Gurgevich  
Chanteyl Hasse  
Jonathan Norman  
Emily Reed

#### **Staff Present**

Brad Lewis

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

The Access to Justice Commission meeting was called to order. Justice Hardesty welcomed all. A roll call was conducted and approval of the November 5, 2021 minutes was requested. The minutes were adopted for the record.



## **Unbundling**

Justice Cadish recapped the work of the Unbundling Committee and Drafting Subcommittee who were designated to advance the limited scope representation draft ADKT designed to make unbundled services available in all areas of Nevada outside of Clark County and to address legitimate issues being seen in practice. Two approaches were identified and discussed. One would be to limit any new rule to pro bono only. The other would be to make a new rule applicable to all attorneys. In either case, while the Committee discussed certain non-complex civil law cases, ultimately it was determined to focus on enumerated family law matters. An important part of the conversation was how to address the only current Nevada rule in place in the Eighth Judicial District Court (EJDC), particularly if a different strategy was implemented with respect to pro bono and private attorneys. It was noted that a limited number of cases sometimes proceed in the Second Judicial District Court (SJDC) on a limited scope representation basis. Part of the goal of the Committees was not to overrun local rule. Therefore, in the pro bono draft version, an exception was written so as not to prevent a case from advancing under local rule.

However, one of the difficulties with this direction is that pro bono attorneys would need to advance under a rule with more requirements than for private attorneys, which is the opposite of the goal which is to encourage the acceptance of pro bono family cases outside of EJDC. Rhea Gertken outlined that, as presented, the two options are “pro bono, adding a private practice exception by local rule”, and “all attorneys”. Justice Pickering shared that whatever is agreed to by the Commission would be made available for public comment to assure the feedback of the wider community. She added a thanks to the University of Nevada Boyd School of Law for engaging in 50-state research in support of this effort.

Finally, a key part of the new rules proposed is to have both a Notice of Representation form as well as a Notice of Completion of Services in Limited Scope Representation form which would outline with particularity what is and what is not included in the scope. Giovanni Andrade added that, including these forms, the rule addresses the current difficulties being seen in practice in EJDC. For example, the rule also includes a requirement to register the client for any electronic service so that pro se litigants get filings after the unbundled service which has been an issue.

Judge Lu shared that she had no objection to the rule but suggested that perhaps the remedy language should be “may” instead of “shall” to allow the court discretion in applying any remedy.

Justice Hardesty suggested the program may operate best as a pilot program for all attorneys. Doreen Spears Hartwell moved that the Commission vote to adopt the all-attorneys draft as a pilot program by temporary rule and make available for public comment. Connie Akridge seconded the motion. Justice Hardesty called for any comment. Brad shared that Mr. Andrade suggested that in the final draft “legal separation” be replaced by “separate maintenance”. With that change Justice Hardesty called for a vote. All were in favor; none were opposed and there were no abstentions. Justice Hardesty thanked



the Committee and asked that Justice Cadish and Justice Pickering work to advance a draft for public comment as agreed.

### **IOLTA**

For some time, by customary procedure, the Nevada Bar Foundation has granted 96 percent of IOLTA funds to civil legal service providers approved by the Commission. However, that practice has never been formalized. Justice Hardesty recommended that we embed this understanding more formally by Nevada Supreme Court rule. Barbara Buckley outlined the great value of IOLTA grant funds to Nevada legal service providers noting that half of their staff is funded by IOLTA. She shared with the group that four (4) percent is funded to other non-core legal service providers. She agreed that institutionalizing this practice is valuable. Connie Akridge shared that while the practice is customary, memorializing it makes sense. Justice Hardesty said that if the Commission also agrees, the court could file a petition in support of this practice. Justice Hardesty called for comment. Doreen Spears Hartwell voiced support for the idea and moved that the Commission vote to support the initiative. Judge Young seconded the motion. Judge Steinheimer said it was a great idea. A vote was taken and passed unanimously. Justice Hardesty thanked Phyllis Gurgevich of the Nevada Bankers Association for the support of Nevada financial institutions funding to support legal aid.

With Deonne Contine unable to attend today's meeting, Brad noted that Washoe Legal Services Child's Voice Luncheon is Friday, April 29 and Commission members are invited to attend. WLS will be recognizing the years long efforts in support of legal aid by Justice Hardesty at the luncheon. Justice Hardesty will also take the opportunity to thank Nevada IOLTA-participating financial institutions as part of the Commission's IOLTA financial institution thanks and outreach efforts.

### **Eviction Mediation Program**

Justice Hardesty shared that the biweekly joint meetings of the courts, legal aid, Clark County, nonprofits, the Commission, and others which has continued for 10 months will soon switch to monthly meetings. A key focus has been how to get rent relief to the tenants and landlords who need it. At times, delays have exacerbated frayed nerves of all parties. A lot has happened, from the moratoriums to rapid rehousing to the continued escalation of rents. On Monday, March 28, an in-person eviction grant retreat will be held to discuss the Las Vegas Justice Court grant and prepare for a potential award that may help to improve the system for all moving forward. Ultimately, statutory consensus will be needed but the grant has landlord/association letters of support. The discussion has been that wrap-around services to address virtually any issue at hand can be a part of avoiding evictions which is hard on all parties.

Ms. Buckley shared that the goal of an eviction diversion court process is to allow time for intervention efforts including rental assistance, social services support and time for rehousing if needed. She noted that the U.S. Department of Justice and the National Center for State Court and others are devoting time to this effort that holds potential benefit for many.



### **Language Access Committee**

NRS 1.530 outlines a “Committee to advise Court Administrator regarding regulations relating to certification or registration of interpreters” and has been staffed by the Administrative Office of the Courts (AOC). Recently, the Judicial Council of the State of Nevada approved a by-law change that may refer certain matters to the Commission for comment, edits, etc., before any ADKT is advanced. Please note that Katherine Stocks, director of the AOC and State Courts Administrator, may pass on certain tasks to the Commission.

### **Reinvigorate Pro Bono**

COVID had a significant impact on pro bono volunteerism, including a varied but overall downward trend of case-taking. While overall Ask-A-Lawyer session participation by lawyers increased, a softening of pro bono support has been seen. It’s been discussed it’s time to refocus and reinvigorate pro bono promotional efforts. Ms. Buckley shared that key feedback includes lawyer workload throughout COVID. Michael Wendlberger noted that the involvement of the judiciary is key, as attorneys listen to judicial messaging and requests. Judge Young suggested that judges could take a moment to promote pro bono. Judge Kishner recalled success at previous firm visits and noted that firm visits are now or soon will be happening with discovery Commissioners and suggested a pro bono promo perhaps could be featured.

Brad shared that a pro bono promotion featuring a client thanks video and QR code to volunteer, to take a case, to join an ask a lawyer, for a firm to donate personnel, or for a donation to be made will be featured at the State Bar of Nevada annual meeting.

Justice Hardesty said that demand for associates is high and that perhaps revisiting a financial donation ask should be part of the strategy, which could include some sort of revised approach to the State Bar of Nevada’s dues check off process. The potential for monthly donations was mentioned along with the potential for law firm partnerships. He suggested convening a small group to focus on both a statistics recap and promotional brainstorming.

It was determined that recent pro bono statistics should be gathered, and a group of interested parties could be assembled to review, brainstorm strategies, and develop a plan focused on refreshing pro bono efforts.

### **Legal Kiosks in Libraries Grant**

The Commission and all Nevada legal aid providers cooperated on and earned a grant from the Nevada Department of Human Services Aging and Disability Services Division. It will be formally administered by Nevada Legal Services in cooperation with all. Five program manager candidates were interviewed by a hiring committee and a person was selected to develop, manage and execute the program grant under the auspices of NLS. The dollars have been funded and the position is expected to launch in May.



### **Nominating Committee**

Nominating Chair Doreen Spears Hartwell reported that 10 Commission members' terms expire July 1, 2022, advised members to review their term expiration, and to let herself or Brad know if they would like to continue with the Commission. Anne Traum, recently appointed to the Federal bench, is inquiring at the University of Nevada Boyd School of Law for a UNVL slot candidate.

### **Reports**

- Legal Aid Center of Southern Nevada - Barbara Buckley reported the Legal Aid Center staff has been contributing enormously at this time of heightened need. The Vegas Strong Resiliency Center (VSRC) may relocate to the former bank building next to the main Legal Aid Center office. The goal is to turn the building and lot into a new complex where the VSRC and other departments from Legal Aid Center with a victim focus would work together to provide holistic, trauma-informed services. The Civil Law Self Help Center volume continues at elevated levels. Evictions continue to be an issue, especially now considering increasing rent costs. Hiring has been difficult. As a result, Legal Aid Center has begun a clerkship for new UNLV graduates, some of whom may stay after the clerkship.
- Southern Nevada Senior Law Program – Diane Fearon concurred with Ms. Buckley that hiring has been difficult, including for support positions with many hospitality positions delivering substantial pay and benefits. She shared that SNLSP's pro bono program launched last year needs to keep going and be refreshed so is supportive of the pro bono reinvigoration. She outlined a potential social work practicum opportunity with UNLV for social services engagement in support of legal work. She asked a question about eviction funds being made available for moving expenses, as that has been seen to be an issue. Justice Hardesty and Ms. Buckley reinforced the need for moving expense funds for evictions.
- Volunteer Attorneys for Rural Nevadans (VARN) – Victoria Mendoza reported that VARN has increased the number of clients being seen to more than 400 served in 2021. She reported a grant award for a mobile "justice bus" to be use for serving rural areas. Time is needed to design and equip the mobile unit. It should be particularly helpful for senior unable to travel. Domestic violence cases have been up during COVID, particularly in Elko and Lyon counties. The Great Resignation has also affected VARN, especially late last year. VARN has raised salaries closer to market but it has been difficult to compete with government jobs. VARN was able to hire two legal assistants. She also shared it has been difficult to get pro bono help and looks forward to the pro bono brainstorming.
- Nevada Legal Services – Annamarie Johnson reported that today is her last day with Nevada Legal Services. NLS has a new partnership with Prisoners of Hope providing criminal record sealing. Programs also continue with the Salvation Army, U.S. Vets, the Indian Law Project, the Farmworkers Project, and the Ryan White HIV/AIDS program. Caseloads are up.



Unemployment cases continue. The unemployment problem is not yet solved. In particular, problems are being seen with the Pandemic Unemployment Assistance program for gig workers.

Justice Hardesty and Justice Pickering wished Ms. Johnson good luck and thanked her for her inspirational work through NLS. Brad thanked Commission members, including the many new members and non-members, who have supported and served the Commission's efforts.

### **Informational Items**

Informational items included the following. Details upon request from the Commission:

- Legal Aid Provider Highlights
- Self-Help Center Statistics
- Triannual Provider Call Recap
- Nevada Bankers Association *The IOLTA Report*
- Public Awareness



## ACCESS TO JUSTICE COMMISSION

### MEMO

**Date:** June 17, 2022  
**To:** Access to Justice Commission  
**From:** Pro Bono Promotion Committee  
**Cc:** Pro Bono Promotion Committee, Brad Lewis

**RE:** Pro Bono Promotion Plan for Feedback/Discussion

You'll recall at the March Access to Justice Commission meeting, a Pro Bono Promotion Committee was formed to discuss and draft an initial plan to reinvigorate pro bono post COVID for discussion at the June meeting. The Committee has met twice since our last meeting to arrive at a rough draft plan for feedback by the full Commission.

Program promotion outline:

- Goals
  - Increase pro bono case-taking by 5% from 3442 (highest, 2021) to 3614
  - Increase # of first-time volunteers 10% from 194 (highest, 2019) to 214
  - Increase overall bar participation rate to 30% (2021 – 28%, 2020 – 29%, 2019 – 25%)
  - Include option to donate in lieu of pro bono (research monthly donor options)
  - Include updated “Dues Check-Off” marketing, goal to increase 3% (hi '20) to \$120,000
- Plan
  - Collaborative effort of all Nevada legal aid providers
  - Hire marketing firm to package concepts to capture/motivate attorneys
  - Pitch: “Take a case, earn CLE credit, help someone in need” (3 hr. case + CLE = 2 credits)
    - Bolster still soft understanding of CLE for pro bono
    - Extol support from legal aid (staff/mentor, notarizing, translating, etc.)
    - Deliver a quality experience
    - Share the benefits to attorneys – new case types, courtroom experience, etc.
    - Gain judiciary agreement to call pro bono cases first = strong pro bono message
    - Engage inactive panel volunteers in mentorship plan
    - Target main promotion for post Labor Day “CLE season”
    - Develop new supporting “Take One Case” judicial video
    - Consider judicial CLE “Views from the Bench”, CLE for pro bono pitch
    - Consider targeted promotion to managing partners to “support from top”
    - Consider targeted promotion to judiciary to “support from bench” (firm visits?)
    - Light mention of ethical responsibility
    - Discuss targeting to specific fields, E.g., gaming, IP, public, retired, etc.
    - Use focused plan as basis for 2022 ABA *Celebrate Pro Bono* plans
    - Develop recognition plan
- Timeline
  - Program marketing and video development July-August 2022
  - Pitch focus post Labor Day through first half of 2023
  - Review July 2023, tweak and continue through end of 2023
  - Goal measurement yearend targets 2023, share goals, achievements, hits and misses

Pro Bono Provider Statistics 2019 - Q1 2022

Provider	2019					2020					2021					2022 Q1				
	# of New Litigation Cases Assigned to a Pro Bono Attorney		# of Counsel and Waitlist		# of First Time Clients Served 2	# of New Litigation Cases Assigned to a Pro Bono Attorney		# of Counsel and Waitlist		# of First Time Clients Served	# of New Litigation Cases Assigned to a Pro Bono Attorney		# of Counsel and Waitlist		# of First Time Clients Served	# of New Litigation Cases Assigned to a Pro Bono Attorney		# of Counsel and Waitlist		# of First Time Clients Served
	# of Hours Reported by Attorneys 1	# of First Time Volunteers	# of Counsel and Waitlist	# of Counsel and Waitlist		# of Hours Reported by Attorneys	# of First Time Volunteers	# of Counsel and Waitlist	# of Counsel and Waitlist		# of Hours Reported by Attorneys	# of First Time Volunteers	# of Counsel and Waitlist	# of Counsel and Waitlist		# of Hours Reported by Attorneys	# of First Time Volunteers	# of Counsel and Waitlist	# of Counsel and Waitlist	
Legal Aid Center of Southern Nevada	710	18,635	99	3532	735	20,823	62	3679	501	15,615	34	4206	132	328	13	908	948			
Nevada Legal Services	100	1923	73	222	182	2090	102	363	210	2895	66	660	54	367	14	119	26			
Southern Nevada Senior Law Program	0		0	0	0		0	0	0		0	20	0		0	0				
Volunteer Attorneys for Rural Nevadans	38			518	5			483	3			510	6			142				
Washoe Legal Services	13		22		140		22		62	217.6	11	40+	24	22.33	3		28			
<b>Totals</b>	<b>2880</b>		<b>194</b>	<b>4272</b>	<b>3082</b>		<b>186</b>	<b>4525</b>	<b>2797</b>			<b>5396</b>	<b>216</b>		<b>30</b>	<b>1169</b>				

1 Includes both cases and counsel/advise as reported annually by pro bono attorneys.  
 2 Includes Ask-A-Lawyer and any other type of advice and counsel events, E.g. Legal Aid Fairs, etc.  
 3 Number of cases on legal aid waiting lists.  
 Numbers not verified

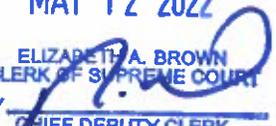
IN THE SUPREME COURT OF THE STATE OF NEVADA

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

ADKT 0479

**FILED**

MAY 12 2022

ELIZABETH A. BROWN  
CLERK OF SUPREME COURT  
BY   
CHIEF DEPUTY CLERK

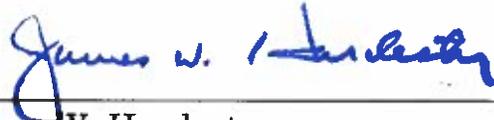
PETITION

James W. Hardesty, Associate Chief Justice, and Kristina Pickering, Justice, of the Nevada Supreme Court, on behalf of the Access to Justice Commission, petition the Court, on its administrative docket, to consider amendments to Supreme Court Rule (SCR) 216 related to interest-bearing trust accounts (IOLTA).

On March 25, 2022, the Access to Justice Commission recommended an amendment to SCR 216 regarding percentages of IOLTA funds to be granted exclusively to civil legal service providers approved by the Commission.

Accordingly, petitioners request that the Supreme Court place this matter on its administrative docket, hold such hearings as it deems necessary and approve the proposed amendments to SCR 216 as set forth in Exhibit A to this petition.

Respectfully submitted,



James W. Hardesty  
Associate Chief Justice, Supreme Court



Kristina Pickering  
Justice, Supreme Court

22-15148

**EXHIBIT A**  
**AMENDMENT TO SUPREME COURT RULE 216**

**Rule 216. Creation of a 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) [~~Substantially all~~] Ninety-six percent of IOLTA funds, after adequate reserves (as approved by the supreme court) and reasonable expenses, shall be disbursed to civil legal service providers approved by the Access to Justice Commission 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 remaining four percent of IOLTA funds shall be spent as the bar foundation deems appropriate, keeping in mind the purpose set forth in this rule.

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

\* \* \*

IN THE SUPREME COURT OF THE STATE OF NEVADA

IN THE MATTER OF THE CREATION  
OF RULES FOR A PILOT PROGRAM  
RELATED TO THE UNBUNDLING OF  
LEGAL SERVICES IN ENUMERATED  
FAMILY COURT CASE TYPES.

ADKT 0597

**FILED**

MAY 25 2022

ELIZABETH A. BROWN  
CLERK OF SUPREME COURT  
BY   
CHIEF DEPUTY CLERK

*PETITION*

Elissa F. Cadish, Justice, and Kristina Pickering, Justice, of the Nevada Supreme Court, on behalf of the Access to Justice Commission, petition the Court, on its administrative docket, to consider rules for a pilot program related to the unbundling of legal services in enumerated family court case types.

On March 25, 2022, the Access to Justice Commission (Commission) voted to petition the Supreme Court to advance an ADKT petition for public comment regarding “unbundling” or Limited Scope Representation (LSR). The initial concept arose from the difficulty seen by Nevada Legal Services to engage pro bono attorneys in family matters throughout Nevada outside of Clark County. Currently, by rule, unbundled services are only formally allowed in the family division of the Eighth Judicial District Court (EJDC).

As the Commission investigated and discussed unbundling, it became apparent that problems have arisen with lawyers providing unbundled services to clients. These problems include misunderstandings among the client, the lawyer, the court, and opposing parties and counsel concerning the limitations to the representation; the ability of opposing attorneys to communicate with the client on important matters outside of

22-16574

the LSR; failure to register the client for any electronic service after the LSR; and others. The draft rule proposed for discussion contains provisions that provide more guidance and expectations for unbundled service, including a remedy if the rule is not followed. The draft rule is accompanied by a proposed form Notice of Representation and a proposed form Notice of Completion of Services in Limited Scope Representation to better manage unbundled services.

At the Commission's request, the University of Nevada Boyd School of Law conducted a 50-state survey of how other states are handling limited scope representation, including pilot programs elsewhere that have developed rules, forms, and language. The Commission used this information in development of the draft materials proposed for a similar pilot program in Nevada.

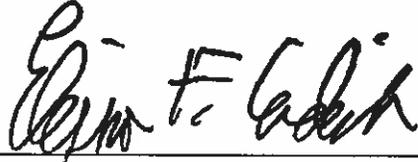
As proposed, the rules would authorize provision of unbundled legal services in enumerated family court case types. The ADKT petition represents a pilot program and would apply in all judicial districts. It would allow the outlined family law case types to continue with LSR under the new pilot rule, which would supersede and temporarily suspend any applicable local rules during the period of the pilot program. While one concept was to focus the pilot on pro bono attorneys only with a local rule exception, as proposed, pro bono attorneys will not be obliged to perform services under different rules with more requirements than private attorneys because the proposed rule applies to both private and pro bono attorneys. Since the pilot rules would operate statewide, we propose to codify them in the Nevada District Court Rules and that the pilot program operate for an initial two-year period, with review to follow by the Court and the Access to Justice Commission.

The Commission solicited input from the EJDC, Second Judicial District Court (SJDC), and rural judges.

Attached to this petition are Exhibit A, the draft pilot program rule; Exhibit B, a Notice of Representation form; and Exhibit C, the Notice of Completion of Services in Limited Scope Representation form.

Accordingly, petitioners request that the Supreme Court place this matter on its administrative docket, invite public comment and hold such hearings as it deems necessary, and consider the adoption of pilot program rules and forms to address the need for and proper restrictions on unbundled legal services in Nevada.

Respectfully submitted,



Elissa F. Cadish, Justice



Kristina Pickering, Justice

## EXHIBIT A

### RULE \_\_\_\_ OF THE NEVADA DISTRICT COURT RULES

#### Rule \_\_. Limited Scope Representation

(a) "Limited scope representation" may be commenced either by:

(1) An attorney entering into a private agreement with a person involved in a court proceeding that creates an attorney-client relationship where the attorney and the person seeking legal services have agreed that the scope of legal services will be limited to specific tasks that the attorney will perform for the person. The creation of a limited scope agreement shall be in writing and shall not bind the court or limit the court's ability to deny a request to withdraw as attorney except as provided by this rule; or

(2) An attorney seeking leave of court to engage in limited scope representation in the permitted cases described in subpart (b) may do so as long as the appearance meets all of the requirements of this rule. The attorney engaging in limited scope representation shall clearly and with particularity describe the specific tasks that the attorney will perform on the record. If consent is given orally on the record in court, the limited scope attorney shall file the Notice of Limited Scope Representation no later than 48 hours after the hearing.

(b) Limited scope representation shall be permitted in the following areas: divorce, annulments, dissolution of domestic partnerships, separate maintenance, child custody, paternity, child support, minor name change petitions, guardianships pursuant to NRS 159 or NRS 159A, and protection orders issued pursuant to NRS Chapter 33.

(c) An attorney who contracts with a person involved in a court proceeding to limit the scope of representation shall:

(1) File a Notice of Limited Scope Representation, in a form substantially similar to \_\_\_\_\_, signed by both the attorney and the limited scope party, with the court stating:

(A) The scope of the limited representation with particularity, including a list of the specific services the attorney will perform;

(B) That any other party or their attorney is authorized and required to serve the limited scope party directly with any pleadings or papers filed with the court; and

(C) That the opposing party or their attorney may communicate directly with the limited scope party for matters not stated in the scope of representation to the extent not otherwise prohibited.

(2) Notify the court of that limitation at the beginning of each hearing in which the attorney appears and identify pleadings filed on behalf of the limited scope party in the signature block that the attorney is acting in a limited scope representation.

(d) Service of all papers after the filing of a notice of limited scope appearance as provided in this Rule must be made upon both the attorney making such limited scope appearance and the party on whose behalf the appearance is made. The limited scope party must be added to any electronic filing system utilized by the court and included in any electronic service list for service of papers or pleadings. The attorney must take all necessary steps to notify the court or register the party for electronic service to effectuate the requirements of this provision.

(e) The court may make any further additions or revisions to the limited scope representation as necessary to conclude or resolve any matter or hearing subject to the limited scope representation.

(f) An attorney who contracts with a party to limit the scope of representation, or is given leave by the court to act in a limited capacity, shall be permitted to withdraw only upon order of the court.

(1) The attorney shall file a Notice of Completion of Services in Limited Scope Representation, in a form substantially similar to \_\_\_\_\_, containing a statement that:

(A) All services required by the agreement and the court are complete, including any post-hearing settlement discussions and preparation or review of the hearing order;

(B) Lists all the services completed;

(C) Identifies the name of successor counsel or the address, email address, and telephone number of the party acting in proper person; and

(D) Notifies the party subject to the limited scope representation and all other interested parties shall have seven days to file an objection to withdrawal stating the reasons for the objection and requesting a hearing.

(2) The party subject to the limited scope representation and all other interested parties shall have seven days to file an objection to withdrawal stating the reasons for the objection and requesting a hearing.

(3) The Notice of Completion of Services in Limited Scope Representation must be served upon the party subject to the limited scope representation and all other parties to the action.

(4) The limited scope attorney shall then be allowed to withdraw from the matter if no objection is filed and the court determines the services in the limited scope representation are complete.

(g) If the attorney fails to comply with these requirements:

(1) The attorney shall be deemed to have made a general appearance and shall be responsible for all aspects of the case until order of the court.

(2) The court may, on motion or on its own, order sanctions, including a requirement that the party failing to comply pay the reasonable expenses, including attorney's fees, caused by the failure, unless the failure was substantially justified or other circumstances make an award of expenses unjust.

(g) Nothing in this rule shall prevent an attorney acting in a limited scope from otherwise withdrawing on order of the court pursuant to RPC 1.16 prior to the completion of the limited scope of services.

(h) These rules are adopted to facilitate a pilot program with respect to the provision by attorneys of unbundled legal services in Nevada. They shall expire on September 1, 2024, unless further extended by the court.

# EXHIBIT B

Attorney: \_\_\_\_\_  
Bar No: \_\_\_\_\_  
Firm: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Attorney for: \_\_\_\_\_

IN THE \_\_\_\_\_ JUDICIAL DISTRICT COURT  
IN AND FOR THE COUNTY OF \_\_\_\_\_, STATE OF NEVADA

PLAINTIFF,

Plaintiff,

v.

DEFENDANT,

Defendant.

Case No.:

Dept.:

## NOTICE OF LIMITED SCOPE REPRESENTATION

Pursuant to the District Court Rules \_\_\_\_, the undersigned hereby makes a limited scope appearance on behalf of \_\_\_\_\_, Plaintiff/Defendant.

1. \_\_\_\_\_, limited scope counsel for Plaintiff/Defendant, have entered into a written agreement to represent the party for a limited scope of services. Limited scope counsel will serve as attorney of record only for the following specific issues or matters before the court:

### Scope of Services

2. Any other party, or their attorney, must serve the undersigned with all pleadings related to the above-stated matters. Any other party, or their attorney, is authorized and required to also serve the Plaintiff/Defendant directly.
3. Any other party, or their attorney, may communicate directly with the Plaintiff/Defendant for all matters not stated in the above Scope of Services to the extent not otherwise prohibited.

4. INFORMED CONSENT: Plaintiff/Defendant understands the limited scope attorney will only complete the Scope of Services listed above and that Plaintiff/Defendant is responsible for all other aspects of their case not specifically listed above.

▶ \_\_\_\_\_  
(Attorney's signature)

▶ \_\_\_\_\_  
(Plaintiff/Defendant signature)

\_\_\_\_\_  
(Attorney's printed name)

\_\_\_\_\_  
(Plaintiff/Defendant printed name)

# EXHIBIT C

Attorney: \_\_\_\_\_  
Bar No: \_\_\_\_\_  
Firm: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Attorney for: \_\_\_\_\_

IN THE \_\_\_\_\_ JUDICIAL DISTRICT COURT  
IN AND FOR THE COUNTY OF \_\_\_\_\_, STATE OF NEVADA

PLAINTIFF,

Plaintiff,

v.

DEFENDANT,

Defendant.

Case No.:

Dept.:

## NOTICE OF COMPLETION OF SERVICES IN LIMITED SCOPE REPRESENTATION

1. Pursuant to the terms of the agreement between \_\_\_\_\_, Plaintiff/Defendant herein, and undersigned counsel, undersigned counsel agreed to provide limited scope representation in the above-entitled matter.
2. Undersigned counsel was retained as attorney of record only for the services described in the Notice of Limited Scope of Representation filed in this matter or entered on the record in this matter on \_\_\_\_\_ (date). The Notice of Limited Scope Representation is attached.
3. The court did or did not require additional services to be completed.
4. Undersigned counsel completed all services within the scope of the representation on \_\_\_\_\_ (date). The services completed were:

**Services Completed**

5. Undersigned counsel has caused or confirmed that the limited scope party has been added to the electronic service list or received a waiver of any electronic filing system used or required to be used by the Court.
6. The contact information for substitute counsel or the Plaintiff/Defendant in proper person is:  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_
7. The Plaintiff/Defendant and all other interested parties shall have seven days to file an Objection to this Notice of Completion of Limited Scope Representation stating the reasons for the objection and requesting a hearing.

DATED: \_\_\_\_\_

Respectfully submitted,  
**FIRM**

By: \_\_\_\_\_  
Attorney  
Nevada Bar No.  
Email  
Attorney for:

### NOTICE TO ALL PARTIES

Undersigned counsel has filed a Notice of Completion of Services of the limited scope representation in this matter. PLEASE TAKE NOTICE that you have seven (7) days to object if you believe that the attorney has not completed all of the agreed upon services. A hearing on this matter will not be held unless an objection is filed and served on all parties and counsel in this matter. If no objection is filed, an order granting the withdrawal of undersigned counsel in this matter may be entered without further notice.

DATED: \_\_\_\_\_

Respectfully submitted,  
**FIRM**

By: \_\_\_\_\_  
Attorney  
Nevada Bar No.  
Email  
Attorney for:



**ACCESS TO JUSTICE COMMISSION**

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**MEMO**

**Date: June 17, 2022**  
**To: Access to Justice Commission**  
**From: Doreen Spears Hartwell, Chair, Nominating Committee**  
**Cc: Nominating Committee, Brad Lewis**

**RE: Term Expirations and Membership Recommendation**

The Nominating Committee of the Access to Justice Commission recommends the following:

The following members are recommended for reappointment, slot:

- Deonne Contine, 2(e)
- Nic Danna, 2(d) [Currently on military assignment.]
- John Desmond, 2(f)
- Joseph McEllistrem, 2(h)
- Victoria Mendoza, 2(e)
- Doreen Spears Hartwell, 2(i)
- Judge Connie Steinheimer, 2(i)

The following members are recommended for replacement **by, slot:**

- Mary “Kate” Groesbeck **Courtney Kinsella, 2(g)**
- Annamarie Johnson **Peter Wetherall, 2(e)**
- Anne Traum **Rachel Anderson, 2(g)**

The new Court law librarian is recommended for appointment, slot:

- Ann Walsh-Long, 2(i)



## Access to Justice Highlights 1<sup>st</sup> Quarter 2022

### Overall Highlights re Activities, Community Initiatives & Outreach

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#### **New Initiatives:**

We began working with the Governor's Office for New Americans to provide legal assistance to Afghan parolees who were resettled in Southern Nevada to escape the Taliban. We are working with approximately 161 people to assist them with their immigration needs.

We started a new Eviction Record Sealing Clinic. Tenants learn if they are eligible to seal their record and how to do it. This is offered monthly.

We started a new Family Law Forms Clinic for Spanish speaking individuals to help them complete basic family law forms. This is offered monthly.

We are partnering with LVCCLD to offer mini-workshops for senior citizens about steps to take to avoid guardianship. These workshops include the Southern Nevada Senior Law Program.

We are working with Chetu IT Solutions to build a customized case management system to better serve our needs.

We are collecting analytics from our pro bono website on a monthly basis to guide us on how we can improve all aspects for our pro bono attorneys.

We began working with Nonprofit Megaphone who will help us improve our online presence to connect with our demographic and to ensure we are optimizing the Google Ad grant.

#### **Ongoing Initiatives:**

We resumed the Vegas Strong Economic Development and Marketing group meetings to discuss the 5<sup>th</sup> Anniversary of the October 1, 2017 shooting and remembrance events.

We added a new page to the website about our work with survivors of human trafficking.  
[www.lacsn.org/trafficking](http://www.lacsn.org/trafficking)

We added a new page to the website about the Sunny Day Fund with a link to donate.  
[www.lacsn.org/sunnydayfund](http://www.lacsn.org/sunnydayfund)

We continue to participate in AEAP monthly collaboration meetings with the State of Nevada and other AEAP sub-grantees.

We continue to provide written monthly updates with the Home Again Program to share resources and discuss legal issues related to consumer protection, including guardianship and housing matters.

We continue participating in quarterly meetings with Boyd Immigration Clinic and Catholic Charities to share information and resources related to current immigration trends and needs we are seeing in the community.

**Community Outreach Events – 14 total for this quarter:**

1/10/22: Communities in Schools Community Partner Resource Meeting – 100 participants

1/10/22: Sun City Anthem Women’s Charity Club Legal Services Presentation – 6 attendees

2/6/22: AAPI Spring Festival 2022 – 20 attendees

2/9/22: LSF outreach at Mandalay Bay Hotel & Casino – 53 attendees

2/9/22: Program Coordinating Committee Meeting/So.NV Regional Housing Auth – 50 attendees

2/10/22: LSF outreach at the Culinary Academy – 35 attendees

2/17/22: LSF outreach at Bartenders Union Local 165 – 16 attendees

2/17/22: LSF outreach at Treasure Island – 3 attendees

2/20/22: Outreach/eviction presentation for Nevada NOW – 30 attendees

2/24/22: Resource Fair with William S. Boyd School of Law & Convention Area Command – 12

3/9/22: LSF Outreach at Aria Hotel & Casino – 22 attendees

3/10/22: LSF Outreach at Bally’s Hotel & Casino – 13 attendees

3/11/22: Outreach for Northwest Career College – 27 attendees

3/26/22: Outreach at Child Haven – 50 attendees

**Legal Aid Center in the News:**

1/10/22: <https://vegasinc.lasvegassun.com/business/notes/2022/jan/10/the-notes-philanthropy-jan-10-2022/>

1/13/22: <https://www.ktnv.com/news/know-your-rights-when-it-comes-to-rent-hikes>

1/15/22: <https://www.reviewjournal.com/local/local-las-vegas/downtown/these-vulnerable-seniors-had-found-a-home-then-rents-went-up-2514043/>

1/24/22: <https://www.nevadacurrent.com/2022/01/24/could-courts-be-forever-changed-by-covid/>

1/27/22: <https://www.ktnv.com/news/vegas-woman-offered-lower-rent-after-13-action-news-exposes-rental-nightmare>

2/21/22: <https://www.ktnv.com/13-investigates/fees-before-keys-las-vegas-area-renters-overwhelmed-by-application-fees>

2/24/22: Fox 5 Vegas video coverage (no longer available) concerning a tenant/client and his Legal Aid Center attorney battling landlord in court

3/1/22: <https://clarkcountybar.org/about/member-benefits/communique-2022/communique-march-2022/>

3/2/22: <https://news3lv.com/news/local/30-day-no-cause-notice-your-questions-answered>

3/24/22: <https://www.8newsnow.com/news/local-news/5-afghan-refugee-siblings-escape-taliban-and-make-their-journey-to-las-vegas/>

3/31/22: <https://www.ktnv.com/13-investigates/custom-barn-doors-scam-homeowners-say-they-paid-contractor-money-for-nothing>

### **New Videos**

We added **6** videos to Legal Aid Center's YouTube channel this past quarter:

*Necesita ayuda con un asunto legal?*

[https://www.youtube.com/shorts/EFq5JzIr\\_DQ](https://www.youtube.com/shorts/EFq5JzIr_DQ)

*Harassed by Debt Collectors?*

<https://www.youtube.com/shorts/pEt5lIVd7DM>

*Eviction Protection Tips*

<https://www.youtube.com/watch?v=46VbtOPf4ms&t=1s>

*Derechos del Consumidor*

<https://www.youtube.com/shorts/ueq6ahkzbmw>

*Are You Collection Proof?*

[https://www.youtube.com/shorts/x198c\\_vFgQY](https://www.youtube.com/shorts/x198c_vFgQY)

*Litigation & Trial Preparation Class*

<https://www.youtube.com/watch?v=3ddAPUq6P9Q&t=14s>

We added **7** videos to Vegas Strong Resiliency Center's YouTube channel this past quarter:

*No-Cost Music Therapy*

[https://www.youtube.com/shorts/nF6sLO3S\\_SU](https://www.youtube.com/shorts/nF6sLO3S_SU)

*What Have You Done for You Lately?*

<https://www.youtube.com/watch?v=oEdBxbfIkVU>

*Healing Hearts: Unlocking Pain 2022*

<https://www.youtube.com/shorts/mX1u6UlqbPQ>

*Como convertir propositos en realidad*

<https://www.youtube.com/watch?v=8RQLoHWnRA4>

*Free Music Therapy for Route 91 Survivors and First Responders*

<https://www.youtube.com/shorts/9TaIMzDb2AA>

*Healing Hearts*

<https://www.youtube.com/watch?v=P9WG0QKuLRw>

*De Corazon a Corazon*

<https://www.youtube.com/watch?v=boyx6JnFkQI>

## Consumer Case Highlights

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### *Kathani\**

In 2006, Kathani opened a revolving line of credit at R.C. Willey to purchase some furniture and home goods. Around 2009, she and her husband both lost their jobs due to the recession and were unable to make further payments to R.C. Willey. In 2018, the couple divorced.

In 2021, a debt collector on behalf of R.C. Willey sued Kathani for the outstanding balance of the account plus attorney's fees, collection costs, and some fifteen years' worth of interest. Kathani's account balance in 2006 had been only \$1,400, but she was now being sued for over \$8,000, an amount nearly six times her original debt. Kathani came to Legal Aid Center for help.

Kathani's Legal Aid Center attorney saw a potential statute of limitations defense. The statute of limitations on collecting the 2006 debt had long since run, but the debt collector was alleging that Kathani had made a payment of \$580 in 2018, which would have restarted the clock on the limitations period. Kathani was sure she hadn't given \$580 to anyone.

Kathani's Legal Aid Center attorney dug into Kathani's story. After obtaining additional documentation from R.C. Willey, speaking with Kathani's ex-husband (on the chance he'd made a payment on Kathani's account), and sifting through years of bank statements (both Kathani's

and her ex-husband's), the attorney ultimately discovered that Kathani's ex-husband had actually opened his own R.C. Willey line of credit in late 2018, after the couple had divorced. When he had made a payment to his account, R.C. Willey had incorrectly applied the payment to Kathani's account, making it look like Kathani had made a payment after the statute of limitations had run.

With this information, Kathani's Legal Aid Center attorney filed an opposition to the debt collector's lawsuit, pointing out the payment misapplication and the federal consumer protection laws that the debt collector had failed to follow. Almost immediately upon receiving the opposition, the debt collector's attorney contacted Kathani's Legal Aid Center attorney and offered a settlement. Ultimately, the debt collector admitted the mistake, agreed to dismiss the case with prejudice, and actually paid Kathani \$1,000, which is the statutory penalty for violating the Fair Debt Collection Practices Act.

Kathani is very happy with the result and relieved to put this lawsuit behind her.

\*Name changed to protect client's confidentiality.

## Guardianship Advocacy Program Case Highlights

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### *Jackie\**

Jackie is an elderly woman who needs 24 hour care due to multiple physical issues, including the inability to walk. She also was diagnosed with dementia. Her son had been her Social Security representative payee, and cared for her at home before he became too ill with cancer to do so; at that point, she moved into a nursing facility. Jackie's son handled paying the facility. After he passed away, Jackie's granddaughter petitioned for guardianship and was appointed as guardian of person and estate. However, there were problems with the granddaughter paying the facility on time and in full. She would not agree to make the facility Jackie's representative payee, based on her belief that her father would not have wanted that. The facility was threatening to evict Jackie as the arrearage grew, and went so far as to file a petition to remove the granddaughter completely as guardian.

Despite her dementia diagnosis, Jackie was able to understand a great deal of information and express her wishes. She was not aware of the payment issues, and when informed, agreed that it would be best for her granddaughter not to be in charge of her finances. However, she felt more comfortable having her granddaughter involved in her medical decisions. Legal Aid Center counsel, Jackie and the guardian were able to resolve the situation by having the Clark County Guardian appointed guardian of the estate, while the granddaughter remained as guardian of the person. The granddaughter actually was relieved to be relieved of the financial duty. The facility agreed with this solution. The Clark County Guardian has been able to obtain Clark County Social Services benefits for Jackie to cover the shortfall in the cost of care at the nursing facility, and recently ordered magazines and puzzles that Jackie requested. Jackie is doing well –

her financial needs are being taken care of professionally and she continues to receive assistance for her medical needs from her granddaughter who she trusts.

\*names have been changed to protect confidentiality

## Family Justice Project Case Highlights

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Client sought legal services for a divorce/custody action. Adverse party, an identified member of the “Boogaloo” terrorist movement, was arrested and charged with violations of federal and state law for conspiracy to cause destruction during the BLM protests in Las Vegas and possession of an unregistered destructive device (a “Molotov cocktail”). Upon further investigation, adverse party was also charged with multiple sex crimes involving children. Nevertheless, all pending cases involving adverse party received a lot of media attention and publicity. Client was awarded sole legal and physical custody of the two (2) minor children in common, child support, permission to change the children’s last name, and all property request, including the phone numbers controlled under adverse party’s service account.

## Immigration Case Highlights

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DACA renewals are generally simple, straightforward cases. This particular client was married with two kids and he was renewing his DACA for the first time. We had an initial interview, I prepared the forms, instructed the client on what I needed from him, and met with the client (and his two kids!) for an appointment to review and sign his renewal application forms. We filed the application and about two months later our office received the approval letter along with his new work permit. Our legal assistants arranged for the client to pick up his work permit and the case was closed. It was a very routine DACA renewal. All told, the time I spent working on this client’s case amounted to less than four hours.

A couple weeks after the case was closed, the client called me. He mentioned that he had received a letter about his case and my first thought was that something was wrong. As I tried to think of anything that could have caused issues with his DACA, I realized that the client was talking about the closing letter which our office sends to inform clients of their case closure. The closing letter reminded the client of me and he wanted to thank me for helping to obtain his DACA renewal. The client explained that had been extremely stressed about the renewal and he was terrified of being separated from his family or losing the means to support them if the renewal was denied. He told me how having the assistance of an attorney was a huge relief and how happy he was to be able to remain with his family. It really struck me how even just half a day’s work can have a huge impact on our clients.

## Children's Attorneys Project Case Highlights

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### *Emily\**

Emily is a 10-year-old girl who was self-harming and aggressive. Emily was assaulted by her mother. She told school officials and had visible marks. CPS was called and they removed the girl from her home and mother. Her mother refused to admit anything happened, so there was a trial. Emily was terrified of testifying and even more scared that the Judge would order her to go back home to her mother. The Children's Attorney Project attorney arranged for Emily to go to Kids Court before the trial. She testified in court and the Judge found against her mother. Her mother then agreed to give up her rights to her daughter, but wanted an open adoption agreement. The CAP attorney and her client presented an open adoption agreement the child felt comfortable with and mom agreed. Emily's behavior has improved and she is not harming herself anymore.

\*Name changed to protect client's confidentiality.

## Education Advocacy Program Case Highlights

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### *Maria\**

Maria and her two younger siblings were removed from their parents' care in early 2020. The children had suffered years of maltreatment, ranging from medical neglect, witnessing domestic violence, educational neglect and parental drug use. The family was chronically homeless and Maria was put in the position of being her siblings' primary caregiver. Though Maria is only ten years old she has had to look out and act as a parent to her younger siblings for years. Because of this trauma, Maria has struggled to adjust to her foster home. She was so used to taking care of her siblings that she couldn't let go of her parental role which for years had kept the family together. She couldn't just, "be a kid." Not only was she struggling emotionally with the changes going on in her life, she was also significantly below grade level in reading, writing and math. Despite being behind in school, Maria had never been evaluated for an IEP. Our office signed up the foster parents and pushed the school to evaluate Maria for special education services. The testing showed Maria qualified for an IEP which was put in place in December of 2021. Maria just won an award at school for being the most improved student in her class. She was very proud of herself. Maria's turnaround extended into the foster home, where stability and self-confidence continued to help Maria let go, to be a kid.

\*Name changed to protect client's confidentiality.

## Vegas Strong Resiliency Center Case Highlights

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### *Destiny\**

Destiny's son and his best friend were killed by a drunk driver in 1997. The defendant in this criminal case was sentenced to prison and then supervised on parole. At sentencing, the defendant was ordered to pay Destiny restitution in the amount of about \$6,000. While on parole, the defendant failed to pay this restitution.

In August 2021, Destiny filed a lawsuit in Pro Se against the defendant to turn this unpaid restitution into a civil judgment. The court awarded her this judgment and the defendant was to pay Destiny. The defendant refused to pay Destiny directly, and started making restitution payments to the Parole and Probation office. In September 2021, Destiny starting contacting Parole and Probation on a regular basis to ask where her restitution payments were. Each time they told her it was pending and she would receive it next week; however, Destiny never received any money.

Becoming frustrated, Destiny starting calling around asking for anyone and everyone to assist her with this. When she called the Victims of Crime Program, they referred her to our center. The advocate was able to find out who to email in the fiscal department at Parole and Probation to see why they had not paid her and why they are accepting payments for a civil judgment. The advocate sent an email that laid out all the facts of the case and the struggle Destiny had gone through in getting an answer from their organization. The advocate further explained in that email, Destiny had filed a motion with the court to order Parole and Probation to turn over the restitution paid, and she was hoping to get this situation resolved before that hearing. Parole and Probation never responded to Destiny, nor the advocate, after this email was sent.

With the hearing on the motion coming soon, with no resolution, the advocate provided Destiny a copy of the emailed letter, so she could show the court her efforts to get her restitution payments from Parole and Probation. After receiving a copy of this letter, Destiny emailed the Attorney General's Office a copy asking for help and also took a printed copy to the Governor's office to show them her efforts and plea for help. The Governor's office read the email sent to Parole and Probation by the advocate, and were upset at what Destiny was going through. A representative from the Governor's office called Parole and Probation and told them to reach out to the advocate and fix this problem; to get this mother her restitution. A Captain from the Parole and Probation office reached out to the advocate, explained how they dropped the ball on their end, and that they were cutting checks that week to the mother for the \$1,350 they had sitting in their trust account.

The Attorney General's office then contacted the advocate letting her know that they received a copy of her email, provided from Destiny, and were now involved in the case as well. They wanted to make sure Parole and Probation followed through on paying Destiny any restitution paid by the defendant. The Deputy Attorney General asked the advocate to let him know if there are any further issues. The advocate will continue to work with Destiny to make sure she continues to receive these payments.

**Frank \***

Frank began taking a new medication to help with the trauma caused by Route 91 that impaired his memory and executive function. He recently went to a medical appointment but forgot to turn off a running faucet in his apartment kitchen. The running faucet overflowed and caused damage to his floors. Frank's property management company repaired the damage but was billing him for their out-of-pocket cost of repair. Frank lives in assisted housing based on his fixed income; he had no outside resources to pay the repair costs. If Frank was not able to pay the bill, it could put his housing assistance in jeopardy.

The Legal Advocate and Staff Attorney helped Frank apply for emergency financial assistance and contacted the property management company and explained Frank's situation. The Center was able to successfully negotiate a payment plan using emergency financial aid funds which protected Frank's housing assistance and resolved his debt.

\*Name changed to protect client's confidentiality.

## **Pro Bono Project Highlights**

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### **First Quarter 2022 Pro Bono Project Highlights:**

#### **I. Case Placements:**

During this quarter we placed 132 cases.

- January – 45 cases
- February – 37 cases
- March – 50 cases

#### **II. Pro Bono CLE Seminars:**

- January 18 – Responding to the Needs of the Afghan Coffee with CAP (0 credits)
- January 21 – To Represent or Not to Represent – Evaluating Conflicts in Child Welfare Cases
- January 28 – Intro to Representing Children in Abuse/Neglect Cases (2 credits)
- February 17 – Intro to Representing Children in Abuse/Neglect Cases (2 credits)
- March 25 – Presumptions in Cases with Domestic Violence and Child Abuse
- March 29 – Coffee with CAP: Tips and Tricks for Interviewing Clients
- March 30 – Basics of Handling 1983 Claims

#### **III. Volunteer of the Month Recipients:**

- January – Carlos Morales

- February – Michelle Darquea
- March – Neal Krokosky

#### **IV. Pro Bono Firm and Bar Section Meetings:**

- Gallian, Welker & Beckstrom
- John Park & Associates virtual
- 1/7/21 CCBA Community Service meeting;
- 1/13 New Lawyer Committee Meeting;
- 1/25 Latino Bar Association Meeting/Outreach
- 1/28 CCBA DICE Committee meeting
- 2/4 CCBA Community Service
- 2/8 Civil Bench Bar
- 2/17 Present PB to NVNBA
- 2/25 CCBA DICE Meeting
- 3/4 CCBA Community Service Committee
- 3/8 Civil Bench Bar
- 3/10 Civil Judges Meeting
- 3/17 CCBA New Lawyers Committee Meeting
- 3/25 Nevada Access to Justice Meeting
- 3/25 DICE Meeting Committee

#### **V. Additional Events:**

- 1/11 SNHTTF Quarterly Meeting;
- 1/25 Probate Outreach with community partners
- 1/26 PB Planning SBN Annual Meeting;
- 1/27 Associate Challenge Presentation
- 1/28 Meet with Elliott Anderson
- 2/8 Bi-Weekly Afghan Update meeting
- 2/10 New Lawyers Committee CCBA
- 2/11 Outreach – USD Alumni Event
- 2/22 John Park and Associates
- 2/24 Boyd Alumni Meeting
- 2/24 PILA Auction
- 2/28 CCLF Mock Trial Recording
- 3/2 Coffee with Immigration
- 3/2 Meeting with Judge Weksler re Fed PB Project
- 3/9 PIPB Case Review/appreciation
- 3/18 Fed Bar Meeting Judge Weksler
- 3/22 CCLF CLE Training
- 3/24 CCBA Law Student Mixer
- 3/26 CCBA Book Drive Cleaning

- 3/29 SBN Incubator Presentation
- 3/29 Huella Mentee meeting

<b>Consumer Rights Project - Cases Quarterly Stats</b>				
	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>
Consultations	3,582			
Number of cases accepted for Attorney in quarter	295			
Total cases worked on by attorneys (includes previous years cases)	487			
<b>Social Security Project Cases - Quarterly Stats</b>				
	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>
Consultations/Hotline calls	333			
Number of cases accepted for Attorney in quarter	28			
Total cases worked on by attorneys (includes previous years cases)	127			
<b>Guardianship Advocacy Project – Quarterly Stats</b>				
	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>
Consultations	2			
Number of cases accepted for Attorney in quarter	237			
Total cases worked on by attorneys (includes previous years cases)	2,053			
<b>Minor Guardianship Advocacy Project – Quarterly Stats</b>				
	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>
Consultations	1			
Number of cases accepted for Attorney in quarter	156			
Total cases worked on by attorneys (includes previous years cases)	553			

<b>Family Justice Project Cases - Quarterly Stats</b>				
	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>
Consultations	633			
Number of cases accepted for Attorney in quarter	114			
Total cases worked on by attorneys (includes previous years cases)	318			
<b>Immigration - Quarterly Stats</b>				
	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>
Consultations	683			
Number of cases accepted for Attorney in quarter	181			
Total cases worked on by attorneys (includes previous years cases)	1,091			

<b>Children's Attorneys Project Cases Quarterly Stats</b>				
	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>
Consultations	64			
Number of cases accepted for Attorney in quarter	228			
Total cases worked on by attorneys (includes previous years cases)	1,875			
<b>Education Advocacy Program Cases Quarterly Stats</b>				
	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>
Consultations	0			
Number of cases accepted for Attorney in quarter	35			
Total cases worked on by attorneys (includes previous years cases)	167			
<b>Volunteer Education Advocate Program Cases Quarterly Stats</b>				
	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>
Consultations	0			
Number of cases accepted for Attorney in quarter	20			
Total cases worked on by attorneys (includes previous years cases)	144			

<b>Civil Law Self-Help Center Quarterly Statistics</b>				
	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>
Number of clients served	14,919			

<b>Family Law Self-Help Center and TPO Quarterly Statistics</b>				
	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>
Number of clients served	18,541			

<b>Vegas Strong Resiliency Center</b>				
	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>
Number of clients served	798			

<b>Community Legal Education Program Attendance Statistics</b>					
<b>CLASS</b>	<b>JAN. - MAR.</b>	<b>APR. - JUNE</b>	<b>JULY - SEPT.</b>	<b>OCT. - DEC.</b>	<b>TOTAL FOR YEAR</b>
Divorce	142				
Paternity/Custody	137				
Guardianship	56				
Spanish Family Law	13				
Bankruptcy	36				
Spanish Bankruptcy	3				
Small Claims	71				

Collection Proof	13				
Family Law Litigation & Trial Prep	52				
Immigration English	24				
Immigration Spanish	4				
Special Ed	7				
Eviction Sealing					
Spanish FL Forms Clinic					
<b>TOTALS</b>					

<b>Pro Bono Project Case Statistics by Quarter</b>					
	<b>1Qtr</b> (Jan - Mar)	<b>2Qtr</b> (Apr - Jun)	<b>3Qtr</b> (Jul - Sep)	<b>4Qtr</b> (Oct-Dec)	<b>TOTAL</b>
Number of cases placed	132				
Number of unique attorneys who accepted a new case	118				
Number of active cases	2600				
Number of cases closed	107				

<b>Ask-A-Lawyer Pro Bono Project Quarterly Statistics (All Programs Combined)</b>					
	<b>1Qtr</b> (Jan - Mar)	<b>2Qtr</b> (Apr - Jun)	<b>3Qtr</b> (Jul - Sep)	<b>4Qtr</b> (Oct - Dec)	<b>TOTAL</b>
<b>Total Clients Served</b>	908				
<b>Total Events Held</b>	57				
<b>Total Unique Attorney Volunteers</b>	202				
<b>Total Volunteer Hours</b>	464.5				



## First Quarter 2022 Highlights

### Outreach

#### NLS in the Community

01/01/2022	Reno Sparks Gospel Mission Presentation
01/11/2022	Nevada 211 Ambassadors Quarterly Meeting
01/11/2022	Boys Town
01/12/2022	Nevada Homeless Alliance Provider Meeting
02/01/2022	Tenant's right presentation with Reno Works Program
02/05/2022	BQMLV / The Center National Black HIV / AIDS Awareness Day Southern Nevada Health Consortium / DWSS National HIV / AIDS
02/07/2022	Awareness Day
02/10/2022	Tenants' Rights Class - LVCCLD
02/19/2022	UNR-Rural Outreach Clinic Event
03/01/2022	Reno Works and VOA graduation
03/01/2022	Eviction Sealing Class - LVCCLD
03/02/2022	Laughlin Ryan White Outreach Youth Health Care Transition ECHO: Session 1: Health Care Transition
03/02/2022	Process Improvement Overview: Pediatric to Adult Transition
03/03/2022	UNLV Immigration Clinic Community Advocacy Office Grand Opening
03/03/2022	Community Counseling Center Empowerment Group Presentation
03/04/2022	Youth MOVE Nevada Disability Awareness Month Podcast.
03/04/2022	Pearson Community Center - Seniors Group
03/09/2022	Be a SHERO Foundation Quarterly Affiliate Meeting
03/10/2022	Mesquite Salvation Army Outreach
03/10/2022	WE SPEAK LIFE - National Women and Girls HIV/AIDS Awareness Day The Children's Cabinet Nevada Strong Start Child Care Services Center Open
03/12/2022	House Case Manager Education - Clark County Operation HOME! LEAPS Team and
03/23/2022	Service Providers
03/26/2022	GenderFest - Trans Day of Visibility
03/26/2022	Councilman Crear Community Event
03/29/2022	US DOL Wage and Hour EWEP Listening Session
03/29/2022	Elko Band Outreach: Senior Law Project Introduction

## Ask A Lawyers

Laughlin Ask-A-Lawyer  
Mesquite Ask-A-Lawyer  
Pahrump Ask-A-Lawyer  
Wells Library Ask A Lawyer  
White Pine County Senior Center  
Veterans Ask a Lawyer at the VA Hospital  
Huntridge Clinic Outreach  
Elko Senior Center  
Winnemucca Ask A Lawyer  
Reno Family Law Ask A Lawyer  
Fallon Family Law Ask A Lawyer  
Elko Family Law Ask A Lawyer  
William N. Pennington Life Center  
Pershing County Senior Center  
Dayton Senior Center  
Silver Springs Senior Center  
Fernley Senior Center

And More!

## Community Education Series

Basics of Record Sealing – Community Education Series – 1250 attendees

## New YouTube Videos

01/27/2022 NLS Now! Live: Evictions and Garnishments  
02/10/2022 NLS Now! Live: SNAP Benefits  
02/24/2022 NLS Now! YouTube Live Ryan White / HIV Impact Wills & POAs  
3/10/2022 NLS Now! Live: Consumer Bankruptcy  
03/24/2022 NLS Now! Live: Tenant's Rights

## Project Updates

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### PRO BONO

New Cases Placed: We placed 54 new cases in the first quarter of 2022.

New Cases Accepted for Assistance: 185

New Volunteers: We had 14 new volunteers sign up in the first quarter.

Champions of Justice: Our annual Champions of Justice Luncheons will be September 28 in Reno at the Nevada Museum of Art and October 13 in Las Vegas at Morton's the Steakhouse.

### CLEs

01/14/2022	Housing Hot Topics
01/25/2022	Bankruptcy Roundtable
02/04/2022	Employment Discrimination
02/25/2022	Criminal Record Sealing and Eviction Sealing CLE
03/04/2022	Estate Planning

## CORE SERVICES

### Case Stories

Subsidized housing:

NLS assisted a longtime resident at an affordable housing complex administered by the Southern Nevada Regional Housing Authority. The client came to our office after receiving a Nuisance notice, followed by an Unlawful Detainer. The Notice stated that his guest (the client's former girlfriend) had caused multiple nuisances in the complex. This included damaging another resident's vehicle, threatening to jump off client's balcony, trespassing on the property, etc. The client did not deny that the alleged actions occurred.

The client's former girlfriend had acted normally for several years. However, after the loss of her father and her pregnancy, she went into extreme psychological decline over the past year, and her behavior became strange and extreme. While he was aware of some of the behavior, he works two jobs, sleeps during the day, and was not fully aware of the extent of the behavior for several months. A final incident, where she was standing on the balcony threatening to jump, occurred on December 23, 2021 and the police were called. After that incident, the client was able to get his former girlfriend's family to take her to California.

The client explained that for several months he had tried to get the former girlfriend to stop coming to the complex, but she repeatedly returned. He did not dare to try to physically stop her out of fear of being accused of domestic abuse; however, he called security several times when she showed up. He even asked to be moved to another unit so she would hopefully not know where he lived.

Nevada Legal Services agreed to represent the client in court. After doing some research, it was discovered that the former girlfriend had returned to Las Vegas to face trial in a criminal burglary case. However, the District Court found that she was not mentally competent to stand trial and ordered her to be admitted to the state psychological facility. It was argued at court that the nuisance had been cured. That it had been almost three months since the final incident and there was no real risk of further violations as the former girlfriend was confined to a mental health facility pending criminal trial. It was also argued that the client took reasonable steps to try to stop the nuisances and former girlfriend from coming to the property. That he even went so

far as to ask to be moved to another unit or property, and despite promises to do so, the Housing Authority never did so. The Judge asked the Housing Authority's representative how he was personally as a tenant and she admitted he had been a very good tenant for many years.

The Judge found that it would not be equitable to hold the client responsible for the actions of his former girlfriend who had obviously gone through a major and sudden mental health decline. The Judge also found that the client had made a good faith effort to remedy the nuisances, and the Housing Authority's failure to follow through on the transfer request contributed to the situation. As such, the Complaint for Summary Eviction was denied.

Eviction:

Our client received a 3-Day Notice to Quit for a Nuisance and was served a 5-Day Unlawful Detainer. The client has a disability and uses a power wheelchair. The Nuisance Notice did not provide any explanation of the nuisance. In addition to the defective Notice, the Notice was potentially improper because of the nature of the Group Home living arrangement.

Our office completed a Tenant's Affidavit to identify the variety of defenses available to the client and represented him in the Summary Eviction hearing in the Reno Justice Court.

Our office successfully defeated the Summary Eviction and the client was able to remain in his home.

Upon the dismissal of the eviction, the client's mother explained:

“I knew nothing about Nevada Legal Services until all of this. And it's been a godsend . . . If I had done this on my own we would be walking out with a completely different outcome, just because I didn't know how it all worked.”

The client's story was also covered by the Nevada Independent.

Unemployment Benefits/Pandemic Unemployment Assistance:

NLS assisted an independent contractor at a massage parlor. The massage parlor shut down due to the COVID-19 pandemic. The client then applied for Pandemic Unemployment Assistance Benefits. The Employment Security Division disqualified the client from Pandemic Unemployment Assistance Benefits based on the allegations that he did not provide documentation to substantiate that his employment loss was related to the COVID-19 pandemic. The disqualification also included allegations that the client refused suitable work and that he was not a Nevada resident.

We directly represented the client at his administrative appeals hearing. We argued on behalf of the client that the Employer's letter was sufficient to substantiate his COVID-19-related job loss and we also argued that he never refused suitable work and that he was a Nevada resident.

The Appeals Referee found that the client was entitled to Pandemic Unemployment Benefits from March 1, 2020, onward. The client subsequently received \$23,900.00 in Pandemic Unemployment Benefits.

NLS assisted another client after he worked as an Uber driver. When the Covid-19 pandemic began, he became unable to work. He then applied for Pandemic Unemployment Assistance Benefits. The Employment Security Division initially denied the client on the basis that his unemployment was not directly related to the Covid-19 pandemic. The client submitted a timely appeal, but the Employment Security Division inexplicably invalidated the appeal.

Our office assisted the client with filing a Writ of Mandamus to force the Employment Security Division to schedule the appeal hearing that the client was rightfully entitled to. After we filed the Writ of Mandamus, the client was contacted by the Nevada Attorney General's Office and told that his disqualification was reversed. The client subsequently received \$37,000.00 in Pandemic Unemployment Assistance Benefits.

By the Numbers – Core Services	
New cases accepted during the quarter	499
Total cases worked by advocates during the quarter	751

## CONSUMER LAW PROJECT

### Case Stories

Client was living her long-term partner at her mother's house for over 9 years. Client was taking care of the mother as her caregiver during this time since her mother has dementia. Client's brother recently moved in after he was evicted from his rental unit, and together with their sister, they attempted to remove Client from the property. Client's brother acted as a bully towards her, and Client sought a TPO against him. Client's sister filed an eviction notice against Client, and had their mother sign the eviction. Client's mother signed this eviction without knowing what was being signed.

Client did not respond to the eviction received a 24-hour lockout order. The lockout was never effectuated but Client moved out due to brother's behavior and harassment. NLS filed a Motion to Set Aside on behalf of Client. At the corresponding hearing, we were able to successfully argue that fraud occurred, and we had proof that the mother did not want Client to leave the property. The judge found that there was a question of material fact, and the eviction was dismissed.

Another CLP client's apartment building was receiving renovations which forced her to live in a hotel for a period of time while the renovations were being completed. Client lives with her adult son and her grandmother in a 3-bed rental unit. Client was told she needed to stay at the hotel for 10 days while the renovations were being completed, and was given a single hotel room to house

three adults. Client paid for an additional hotel room for her son, while she stayed in the original hotel room with her grandmother. This cost Client \$669.50.

Client attempted to get in contact with someone for months hoping to have the additional payment reimbursed. Client did not pay her rent for February and March, the month she was in the hotel to try to resolve the payment reimbursement. Client continued to pay her other normal monthly rent payments moving forward. Landlord did not respond to Client's numerous voicemails and emails, but instead attempted to sue Client for the amount owed, and to evict her based on non-payment.

NLS assisted Client with the eviction. Through the eviction defense process, Landlord finally allowed the deduction of \$669.50 from the rent owed, which was all Client wanted to resolve the dispute in the tenancy. Client paid the rent owed, and the eviction and collection case were dismissed.

By the Numbers – Consumer Law Project	
New cases accepted during the quarter	86
Total cases worked by advocates during the quarter	105

## SENIOR LAW PROJECT

### Case Stories

A married senior moved to Nevada for the first time. One of the criteria for a Nevada Real ID card is proof of all previous name changes. Unable to obtain her prior divorce judgments from 50 years ago showing her name changes, she sought help from Nevada Legal Services. Fortunately, Nevada law allows the Department of Motor Vehicles to change the full legal name on an identification card issued by the Department after a legal change of the person's name indicated on an order of a court of competent jurisdiction. NLS filed a Petition in the client's district court for a Name Change. The next step was to publish the Notice of the Petition for Change of Name in her local newspaper for 10 days, and after that, to obtain the Court's Order with her new legal name. Needless to say, the client was appreciative of the assistance that was available to her just by contacting our office.

Client sought NLS help in debt collection for mold remediation contract dispute. Plaintiff contractor quoted \$21,000 to remove mold from a mobile home with water damage. Client paid an initial deposit but claimed the contractor failed to satisfactorily complete the work, and after several months of waiting for better results, client refused payment. The balance of \$15,200 was demanded by plaintiff's attorney with a 30-day deadline to respond or be sued. After review of the documents and negotiations with plaintiff's attorney, NLS was able to reduce payment to \$6,640.75 through a written release agreement. Client was pleased with the result.

After learning that her ex-husband's children had been paid as beneficiaries after his death, another senior client approached a lawyer who told her that despite his demand letter to the insurance company, "Nothing more could be done." Reaching out to Nevada Legal Services for legal assistance, the client secured the benefit that was legally hers as the named beneficiary on

the life insurance policy that had been purchased during her marriage to the deceased with community property funds. The life insurance company deposited the proceeds directly into her checking account after NLS researched the law and contacted the insurance company.

By the Numbers – Senior Law Project	
New cases accepted during the quarter	77
Total cases worked by advocates during the quarter	100

## HIV Law Project

### Case Story

We assisted an individual with sealing her criminal records. Our client had some older misdemeanors and drug related charges on her record that she wanted sealed so she could improve, grow and change her life. She had gone back to college to take courses and had started her own business. She wanted to be able to grow in her career and get higher paying jobs in the future. She also was having trouble finding a decent place to live with her criminal record.

Her record was eligible to seal, but there was a question about one charge that the prosecutor had declined to prosecute. The time frame on that charge had not yet run. We were able to work with the District Attorneys office to agree to seal that charge as they did not intend to refile. We were successful in having her record sealed so she could run a clean background check and have a second chance.

By the Numbers – HIV Law Project	
New cases accepted during the quarter	38
Total cases worked by advocates during the quarter	54

## INDIAN AND FARMWORKER LAW PROJECT

### Case Stories

NLS assisted a client after appointment to defend by the Fort McDermitt Paiute and Shoshone Tribal Court through our contract with the tribe to act as public defender. The client was charged with one count of Drunkenness in violation of the Tribal Code. The facts contained in the criminal complaint and the police report did not establish probable cause that the client had committed the elements of the offense of drunkenness. To be guilty of drunkenness, the tribal prosecutor needed to show that the client was drunk enough to endanger herself or other persons or property or annoy persons in her vicinity. Because the only evidence in the police report was that the client knocked on someone's door once and then left when they asked her to, the tribe could not prove that she was endangering or annoying anyone. After negotiations with the prosecutor, the prosecutor agreed to drop the charge and dismiss the case with prejudice.

Another client contacted our office for assistance establishing paternity and obtaining custody of his newborn daughter through the Reno-Sparks Indian Colony Tribal Court. Client was 18 when his daughter was born and was very overwhelmed with everything that was happening. His daughter's mother had refused to add him to the birth certificate, and she ran away leaving the baby with her mother, and client's visitation abruptly stopped.

Although client could have received assistance from the DA's office establishing paternity in state court, this would have likely foreclosed utilizing tribal jurisdiction for the custody case, so the petitions for paternity and child custody needed to be filed concurrently in tribal court.

NLS assisted client with serving MIA mom via publication, and the court entered a Paternity Decree and Custody Order granting client sole physical custody. At the same time, the maternal grandmother filed a guardianship action in state court. NLS successfully help client navigate this situation, and the state court guardianship was dismissed within a week of the tribal court orders being entered. Client was able to pick up his daughter from maternal grandmother. Through NLS's advocacy, tribal civil jurisdiction was made meaningful and allowed this native family to remain together.

By the Numbers – Indian and Farmworker Law Project	
New cases accepted during the quarter	28
Total cases worked by advocates during the quarter	123

## TENANTS' RIGHTS CENTERS

### CASE STORY

Client visited our office with a Lockout Order as a result of a Seven Day Pay Rent or Quit Notice related in a nonpayment of rent eviction. Client had not paid rent for a matter of months because of challenges as a result of the pandemic. Client had not filed a Tenant's Affidavit and was in jeopardy of immediate homelessness. Based on Client's confusion related to the process, he had visited our office in the eleventh hour. Because of this last minute response, the development of our defense against the eviction required immediate action. The Sheriff was going to physically evict him and his family, including his infant daughter, from his home within 36 hours, and it had become an emergency.

Our office took immediate action to keep Client and his family in his home with the very limited timeline. We determined that Client was eligible for protection under the CDC Eviction Moratorium and Assembly Bill 486, which provides statewide protection for Non Payment of Rent Evictions in there is an application for rental assistance. We completed a CDC Declaration, which Client delivered to his landlord that very day. Client was eligible for rental assistance through the Reno Housing Authority CHAP program. We were able to assist Client fill out an application and get it filed within a few hours. Although late in the process, AB 486 allows for defenses to be raised at any time in the process.

With the clock ticking, we then contacted Client's Landlord to identify that Client had protections while simultaneously filing an Ex Parte Motion to Stay Order for Summary Eviction

and Request for Mediation. Before the close of business, the Justice Court judge granted to Motion to Stay and Client was able to remain in his home.

After the success of the Ex Parte Motion to Stay Order for Summary Eviction and Request for Mediation, we were able to file a Tenant's Motion to Set Aside Order for Summary Eviction Pursuant to NRCP 60(b) and Stipulation to Mediation. We were also able to represent Client in Mediation and at the Summary Eviction Hearing.

Client's eviction was defeated through our representation and through our raising of the CDC Moratorium and AB 486 defenses. The eviction was stayed until the rental assistance was granted to Client. He was approved for rental assistance until December 31, 2021. Client and his family, including his infant child, were able to remain in their home.

Lastly, Client case's was then sealed with the court.

By the Numbers – Tenants' Rights Center	
Total Cases Worked	823



Date: June 8, 2022

To: Members of the Access to Justice Commission

From: Southern Nevada Senior Law Program

Re: Access to Justice – Updates

- Senior Law Program is launching a targeted pro bono outreach to Southern Nevada probate and estate attorneys with the deeply appreciated support of the Supreme Court of Nevada. We received a certificate recognizing our 10<sup>th</sup> anniversary as a stand-alone nonprofit with specific encouragement from the Justices to support our program by volunteering pro bono or supporting with a donation in lieu of pro bono. An email is being sent to approximately 290 probate and estate attorneys in Southern Nevada with a cover letter and we will follow-up individually over the next 60 days to make contact and discuss how we can partner to serve more seniors in need. Included in the cover letter is a reference that the Justices have asked SLP to report back on the results of our outreach.
- SLP has received several referrals from ADSD and the Nevada Long-Term Care Ombudsman's office related to potential wrongful discharge actions against vulnerable seniors in skilled nursing facilities since January 2022. Our attorneys have diligently taken on representation of these highly at-risk seniors, in collaboration with the LTC Ombudsman's case managers, and have been successful in terminating the improper attempts to evict these residents. Jennifer Richards of ADSD indicates a continued need for representation in this area and has been a valuable resource in both referring these cases to SLP and providing specific training for these matters.
- SNSLP has been approved by the UNLV School of Social Work and the ADSD Adult Protective Services Department to partner in accepting a social work practicum student beginning in August 2022. This student will be trained to help those clients who seek our assistance and have both legal and social services needs. It is estimated that at least 70% of the seniors we serve would benefit from services beyond legal assistance. With the dedicated help of a navigator coordinating with other senior services providers, our clients will have greater access to other resources.
- Eviction matters update: Our attorneys continue to see high demand from seniors for legal assistance with eviction problems. It is the preference of our attorneys to meet with seniors in

person to guide them through the emotional roller coaster and labyrinth maze of deadlines and requirements, in order to best advocate for their rights. Many seniors do not fully understand the legal significance of the notices they are provided by their landlords and reviewing the notices is of paramount importance. SLP has seen a large number of instances where seniors come to SNSLP's office with an eviction notice but believe it is only a warning provided by their landlord. This lack of comprehension by a vulnerable, often distraught senior raises the concern that seniors may lose their rights by not acting timely merely because they did not understand the notices. Alternatively, we see seniors that are paralyzed with fear by any communication from their landlord and take any correspondence to be an eviction notice. With an in-person consultation, we have found that seniors are able to be better served in a holistic, caring, and competent manner. The current housing market has also created financial problems for seniors due to both increased rents and developing business practices in the rental industry. Apartment complexes have increasingly shifted their operations online. We have seen numerous instances of the practice of requiring tenants to pay their rent through online portals. This is a convenience for landlords; however, it is logistically difficult for seniors that are not computer/internet literate. Many seniors do not have any computer or internet access at all. This is also a hidden cost for all tenants as the landlords appear to charge an additional fee for the use of the online portals. Similarly, landlords now often require tenants to use a third-party service to pay utilities, instead of allowing tenants to go through the utility companies directly. Again, there are fees for this service above the cost of the utilities. As of right now there are no statutes we are aware of that would protect seniors from these practices. Our office continues to see the positive application of the CHAPs program which has helped many individuals through this difficult time with rental assistance. An issue that has come to our attention is the claim by some tenants that landlords have inflated the amounts of arrears claimed as back rent to take advantage of CHAPs assistance to tenants/seniors. The tenants that have experienced this issue have also claimed they have not been able to locate a mechanism within CHAPs to bring these over-charges to the attention of the CHAPs program. Allegedly, this has led to some landlords charging both CHAPs and the senior for the same rental period, resulting in the duplication of payments for the landlord. The significant challenge of coming up with moving costs and down payment costs for new apartments, are high hurdles for low-income older adults to navigate. Because many live on limited monthly income it is difficult for them to save enough for a down payment on a new rental, coupled with increasing rent costs and deposit amounts requested by landlords. Rental deposits and fees alone can be cost prohibitive and thus will prevent a senior from finding new housing. Similarly, for many seniors that are not able to physically move themselves from apartment to new apartment, the costs of hiring a moving company are great. We are always searching for new resources to assist seniors in these areas. Previously, we had utilized funding from the CARES ACT through ADSD to engage an Independent Contractor private attorney to supplement our resources in responding to eviction matters from September 2021 to March 2022. This was successful in supporting our Rapid Response Model and we will seek funding opportunities or development of possible pro bono alliances to expand our capacity in the future.

- Community Outreach Initiatives/Presentations/Participation, March through May 2022:
  - Martin Luther King, Jr. Senior Center

- Centennial Hills Active Adult Center
  - Doolittle Community Center
  - The Center for LGBTQ
  - Howard Lieburn Senior Center
  - Catholic Family Circle
  - LACSN sponsored Ask a Lawyer at East Las Vegas Library
  - NLS sponsored Ask a Lawyer at Doolittle Community Center
  - Cleveland Clinic
- The upgrade to our new case management system, LegalServer, is progressing well. We have been able to customize the system to support our data tracking needs for clients, funders, stakeholders and for management review to optimize operations. We go live August 8 and fully transition on September 8. Reporting will become far more automated and far less manual, creating substantial efficiencies that we look forward to.
  - Success Stories:
    - Mr. S., 82 years old, had an appointment with Senior Law Program regarding his wife's unexpected passing. He was extremely concerned regarding his options for staying in the marital home until he could find accommodations for his cherished pets and a new apartment for himself. Mr. S. was fearful because he was beginning to receive letters from the bank threatening to foreclose and he could not afford the property on his own. Mr. S.' additional problem and worry was that although they owned the home, only his wife held title to the real property. For this reason, Mr. S. believed he did not have any rights to the property. Mr. S. was distraught and having a tough time coping with his wife's sudden passing. He was emotional, disorganized, and very fearful. SLP staff attorney, Nik Nikci assessed the situation and determined that there was no immediate deadline that had to be addressed and agreed that our client could call us back once he was in a better emotional position. When more than a month had passed, and Mr. S had not called back, SLP took the initiative to contact him as a courtesy to see if he was ready to move forward. Mr. S. felt cared about and was grateful for the follow up on Nik's part. He was then in a better emotional state which allowed him to provide the necessary documents for review as well as some additional facts related to the home. With this new information SLP was able to provide Mr. S. legal advice that would enable him to retain his home, not completely disrupt his life or the lives of his beloved pets, and not lose the equity he and his wife had accumulated in their home, which is also filled with precious memories.
    - SLP received a referral from ADSD regarding a vulnerable senior that had been served a 5-day notice to quit tenancy at will. The 76 years old senior, Ms. L, had recently moved to Las Vegas to be with family. She helped her family financially when possible, including paying rent regularly. Ms. L. was invited here by her family members and expected to remain with them, she left everything behind when she moved. She was new to Las Vegas and had no friends or contacts when her familial relationship started to fall apart. Fortunately, Ms. L. contacted ADSD for assistance and ADSD contacted SLP. Staff Attorney Chelsea Crowton informed a very frightened and fragile Ms. L. and the ADSD case worker of the limitations of an eviction based on 5-day notice to quit

tenancy at will, including that it could not be utilized to evict her because she paid rent. Ms. L. informed the landlord of the law and was able to assert her rights to avoid the eviction. With great relief, a few weeks later Ms. L. informed SLP that she thankfully remained in the property, however, she was searching for a new place to live. She now felt confident and was not scared any longer because she now knew her legal rights. Ms. L expressed deep appreciation for the support provided by SLP and ADSD, including being informed of the numerous resources available to seniors in Clark County.



VOLUNTEER ATTORNEYS FOR RUAL NEVADANS

### **ACCESS TO JUSTICE REPORT JANUARY - MAY 2022**

VARN has been very busy serving low income clients, victims of domestic violence, and Seniors in the rural counties of Nevada during the months of January through May 2022. During this time frame VARN had 1,457 contacts for its services to its office in Carson City, Nevada. See the attached Program Statistics for a breakdown of the contacts. These contacts include 992 telephone contacts and 65 contacts from victims of domestic violence.

VARN's Rural Senior Law Program (RSLP) opened 40 new cases during this period. The RSLP Lawyer in the Lobby (LIL) program had contact with 42 participants. The RSLP LIL offers free 20 minute consultations with a lawyer for Seniors in the Rural counties. This service is offered once per month and is currently conducted by telephone rather than face to face meetings.

VARN's Pro Bono program accepted 17 new cases during this time period. VARN's Lawyer in the Lobby program offers free 20 minute consultations with a lawyer four (4) times per month - two (2) Family Law sessions, one (1) General Law sessions, and one (1) Spanish speaking session. These sessions are conducted by telephone. From January through May 2022, there were 207 participants.

VARN's Domestic Violence Victims Assistance Program (DVVAP) represented thirty (30) clients in their protection order and family law cases during this period. The total number of participants in all of VARN's programs for the period from January through May 2022 was 336. VARN also participated in several collaborative outreach meetings and events during this period, such as, the Partnership of Community Resources for Douglas County, a site visit with the Family Support Council of Douglas County, a outreach/collaboration with Empire Elementary School in Carson City, a service recognition luncheon with Soroptimist International of Carson City (SICC), and a Women Helping Women event with SICC.

During this period VARN did have some employee changes. In January, 2022 had 8 employees. In February, 2022, VARN lost one employee but added another for a total of 8 employees. In May, 2022, VARN lost two (2) employees. In June, 2022, VARN lost another

employee but also added a new employee. VARN currently has 6 employees (2 lawyers, 1 senior legal advocate, 2 legal assistants, and a receptionist) and is looking to add at least three (3) - four (4) new employees (2 lawyers, a legal assistant, and a part time administrative/bookkeeping assistant) during the summer. Even with all the employee changes, VARN has been able to successfully continue its mission to serve low income clients, victims of domestic violence, and Seniors in the rural counties of Nevada.

**VARN REPORT**  
January-May 2022  
**PROGRAM STATISTICS**

**Contacts**

	Intakes	Online	Pre screen	Telephone	Primary DV victims	Ages	Secondary DV victims	DV Case consideration	DV Waiting list	Total
January	1	19	14	159	5	0-12	16	9	4	
February	1	30	7	160	3	13-17	2			
March	4	23	7	277	6	18-24	1			
April	4	24	5	174	6	25-59	23			
May	1	27	4	222	3					
	20	123	37	992	23		42	9	4	1457

**VARN Programs**

**Rural Senior Law Program (RSLP)**  
**Pro Bono (cases and LIL)**  
**Domestic Violence Victims Assistance Program (DVVAP)**

	RSLP Clients	RSLP LIL	Lawyer in Lobby	Pro bono Cases	DVVAP Cases	Total
January	4	5	40			
February	8	11	42			
March	11	10	43			
April	11	6	37			
May	6	10	45			
	40	42	207	17	30	336

**Outreach Meetings/Events**

Date	Agency/Program	Event
5/4/22 9AM-10AM	Partnership of Community Resources	Douglas/Collaboration Becky
3/28/22 10:00AM	Family Support Council (Douglas) Site Visit	In service collaboration FSC staff -4
4/21/22 4:00-7:00PM	Empire Elementary	Outreach/collaboration (VSM, Becky., George)
4/27/22-12-1:00PM	Luncheon with Soroptimist	Service recognition
5/19/22 5:00-9:00PM	Women Empowering Women SICC	Casino Fandanggo (Vicky, Becky.)



A 501(c)(3) non-profit organization.

**(Soon to be known as)**



**Compassion for Our Clients and Passion for Their Interests**

### **Access to Justice Commission June 2022 Meeting Informational Report**

Washoe Legal Services is changing its name! The Board also updated its Mission, Vision, and Core Values see below. During the rest of the year, the Board and staff will work to formulate a cohesive vision for the future of the organization, including a strategic action plan and board development and planning for a highly engaged Board of Directors.

#### **Mission**

Providing experienced and diverse legal services to protect the essential needs of Northern Nevadans.

#### **Vision**

Legal empowerment for our community.

#### **Core Values**

We are bold and determined.

We are professionals who provide exceptional legal services tailored to each client's needs.

We are accountable to our community and each other.

We do more good through collaboration with our community partners.

We treat everyone with dignity.

## Washoe Legal Services Case Statistics

### Case Count and Outcome Report Jan-Mar 2022

<b>Total Clients/Legal Matter</b>	<b>Count</b>
Adult Guardianship	605
Child Ad	933
Consumer & Housing (includes MLP)	180
General (Misc.)	456
Immigration (General)	256
Intake	5
Jail	196
MLP	12
Pro Bono	7
Self Help	330
SLC	337
Victim Advocacy	86
Blank	3

<b>Outcome/Closed Reasons</b>	<b>Count</b>
A - Advice & Counsel	271
B-Limited Action/Brief Service	639
Client Withdrew/Lost Contact	41
Conflict- Unable to Assist	0
Court Decision	1
F-Negotiated without Litigation	22
G - Negotiated with Litigation	6
H - Administrative Decision	19
IA - Uncontested Court Decision	127
IB - Contested Court Decision	50
Insufficient Merit to Proceed	24
Referral or Information Only	462
Open Cases	1744
<b>Total</b>	<b>3406</b>

## **Outreach**

In the first part of 2022, we have participated in the following outreach events.

1. Black History Month Online Social Media Recognition & Education – 02/2022. This was an online campaign that ran on Facebook and Twitter that was intended to educate the community about black influences on the legal profession.
2. National Women’s Day Online Social Media Recognition & Education – 3/08/2022. This was an online educational piece that ran on Facebook and Twitter that highlighted women throughout history in the legal profession who influenced the legal field and legislation.
3. UNR Undocuweek 2022 – 03/31/2022. Immigration staff participated in this event at the UNR campus to talk about our services provided and resources offered.
4. Child Abuse Prevention Month & Spring Kickoff – 04/01/2022. The outreach component of this event was to announce our role in Child Abuse Prevention Month, encourage employees to participate, and plant pinwheels at the office to show support for the national awareness campaign.
5. YPN (Young Professionals Network) Non-Profit Night WLS PSA Filming – 04/01/2022 At new Sierra Medical Center Hospital. We were interviewed as a public service announcement to advertise non-profit night and talk about the mission of WLS and the work that we do in the community
6. State Legislature Child Abuse Prevention Month Kick-Off & Pinwheel Planting – 04/01/2022 at the NV State Legislature in Carson City. We attended to show support and network with community partners who were part of the statewide awareness campaign for Child Abuse Prevention month. Pinwheels were planted in front of the legislature building and WLS spoke on the importance of the awareness campaign and how it would be participating throughout the month.
7. Biggest Little Easter Egg Hunt & Resource Fair – 04/09/2022 At Rancho San Rafael Park. We had a table at this event that was staffed by three WLS employees who shared resources and services offered with over 3k attendees. We were there to show support for the cause, collaborate with other community partners, and share information about WLS and the services we provide.

8. National Counsel of Juvenile Family Court Judges Pinwheel Planting and PSA Participation – 04/19/2022 At Greater NV Field. We participated in this event by helping to plant pinwheels in front of Greater NV Field to show support of Child Abuse Prevention Month. We also posed for a photo opportunity with the members of the National Counsel of Juvenile Family Court Judges, members of BACA, and other members of the court.
9. BACA (Bikers Against Child Abuse) Child Abuse Prevention Month Resource Fair & Pinwheel Planting – 04/23/2022 At the Governor’s Mansion in Carson City WLS participated in this tabling event sharing information about the organization, services offered, and resources available. We also helped to plant pinwheels in front of the Governor’s Mansion to show support for Child Abuse Prevention Month.
10. The Child’s Voice Luncheon – 04/29/2022 At The Renaissance Reno Hotel. After a two year hiatus, we were able to gather again to stand against child abuse and celebrate those who give children a voice in the court room. The Child's Voice Luncheon (CVL) came back with a bang! For the first time, we had a SOLD-OUT event with 302 tickets sold and we raised over \$70,000. The event was fun and lively and full of energy. People came to enjoy themselves, support our work, and give generously.

Our keynote speaker, a former child in foster care, told her story about experiences in the system and discussed the importance of having her attorney to advocate for her and help her use her voice throughout the proceedings.

We wrapped up the program with a special recognition of Justice Hardesty who has been a champion of access to justice since he began serving on the Supreme Court and we were honored to recognize him for his vital work making the civil justice system equal in substance and availability regardless of a person’s ability to pay. He introduced our annual pro bono attorney honoree, Sarah Bordelon, who highlighted the rewards of pro bono service and encouraged those in attendance to take a case.

We had many of our banking partners from both Southern and Northern Nevada in attendance and we were lucky to be able to recognize and thank them in person for their commitment to legal aid throughout the stat. Justice Cadish came to Reno and attended as well. We are grateful for all those who contributed, appreciate the Board of Trustees' support of the event, and thank all the staff who worked tirelessly to make this the best CVL ever!

11. This is WLS's annual fundraising event in support of Child Abuse Prevention month that highlights the CAP program, its attorneys, the importance of giving children a voice in the courtroom and recognizes pro bono work and access to justice. There were 300 people in attendance, and we honored Justice Hardesty for his tireless work for access to justice throughout his time on the judiciary.
12. Senior Law Center Resource Fair – 05/03/2022 At the Senior Law Center. We had several new clients generated from the WLS booth, which shared the services and resources we offer, and we gained some good new resources from the fair to use for our senior center clients.
13. Senior Resource Panel, collaboration with Senior Coalition of Washoe County – 05/06/2022 At the Senior Law Center. The event was a legal panel held by the Senior Coalition of Washoe County. The legal panel had attendees from Nevada Legal Services, Aging and Disability Services, Adult Protective Services, and the District Attorney's office as well two units from Washoe Legal Services; Adult Guardianship and the Senior Law Center. During the panel, attendees gave a brief overview of the services they provide and answered questions from the audience. Over 25 people were able to attend virtually and in person.

### **Upcoming Outreach**

We have several outreach events that we are signed up to attend in the next few months. Those include The Juneteenth Celebration Resource Fair, The Northern Nevada Project Homeless Family Connect Ask A Lawyer, A resource presentation to Northern Nevada Hopes, A resource booth at Northern Nevada Pride, and the EmPOWERment Through Pro Bono CLE in collaboration with federal court Judge, Honorable Carla Baldwin.

### **Program Updates**

- We maintain the only Medical Legal Partnership in our state where a WLS legal aid attorney is an embed specialist at Northern Nevada HOPES and clinic staff directly refer patients for legal services. This year, HOPES has committed resources to a case manager position to streamline and strengthen the work of our partnership. This addition will better support the holistic approach and of our services as part of a FQHC.
- We have also expanded our thriving Immigration group taking Afghan resettlement cases in partnership with the Northern Nevada International Center. We are also looking at ways to further expand our immigration services to victims of crime in rural northern Nevada. To this end, we entered into a partnership with Winnemucca Domestic Violence Services.

- On May 11, 2022, we opened our new Housing Stability Self Help Center located at the Reno Justice Court in partnership with Washoe County. Pro se tenants can receive free assistance through the Self-Help Center or a direct referral from the Self-Help Center to a WLS staff attorney, as appropriate, on legal issues affecting housing stability including, for example, all types of evictions, security deposit returns, and habitability.

## Case Stories

### Immigration Unit

- 1) Client was originally a minor (now 18) when he came to our office looking for services. Client came to the U.S. after fleeing his native El Salvador due to threats from gangs, stating that if he didn't join their ranks, he would ultimately be killed. Client made it to the U.S. border and has been reunited with his biological uncle, however, he is currently in removal proceedings facing potential deportation and ultimately death, if returned to his native El Salvador. Our office is helping client apply for two benefits. One benefit is asylum – as a young El Salvadoran male who has been targeted and persecuted by gangs. Our office helped client file before his 18th birthday, so that he maintains special juvenile protections, and can have his case heard in an administrative hearing, in lieu of an adversarial proceeding in front of the judge. We are also working with client in applying for Special Immigrant Juvenile Status, a special immigration benefit for youth (up until age 21), that have been placed in state custody/determination for whom it is not in their best interest to return to country of origin, and that have been abused, abandoned, or neglected by one or both parents. Given client's situation in El Salvador, and the fact that client's father abandoned him since he was around 14/15 years old, our unit has teamed up with our Child Advocacy team, to represent the minor in Guardianship proceedings, so that his uncle may obtain a guardianship over him and he may obtain the special findings in state court, in order to seek the SIJS benefit with immigration.
- 2) Client is a victim of a very old crime – Assault in the Third Degree in Kennewick, WA that continues haunting client until this day. Client was at a dinner party with friends, when someone was playing with what they believed to be an unloaded shotgun. The individual pointed and shot the gun at client, not realizing it was loaded, and ended up shooting client in the face which caused him to be helicoptered to a medical facility in Spokane, WA, and has left him permanently blinded to this day. While client worked with another attorney in Reno to obtain a U visa based on his victimization, the former attorney was not able to find a police report, and as such, the certification received from law enforcement contained no detailed information on client's victimization – such that immigration subsequently denied the case. Unfortunately, client fell within a very small window between policy changes between the Trump and Biden administrations, in which denials, without any other form of immigration relief, led to

automatic referrals to our immigration court to have client deported. After working extensively with various law enforcement agencies in the state of Washington, our office was finally able to track down a copy of the police report from the Benton County, WA Prosecuting Attorney, which we then showed to the new Commander at Kennewick, WA PD, and received a properly executed U Visa certification. Our office will now assist client with re-applying for a U-visa, while simultaneously representing him in immigration court, hoping to have his case either terminated or administratively closed based on new victim centered policy guidance in our immigration courts, that would allow him to await out the adjudication of his U Visa, without fear of deportation in the meanwhile.

### **Victim Advocacy Unit**

1) Client had only a 45-day TPO based on her request (not through our office). Client has limited IQ with ongoing mental health struggles. WLS got her divorce case filed. Adverse party has not responded, so he has been defaulted. WLS is working on getting client a default Decree of Divorce as well as helping her understand the process and develop a better way to communicate with her ex. Also representing client in separate child support proceeding to secure proper funds through wage garnishment.

2) Client learned that her partner was sexually molesting her teenage daughter (not his child). Adverse party initially hired very high profile defense attorney to handle extended protective order case. WLS assisted client in getting extended protective order to include no contact with the parties' shared minor child. WLS also assisted client with gaining access to her personal possessions that the adverse party had locked up.

### **Child Advocacy Unit**

1.) WLS went to trial in October of last year to terminate parental rights on our client's case. All involved had selected a fantastic adoptive placement for both her and her younger sister. And finally, after a lot of work with licensing and the state of California, we were able to place both children in their adoptive home in March 2022. Client is thriving and has already developed an incredible bond with her adoptive family. Client will likely be traveling to Europe this fall to meet her adoptive grandparents.

2.) WLS represents a child and all interested parties have struggled to find an adoptive home for her over the last year, but just recently two new families have reached out and are very interested in adopting client. WLS is in the process of setting up community meetings for them to casually run into each other to see if either of the families would be a good fit for client. Client is very excited about the prospect of being adopted.

### **Consumer & Housing**

1.) Clients entered into a 3-month lease agreement. However, the lease itself reflected a one-year lease. Upon move-out, clients received a security deposit disposition stating amongst other things that they owed over \$4,600.00 in early termination fees. Clients

contacted property management who agreed to only discount this amount by 50% notwithstanding their error. WLS wrote a letter to the landlord demanding return of the clients' security deposit. Landlord agreed and case settled. Client was very grateful and stated that he wanted to make a voluntary contribution to WLS.

2) Client has a Section 8 voucher and provided written proof that landlord was going to accept it. Also, client was served a 7-Day Pay or Quit Notice, which was defective in that it did not contain the mandatory AB486 language. Also, landlord had a federally-insured mortgage (FreddieMac) and thus, pursuant to the CARES Act client should have received a 30-day Pay or Quit. Finally, client had a RING doorbell and was able to prove that maintenance served the notice and not the Washoe County Sherriff's Office or a process server. The case was dismissed.

3) WLS represented a client in Sparks who received a no-cause notice and unlawful detainer on clearly outdated Sparks Justice Court forms. The clerk's office erroneously accepted the outdated forms, and the judge erroneously issued a lockout order. WLS immediately alerted the clerk's office to the error, and the Court rescinded the lockout order before the client was locked out and dismissed the eviction, without hearing, due to court error.

4) Client came to WLS after accidentally delivering her Tenant's Affidavit to the landlord rather than filing it with the Court her the eviction proceeding. WLS filed a motion to stay the eviction that was granted. Tenant was able to have time to apply for rental assistance and was granted \$7,800 in rental assistance and the court case was dismissed.

### **Guardianship**

1.) Client lives in Douglas County and has been under guardianship since he was 18. Both parents had worked to develop his independence to the point where he is working a full-time job and living on his own. While his disabilities cause him to need assistance with money matters and some medical needs, a guardianship was too restrictive. With the help and guidance of WLS attorneys and staff, a supported decision-making agreement for health care and a financial Power of Attorney were prepared after a physician certified that our client had the capacity to execute both. The Guardianship was terminated by the Court and all of our client's rights were restored.

2.) A client in Lyon County suffered from dementia, but still retained capacity to advise her attorney concerning what she wanted in terms of a guardianship. Specifically, she did not want her son, who had petitioned to become guardian, to be involved in her affairs due to a long standing dispute between them. After consultation with the son and his lawyer, WLS attorneys were able to gain agreement that the Lyon County Public Guardian would be the best choice to serve our client. A petition for guardianship by the Public Guardian was filed by WLS and ultimately granted by the court with our client's grateful consent.



Second Judicial District Court  
State of Nevada  
Washoe County

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**Resource Center**

Second Judicial District Court  
1 South Sierra Street, 3<sup>rd</sup> Floor  
Reno, NV 89501  
(775) 325-6731

[ResourceCenter@washoecourts.us](mailto:ResourceCenter@washoecourts.us)  
[www.washoecourts.com/ResourceCenter](http://www.washoecourts.com/ResourceCenter)

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**Summary of services**

The Second Judicial District Court Resource Center is a proverbial “one stop shop” for information and assistance with court matters for those who represent themselves in Court. We help to provide the citizens of Washoe County with general and procedural information about court processes, provide court approved forms and packets, assist with the filing of documents, process court payments for fines and fees, provide public access to the court record, as well as direct patrons to free legal resources in the community.

- Team members are available by phone at (775) 325-6731
  - Callers may go through the main court phone tree and select the appropriate number for the Resource Center or call us directly at the number above.
- General inquiries via e-mail at [resourcecenter@washoecourts.us](mailto:resourcecenter@washoecourts.us)
  - We can answer most general questions that people have, and direct people to the correct department.
- E-filing support at [eflexsupport@washoecourts.us](mailto:eflexsupport@washoecourts.us)
  - Through the eFlex support e-mail we provide filers with the creation of new accounts, support with existing accounts, and general help navigating the world of electronic filing.
- Zoom trainings
  - We continue to offer eFlex trainings every Tuesday morning in which we cover the basics of setting up and navigating their account, how to e-file for the first time, and then answer any other questions that arise. We have an average of 4-5 people signing up for help every week.

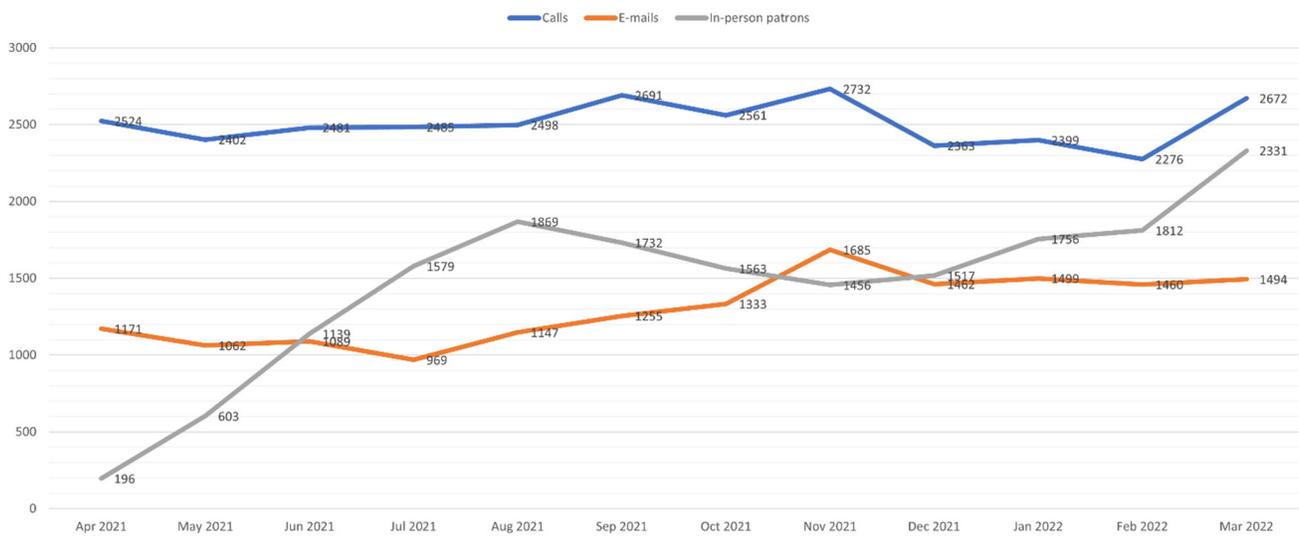
**Statistics**

The total number of patrons accessing our services finally leveled going into our usual slow season at the end of the year. In this year’s first quarter we had a total of 7,347 phone calls, 4,453 e-mails, and 5,899 in-person patrons. Over the last 12 months we had 27,560 phone calls, 14,455 e-mails, and a return to pre-pandemic numbers of 17,357 in-person patrons.

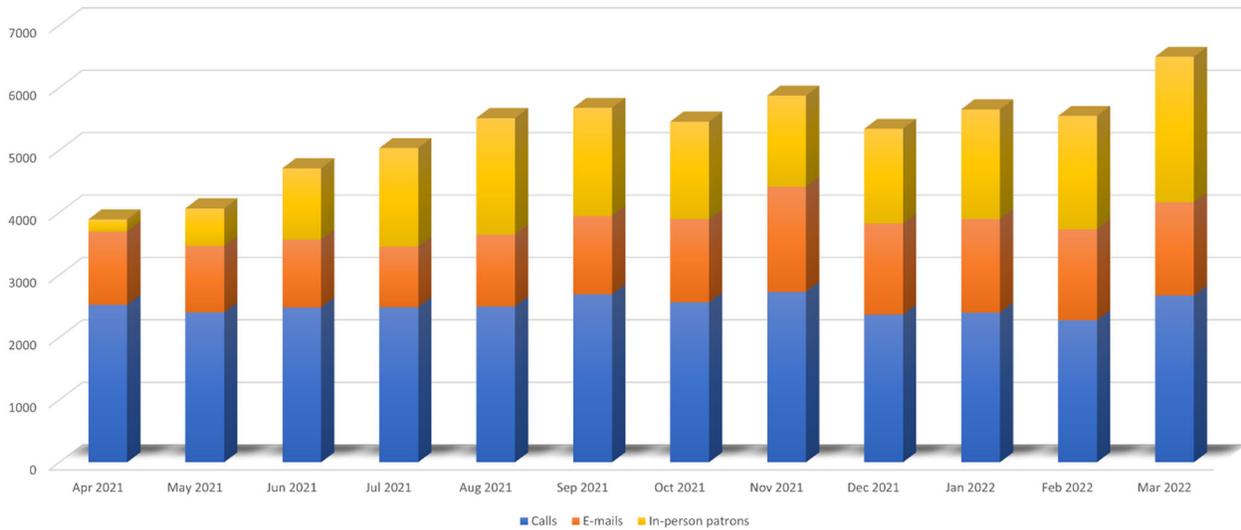


# Second Judicial District Court State of Nevada Washoe County

### Total patrons by service type - Apr 2021 to Mar 2022



### Total patrons - All services - Apr 2021 to Mar 2022





Second Judicial District Court  
State of Nevada  
Washoe County

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### **Washoe County Law Library**

*Second Judicial District Court*

*75 Court Street, Room 101*

*Reno, NV 89501*

*(775) 328-3250*

*[LawLibrary@washoecourts.us](mailto:LawLibrary@washoecourts.us)*

*[www.washoecourts.com/LawLibrary](http://www.washoecourts.com/LawLibrary)*

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The Washoe County Law Library, located inside the Second Judicial District Court, is open to the public. Our hours of operation are: Monday and Thursday 8:00 to 5:00, Tuesday and Wednesday 10:00 to 7:00, and Friday 8:00-12:00. Staff is available to assist walk-in patrons, as well as help patrons by phone, email, and via live chat.

#### **Summary of services**

- Special Events
  - Law Day Events with the Northern Nevada Women Lawyers Association: May 2-5, 2022
    - It was our 7th year partnering with Northern Nevada Women Lawyers Association to hold large-scale special Lawyer in the Library programs in honor of Law Day. This year, we decided to offer more options to the public than in past years. In addition to our regular Lawyer in the Library programs of Family Law, Probate Law, and General Law, we also offered additional evenings devoted to Landlord/Tenant Law and Sealing Criminal Records.
    - On top of that, we decided to also experiment with offering drop-in assistance during the lunch hours, in hopes of capturing those patrons in need of legal assistance that just happen to walk through our doors at the right time.
    - All the events' slots filled, some even had wait lists. It ended up being a very successful week of programs! In total, **101** members of our community were helped.
  - Washoe County Sheriff's Office Community Resource Fair: Saturday, May 21, 2022
    - The Sheriff's Office had been putting on this program prior to Covid, and this was their first in person offering since 2019. We were excited to resume participation in this great program for the community with over 40 other local agencies. The event includes resources, raffles, music, activities for kids, and more all in an effort to help people in our community connect with essential services necessary to be successful
    - We had a table with 2 staff members handing out information and answering questions. Our team spoke to **108** people in a 3-hour time frame.
- Lawyer in the Library
  - The Lawyer in the Library program is by far one of our most in-demand services. We continue to offer this vital program utilizing a "virtual" format, using the Zoom platform.
  - We offer the Family Law program every Tuesday, General Law every Wednesday, and Probate Law on the 1<sup>st</sup> and 3<sup>rd</sup> Wednesdays of the month.



Second Judicial District Court  
State of Nevada  
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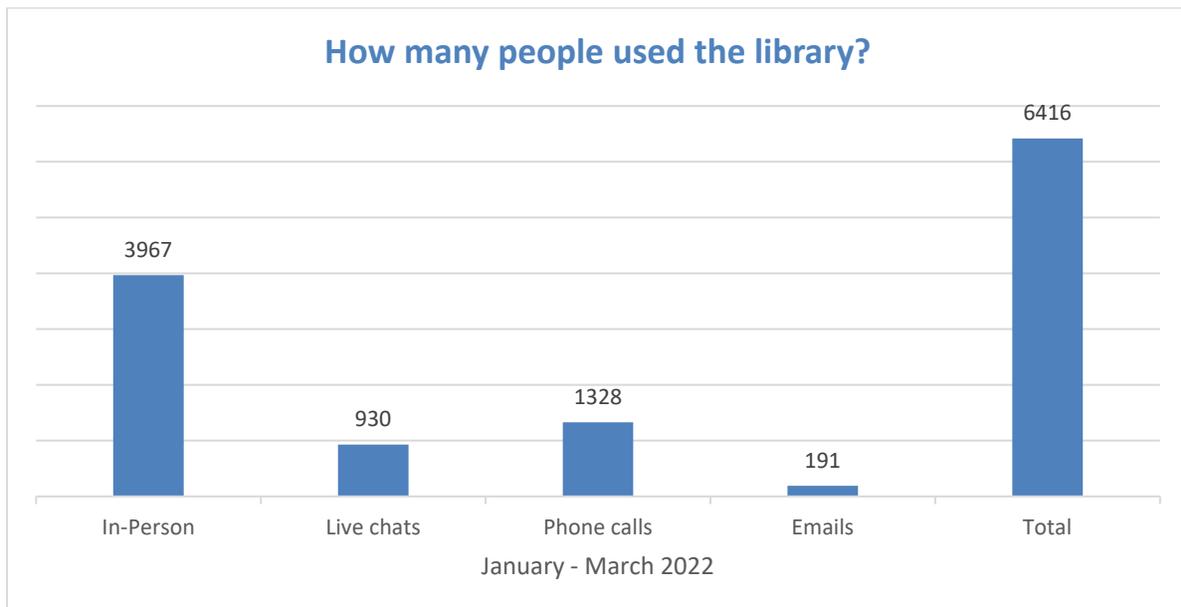
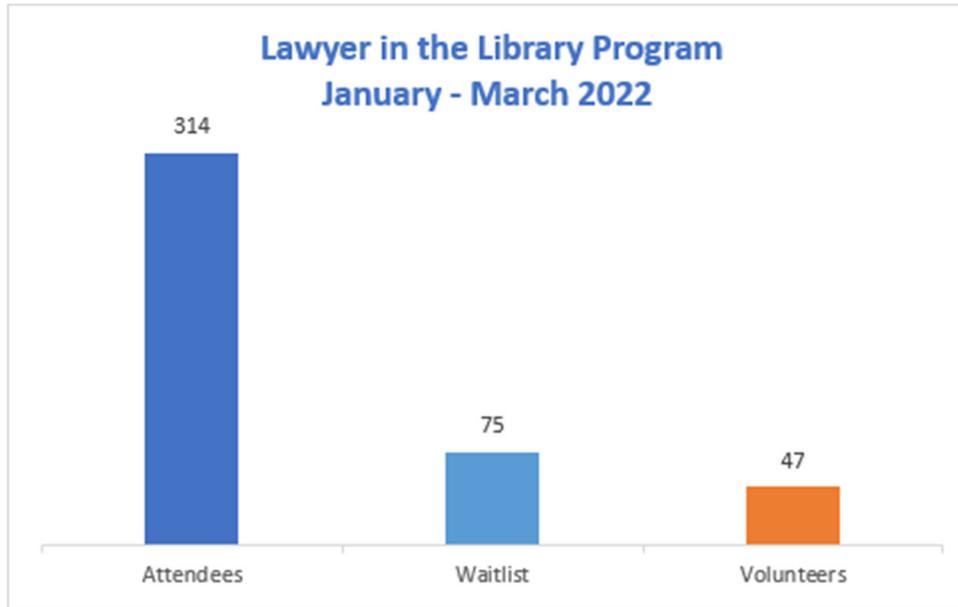
- Those wishing to attend can sign-up for the program on our website, one week prior to the event.
- If attendees do not have Zoom capability, they can either dial in to the meeting with a phone or come into the Law Library and utilize a computer dedicated for Zoom meeting usage.
- We employ an online calendaring system that is very user-friendly for the public to register for the program.
- Digital Legal Research Resources
  - Lexis Digital Library
    - The Lexis Digital Library gives patrons remote 24-hours-a-day, 7-days-a-week access to eBook versions of all the current Lexis and Matthew Bender titles we have in print on the Law Library shelves as well as some Nevada Bar publications.
    - Access is free and available to any patron that requests it.
  - Westlaw access
    - The public can access the Law Library's Westlaw subscription from inside the library on one of three computer terminals.
  - HeinOnline
    - Thanks to funding from Washoe County Bar Association, we were able to subscribe to HeinOnline beginning January 2022.
    - With 30 research databases, this premier research platform contains the full text of more than 3,000 scholarly journals, access to U.S. federal and state case law, thousands of classic international documents, and a wealth of government publications.
    - This database can only be utilized onsite, in the Law Library, but if provided a citation, staff is able to retrieve articles and email them to requesters.
  - Other online resources
    - We offer other online resources that patrons can use to perform research at the Law Library or remotely from home.
      - Gale Legal Forms is a forms database in which patrons can use to find legal forms templates and samples.
      - EBSCO Host has over 80 full text legal publications and reference books written in plain English and targeted towards self-represented litigants.
      - We have created several instructional videos to assist patrons with how to electronically file with our Court.
      - There are several other useful resources on our website.
- Packets & Forms
  - The Law Library creates and maintains the forms & packets approved for use by self-represented litigants in the Second Judicial District Court.
  - Court packets and forms are currently provided at no cost to the public and are available both on the court website and at the Law Library & Resource Center.
  - We have recently added several new packets that are now available for the public to use.



Second Judicial District Court  
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- Zoom space & assistance
  - With the transition of hearings, programs, mediation, and other court-related meetings from in-person to Zoom, the Law Library has adapted by providing public computers for Zoom use in a private space, as well as assisting the public in the use of Zoom.

**Quarterly Statistics**





## ACCESS TO JUSTICE COMMISSION

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### Triannual Nevada Legal Aid Provider/Pre-ATJC Meeting - Highlights Wednesday, April 4, 2022

#### **Attendees Present**

Barbara Buckley  
Deonne Contine  
Diane Fearon  
Rhea Gertken  
Victoria Mendoza  
Christine Miller  
Susan Myers  
Jon Norman  
Peter Wetherall

#### **ATJC Staff Present**

Brad Lewis

This was a regularly scheduled triannual provider call. We began the call introducing the recently hired Neighborhood Legal Access Program program manager hired by Nevada Legal Services to fulfill the NV DHHS ADSD legal kiosks in libraries grant. NLS is the lead on this grant and we thank them for making it possible.

Highlights from the project narrative were reviewed and all providers had the opportunity to share further details and insights related to the project from their perspectives. It was agreed that key initial outreach include both the library association as well as library districts. Deonne Contine and Christine Miller shared that they can connect Susan with their contacts. Susan also indicated her outreach would include all of the organizations writing letters in support of the grant. It was agreed each provider would put Susan in contact with their lead project contact. Susan can now be reached at her NLS work email [smyers@nevadalegalservices.org](mailto:smyers@nevadalegalservices.org).

A variety of project details were discussed. Key points included consideration of Mesquite and Laughlin as potential pilot project areas due to high senior and low-income populations. It was also discussed libraries with innovative staff willing to take on and develop a new project was important for the success of the first phase. It was also emphasized that a consideration should be given to the willingness and infrastructure ability of at least some of the first phase libraries to be able to accommodate Zoom hearings as a part of the pilot. Finally, it was emphasized that program marketing will be critical to success.

Barbara Buckley shared that Michael “Bo” Anderson was hired as the directing attorney of the Civil Law Self Help Center. He has 20 years of varied legal experience.

The meeting then turned to the regular call agenda.

#### **Eviction Update**

Evictions continue to be an issue near the top of legal aid inquiries. Updates include:



- *Legal Aid Center of Southern Nevada* – Barbara has been working with Judge Saragosa, other Clark County judges and others on a pilot eviction diversion program. LVJC received a nearly \$1 million grant to pilot a program which triggers diversion at the 7-day notice. Clark County social services, rental assistance, and other resources will be available to help keep tenants housed while getting landlords paid. A meeting with the interim judiciary committee happens on May 13. The plan is to dovetail eviction legislative improvements with eviction diversion. The Realtors and apartment association will be involved. The opportunity is to have the landlords file first, followed by the tenant response. Legislative initiatives will be staffed by Jonathan Norman, statewide advocacy, outreach and policy director, Nevada Coalition of Legal Service Providers.
- *Washoe Legal Services* – Deonne shared evictions continue steady at a higher pace than normal. Washoe County rental assistance is exhausted. She reported that WLS will contract with the Reno Justice Court on a self-help center.
- *Southern Nevada Senior Law Program* – Diane Fearon reported that rental application fees are a concern and that last minute outreach to SNSLP by tenants hampers the opportunity to help.
- *Volunteer Attorneys for Rural Nevadans (VARN)* – Victoria Mendoza said VARN has seen a slow down in evictions recently. She is encouraged by the opportunity for the statute to change to landlords filing first as in other case types.

### **Unbundling**

Brad inquired if anyone had heard an update on the advancement of unbundling. Hearing none he will follow up.

### **Statewide Technology and Forms Committee**

Brad shared this group will meet the week of May 23 before the June ATJC meeting.

### **IOLTA Outreach Plan**

Brad reported that the first outreach to IOLTA banks happened last week in the north in conjunction with the WLS Child's Voice Luncheon. ATJC invited banks to attend and met separately with those unable. WLS honored Justice Hardesty for his commitment to access to justice and Justice Hardesty thanked IOLTA banks to a good reception. One of the in-person visits to Heritage Bank ended in agreement for them to pay .70%, the *IOLTA Leadership Institution* rate, higher than the minimum .65%. The meetings are valuable and were successful.

### **Pro Bono Video for SBN Meeting Promotion**

Christine Miller asked for an update and requested all providers to send their client "thanks" videos to her as soon as possible. She also asked that non-client "thanks" interview b-roll be shared for crafting the best video. Please add your video file as below:

Videos - Add the file at [www.wetransfer.com](http://www.wetransfer.com).

- In the "Email to" field, put in [jgolub@lacs.org](mailto:jgolub@lacs.org)
- Click on the link in the confirmation email sent to you

Brad noted the deadline for submission is Friday, May 20 and editing will be done the week of May 23. Please remind your pro bono teams of the deadline.



### **Legal Needs Study Update**

Brad shared that NV DHHS ASD has applied for a grant of which part may help to fund a streamlined update to the Nevada Statewide Study of Legal Needs and Economic Impacts. Post COVID is an opportune time to refresh and gain clarity on needs and any changed landscape.

### **Equal Justice Conference**

Thanks to Diane for arranging a Nevada dinner on Thursday, May 12 at 7:00 p.m. at Fhima's Minneapolis, 40 S 7th St, Minneapolis, MN 55402. A reservation for 10 is in place. Please note: this is a new location. A pro bono promotion follow up meeting will follow the EJC the week of May 23. Please seek out fresh pro bono promotion plans for discussion.

## NBA April 2022 Newsletter –

The IOLTA Report: Justice for All?

### *At-Risk Seniors Rely on Legal Aid Funded by IOLTA*

May is Older Americans Month, and this IOLTA Report focuses on the care legal aid provides for one of Nevada's most vulnerable communities. The recent *Nevada Statewide Study of Legal Needs and Economic Impacts* found that poverty among seniors in Nevada doubled after the Great Recession. That fact, coupled with the emergence of COVID-19, has had a continuing impact on seniors' health and finances.

Fortunately, all Nevada legal aid providers offer services to at-risk seniors. Here's a story from the Southern Nevada Senior Law Program outlining challenges faced and value of service that makes a real difference in the lives of seniors. This is a success story not so much in what services were rendered, but in the background and impact upon a client.

*Valentina was a client of Southern Nevada Senior Law Program, which helped her prepare her standard estate planning documents a few years back. She returned because adjustments and updates needed to be made to these core documents. Valentina was born in March 1945, but the date is not significant unless you connect it to where she was born.*

*Valentina was born in the Auschwitz concentration camp in the weeks just prior to the liberation of the camps and the end of World War II. Her life in recent years has been very difficult, with significant financial struggles, including one period when she was homeless, difficulties with her grown children, and currently, very serious health problems. She stated that she returned to the Senior Law Program to redo her documents because she felt this was a safe, comfortable place that she trusted, and she knew she would be treated with patience and dignity, regardless of her precarious circumstances.*

*It was the Senior Law Program's privilege to provide needed legal services with compassion and care that had significant personal importance and offered peace of mind to Valentina.*

Of note, a significant cost savings comes from the preparation of estate planning documents, even for poor seniors. For example, advance directives avoid unwanted medical treatments and save \$18 million annually in Nevada. In fact, the return on investment of legal aid is high. For every \$1 spent on legal aid in Nevada, \$7 are returned to the economy.

IOLTA (Interest on Lawyer Trust Accounts) is a critical component of how legal aid is funded in Nevada. After court filing fees and federal and state grants, IOLTA represents the next-largest pool of funds that helps deliver legal services to low-income Nevadans. All Nevada IOLTA-participating financial institutions help support legal aid services for seniors throughout Nevada. We appreciate your support and engagement with the legal community. Thank you.

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## NBA May 2022 Newsletter –

The IOLTA Report: Justice for *All*?

### *Wheels on the Justice Bus to Go Round and Round Rural Nevada*

Rural America – and rural Nevada – face continuing challenges including access to healthcare, banking, broadband and professional services including legal expertise. Some Nevada counties have very few lawyers. Some Nevadans are hours away from access to legal help. These challenges are exacerbated by lack of transportation, or in the case of seniors, inability to travel.

The expertise of lawyers, like the expertise of bankers, is difficult to replace. When local bankers and attorneys are part of the community, they work with communities to avoid problems. But the reality is that there is not a bank in every community, just as there is not an attorney in every community, so new innovations are needed to serve rural communities.

In rural communities, access to credit is essential for economic growth, just as access to legal help is critical to living one's best life. One proactive way to bridge the geographic services divide is to offer customized solutions.

The banking industry has increased essential targeted resources in rural communities. Banks have committed to investing in technology including electronic payments, automated teller machines, mobile banking, and more.

Access to a lawyer trends with access to banks. Rural counties most effected by resource removal typically have higher poverty rates, lower median incomes, and a higher percent of the population with less than a high school education.

An innovative new way Volunteer Attorneys for Rural Nevadans (VARN) will help address legal needs is through a "justice bus". Justice buses are mobile legal aid offices that can travel throughout rural areas. VARN was awarded the justice bus grant from the Nevada Department of Human Services, Aging and Disability Services Division. The lawyers, funded by IOLTA (Interest on Lawyer Trust Accounts), deliver legal advice as the justice bus travels to areas of need. The population most challenged with all types of mobility is the senior population. The justice bus will offer a local, accessible service in communities with few resources.

Delivering legal services to those who otherwise cannot afford it in all corners of our state is an important goal of access to justice in Nevada. Thanks to IOLTA and other funding sources, legal aid can help win hard-earned benefits for veterans, protect against consumer fraud, and rescue children from violence. The Nevada Supreme Court Access to Justice Commission thanks IOLTA financial institutions for being an instrumental partner in delivering legal solutions to all Nevada communities.

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*Leading Nevada financial institutions pay favorable rates on Interest on Lawyer Trust Accounts (IOLTA) that, along with court filing fees, grants, and other funding, help deliver access to justice for all Nevadans, regardless of wealth, status, power, or the ability to pay.*

Public Awareness 061322 –

Since the March 25, 2022 report...

**Twitter** - We increased from 213,407 to 214,443 impressions and from 10,984 to 11,249 profile visits on Twitter. We encourage you to follow us **@NevadaATJ**.