



Nevada Supreme Court Access to Justice Commission
Friday, June 29, 2012
9 am – 11:30 a.m. in the *Executive Room, Hotel Del Coronado*
Joining the State Bar of Nevada Annual Convention
1500 Orange Ave Coronado, CA 92118



To attend by conference call: **1-877-594-8353 Passcode 35688281**

To contact the hotel: (619) 435-6611

AGENDA

1. EAPB Emeritus Application: Washoe Public Defender
2. Statewide Legal Services Report
 - a. Executive Director Report
 - b. Individual Program Reports
3. Potential items for legislative session
4. Nevada Law Foundation & IOLTA
 - a. Nevada Law Foundation Report
 - b. IOLTA Compliance update
5. SCR 217 Interest Rate
 - a. Bi-annual rate review- policy
 - b. Review of current fixed rate
6. Marketing and Communications report
 - a. PR Plan
 - b. Public Speakers Bureau
7. Equal Justice Conference
8. Statewide Awards
9. Statewide Uniform Statistics Report
10. Self-Help Center Report
11. Veterans Initiative
12. Commission Calendar and upcoming events
 - a. Set small and mid-firm meeting date
 - b. Set specialty bar meeting date
 - c. Set final 2012 Commission meetings
13. Other Business and informational items
 - a. Draft Minutes 3.9.2012
 - b. NY Mandates Pro Bono for new admittees
 - c. ABA 2011 Services Delivery Year-in-Review Report



**Nevada Supreme Court Access to Justice Commission
EMERITUS ATTORNEY PRO BONO PROGRAM PROVIDER
EAPB Provider Application SCR 49.2**



Only bona fide 501(c)(3) legal aid services providers shall be approved by the Access to Justice Commission. 49.2§ 2.

1. Contact information. 49.2§2(a)(3)(i)

Name of Legal Services EAPB applicant: Washoe County Public Defenders Office

Organization contact (Print): Jeremy Bosler

Title: Public Defender

Street: 350 South Center Street, 5th Floor

City: Reno State: Nevada Zip: 89520

Phone Number: 775-337-4823 Fax Number: 775-337-4856

Email: jbosler@washoecounty.us Website: www.washoecounty.us/defender

2. Professional Liability Insurance. 49.2§2(a)(3)(ii)

- Do not maintain professional liability insurance
- Maintain professional liability insurance as follows:

Name of carrier: _____

Street _____ City _____ State _____ Zip _____

3. Explanation of Program. Attach all pertinent documentation about applicant program, to include bylaws, mission statements, board members, and financial statements for the past three years. Include the proposed plan for use of volunteers under the EAPB program, including scope of duties, training and supervision, and plans for solicitation of volunteers. See attached

4. Applicant signature

By signing below, designee of applicant verifies that applicant will adhere to all requirements of EAPB providers as set forth in SCR 49.2.

Submitted by: [Signature] Dated 6/24/12

5. RETURN ORIGINAL TO:

State Bar of Nevada, Attn: Kristina Marzec, Director, ATJC, 600 E. Charleston Blvd. Las Vegas, NV 89104
Or email Kristinam@nvbar.org 702.317.1404

Staff only:

Received by ATJC Director: _____ Dated: _____

Approved Reject by Commission on _____ (Attach back-up) 1.18.2012

Bosler, Jeremy

From: adelman@law.ucla.edu
Sent: Wednesday, June 06, 2012 4:47 PM
To: Bosler, Jeremy
Cc: eisenbrei@law.ucla.edu
Subject: UCLA School of Law New Graduate Opportunity Program

Dear colleagues:

I am writing to you regarding the UCLA School of Law New Graduate Opportunity Program ("NGOP"). I wanted to thank those of you who have taken volunteers in the past and to inquire whether your organization might have a need for one or more 2012 graduates from UCLA. They will be available to volunteer in early August following the July Bar Exam.

The NGOP provides funding on a limited basis for recent graduates from the class of 2012 to volunteer with a public interest organization or government agency. The stipend covers 20 hours of work per week for a 10 week period but there is some flexibility and the exact timing will be left up to the graduate and the supervising lawyer. Accordingly, in advance of the anticipated timeframe when graduates will begin, our Office of Career Services is developing a comprehensive list of organizations that would be receptive to having volunteers.

If your organization would be interested in participating, please contact Sabrina Eisenbrei, the Alumni Career Counselor, at eisenbrei@law.ucla.edu (copied above). Please indicate your organization name, the point person at the organization, how you would like to receive applications from candidates, what materials they will need to submit, and approximately how many recent graduate volunteers your entity might consider. We will do our best to accommodate all requests to participate in this program, but we cannot guarantee that every entity will receive a volunteer graduate to assist them.

If you have any questions or concerns, feel free to follow up with Sabrina directly at (310) 206-1117 or eisenbrei@law.ucla.edu.

As always, we look forward to working with you and we hope that this program may be beneficial to your organization as well as to our graduates.

Many thanks,

Rochelle Adelman

Emeritus Pro Bono Program Application
Washoe County Public Defender's Office

The Washoe County Public Defender's Office is a government, non-profit, agency providing professional defense services for thousands of indigent persons each year. The office provides representation in criminal matters, juvenile delinquency matters, civil family court proceedings under NRS 432B, civil commitment proceedings, parole revocation proceedings, specialty court proceedings, and in appellate practice.

The Public Defender's Office currently participates in an internship program with the University of Nevada, Reno School of Social Work and provides training and practicum work experience for college students. In fact, during the last year, the Public Defender's Office recorded over 4,000 hours of volunteer service, almost exclusively support staff hours. The need to develop a program for increasing attorney volunteer opportunities is needed.

This office subscribes to the *American Bar Association 10 Principles for an Public Defense Delivery System* (2002), specific for this request is *Principle 6*: "Where the caseload is sufficiently high, the public defense delivery system consists of both a defender office and the active participation of the private bar." The "sufficiently high" workload has been documented recently by The Spangenberg Group.

In an effort to increase the private bar's participation in indigent defense, and at the same time, educate the private bar to varied issues involved in public defense delivery, the Public Defender's Office has developed a training (CLE) program open to the private bar at no charge. The application for Emeritus Pro Bono status is consistent with other volunteer opportunities utilized to manage our professional responsibilities and is consistent with the mission of this office

The Nevada Supreme Court has promulgated several rules to aid in the delivery of services to indigent persons and in certain geographic areas: rules for limited practice for deputy district attorneys and public defenders in rural counties (49.4, 49.9); limited practice for attorneys employed in government or as in-house counsel (49.10); limited practice for deputy attorneys general (49.8). There is also a continuing need for professional legal representation in urban government offices; a need that is similar to the limited practice rules currently recognized certain legal aid providers under 49.2.

If this office was designated as an EAPB provider, each attorney would be required to complete a training program consistent with the training offered to employee attorneys. In order to manage professional responsibility under the Nevada Supreme Court Rules and under existing constitutional law *Strickland v. Washington*, 466 U.S. 668 (1984), the supervision of EAPB attorneys would be consistent to the supervision given to law school interns, and any pleadings would necessarily be undersigned by a public defender attorney. Any court appearance would also require direct supervision of a public defender attorney.

The proposed EAPB program is not intended to compete with volunteer opportunities in local legal aid programs. In fact, a public defense EAPB program is intended to operate in cooperation with civil legal aid, helping to introduce attorneys to legal aid needs while providing important criminal, juvenile, family court consequence training for volunteers. The EAPB program likewise, is intended to be a short term placement, less than 12 months, and not designed to supplant professional staff. The goal is to give attorneys licensed in other jurisdiction an opportunity to learn about indigent defense delivery, refer them to opportunities in other civil legal aid, and increase the private bar (and public) appreciation for indigent defense.

I have also attached a recent request by the UCLA School of Law regarding placement of graduates in public interest opportunities. Our interest, as indicated above, is providing the highest level of training and experience to graduates and attorneys admitted in other jurisdictions. While we can give this population research and writing projects, our ability to train them as advocates –with supervised court appearances- would require the recognition that the work of a public defender office, like certain legal aid organizations, justifies our inclusion as a recognized EAPB provider.

Memorandum

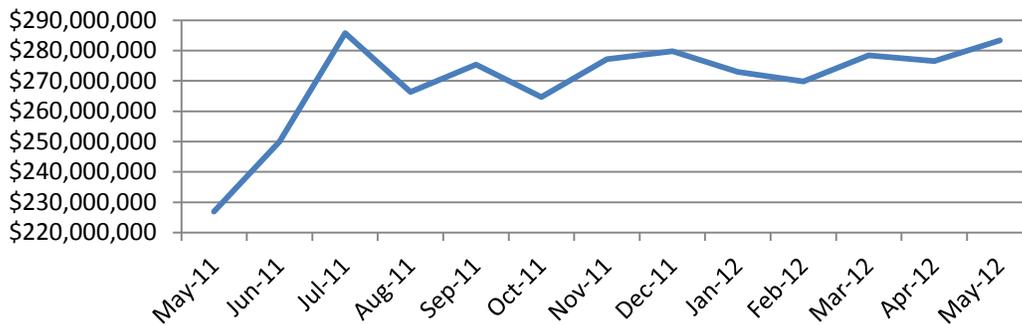
To: Access to Justice Commission and State Bar of Nevada
From: Nevada Law Foundation
Date: June 27, 2012

Re: UPDATE on Issues Related to Supreme Court Rule 217

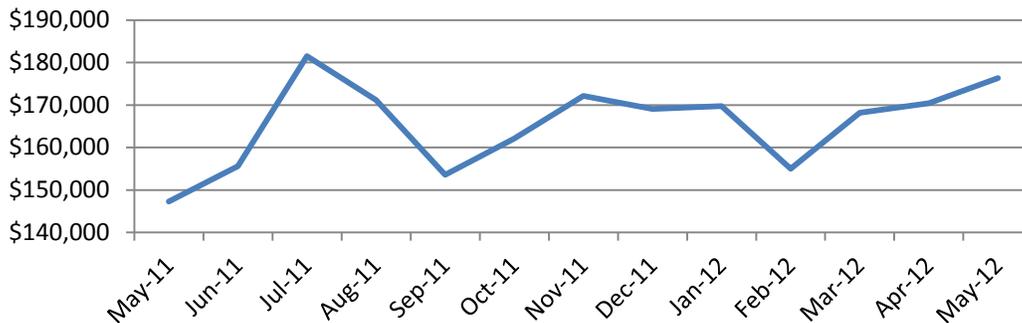
I. May IOLTA at-a-glance

	2012	2011
Total number of IOLTAs	2,796	2,507
Average amount on deposit ¹	\$283,308,352	\$226,969,228
Total reported interest accrued ²	\$176,315	\$147,272
Year-to-date remittance	\$839,603	\$716,604

Average Amount On Deposit



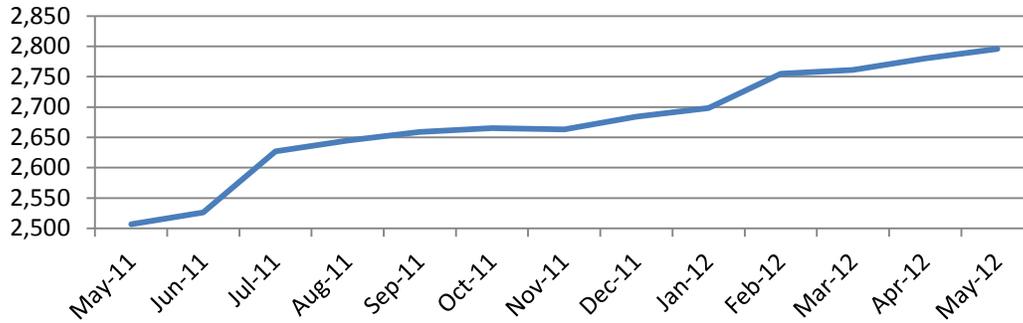
IOLTA Revenue



¹ Monthly revenue should not be used to project income, as IOLTA revenue has the ability to significantly fluctuate from month-to-month.

² Formula: average amount on deposit * .0075 * number of days in month / 365 = remittance

IOLTA Accounts



II. Financial institutions meeting requirements set forth in Rule 217

A. Financial Institutions with *greater than 25* IOLTAs

Financial Institution	Accounts	Interest rate	Average amount on deposit	IOLTA remittance
Bank of America	549	0.750	\$34,173,846.75	\$21,755.28
Bank of George	27	0.750	\$4,850,649.48	\$3,090.61
Bank of Nevada	313	0.750	\$56,416,669.97	\$35,913.86
Bank of the West	45	1.110	\$4,841,363.98	\$4,270.58
Citibank	51	0.750	\$2,932,988.58	\$1,653.01
City National Bank	90	0.750	\$23,515,947.00	\$14,979.37
First Independent Bank of Nevada	32	0.750	\$9,195,432.92	\$5,856.74
Heritage Bank	31	0.750	\$4,137,778.65	\$2,620.36
Mutual of Omaha Bank ³	26	0.350	\$2,859,955.00	\$1,777.87
Nevada State Bank	434	0.750	\$39,617,327.60	\$24,387.03
U.S. Bank	253	0.750	\$16,724,857.34	\$9,297.11
Wells Fargo	810	0.750	\$62,887,631.75	\$35,298.93
TOTAL	2661		\$262,154,449.02	\$160,900.75

³ NLF has called Mutual of Omaha to inquire why the interest rate was dropped.

B. Financial institutions with fewer than 25 IOLTAs⁴

Financial Institution	Accounts	Interest rate	Average amount on deposit	IOLTA remittance
Financial Horizons Credit Union ⁵	1	0.200		
First Savings Bank	2	0.750		
First Security Bank of Nevada	10	0.750		
M & I Bank	3	0.750		
Meadows Bank	13	0.750		
Nevada Bank & Trust	3	1.250		
Northern Trust Bank, FSB	3	0.750		
Plaza Bank	4	0.750		
Royal Business Bank	2	0.750		
Service First Bank of Nevada	19	0.750		
Silver State Schools Credit Union	5	1.250		
Town and Country Bank	1	0.750		
Umpqua Bank	7	0.750		
Valley Bank of Nevada	7	0.750		
TOTAL	80		\$20,710,789.84	\$15,358.02

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

A. JP Morgan Chase Bank

- Number of accounts: 55
- Interest rate: .08
- Average amount on deposit: \$443,113
- IOLTA remittance: \$56.31

⁴ NLF does not report IOLTA remittance or average amount on deposit for financial institutions with fewer than twenty-five IOLTAs to maintain attorney-client and financial institution-attorney confidentiality.

⁵ Member or member's law firm does not maintain an office within twenty miles of a financial institution meeting Rule 217 requirements.

Memorandum

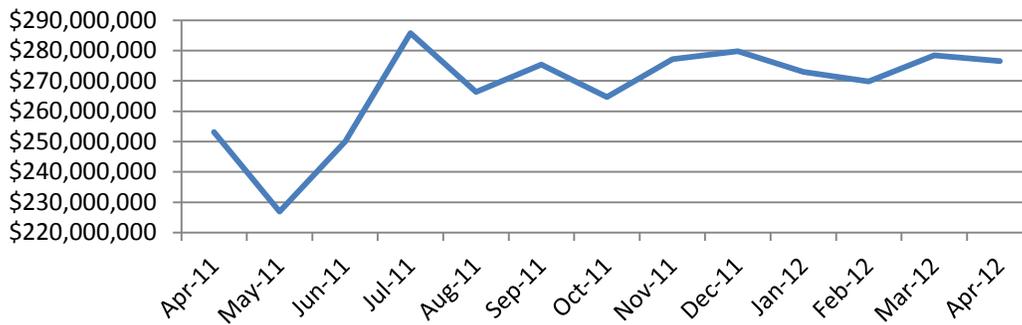
To: Access to Justice Commission and State Bar of Nevada
From: Nevada Law Foundation
Date: May 30, 2012

Re: UPDATE on Issues Related to Supreme Court Rule 217

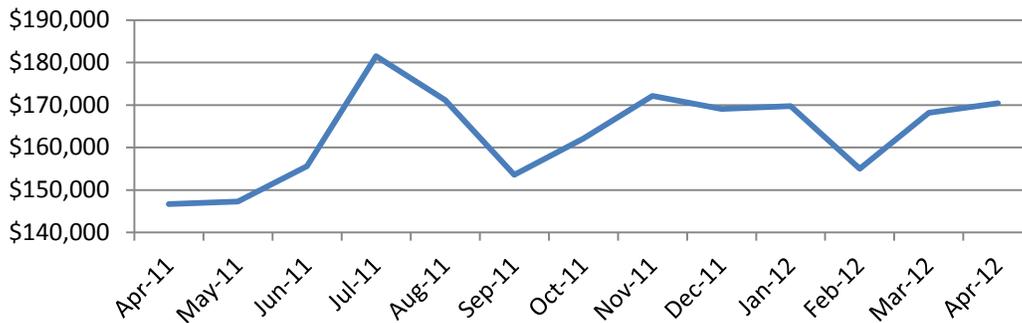
I. April IOLTA at-a-glance

	2012	2011
Total number of IOLTAs ¹	2,780	2,570
Average amount on deposit ²	\$276,532,570	\$253,177,828
Total reported interest accrued ³	\$170,381	\$146,684
Year-to-date remittance	\$663,288	\$569,332

Average Amount On Deposit



IOLTA Revenue

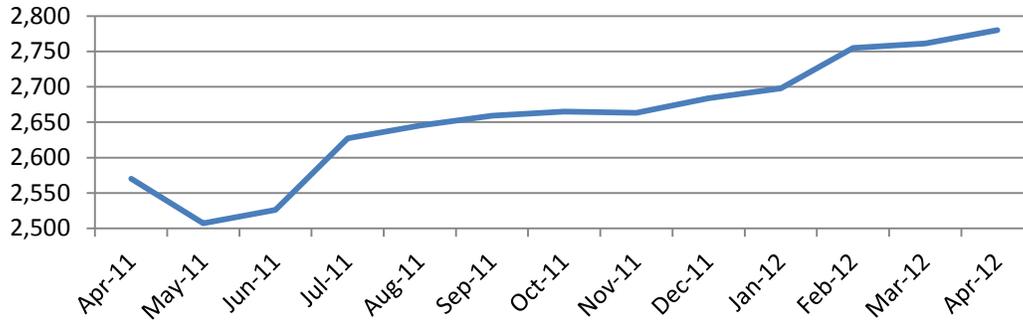


¹ Number of IOLTAs reported by financial institutions meeting the requirements set forth in Rule 217.

² Monthly revenue should not be used to project income, as IOLTA revenue has the ability to significantly fluctuate from month-to-month.

³ Formula: average amount on deposit * .0075 * number of days in month / 365 = remittance

IOLTA Accounts



II. Financial institutions meeting requirements set forth in Rule 217

A. Financial Institutions with *greater than 25* IOLTAs

Financial Institution	Accounts	Interest rate	Average amount on deposit	IOLTA remittance
Bank of America	549	0.750	\$34,820,570.62	\$21,456.21
Bank of George	27	0.750	\$5,432,446.11	\$3,346.84
Bank of Nevada	309	0.750	\$54,772,762.22	\$34,834.38
Bank of the West	45	1.100	\$5,342,317.66	\$4,390.24
Citibank	52	0.750	\$2,739,556.86	\$1,527.61
City National Bank	91	0.750	\$23,537,247.00	\$14,993.38
First Independent Bank of Nevada	31	0.750	\$7,329,208.45	\$6,005.33
Heritage Bank	32	0.750	\$4,332,177.28	\$2,734.38
Mutual of Omaha Bank	26	0.750	\$3,183,216.00	\$1,962.47
Nevada State Bank	431	0.750	\$38,274,121.03	\$23,889.83
U.S. Bank	249	0.750	\$14,239,729.31	\$7,866.35
Wells Fargo	806	0.750	\$61,566,801.10	\$33,619.18
TOTAL	2648		\$255,570,153.60	\$156,662.20

B. Financial institutions with fewer than 25 IOLTAs⁴

Financial Institution	Accounts	Interest rate	Average amount on deposit	IOLTA remittance
Financial Horizons Credit Union ⁵	1	0.300		
First Savings Bank	2	0.750		
First Security Bank of Nevada	10	0.750		
M & I Bank	3	0.750		
Meadows Bank	12	0.750		
Nevada Bank & Trust	3	1.250		
Northern Trust Bank, FSB	3	0.750		
Plaza Bank	4	0.750		
Royal Business Bank	2	0.750		
Service First Bank of Nevada	18	0.750		
Silver State Schools Credit Union	5	1.250		
Umpqua Bank	7	0.750		
Town and Country Bank	1	0.750		
Valley Bank of Nevada	6	0.750		
TOTAL	77		\$20,447,254.43	\$13,689.80

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

A. JP Morgan Chase Bank

- Number of accounts: 55
- Interest rate: .15
- Average amount on deposit: \$515,162
- IOLTA remittance: \$65.44
- Update: Twenty IOLTAs at JP Morgan Chase Bank hold a zero balance and sixteen IOLTAs hold balances less than \$500.

⁴ NLF does not report IOLTA remittance or average amount on deposit for financial institutions with fewer than twenty-five IOLTAs to maintain attorney-client and financial institution-attorney confidentiality.

⁵ Member or member's law firm does not maintain an office within twenty miles of a financial institution meeting Rule 217 requirements.

Memorandum

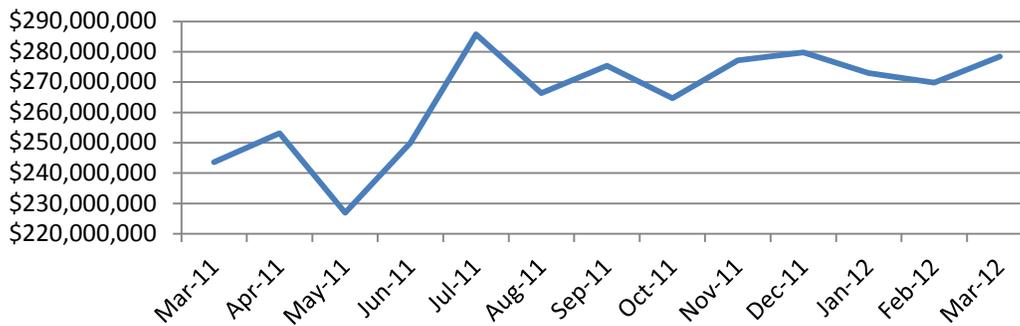
To: Access to Justice Commission and State Bar of Nevada
From: Nevada Law Foundation
Date: April 30, 2012

Re: UPDATE on Issues Related to Supreme Court Rule 217

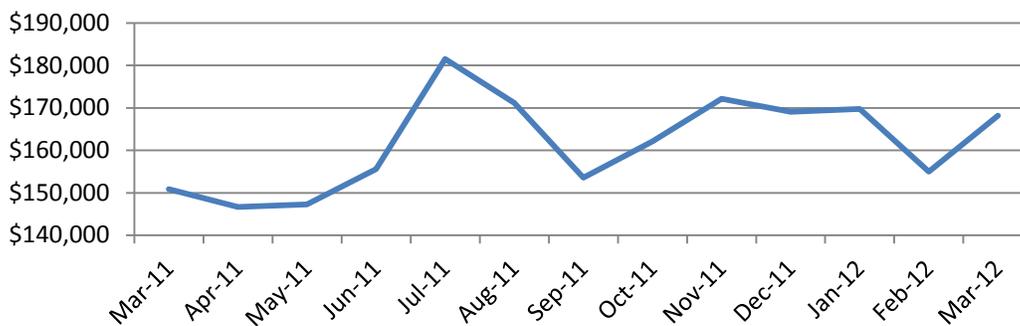
I. March IOLTA at-a-glance

Total number of IOLTAs ¹	2,761
Average amount on deposit ²	\$278,393,905
Total reported interest accrued ³	\$168,141
Year-to-date remittance	\$492,907

Average Amount On Deposit



IOLTA Revenue

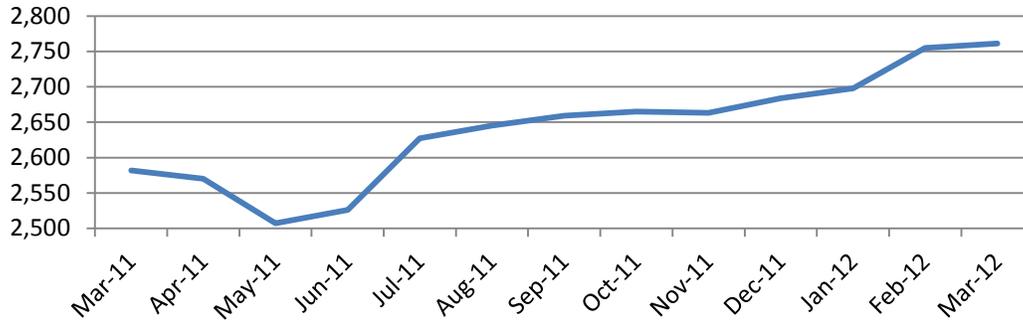


¹ Number of IOLTAs reported by financial institutions meeting the requirements set forth in Rule 217.

² Monthly revenue should not be used to project income, as IOLTA revenue has the ability to significantly fluctuate from month-to-month.

³ Formula: average amount on deposit * .0075 * number of days in month / 365 = remittance

IOLTA Accounts



II. Financial institutions meeting requirements set forth in Rule 217

A. Financial Institutions with *greater than* 25 IOLTAs

Financial Institution	Accounts	Interest rate	Average amount on deposit	IOLTA remittance
Bank of America	549	0.750	\$32,845,329.62	\$20,918.68
Bank of George	29	0.750	\$5,694,500.55	\$3,623.08
Bank of Nevada	304	0.750	\$57,113,320.70	\$34,516.84
Bank of the West	46	1.110	\$5,190,980.25	\$4,377.73
Citibank	51	0.750	\$3,587,513.70	\$2,133.14
City National Bank	90	0.750	\$19,497,605.00	\$12,019.55
First Independent Bank of NV	30	0.750	\$7,351,836.26	\$4,489.86
Heritage Bank	31	0.750	\$4,528,819.09	\$2,785.65
Mutual of Omaha Bank	26	0.750	\$1,572,320.00	\$1,001.90
Nevada State Bank	429	0.750	\$45,287,111.05	\$27,552.26
U.S. Bank	247	0.750	\$13,352,552.62	\$7,635.22
Wells Fargo	797	0.750	\$60,664,266.92	\$33,526.34
TOTAL	2629		\$256,686,155.76	\$154,580.25

B. Financial institutions with fewer than 25 IOLTAs⁴

Financial Institution	Accounts	Interest rate	Average amount on deposit	IOLTA remittance
Financial Horizons Credit Union ⁵	1	0.300		
First Savings Bank	2	0.750		
First Security Bank of Nevada	10	0.750		
M & I Bank	3	0.750		
Meadows Bank	12	0.750		
Nevada Bank & Trust	3	1.250		
Northern Trust Bank, FSB	3	0.750		
Plaza Bank	4	0.750		
Royal Business Bank	2	0.750		
Service First Bank of Nevada	3	0.750		
Silver State Schools Credit Union	5	1.250		
Umpqua Bank	7	0.750		
Valley Bank of Nevada	5	0.750		
TOTAL	77		\$21,131,211.35	\$13,490.24

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

A. JP Morgan Chase Bank

- Number of accounts: 55
- Interest rate: .15
- Average amount on deposit: \$576,538
- IOLTA remittance: \$70.92
- Update: Eighteen IOLTAs at JP Morgan Chase Bank hold a zero balance and eighteen accounts hold balances less than \$500.

⁴ NLF does not report IOLTA remittance or average amount on deposit for financial institutions with fewer than twenty-five IOLTAs to maintain attorney-client and financial institution-attorney confidentiality.

⁵ Member or member's law firm does not maintain an office within twenty miles of a financial institution meeting Rule 217 requirements.



**Nevada Supreme Court Access to Justice Commission
Individual Attorney Pro Bono Recognition Award-2011 Service
Nomination Form**

- **Nominee's Name:**

- **Nominee's Address:**

- **Nominee's Phone Number:**

- **Where does the nominee work? If you know, for how long ?**

- **On a separate sheet(s), tell us about the pro bono work this attorney has performed in 2011, including if you know how many approx. hours and type of work; what makes this individual's commitment to public service outstanding; and if there is someone else we may wish to contact about this individual's pro bono service?**

- **Name, address, phone number, and email of person making this nomination:**

- **Deadline for submission is August 15, 2012**
- **Award Honorees will be chosen by the Commission and honored during Pro Bono Week**
- **To be eligible, work must have been performed in the 2011 calendar year and constitute legal services for no fee to persons of limited means under RPC 6.1(a). Clinics and Ask-A-Lawyer volunteers are also eligible.**

Please submit your nomination and direct any questions to:

Access to Justice Committee/Attn: Kristina Marzec, Director
Email: kristinam@nvbar.org Phone: 702.317.1404

The Commission is seeking submissions in the following categories:

public lawyer

most cases

most hours

law firm & individual significant contribution in advancing pro bono

lifetime achievement

legal aid lawyers/programs

Tier 2 pro bono (reduced fee/law related education/civil rights)

Other- Extraordinary volunteerism in the area of civil pro bono that doesn't fit into a category above, but still fits under the guidelines of RPC 6.1

2011 UNIFORM STATEWIDE SERVICES STATISTICS
Individuals Served
(reported 2012)

Overall Program

1. Number of clients assisted without litigation:	22,960
2. Number of clients represented in litigation:	7,542
3. Number of people attending classes/clinics/AAL/hotlines:	145,152
Ask A Lawyer	2,084
Self Help Center	111,105
Classes/Clinics	21,921
Hotlines	5,137

Pro Bono Program

1. Number of clients placed with pro bono attorneys	1,079
2. Total number of clients represented by pro bono attorneys	1,956
3. Individuals helped by pro bono attorneys with AAL/hotline/ Brief consultation:	3,144
4. Total recorded pro bono hours through PAI	20,250

Note: For 2011, attorney state-wide self-reported 94,902 pro bono hours of direct services

Additional Program Information- substantive areas by percentage

Public Benefits:	13.8%
Consumer/BK:	12.8%
Estate Planning:	11.6%
Family Law:	26 %
Children:	7.8%
Housing/Foreclosure:	26.8%
Other:	1.2%

These statistics were submitted using criterion developed by Legal Aid Center of Southern Nevada; Nevada Legal Services; City of Las Vegas Senior Law Project; Washoe Legal Services; Washoe Senior Law Project, and Volunteer Attorneys for Rural Nevadans, and, compiled by the Access to Justice Commission.

Individual program reports are attached to this summary.

Please direct questions to Kristina Marzec, Director, Access to Justice Commission
Kristinam@nvbar.org * 702-317-1404 * 800-254-2797

Nevada Legal Services
2011 Calendar Year Statistics for ATJ Commission

Overall Program

1. Number of clients assisted without litigation:	<u>11,116</u>
2. Number of clients represented with litigation:	<u>3,943</u>
3. Number of individuals attending classes/clinics/AAL: (each agency break down specifics)	
Family Law Self-Help Center	65,678
Clinics, Classes, Outreach, community events, etc.	17,231
TOTAL:	<u>82,909</u>

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

Consumer	3%
Employment	2% (Does not include Unemployment Benefits)
Family	3%
Juvenile	1%
Health	1%
Housing/Foreclosure	74%
Income Maintenance	12% (Includes Unemployment Benefits)
Individual Rights	1%
Miscellaneous	3%

Pro Bono Program

1. Number of new clients placed with pro bono attorneys:	<u>154</u>
2. Total number of clients represented by pro bono attorneys:	<u>216</u>
3. Number of individuals helped by pro bono attorneys with AAL/hotline/brief consultation:	
Pro Se Clinics	<u>489</u>
4. Number of pro bono hours:	<u>178.3*</u>

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



2011 Calendar Year Statistics for ATJ Commission

Overall Program

1. Number of clients assisted without litigation:	3,212
2. Number of clients represented with litigation:	2,698
3. Number of individuals attending classes/clinics/AAL/hotlines:	57,129
AAL—1,875	
SHC—45,427	
Classes/Clinics—4,690	
Hotlines—5,137	
	TOTAL: 63,039

Program Area Percentage Breakdown (Excludes Self Help Center):

Children:	15%
Consumer:	35%
Estate Planning	1%
Family Law:	30%
Housing/Foreclosure:	11%
Public Benefits:	8%

Senior Citizens served: 9,233

Pro Bono Program

1. Number of new clients placed with pro bono attorneys:	667
2. Total number of clients represented by pro bono attorneys:	1,534
3. Number of individuals helped by pro bono attorneys with AAL/clinics/hotline/brief consultation:	2,065
4. Number of pro bono hours:	16,800

Washoe Legal Services
Stats for Access to Justice Commission
1/1/11-12/31/11

	<u>2011</u>
For Overall Program	
Number of clients assisted without litigation	2,867
Number of clients represented with litigation or administrative agency representation	568
Number of individuals attending classes/clinics/ask a lawyers/hotline	<u>3,196</u>
TOTAL	<u><u>6,631</u></u>

For Pro Bono Program	
Number of clients placed with pro bono attorneys	51
Number of clients with open pro bono cases	19
Number of individuals helped by pro bono attorneys with brief service/ask a lawyer/ hotline work or other brief consultations	340
Pro bono hours	1,210

VOLUNTEER ATTORNEYS FOR RURAL NEVADANS

2011 REPORTING STATISTICS

OVERALL PROGRAM

	Clients
1. Clients assisted without litigation	1749
2. Clients represented in litigation	113
3. People attending classes/clinics	35

PRO BONO PROGRAM

1. Client placed with pro bono attorneys	71
2. Clients represented by pro bono attorneys	67
3. Individuals helped by pro bono attorneys with Brief Consult/Lawyer in the Lobby/Legal Aid Fairs	209
4. Total recorded pro bono hours through PAI	457.17

ADDITIONAL PROGRAM INFORMATION - SUBSTANTIVE AREAS BY PERCENTAGE

Public Benefits:	0
Consumer/BK	1%
Estate Planning	1%
Family Law	95%
Children	0
Housing/Foreclosure	3%

SENIOR CITIZENS LAW PROJECT

2011 Calendar Year Statistics ATJ Commission

Overall Program

*1. Number of clients assisted without litigation:	<u>2192</u>
**2. Number of clients assisted with litigation:	<u>108</u>
3. Number of individuals attending classes/clinics	1436

Program Area Percentage Breakdown:

Estate Planning	35%
Consumer	13%
Healthcare Law	16%
Public Benefits	2%
Guardianship	27%
Housing	6%
Other	1%

TOTAL: 100%

*Fiscal year begins July 1. Under federal grant guidelines clients are only counted once during a fiscal year, regardless of how many visits they make from July 1 - June 30. Total of direct legal services provided in 2011 is 5,949.

**This category does not include any senior attending health fair or large community event, etc.

SENIOR LAW PROJECT
2011 Uniform Case Statistics Report

Overall Program

1. Number of clients assisted without litigation:	1,824
2. Number of clients represented in litigation:	112
3. Number of Individuals attending classes/clinics:	447

Pro Bono Program

1. Number of new clients placed with pro bono attorneys	136
2. Number of clients with open pro bono cases	120
3. Number of individuals helped by pro bono attorneys w/brief service	41

Additional Program Information:

Public Benefits:	5%
Consumer:	12%
Estate Planning:	40%
Family:	0
Children	0
Foreclosure/Housing	43%

Mandatory Pro Bono 2011 Responses (collected 2012)

These results are as of 5/29/2012. They have been collected from the reported mandatory documents, and compiled here. A total of 10,411 active and inactive members were mailed mandatory documents. As of this time, we do not have information on roughly 1,395 attorneys. The statistics follow:

9016 members responded to the Mandatory Report of Pro Bono form.

5645 members reported not doing pro bono as described in RPC 6.1.

5 of these members reported donating hours, anyway.

2 indicated donating hours of service, without indicating whether it was compliant or not.

3368 members reported doing pro bono as described in RPC 6.1.

Individual Groups

Legal Aid Center of Southern Nevada:	54 members donated \$110,277.2
Las Vegas Senior Law Project:	9 members donated \$4,250
Nevada Legal Services:	20 members donated \$6,415
Nevada State Bar:	355 members donated \$139,295 (actual)
Volunteer Attorneys for Rural Nevadans:	36 members donated \$14,205
Washoe County Senior Law Project:	3 members donated \$1,100
Washoe Legal Services:	14 members donated \$3,238

Services:

538 donated service to the Legal Aid Center of Southern Nevada

16 donated service to the Las Vegas Senior Law Project

121 donated service to Nevada Legal Services

45 donated service to the Volunteer Attorneys for Rural Nevadans

24 donated service to the Washoe County Senior Law Project

59 donated service to Washoe Legal Services

1906 members cited donation of service to Other Groups.

2349 members reported 94901.64 hours of donated service for no fee to low income clients.

1216 members reported 73545.1 hours of direct legal services at a substantially reduced fee.

533 members reported 21,194.06 hours of donated service to organizations addressing needs of persons of limited mean.

860 members reported 33,112.61 hours of donated service improving the law or law-related education.



ACCESS TO JUSTICE COMMISSION

Mandatory Pro Bono Reporting and Statewide Legal Services

Reporting Year 2010

DRAFT



Dated: March 9, 2012
Filed by: Kristina Marzec
Commission Director
kristinam@nvbar.org (702) 317-1404

1. Introduction

In 1996, the Nevada Supreme Court amended rule of professional conduct SCR 191 (now renumbered as RPC 6.1) to make mandatory that all lawyers report to the State Bar of Nevada, along with dues statements, whether that lawyer performed pro bono activities as described in the rule.

The purpose of mandatory reporting is, simply stated, to provide a tool to begin capturing how we are doing as a state in providing pro bono services across all resources, from the firm pro bono client to the legal aid pro bono client to activities for improving the law and the legal profession. Prior to this rule, there was no central repository for statewide pro bono statistics.

Nevada enjoys robust banking participation in the IOLTA program, a key funding source for legal aid providers. Banks and other supporters of Access to Justice initiatives should and do expect a quantifiable response to the question “what is the legal profession contributing to address this issue?” and mandatory attorney pro bono reporting is a key avenue to accountability.

Mandatory reporting forms have undergone some changes over the past five years, and state bar members have become more educated on the purpose and importance of pro bono reporting. Data relies on the good faith self-reporting of each member.

This first annual 6.1 Pro Bono Report of the Access to Justice Commission provides calendar year 2010 data, along with a year-over-year comparison and other key resources necessary to begin capturing the landscape of access to justice challenges facing our communities.

2. 2010 6.1 Attorney Pro Bono Self-Reporting.

Mandatory Pro Bono 2010 Responses (collected 2011)

These results are as of 8/11/2011 as collected from the reported mandatory documents and compiled by state bar staff. A total of 9987 active and inactive members were mailed mandatory documents.

9459 members responded to the Mandatory Report of Pro Bono form.
 5422 members reported not doing pro bono as described in RPC 6.1.
 6 of these members reported donating hours, anyway.
 33 indicated donating hours of service, without indicating whether it was compliant or not.
 2894 members reported doing pro bono as described in RPC 6.1.

2156 members reported 103474.21 hours of donated service for no fee to low income clients.

754 members reported 37126.84 hours of donated service to organizations addressing needs of persons of limited means.

904 members reported 33958.59 hours of donated service improving the law

Individual Groups

Legal Aid Center of Southern Nevada:	64 members donated \$268,370
Las Vegas Senior Law Project:	1 member donated \$500
Nevada Legal Services:	23 members donated \$32,320
Dues Check off:	350 members donated \$154,122 (actual)
Volunteer Attorneys for Rural Nevadans:	21 members donated \$8,477
Washoe County Senior Law Project:	14 members donated \$23,431
Washoe Legal Services:	30 members donated \$31868

Services:

423 donated service to the Legal Aid Center of Southern Nevada
 16 donated service to the Las Vegas Senior Law Project
 120 donated service to Nevada Legal Services
 59 donated service to the Volunteer Attorneys for Rural Nevadans
 30 donated service to the Washoe Country Senior Law Project
 63 donated service to Washoe Legal Services
 1677 members cited donation of service to Other Groups.

3. Legal Aid Uniform Statistics 2010

Overall Program

1. Number of clients assisted without litigation:	11,546
2. Number of clients represented in litigation:	5,665
3. Number of people attending classes/clinics/AAL/hotlines:	48,724
Ask A Lawyer	2,050
Self Help Center	102,239
Classes/Clinics	31,720
Hotlines	6,457

Pro Bono Program

1. Number of clients placed with pro bono attorneys	952
2. Total number of clients represented by pro bono attorneys	1,748
3. Individuals helped by pro bono attorneys with AAL/hotline/ Brief consultation:	3,274
4. Total recorded pro bono hours through PAI	18,165

Additional Program Information- substantive areas by percentage

Public Benefits:	5%
Consumer/BK:	8.5%
Estate Planning:	10%
Family Law:	21%
Children:	3%
Housing/Foreclosure:	25%
Other:	27.5%

These statistics were submitted using criterion developed by Legal Aid Center of Southern Nevada; Nevada Legal Services; City of Las Vegas Senior Law Project; Washoe Legal Services; Washoe Senior Law Project, and Volunteer Attorneys for Rural Nevadans as follows:

For each calendar year*, programs shall report:

For overall program:

1. Number of clients** assisted without litigation (counsel and advice, brief service, and extended service***). Does not include folks turned away, referred, or not helped).
2. Number of clients represented with litigation or administrative agency representation
3. Number of individuals attending classes/clinics/ask-a-lawyers

For pro bono programs:

1. Number of new clients placed with pro bono attorneys
2. Number of clients with open pro bono cases
3. Number of individuals helped by pro bono attorneys with brief service/ask-a-lawyer/hotline work or other brief consultations.

*Programs shall compile the statistics in January of each year for the previous calendar year.

**Clients are defined as individuals with whom the program has an attorney-client relationship.

***Clients are counted once, even though multiple services may be performed for a client such as writing letters to creditors, assisting with a foreclosure, and calling a landlord.

*** Many programs use these categories. Counsel and advice usually consists of a 10-30 minute consultation, brief service consists of letter writing on the client's behalf, and extended service may be demand letters and negotiation or a loan modification.

4. Trending.

Overall, the amount of lawyers reporting that they do pro bono work "yes" vs. "no" has remained fairly consistent, averaging about 35% of active lawyers claiming that they did do pro bono the previous year.

However, that number is disturbingly low. Nevada has a liberal aspirational pro bono rule comparative to other mandatory reporting states, allowing lawyers to claim law related activities, activities for improving the law, and services to organizations that provide pro bono in addition to traditional direct

case placements for no fee and reduced fees. When you consider, for example, that in 2010, of the 2,894 lawyers who reported “yes” to doing pro bono, 904 claimed “activities for improving the law,” equating to 31% of the total member population do pro bono in all categories (see fig. 4), there are very few members shouldering direct legal representation in climate where less than two of every ten people who qualify for legal aid are able to be helped due to lack of resources. 2012 Census numbers place approximately 41% of Nevadans living at or below the federal poverty level, which is over 1 million people who qualify for legal aid (<http://statehealthfacts.org/>).

When you consider the 2008 Nevada Civil Legal Needs Assessment found 80% of qualifying households reported a civil legal problem, the number of unmet civil legal needs today is staggering. (See www.nvbar.org for the full Needs Assessment).

	2007	2008	2009	2010
Did you Provide Pro Bono 1 st %= of active lawyers 2 nd %= of active+inactive	No= 4342 (58%/48%) Yes= 2690 Active=7429 Inactive=1544	No= 4018 (52%/43%) Yes= 2648 Active=7739 Inactive=1534	No= 5732 (76%/62%) Yes= 3966 9192 total mailed Inactive= 1637	No= 5422 (67%/54%) Yes= 2894 9987 total mailed Inactive =1719
Hours of Direct Services	2399 lawyers 91917 hours	1879 lawyers 72,599 hours	2626 lawyers 106784 hours	2156 lawyers 103474 hours
LACSN	497 cases 51 donated \$25,322	224 cases 31 donated 16,427	479 cases 62 donated \$390350 (includes building fund)	423 cases 64 donated 268,370
Las Vegas Senior Law	11 cases 6 donated \$2,600	8 cases 6 donated \$2,800	11 cases 6 donated \$ 2125	16 Cases 1 Donated \$500
NLS	25 cases 12 donated \$4,680	103 cases 13 donated 29,526	85 cases 23 donated \$7490	120 Cases 23 Donated \$32,320
VARN	29 cases 33 donated \$12,127	27 cases 40 donated \$18,500	45 cases 45 donated \$16845	59 Cases 21 Donated \$8477
Washoe Senior Law	19 cases 2 donated \$700	20 cases 9 donated \$1,950	25 cases 24 donated \$7850	30 Cases 14 Donated \$23431
Washoe Legal	43 cases 18 donated \$5,670	59 cases 17 donated \$4,675	71 cases 4 donated \$ 1200	63 Cases 30 Donated \$31868
Other	1691	1479	2130	1677
Dues Check Off (actual)	\$92,300	\$ 155,510	\$ 185,784	\$154,122
Reduced fee services	972 provided 63,798 hours	803 provided 54, 653	1146 86585	Question not included on form
Serving organizations	409 provided 19,658 hours	349 provided 15,146 hours	633 52100	754 37127
Activities for improving the law	900 provided 32,558 hours	723 provided 26,609	983 52143	904 33959

Fig. 1 RPC 6.1 Pro Bono Reporting Statistics Year-to-Year

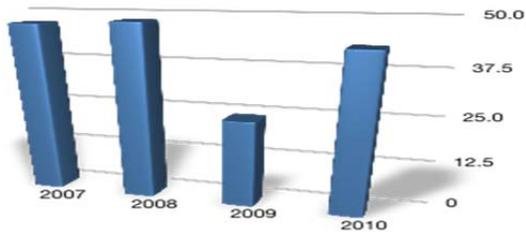


Fig. 2 Percentage of Active Lawyers Reporting Pro Bono activities

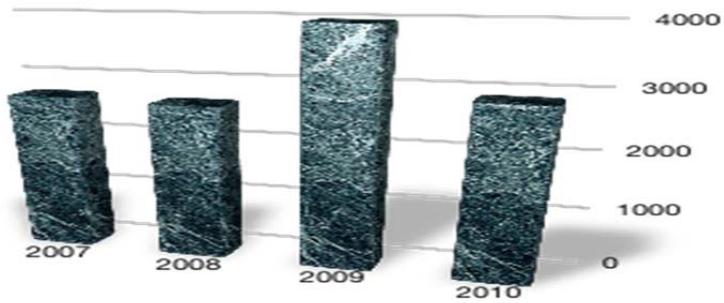


Fig. 3 Number of lawyers reporting pro bono services, any category

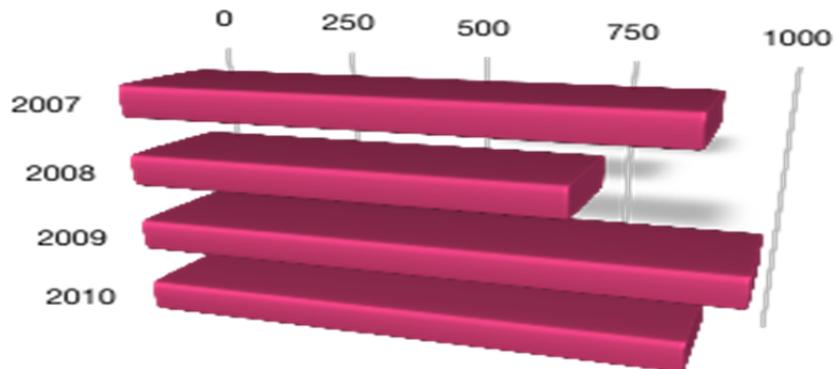


Fig. 4 Number of lawyers reporting "activities for improving the law"



Fig 5. Percentage “activities for improving the law” represents of total lawyers reporting pro bono, all categories

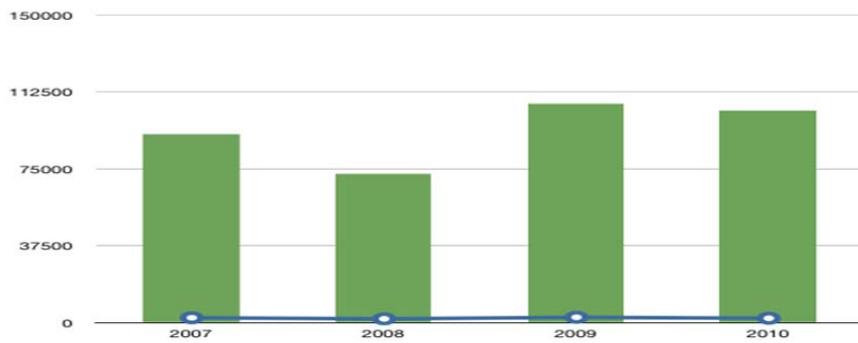


Fig. 6 Number of direct services **hours** reported

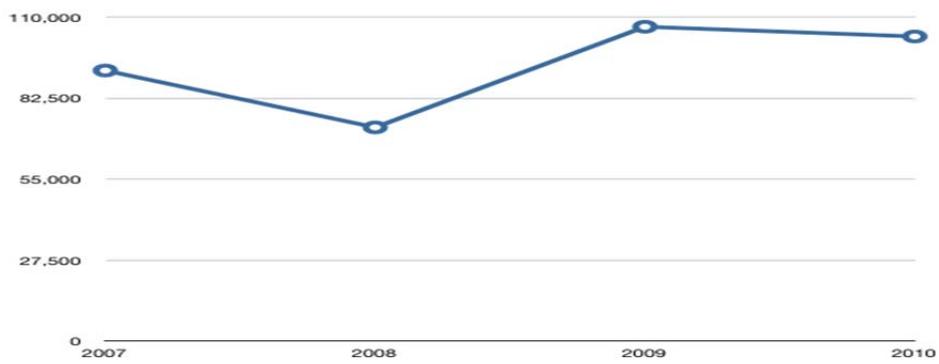


Fig. 7 Number of **lawyers** performing direct services reported

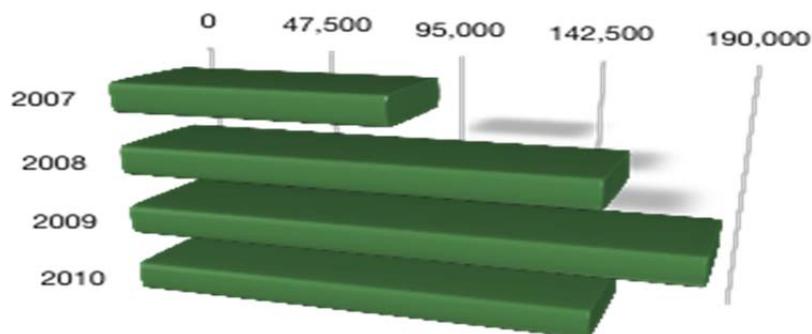


Fig. 8 RPC 6.1 Donations (actual)

5. Outlook

Sustainable revenue streams for civil legal aid continue to decline. Filing and court fees are down significantly. Grants are being reduced or outright eliminated. Federal funding for Legal Services Corporation is expected to continue sharp cuts in the coming years. Amounts on deposit which generate IOLTA interest are likewise lower, and market interest rates paid on those funds are reflective of the current economic climate. Nevada consistently ranks in the top of the country--frequently first--for bankruptcy, foreclosure, unemployment, and men who murder women. The outlook for meeting unmet civil legal needs is unfortunately grim, particularly taking into account that before the recession hit, only about 20% of people who qualify for help were able to find it.

Private bar participation, philanthropy from all sectors of the community, and community education and activism concerning the health of access to Nevada's civil court system has never been more important.

Kristina Marzec
Access to Justice Director
State Bar of Nevada
600 E Charleston Blvd
Las Vegas Nv 89104
702-317-1404

Access to Justice Commission Civil Legal Aid
2010 UNIFORM STATEWIDE SERVICES STATISTICS

Overall Program

1. Number of clients assisted without litigation:	11,546
2. Number of clients represented in litigation:	5,665
3. Number of people attending classes/clinics/AAL/hotlines:	48,724
Ask A Lawyer	2,050
Self Help Center	102,239
Classes/Clinics	31,720
Hotlines	6,457

Pro Bono Program

1. Number of clients placed with pro bono attorneys	952
2. Total number of clients represented by pro bono attorneys	1,748
3. Individuals helped by pro bono attorneys with AAL/hotline/ Brief consultation:	3,274
4. Total recorded pro bono hours through PAI	18,165

Additional Program Information- substantive areas by percentage

Public Benefits:	5%
Consumer/BK:	8.5%
Estate Planning:	10%
Family Law:	21%
Children:	3%
Housing/Foreclosure:	25%
Other:	27.5%

These statistics were submitted using criterion developed by Legal Aid Center of Southern Nevada; Nevada Legal Services; City of Las Vegas Senior Law Project; Washoe Legal Services; Washoe Senior Law Project, and Volunteer Attorneys for Rural Nevadans, and, compiled by the Access to Justice Commission.

Individual program reports are attached to this summary.

Please direct questions to Kristina Marzec, Director, Access to Justice Commission
Kristinam@nvbar.org * 702-317-1404 * 800-254-2797

Nevada Legal Services
2010 Calendar Year Statistics for ATJ Commission

Overall Program

1. Number of clients assisted without litigation:	<u>11,311</u>
2. Number of clients represented with litigation:	<u>2,313</u>
3. Number of individuals attending classes/clinics/AAL/hotlines: (each agency break down specifics)	<u>97,299</u>
Family Law Self-Help Center	70,823
Clinics, Classes, Outreach, community events, etc.	26,476

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

Consumer	4%
Employment	1% (Does not include Unemployment Benefits)
Family	4%
Juvenile	1%
Health	1%
Housing/Foreclosure	71%
Income Maintenance	13% (Includes Unemployment Benefits)
Individual Rights	1%
Miscellaneous	4%

Pro Bono Program

1. Number of new clients placed with pro bono attorneys:	<u>99</u>
2. Total number of clients represented by pro bono attorneys:	<u>104</u>
3. Number of individuals helped by pro bono attorneys with AAL/hotline/brief consultation:	
Pro Se Clinics	<u>592</u>
4. Number of pro bono hours:	<u>443.4</u>

Since 1958
LEGAL AID CENTER

of Southern Nevada

2010 Calendar Year Statistics for ATJ Commission

Overall Program

1. Number of clients assisted without litigation:	2,635
2. Number of clients represented with litigation:	2,208
3. Number of individuals attending classes/clinics/AAL/hotlines:	45,167
AAL—2,050	
SHC—31,416	
Classes/Clinics—5,244	
Hotlines—6,457	
TOTAL:	50,010

Program Area Percentage Breakdown (Excludes Self Help Center):

Children:	15%
Consumer:	35%
Estate Planning	1%
Family Law:	31%
Housing/Foreclosure:	12%
Public Benefits:	6%

Pro Bono Program

1. Number of new clients placed with pro bono attorneys:	602
2. Total number of clients represented by pro bono attorneys:	1,469
3. Number of individuals helped by pro bono attorneys with AAL/clinics/hotline/brief consultation:	2,050
4. Number of pro bono hours:	16,000+

SENIOR CITIZENS LAW PROJECT

Las Vegas

2010 Calendar Year Statistics ATJ Commission

Overall Program

*1. Number of clients assisted without litigation:	<u>1958</u>
**2. Number of clients assisted with litigation:	<u>107</u>
3. Number of individuals attending classes/clinics	1126

Program Area Percentage Breakdown:

Estate Planning	28%
Consumer	13%
Healthcare Law	25%
Public Benefits	1%
Guardianship	10%
Housing	15%
Other	8%

TOTAL: 100%

*Fiscal year begins July 1. Under federal grant guidelines clients are only counted once during a fiscal year, regardless of how many visits they make from July 1 - June 30. Total of direct legal services provided in 2010 is 4,241.

**This category does not include any senior attending health fair or large community event, etc.

Washoe Legal Services
Stats for Access to Justice Comission
1/1/10-12/31/10

For Overall Program

Number of clients assisted without litigation	3,055
Number of clients represented with litigation or administrative agency representation	791
Number of individuals attending classes/clinics/ask a lawyers/hotline	1,947

TOTAL	<u>5,793</u>
-------	--------------

For Pro Bono Program

Number of clients plased with pro bono attorneys	57
Number of clients with open pro bono cases	26
Number of individuals helped by pro bono attorneys with brief service/ ask a lawyer/ hotline work or other brief consultations	279
Pro bono hours	1,167

VOLUNTEER ATTORNEYS FOR RURAL NEVADANS

2010 REPORTING STATISTICS

OVERALL PROGRAM

	Clients
1. Clients assisted without litigation	2022
2. Clients represented in litigation	143
3. People attending classes/clinics	25

PRO BONO PROGRAM

1. Client placed with pro bono attorneys	67
2. Clients represented by pro bono attorneys	63
3. Individuals helped by pro bono attorneys with Brief Consult/Lawyer in the Lobby/Legal Aid Fairs	278
4. Total recorded pro bono hours through PAI	553.62

ADDITIONAL PROGRAM INFORMATION - SUBSTANTIVE AREAS BY PERCENTAGE

Public Benefits:	0
Consumer/BK	1%
Estate Planning	1%
Family Law	95%
Children	0
Housing/Foreclosure	3%

SENIOR LAW PROJECT - *Washoe*
2010 Uniform Case Statistics Report

Overall Program

1. Number of clients assisted without litigation:	1,554
2. Number of clients represented in litigation:	103
3. Number of Individuals attending classes/clinics:	633

Pro Bono Program

1. Number of new clients placed with pro bono attorneys	127
2. Number of clients with open pro bono cases	86
3. Number of individuals helped by pro bono attorneys w/brief service	75

Additional Program Information:

Public Benefits:	6%
Consumer:	10%
Estate Planning:	34%
Family:	0
Children	0
Foreclosure/Housing	50%

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

	2011 Revised Budget	2012 Proposed Budget	DIFFERENCE
REVENUES			
LSC - BASIC FIELD GRANT	2,099,916	1,788,006	(311,910)
LSC - NATIVE AMERICAN GRANT	147,087	125,240	(21,847)
NEVADA LAW FOUNDATION	175,500	186,780	11,280
UNITED WAY OF NORTHERN NEVADA	2,125	-	(2,125)
STATE FILING FEES	150,000	150,000	-
ILG GRANT	70,981	30,000	(40,981)
CLARK COUNTY FAMILY LAW SELF HELP CENTER	214,800	250,000	35,200
LOW INCOME TAXPAYER CLINIC	35,000	75,000	40,000
KINSHIP GRANT	2,400	-	(2,400)
DOJ GRANT	36,297	60,000	23,703
HUD HOUSING COUNSELING	110,677	40,000	(70,677)
WASHOE COUNTY HOMELESSNESS PREVENTION	5,771	-	(5,771)
AOC FORECLOSURE MEDIATION	75,000	-	(75,000)
FORECLOSURE COUNSELING	41,220	20,000	(21,220)
STATE BAR LRIS GRANTS	63,695	-	(63,695)
INTEREST	179	150	(29)
ATTORNEY FEES	5,000	-	(5,000)
CONTRIBUTIONS	15,000	2,500	(12,500)
SPECIAL EVENTS	35,000	20,000	(15,000)
STATE BAR DONATIONS	35,000	35,000	-
CLE FEES	7,500	2,000	(5,500)
OTHER	3,000	3,000	-
Total REVENUE	<u>3,331,148</u>	<u>2,787,676</u>	<u>(543,472)</u>

\$25k carryover not included.

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

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

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

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

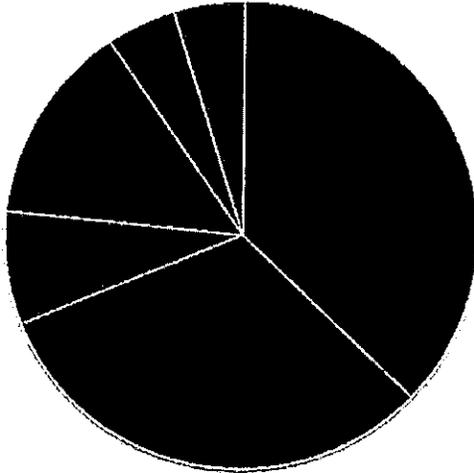
REVENUE OVER/UNDER EXPENSES

(25,866) (2,047) 23,819

Legal Aid Center of Southern Nevada

INCOME

Court Filing revenue	\$2,364,774
Grants & Contracts	\$2,018,377
Private Foundations	\$500,000
IOLTA	\$877,500
Donations	\$301,585
Interest Income / Other	\$307,868
Income Before Donated Services	\$6,370,104



- 1 Court Filing Revenue
- 2 Grants & Contracts
- 3 Private Foundations
- 4 IOLTA
- 5 Donations
- 6 Interest Income / Other

City of Las Vegas Senior Citizens Law Project

	FY 2010	FY 2011
Beginning Fund Balance	186,770.20	273,779.53
Grants (AoA & ILG)	148,148.00	190,000.00
NRS 19.031	466,272.30	456,709.85
IOLTA	105,000.00	105,000.00
City of Las Vegas General Fund Contribution	325,000.00	-
Other (State Bar, Pro Bono & Client Donations)	58,061.87	73,000.00
Total Revenue, including Beginning Fund Balance	1,289,252.37	1,098,489.38
Salary & Benefits Expenses	804,925.91	785,811.54
Operating Expenses, Non-Labor	210,546.93	227,356.37 *
Total Operating Expenses	1,015,472.84	1,013,167.91
Total Revenue Less Total Operating Expenses	273,779.53	85,321.47
Ending Fund Balance	273,779.53	85,321.47

*Reflects City of Las Vegas mandated administrative costs.

**Washoe Legal Services
Income and Expenses
Year ending 12/31/10**

INCOME

Court Filing Revenue	\$	417,056
Grants & Contracts		966,023
Private Foundations		132,328
IOLTA		202,500
Donation		8,985
Interest Income/Other		99,441

Total Income \$ 1,826,333

EXPENSES

Personnel

Salaries	\$	1,228,809
Taxes and Benefits		266,930
Personnel Subtotal		<u>1,495,739</u>

Non -Personnel

Space & Utilities	171,824
Equipment Rental, Maintenance, IT	19,514
Supplies, Printing, Postage, General Office Related	83,730
Travel & Training	25,550
Legal Library	8,969
Dues & Fees	7,667
Litigation & Case Related Services	1,682
Telephone	13,585
Audit Expenses	9,156
Grant Pass Through Funds	
Contract Services	32,000
Community Outreach & Events	24,998

Non-Personnel Subtotal 398,675

TOTAL OPERATING EXPENSES 1,894,414

NET OPERATIONS (68,081)

VOLUNTEER ATTORNEYS FOR RURAL NEVADANS

FINANCIAL REPORT FOR 2010 & 2011

2010 INCOME			2010 EXPENSES	
Individ/business contributions	4,555		Personnel	412,050
Rule 6.1 Contribution	25,409		Non Personnel	133,568
Fund Raisers	13,119			
Grants	373,671		Total Expenses	545,618
Filing Fees	51,645			
State Contracts	5,421			
Non Govt Contracts	39,727			
Total Income	513,547			
2011 INCOME			2011 EXPENSES	
Individ/business contributions	13,850		Personnel	394,766
Rule 6.1 Contribution	19,577		Non Personnel	96,076
Fund Raisers	9,087			
Grants	407,419		Total Expenses	490,842
Filing Fees	36,657			
Non Govt Contract	43,777			
Total Income	530,367			

**WASHOE COUNTY SENIOR SERVICES
SENIOR LAW PROJECT**

FY2010

FY2011

Revenue		
Federal/State Grants	\$ 413,637.00	\$ 401,844.00
Filing Fees & Program Income	\$ 73,446.00	\$ 75,207.00
Donations & Private Grants	\$ 73,741.00	\$ 71,558.00
County General Fund	\$ -	\$ 90,000.00
County Ad Valorem Taxes	\$ 276,550.00	\$ 97,498.00
Total Revenue	\$ 837,374.00	\$ 736,107.00
Expenses		
Salaries	\$ 478,689.00	\$ 394,731.00
Benefits	\$ 188,806.00	\$ 142,895.00
Contractual Wages	\$ 126,829.00	\$ 173,627.00
Operating Expenses	\$ 43,050.00	\$ 24,854.00
Total Expenses	\$ 837,374.00	\$ 736,107.00

CIVIL LAW SELF-HELP CENTER STATISTICS

May 2012

5/1/2012 to 5/31/2012 (22 operating days)

General

Total number served (per Q-Matic) for month	3,915	Total number served in 2012	18,648
Total number of intake forms collected	145	% of parties returning forms	4%
Total number of intake forms sampled	145	% of collected forms sampled	4%

Biographical Data

Ethnicity:

White	51		36%
Black	51		36%
Hispanic	23		16%
Asian	8		6%
American Indian	2		1%
Other	5		4%
No Response Provided	5		3%

Age:

60 and over	16		12%
No Response Provided	16		11%

Sex:

Male	56		41%
Female	82		59%
No Response Provided	7		14%

Court Case Pending In:

District Court	24		24%
Justice Court	76		76%
Las Vegas	5		7%
Henderson	0		0%
North Las Vegas	0		0%
Other	1		1%
No Case or No Response Provided	45		31%

Represented by an Attorney:

Yes	2		2%
No	118		98%
No Response Provided	25		17%

Number of Visits to the SHC:

One	71		59%
Two	24		20%
Three	10		8%
More	15		13%
No Response Provided	25		17%

Reason for Visit to the SHC:

Appeal	11		8%
Auto Sale/Lease, Repair, Towing	0		0%
Consumer Debt or Loan	10		7%
Contract Dispute	4		3%
Employment Dispute	0		0%
Foreclosure Mediation Assistant	9		7%
Garnishment or Execution	4		3%
Harassment or Protection Order	7		5%

Homeowner Eviction	4		3%
Judicial Review	1		1%
Landlord/Tenant Dispute or Eviction	65		47%
Mediation	0		0%
Mobile Home Sales, Repairs, or Eviction	9		6%
Personal Injury/Property Damage	1		1%
Small Claims Case	6		4%
Other	17		12%
No Response Provided	8		6%
Employed:			
Yes	59		43%
No	78		57%
No Response Provided	8		6%
Annual Household Income:			
Under \$10,000	44		41%
\$10,000 to \$20,000	22		20%
\$20,000 to \$30,000	17		16%
\$30,000 to \$40,000	5		5%
\$40,000 to \$50,000	11		10%
\$50,000 plus	9		8%
No Response Provided	37		26%
Benefits Received:			
Social Security/Disability	27		35%
Unemployment	13		17%
TANF/Food Stamps	50		64%
Subsidized Housing Benefits	2		3%
No Response Provided or No Benefits Received	67		46%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	111		80%
Satisfied	26		19%
Unsatisfied	0		0%
Very Unsatisfied	1		1%
No Response Provided	7		5%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	96		75%
Agree	28		22%
Disagree	1		1%
Strongly Disagree	0		0%
No Opinion	3		2%
No Response Provided	17		12%
The staff's explanations and answers to my questions were clear and understandable:			
Strongly Agree	96		73%
Agree	32		24%
Disagree	0		0%
Strongly Disagree	1		1%
No Opinion	2		2%
No Response Provided	14		10%
I understand the court process and my situation better now than before I came to the Self-Help Center:			

Strongly Agree	77	60%
Agree	39	30%
Disagree	0	0%
Strongly Disagree	1	1%
No Opinion	12	9%
No Response Provided	16	11%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:		
Strongly Agree	84	65%
Agree	42	33%
Disagree	0	0%
Strongly Disagree	0	0%
No Opinion	2	2%
Did Not Receive Forms or Materials this Visit	1	1%
No Response Provided	16	11%
In filling out my forms today, the staff's assistance and direction was helpful:		
Strongly Agree	94	72%
Agree	30	23%
Disagree	0	0%
Strongly Disagree	0	0%
No Opinion	4	3%
Did not fill out forms during this visit	2	2%
No Response Provided	15	10%
The Self-Help Center's website was user-friendly and informative:		
Strongly Agree	57	46%
Agree	24	19%
Disagree	1	1%
Strongly Disagree	0	0%
No Opinion	9	7%
Have Not Visited the Website	33	27%
No Response Provided	21	14%
Other Comments and Suggestions		

Very courteous, patient, helpful on computer at which I am not good at. Thank you so much Pam
The assisting lady saved my a** by giving me prompt right info & advise! Thank again Ms. Pam
A personal thanks to her!
Thank you Pam for all your help - love ya!
Excellent and knowledgeable staff, very polite.
Pamela is a "life saver". She is detailed, articulate, instructional, conscientious and kind. She over-simplifies instructions and answers. Her compassion warrants a raise.
They are very helpful and knowledgeable people.
We are very thankful for all the assistance we received in your office. Thank you so much
Anna was very helpful and informative; she was excellent.
Lunes metra von view. A malves
Cicso was very helpful.
The staff was very helpful, especially Cisco.
Informative
Very helpful, answered all my questions.
Happy I have a place that helps.
I was very pleased with the process and how my services were taken care of today.
The staff are very kind & helpful. They're doing great job.
Very helpful and explanatory.
Thank God for the Help Center - everyone else in the courts were very nasty and unhelpful.

We're just trying to fill out some papers. We are not criminals and deserve respect from the court staff.
Very helpful. Easy to understand & filling out forms & procedures.
It doesn't make sense that the court and Self Help Center use different format forms.
(Cisco) The staff member that help me was nice and helpful thank you.
Thank you!
Cisco Gonzalez was very helpful and nice.
Thank so much!
It's a shame that the landlord can give you 5 days that not cool, but it take longer to find a good school
and come up with money
Great help. Thanks!
More on-line access to layman filers.
Really good help from the staff - good job!
Thank you for the help.
Lupe was extremely helpful the last time and today in helping me.
The main tenants name is Anthony Abruzzo which also has a pending case of burglary w/ a detective
& pending an RO.
Cisco was informative and helpful. The employees here were very patient and helpful.
Expertise, found information quickly
Cisco was very knowledgeable and was very helpful.
The lady helping us was very friendly and helpful. It made a stressful day so much better. Thanks!
Muy buena atencion me dieron.
Very good!
Thank you for this service.
The office is very helpful to me at this time.
Very helpful and patient.
Very helpful in explaining and filing out forms A+++ Cisco was excellent!!!
Pam was very clear and direct in helping understand what the laws are and what were my rights.
Pam was very helpful in directing us in the right form needed, thank you!
Anna was so good in helping me. I don't even know how to thank her. Thank you so much!
It is very helpful and I understand it.
Everyone was very patient and nice and answered all my questions very well I couldn't of done it without them.
Prompt, knowledgeable service.
Es una gran hayoda en estos tiempos de hambruna y desempleo.
Great attitude and very compassionate.
Very kind, knowledgeable staff.
Each time I've used this center, staff was knowledgeable, helpful and made the process easier.

State Bar of Nevada E-News

June 7, 2012

Project Salute Comes to Nevada to Help the State's Veterans

The Nevada Supreme Court Access to Justice Commission, the Young Lawyers Section, and Nevada Legal Services are joining forces to bring Project Salute to Nevada. Project Salute is an ABA Young Lawyers Division's project. Its objective is encouraging attorneys to help veterans obtain their Veteran Affairs benefits.

The event kicks off on **Monday, November 12** in both Las Vegas and Reno. Volunteer attorneys must be VA certified prior to the event's launch date and must take part in a relevant three-hour CLE within 12 months of certification. Application forms and instructions are available on the state bar's website.

Certification can take up to 90 days, so those wishing to take part should turn in their [applications](#) as soon as possible. Certified attorneys will be able to participate in a free CLE in October in order to complete their requirements for participation.

Those interesting in volunteering should contact southern Nevada project chair Kevin Kam at kevinkam777@hotmail.com or northern Nevada project chair Jordan Davis at jadavis@lionelsawyer.com.

CREATING VETERANS PROGRAMS THAT LAST

EQUAL JUSTICE CONFERENCE - 5/18/12

By Kristie M. Cinelli

Director of PAI

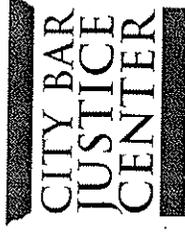
The Legal Aid Society of Northeastern New York

1. Understanding Veterans
 - a. Mental & physical conditions
 - b. Addictions
 - c. Family dynamic

2. Choosing program partners
 - a. Volunteers
 - b. Community Organizations
 - c. Collaborations with other legal organizations

3. Building a platform
 - a. Veterans that you would like to serve
 - b. Area of focus
 - c. Type of Service
 - d. Frequency
 - e. Location

4. LASNNY PAI Veterans programs
 - a. Veterans House Legal Project
 - b. Wills for Heroes
 - c. VAMC Legal Project



Veterans Assistance Project

- Launched in October 2007 in recognition of the growing population of veterans in need of legal help.
- A pro bono project at the City Bar Justice Center, the 501(c)(3) public service affiliate of the NYC Bar Association.
- The Veterans Assistance Project provides legal representation to veterans seeking disability benefits from the U.S. Department of Veterans Affairs (VA)

Community Partnership

- Veterans often face various legal issues beyond the need for VA disability benefits. Many of the civil legal issues they face are poverty-related, involving housing, employment, or family law.
- The Veterans Assistance Project has formed partnerships with Legal Services of New York and Urban Justice. The three organizations work together in a referral network.

Benefits of Community Partnership

- No duplication of services. Allows each program to be narrowly targeted and thus more effective. Also, prevents confusion among clients about where to turn.
- The Veterans Assistance Project's area of focus is securing VA disability benefits.
- Legal Services of New York and Urban Justice can both assist veterans with civil legal matters. Urban Justice specifically serves veterans facing mental health issues.

How the Veterans Assistance Project Works

- The Veterans Assistance Project operates on a **pro bono clinical model:**
 - The Veterans Assistance Project recruits, trains, and mentors hundreds of volunteer attorneys.
 - Veterans are pre-screened by Project staff and, if they have a disability benefits issues, are invited to our monthly legal clinic.
 - Veterans meet with a volunteer in-person at the clinic and that volunteer, in almost all cases, will continue to represent the veteran on his claim for disability benefits.

Why are Attorneys Needed?

- To establish a claim for VA disability benefits, the veteran needs to demonstrate 1) a current disability 2) a service event and 3) a nexus linking the current disability to the service event.
- Attorneys can help veteran gather medical and lay evidence to demonstrate this link. These records are often difficult to obtain or incomplete and pose a significant hurdle for veterans to gather on their own.
- Attorneys have the analytical skills necessary to construct and demonstrate the link between the injury and the military service.

Supporting Our Volunteers

- The Veteran's Assistance Project's strength lies in its large pool of volunteers. We currently have 340 active volunteer attorneys.
- The claims process at the VA can involve very long waits. The average initial and reopened application takes nearly **one year** to receive a decision and takes longer if the veteran has multiple medical concerns. The average appeal takes about **two years** to receive a decision.
- To keep the private bar engaged, we offer support to our volunteers throughout the process.

Accreditation

- To represent a veteran in a claim for VA disability benefits, a volunteer attorney must be accredited by the VA.
- Attorneys must undergo a qualifying training on VA benefits within their first year of accreditation and must take another training every two years thereafter. An attorney must also file an annual certificate of good standing with the VA.
- We provide these accreditation trainings to our volunteers. We also help our volunteers submit their initial application for accreditation and remind them of upcoming deadlines to maintain accredited status.

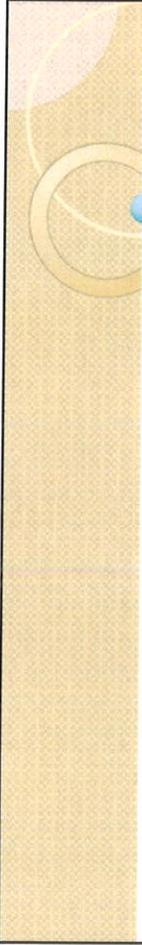
Mentorship

- The Veterans Assistance Project has a relationship with an expert on VA administrative procedures who serves as a consultant and mentor to the Project.
- Our expert is present at every training, at each monthly clinic, and is available to speak or meet with our volunteer attorneys about their cases as they progress.

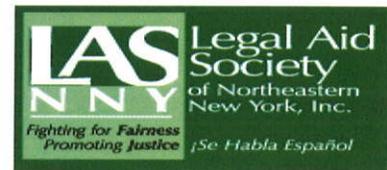
Legal Guidance

- As relevant rule changes are implemented at the VA, we provide timely information to our volunteer base and educate them on changing policies.
- At our monthly clinics, we pair newer attorneys with more experienced attorneys to assist on intake.
- We also provide intake materials to our attorneys to help them identify the most important information

Conclusion



CREATING VETERANS PROGRAMS THAT LAST



Kristie Cinelli, Director of PAI
The Legal Aid Society of Northeastern New York
Equal Justice Conference - May 18, 2012



UNDERSTANDING THE VETERANS THAT YOU WANT TO SERVE:

It is important to be familiar with the dynamics involved in creating a meaningful and sustaining program for a specific demographic.

In order to begin building a foundation for your program it is important to meet with local Veterans programs, Veterans and other community members.



VETERAN LOGISTICS:

- Know which Veterans groups you want to assist.
- For example, do you want to help homeless, transitional, stable, active or family members of Veterans?
- Once you decide which demographic, become acclimated with the dynamics you will face.

FACTORS, CONT'D

- * Family dynamic
 - Married? Separated? Spouse seeking a divorce?
 - Did Veteran come home to find he has no home?
 - Does Veteran have children? Is he able to see them or support them?
 - Coming home and dealing with a loss while he or she was serving?
 - Emotional support system available?

CHOOSING VOLUNTEER & COMMUNITY PARTNERS

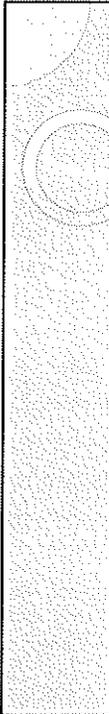
- * Once you have decided your Veteran demographic, begin to create relationships with local Veterans organizations and volunteers committed to assisting Veterans that you want to help, such as transitional Veterans.
- * It is important to think “outside of the box.”
- * For example, choose a volunteer who understands the issues Veterans face – perhaps someone who is a Veteran.
 - If possible, this volunteer should be part of the coordination meetings.

VETERANS HOUSE, cont'd:

- After meeting with community partners, it was determined that the legal issues faced by Veterans were vast and to best assist Veterans, there should be multiple programs: 1) “Veterans Legal Project” and 2) “Wills for Heroes”.
- The programs were also open to all Veterans in our service area.
- We also found there was need to provide assistance regarding VA Benefits. However, these matters would be addressed by a Veterans Benefits specialist outside of these legal programs.

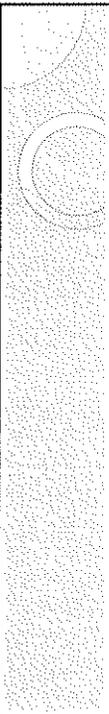
VETERANS LEGAL PROJECT:

- The volunteer that was chosen for this program is a retired lawyer and Veteran. He meets with a Veteran one-on-one at the Veterans House and provides at a minimum advice on a wide array of legal issues such as support, custody, consumer and employment matters. Extended service has been provided as well.
- The meetings are not limited to one time, and in fact, most veterans meet with the volunteer on multiple occasions.
- In most instances, it takes time to build trust and camaraderie with the Veteran. A Veteran is given as much time as needed to meet with the volunteer.



VA LEGAL CLINIC:

- * Recent partnership with the local VA hospital
- * A volunteer meets with eligible Veterans at the hospital in a confidential setting and receives advice on a civil legal issue. The platform is comparable to the Veterans Legal Project.
- * If there are resources available, in addition to advice, the Veteran is provided with this information.
- * Frequency is every other week – this program runs opposite of the Veterans Legal Project.



KEY POINTS:

- * Locate at least one local community partner.
- * Make sure you have committed volunteers.
- * Use all available resources.
- * Do not over extend your commitment.
- * Start small, you can always do more later.
- * Be flexible, if something needs tweaking, then do it.



Veterans Legal Clinic

Offered by the Legal Aid Society of Northeastern NY



VA Liaison:
Courtney Slade, LCSW
Veterans Justice
Outreach Coordinator
518-626-5368

Free Legal Consultation for Eligible Veterans

- Family Law
- Child Support
- Employment/Unemployment
- Housing (landlord/tenant, foreclosure)
- Social Security Disability Claims
- Estate Planning (wills, healthcare proxy, and power of attorney)
- Other civil (non-criminal) legal issues

For screening and appointment call:

Christopher
518-689-6334
Kristie
518-689-6322



Disclaimer: VA assumes no responsibility for the professional ability or integrity of Legal Aid Society of Northeastern NY. This referral does not constitute an endorsement or recommendation by the VA.



WILLS FOR HEROES

1ST MONDAY OF EACH MONTH

at THE VETERAN'S HOUSE

180 First Street

Albany, NY

5:00 TO 7:00 P.M.

AS FOLLOWS:

February 6TH , March 5TH , April 2ND , May 7TH , June 4TH ,
July 2ND , August 6TH , September 10TH (3RD is Labor Day),
October 1ST , November 5TH and December 3RD

**By Appointment Only* **

If you would like a free consultation with an attorney and preparation of a will and/or advance directives, such as a power of attorney, health care proxy or living will, please take advantage of this wonderful program.

If you are interested, please call Christopher Fain at 518-689-6334 for an income eligibility screening and to reserve a spot! If he is not available, please call Kristie Cinelli at 518-689-6322.

This program is co-sponsored by The Albany County Bar Association, The Albany Housing Coalition, Hiscock & Barclay and The Legal Aid Society of Northeastern New York



**CITY BAR
JUSTICE
CENTER**

VETERANS ASSISTANCE PROJECT
Client Intake Form – PLEASE fill out ALL fields

BACKGROUND INFORMATION

Clinic Date: ___/___/___

Client Name: _____ Social Security Number: ___/___/___

Email: _____ Marital Status: _____ U.S. Citizen

Address: _____

City: _____ State: _____ Zip: _____

Mailing Address (if different from above): _____

Phone: _____ How did you hear about our Project?: _____

Highest Education Level Attained: _____

Race: _____ Date of Birth: ___/___/___ Gender: _____ Number of Dependents: _____

Number of Children: _____ Currently Employed? Yes No Employer: _____

Dates of Service: _____ - _____ Wartime Service?: _____ Stationed: _____

Have you applied for disability benefits before? Yes No Were you denied? Yes No

Alternate Contact: _____ Relationship: _____

Address: _____ Phone: _____

City: _____ State: _____ Zip: _____

Monthly Household Income: Source: _____ Amount: \$ _____ Assets/Value: _____

Source: _____ Amount: \$ _____ Assets/Value: _____

STATEMENT OF THE PROBLEM (important to fill out): _____

VOLUNTEER INFORMATION

Name: _____ Email: _____ Phone: _____

Name: _____ Email: _____ Phone: _____



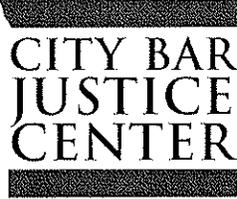
CITY BAR
JUSTICE
CENTER

**Veterans Assistance Project
CRITICAL DOCUMENTS**

Many clients that attend our clinics have complex cases that span a number of years. As a result, these clients' files become large and often contain documents that are irrelevant to their particular claim. Unfortunately, volunteer attorneys often find themselves overwhelmed with a large amount of paperwork consisting of both relevant and irrelevant documentation. In an effort to decrease the collection and copying of irrelevant materials, we have compiled a list of important documents that a volunteer attorney should specifically seek in a client's file:

- **Any official Veterans Administration forms**
- **Any correspondence with the Department of Veterans Affairs**
- **The DD-214 form, which is a veteran's military discharge form**
 - The DD-214 is marked on the top of the page with the following language, "This Is An Important Record. Safeguard It." In addition, the text "DD-214" can be found in the lower left hand corner of the document.
- **Any materials specifically mentioned by the veteran that tend to prove his or her claim**
 - For example, if a veteran mentions a letter that corroborates his or her presence at a battle during the course of the intake, that letter should be collected and copied if found.
- **Any medical evidence or documentation that is relevant to the veteran's specific claim**

It is important to remember that there will be an opportunity to collect additional documentation and paperwork from a veteran after the clinic intake when a volunteer attorney decides to proceed with the representation. It's critical, therefore, to collect a sufficient amount of material to decide whether or not an attorney will represent a veteran, rather than collect materials sufficient to establish a veteran's claim.



CITY BAR
JUSTICE
CENTER

Veterans Assistance Project
VA FORMS NEEDED TO FILE A CLAIM

The VA has developed many forms over the years that aid veterans in filing claims for the different kinds of VA benefits available. However, the following listed forms are the ones most commonly used to aid veterans in filing claims for service-connected disability benefits and non-service connected pension benefits:

- **VA Form 21-526**
 - “Application for service-connected disability and/or non-service connected pension benefits” (the physical application)
- **VA Form 21-22a**
 - “Appointment of representative” (the power of attorney)
- **VA Form 21-0845**
 - “Authorization to disclose information to a third party” (telephonic information access form)
- **VA Form 10-5345**
 - “Request for and authorization to release medical records or health information” (military medical records request form)
- **Form SF-180**
 - “Request pertaining to military records” (request form for information related to an individual’s service in the military)

ALBANY HOUSING COALITION
INTAKE FORM

Intake Date: _____ Where: VA Funding: 50

Problem CODE: _____ Eligibility: _____ Handler: PAI Supervisor: KMC

LAST NAME: _____ FIRST NAME: _____

Address: _____ COUNTY: Albany
Mailing? Yes/No

Telephone #s: Home: _____ Cell: _____ Work: _____
OK to leave messages? Y or N OK to send mail? Y or N If not, DV? Y or N

SSN: _____ DOB: _____ Sex: _____ Marital Status: _____

Ethnicity: _____ US Citizen: _____ Vet: X Primary Lang: _____

Disability: Yes No IF YES: _____

Client Conflict checked: _____ By: _____ Conflict? Yes/No Resolved Y/N Resolved by: _____

Adverse Party: _____

Adverse Conflict checked: _____ By: _____ Conflict? Yes/No Resolved Y/N Resolved by: _____

in HH: _____ (0-17) _____ (18-59) _____ (60+) _____

Names and Ages of Persons in HH Other than Client: _____

RENT or OWN home? Rent/Shelter Monthly MORTGAGE/RENT payment: _____

ASSETS: Savings: _____ Checking acct.: _____

Stocks/Bonds/CDs/IRA: Y/N, if yes, value: _____ Retirement/Pension/401k: \$ _____

Personal Property (jewelry, antiques, collections, out of the ordinary): Y or N

if so, value: _____ Real Property: _____ Car: _____

INCOME:

SSI: _____ Spousal Support: _____

SSD: _____ Cash: _____

SS: _____ Child Support: _____

Employment: _____ Unemployment: _____

Welfare Semi Cash Allowance _____ Worker's Compensation/Disability: _____

Pension/Retirement: _____ Other: _____

DEDUCTIONS:

Fixed Pre-Pay plan for util.: _____ Medical Exp.: _____ Transport: _____

Property Taxes: _____ Other: _____

LEGAL AID SOCIETY OF NORTHEASTERN NEW YORK

Eligibility Income Levels - 125% of Poverty Guidelines 2012

Family Size	Annual Income	Weekly	Bi-Weekly	Semi-Monthly	Monthly
1	\$ 13,963	\$ 269	\$ 537	\$ 582	\$ 1,164
2	\$ 18,913	\$ 364	\$ 727	\$ 788	\$ 1,576
3	\$ 23,863	\$ 459	\$ 918	\$ 994	\$ 1,989
4	\$ 28,813	\$ 554	\$ 1,108	\$ 1,201	\$ 2,401
5	\$ 33,763	\$ 649	\$ 1,299	\$ 1,407	\$ 2,814
6	\$ 38,713	\$ 744	\$ 1,489	\$ 1,613	\$ 3,226
7	\$ 43,663	\$ 840	\$ 1,679	\$ 1,819	\$ 3,639
8	\$ 48,613	\$ 935	\$ 1,870	\$ 2,026	\$ 4,051
Add'l	\$ 4,950	\$ 95	\$ 190	\$ 206	\$ 413

Eligibility Income Levels - 200% of Poverty Guidelines 2012

Family Size	Annual Income	Weekly	Bi-Weekly	Semi-Monthly	Monthly
1	\$ 22,340	\$ 430	\$ 859	\$ 931	\$ 1,862
2	\$ 30,260	\$ 582	\$ 1,164	\$ 1,261	\$ 2,522
3	\$ 38,180	\$ 734	\$ 1,468	\$ 1,591	\$ 3,182
4	\$ 46,100	\$ 887	\$ 1,773	\$ 1,921	\$ 3,842
5	\$ 54,020	\$ 1,039	\$ 2,078	\$ 2,251	\$ 4,502
6	\$ 61,940	\$ 1,191	\$ 2,382	\$ 2,581	\$ 5,162
7	\$ 69,860	\$ 1,343	\$ 2,687	\$ 2,911	\$ 5,822
8	\$ 77,780	\$ 1,496	\$ 2,992	\$ 3,241	\$ 6,482
Add'l	\$ 7,920	\$ 152	\$ 305	\$ 330	\$ 660

LASNNY Assets Guidelines 2012

Family Unit Size	Ceiling
1	\$ 14,250.00
2	\$ 20,850.00
3	\$ 23,978.00
4	\$ 27,105.00
5	\$ 30,233.00
6	\$ 33,360.00
7	\$ 36,488.00
8	\$ 39,615.00
9	\$ 42,743.00
10	\$ 45,871.00
Addl.	\$ 3,128.00

APPLICATION FOR REFERRAL

Revised 3/21/12

1. I, _____ hereby apply to the Private Attorney Involvement (PAI) Program, of the Legal Aid Society of Northeastern New York (LASNNY) to refer my case, if possible, to a volunteer private attorney (hereinafter Attorney) for representation. I understand that PAI program/LASNNY does not represent me in my case, and can only try to refer my case to a private attorney. I understand that the PAI program is not obligated to refer my case to more than one attorney.

2. If a PAI attorney accepts my case, representation will be without fee. However, I understand I will be responsible for paying court costs and other out-of-pocket expenses if I am able to do so. I will advise my PAI attorney if I am unable to pay filing fees and costs so that s/he can seek a waiver or an advance from LASNNY. This waiver or advance does not apply to any Bankruptcy cases.

3. Eligibility for referral is based in part on my income and property. I certify that the information I have given to LASNNY and the Attorney is correct to the best of my knowledge. Except as provided in paragraph 7 below, the eligibility information I have provided is confidential and will not be released by the PAI program or the Attorney without my permission.

4. I will keep the Attorney or the PAI program informed of my current mailing address, telephone number, and household size. I will inform the above Attorney or the PAI program of any changes in my financial situation and of any new developments in my case. I understand that failure to do so may result in PAI's withdrawal from involvement in my referral and/or the Attorney's withdrawal from representation.

5. If, at any time, I am not satisfied with the representation or service being provided by the above Attorney or the PAI program, I may complain in writing, within 180 days, to Lillian M. Moy, Executive Director of the LASNNY/PAI Program.

6. The above attorney or the PAI program may withdraw from representation due to a change in my financial circumstances and permitted by the New York Rules of Professional Conduct.

7. I agree that LASNNY may disclose to auditors or monitors from the Legal Services Corporation or a related federal departmental agency, such information as is required to be disclosed by law, including financial records, time records, retainer agreements, client trust funds and eligibility records, and my name. By agreeing to the disclosure required by federal law, I do not waive the attorney-client privilege as to any additional records or parties.

8. I have read or have had read to me the above Application and understand it. I have been given a copy of this Application for my information.

**Signature _____

**Date: _____

I am a citizen of the United States.

**Signature _____

**Date: _____

RETURN THIS COPY TO THE PAI PROGRAM
IN THE ENCLOSED ENVELOPE.



Commission Calendar/Important events 2012

Nevada Legal Services recurring clinics and classes: **attached.**

Washoe Legal Services recurring clinics and classes:

LAWYER IN THE LIBRARY - Every Wednesday evening from 5:00-7:00 p.m.

LAWYER IN THE LIBRARY FOR FAMILY LAW - Every Tuesday evening from 5:00-7:00 p.m.

MONTHLY LEGAL SEMINAR- FREE. Usually held the last Thursday every month. Topics are posted below at the beginning of each month.

Jun

6/29 Commission Meeting, SBN Annual Convention 9-11:30
6/30 Divorce Class 9:00 - 11:00 (LACSN)

July

7/1 Southern Nevada Senior Law Program Launch
7/2 Spanish Family Law Class 1:30- 3:30 (LACSN)
Bankruptcy Class 3:30-5:30 (LACSN)
Divorce Class 6-8 (LACSN)
7/3 Bankruptcy Class 3:30-5:30 (LACSN)
7/5 Spanish Small Claims 1:30-3:30 (LACSN)
Guardianship Class 3:30-5:30 (LACSN)
7/25 Federal Court Ask-A-Law (LACSN)

Sept

t/b/d set specialty bar meeting
t/b/d set small and mid firm meeting
t/b/d set **Commission Meeting**

Oct

10/23 **Basics of Representing Children in Abuse and Neglect Cases (Free CLE-LACSN)**
9:00 a.m. to 12:15 p.m.
Sponsored by Legal Aid Center of Southern Nevada and William S. Boyd School of Law
Boyd School of Law Thomas and Mack Moot Court Room Facility

10/29-Nov 2 **National Celebrate Pro Bono Week**
10/29 **Celebrate Pro Bono Community Mixer & Statewide awards**

Nov

t/b/d **set Commission Meeting**
11/11 **Project Salute- Las Vegas and Reno**
11/14 **Basics of Family Law (Free CLE-LACSN)**
9:00 a.m. - 12:15 p.m.
Sponsored with the State Bar of Nevada and Legal Aid Center
Lloyd D. George--U.S. Federal Courthouse-Jury Assembly Room

Dec

12/7 **LACSN Annual Pro Bono Awards Luncheon**

2012 Nevada Legal Services Events

Indian Law CLE, co-sponsored by NLS, Legal Aid Center of Southern Nevada and Ballard Spahr

Friday, May 11, 2012 1:00 pm – 4:00 pm

Where: Ballard Spahr, 100 North City Parkway, Suite 1750

Topics: Indian law background, jurisdiction for civil and criminal issues, family law with tribal members, and doing business on a reservation

Presenters: Lee Storey, Esq., *Partner, Ballard Spahr*
Anna Marie Johnson, Esq., *Executive Director, Nevada Legal Services*
Kim Robinson, Esq., *Indian Law Attorney, Nevada Legal Services*

Cost: Free to attorney willing to accept any topic area pro bono case or volunteer with either LACSN or NLS.

Pahrump Small Claims Class, Taught by Bill Curran, Esq., Managing Partner, Ballard Spahr,
Pahrump Library, 701 East Street, Pahrump, NV 89048
April 18, 2012 from 1:30 p.m. – 3:30 p.m.

Ask A Lawyer Event

East Event Area at The Boulevard Mall, 3528 South Maryland Parkway, Las Vegas, NV 89169
June 16, 2012 from 10:00 a.m. – 2:00 p.m.

Foreclosure Information classes at The Orleans Hotel & Casino
4500 W. Tropicana Avenue Las Vegas, Nevada 89103

April 14	12 p.m. - 3 p.m.	Salon A
April 25	10 a.m. - 1 p.m.	Salon A
May 4	12 p.m. - 3 p.m.	Salon D
May 15	2 p.m. - 5 p.m.	Salon A
May 30	10 a.m. - 1 p.m.	Salon A
June 4	2 p.m. - 5 p.m.	Salon A
June 16	10 a.m. - 1 p.m.	Salon A
June 27	12 p.m. - 3 p.m.	Salon A

Pahrump Ask A Lawyer at Stovall & Associates, 3250 S. Highway 160, Suite 6, Pahrump, NV 89048

Second Tuesday of each month from 1:30 p.m. - 3:30 p.m.

General civil law questions addressed and assistance with court forms

Las Vegas office, 530 S. Sixth Street classes:

Small Claims Class, every Friday (except holidays) from 2:30 p.m. - 4:30 p.m.

Spanish Small Claims Class, every other Thursday from 1:30 p.m. - 3:30 p.m.

Tenants' Rights Center at Las Vegas office, 530 S. Sixth Street

Open Monday through Friday from 8:30 a.m. – 4:00 p.m.



**Nevada Supreme Court Access to Justice Commission
Quarterly Meeting**
Date: Friday, March 9, 2012
Time: 1 pm- 4 pm



Three main video-conference locations

<p>Las Vegas Court Room, 17th Floor Regional Justice Center 200 Lewis Ave., Las Vegas, 89101</p>	<p>Carson City Court Room Supreme Court Building 201 S. Carson Street, Carson City, 89701</p>	<p>Reno Large Conference Room, #214 2nd Judicial District Court 75 Court Street, Reno, 89501</p>
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Draft Minutes

Commission members in attendance:

- | | |
|-------------------------|----------------|
| Justice Michael Douglas | Co-Chair |
| Justice James Hardesty | Co-Chair |
| Barker | Hon. David |
| Cooney | Valerie |
| Doherty | Hon. Francis |
| Elcano | Paul |
| Goldsmith | Dara |
| Hancock | Emily |
| Johnson | AnnaMarie |
| Kandt | W. Brett |
| Kushnir | Melanie |
| Perlick | Jessica |
| Sternberg | Ira David |
| Traum | Professor Anne |
| Vogel | Sugar |

Staff:

- | | | |
|--------|----------|----------|
| Marzec | Kristina | Director |
|--------|----------|----------|

Invitees/guests in attendance:

- | | | |
|-----------------|--------------|--|
| Ackridge | Connie | President, State Bar of Nevada |
| Anderson-Fintak | Heather | NLS, Pro Bono Coordinator, Southern Nevada |
| Atkin | Trevor | Nevada Law Foundation Trustee |
| Berchtold | Jim | Supervising attorney, Family Law Self Help Center, 8 th Judicial District |
| Buckley | Barbara | Executive Director, Legal Aid Center of Southern Nevada |
| Farmer | Kimberly | Executive Director, State Bar of Nevada |
| Goldsmith | Dara | President, Nevada Law Foundation |
| Gudenkauf | Gregory | Nevada Law Foundation Development Director |
| Hancock | Emily | Interim Supervising attorney, Washoe Senior Law Project |
| Hardy | Dean | President, LACSN Board of Directors |
| Hatch | Elana | Southern Nevada Senior Law Project |
| Neilson | Ernie | Washoe Senior Law Program- retired |
| Phenix | Shannon | UNLV Boyd School of Law, PILA |
| Ramm | Sally | Division for Aging Services |
| Roberts | Lee | Nevada Law Foundation Trustee |
| Mckelvey | Kim | ALPS Foundation services (by telephone) |
| Winckler | Garth | Nevada Law Foundation Trustee |
| Leung | Hon. Cynthia | Las Vegas Municipal Court |
| Weiss | Hon. Jerry | 8 th Judicial District Court |

Meeting called to order at 1:10.

Nevada Law Foundation Report

Board. The Board plans on filing an ADKT request to lower the maximum required board members and provide for a range in size allowed under the rule to facilitate quorums. Mr. Mckelheny resigned. A report will be filed with the Court in advance of June 2012 addressing open trustee appointments and reappointments.

Fundraising and Development. Garth Winckler summarized recent changes in the fundraising and development committee. It is now a committee of the whole, the previous fundraising and development policies to be sunsetted, and adding the position of chair to the executive committee. Identified funds from building revenue and board fundraising were used to hire Gregory Gudenkoff, the new Development Director, who is working three days a week at present with a view towards growing to a full time position. Mr. Gudenkoff was in attendance.

The Committee is putting together three action teams with an aggressive agenda to raise funds throughout the community. The first effort will be the financial committee, with a goal of at least a million over the next four years. Agenda includes donor development (to identify specific people for cultivation, young lawyers, experienced lawyers, and population segments yet to be identified) and acquired donor development software. Another team will be looking at rebranding and case development, image, and logo. The third team will review strategy, timetables, and working without competing with others. The goal is to grow donor directed and other funds beyond IOLTA, building long term relationships with donors.

Financials. ALPS summarized the written financial reports provided in the agenda.

Fixed Rate/Bank of Nevada. The Foundation apprised the Commission that Bank of Nevada asked to lower the fixed IOLTA rate to .40 APY, and was expecting action no later than the summer Commission meeting. The NLF Board talked about the request, noting there were no requests to lower the rate from any other participating bank. A Trustee suggested the possibility of obtaining CRA status for the amount the banks are paying over and above comparability, which is being done in California. The NLF discussed with Bank of Nevada, which was amendable to considering it in lieu of lowering the rate. Also noted that detailed, exhaustive grantee reporting would be necessary if this goes through, and thus NLF may have to amend reporting forms again to ensure CRA compliance. ALPS commented that historically banks are not getting CRA credit so if we do this, the reports will need to highly localized and focused on detailed service and poverty demographics.

The Commission noted the timeline is very short to resolve this in time for the next Commission meeting in summer. The NLF agreed this is a top priority for them and they will come back with more information within the next 30-60 days.

Colleagues program. The NLF sent 159 letters to current colleagues to clarify their understanding regarding whether donations were restricted. Among the 20% responding, there was an even split between those intending a restricted endowment vs. unrestricted funds. The current interest benchmark for that restricted fund is 2 million. Once it reaches that mark the endowment will release the interest for granting.

The Co-Chairs thanked the Foundation for its hard work and for coming through on the promise of what the Commission had requested.

Public Lawyers

Brett Kandt discussed his efforts to increase participation, awareness, and reporting of pro bono service by public lawyers. Referencing a detailed report of public lawyers' 6.1 reporting for the prior calendar year (provided to the Commission under separate cover), there is still a long way to ensure that public lawyers are accurately reporting the work currently being done. Noted that this likely can be extrapolated to all lawyers.

Mr. Kandt reported on his efforts to increase the education to public lawyers regarding what they can report and what falls under the rule, including the NDA association, prosecution counsel, advisory council, and public lawyers section of the Bar. Justice Hardesty has also spoken at some of those meetings.

On a positive note, the offices to which these efforts to reach out were made have better reporting based on this report so the process is working. All stakeholders are encouraged to continue to provide information on opportunities whether that be through legal aid, direct cases, during law week or otherwise, or Law Related Education. The more we promote and advertise those opportunities the easier it is for those attorneys to identify what they are interested in and might want to do.

Judge Doherty suggested that a similar education be kept in the forefront of the court when and that judges should be reporting improving the law work that they do.

Legal Aid Center advised that they recently met with the AG and all of the individual team leaders in that office, which as a result is now participating in homeless ask a lawyer. LACSN also has great participation with both the US Attorney and the Federal Public Defenders Offices. Suggested that providers should collaborate on a specific resource for public lawyers.

Las Vegas Senior Law Project

Sugar Vogel announced that the program is going public. City management informed it can no longer fund the general contribution, and the city council approved the formation of a non-profit. The council also approved in-kind and direct assistance. As such, they have incorporated the Southern Nevada Senior Law Program. Justice Shearing is the Chair, the 501(c)(3) is pending with the IRS, and the program is situated with the Nevada Community Foundation so funds can be processed immediately. Because they have secured the ability to remain in their current location, that will save relocation dollars. There are three full time and three part time attorneys staying on. Clerical staff has been reduced for efficiencies. There will be no interruption in services, and services are funded at current levels through the next two years. The city will be providing software and computers. The SNSLP will be looking at upgrading software. Same location, same attorneys, all services stay the same, going from a four day work week to a five day work week, with just a slight name change to launch on July 1, 2012.

Legal Aid Center noted that it had offered to merge as an option, and that it was disappointing an agreement could not be reached in that regard. It is the feeling of the LACSN board such a merger would save administration costs that could be used for attorneys. The Board was very enthusiastic about the merger and looking at new ways of doing things. Their concern is still about efficient utilization of resources and serving the community.

Sugar Vogel thanked LACSN for its candor and noted time was a factor in the current decision to go non-profit, along with the strong feedback they had received from the local senior community. They, stakeholders, and the city were very concerned about keeping senior services seamless, separate, and intact. The SLP remains open to further conversations going forward and is not precluding anything in the statewide service delivery scheme going forward.

Washoe Senior Law Project

Emily Hancock reported on behalf of the Washoe Senior Law Project. The WSLP is in fairly stable condition. Ernie Nielson, who retired as of January, is still volunteering, and the program has one full time attorney, two paralegals, and two clerical staff. They will be adding a half-time contract attorney. The foreclosure program is primarily run by contract employees, and will transition to Nevada Legal Services at the end of June (that program serves everyone, not just seniors). They are in the process of hiring a full time directing attorney to replace Emily, who is leaving this month.

The Commission noted some concerns that were shared with stakeholders in the north, the largest being that current staffing configurations are sufficient to meet the need and the effect of service shortages on guardianships. The Co-Chairs suggested that the chief district court judge was open to having a meeting of the stakeholders from that district to discuss service concerns and would be contacting people to set that up. The Commission cautioned generally to remain mindful that competing for charity dollars among all access to justice stakeholders needs to be approached with caution.

Sally Ramm stated that independent living grants provide all of the funding for guardianship in Washoe (and Clark) County, and the Division for Aging Services is keeping an eye on those funds.

The Co-Chairs asked the providers to start providing a catalogue of services to the Commission, via Kristina, that can be distributed. Services given to seniors specifically should be listed independently.

Talking Points from Legal Aid Executive Directors. Paul Elcano noted that the executive directors had identified several talking points at their quarterly meetings that are relevant to the discussion about senior services as iterated below:

1. The role of the state Supreme Court and the Access to Justice Commission in approving and/or determining the entities who deliver legal services in the state of Nevada
2. The most efficient method by which senior law project legal services can be delivered in the state of Nevada
3. Economies of scale and salary structures in the private vs. public sector
4. Economies of scale via reduction of the number of service providers i.e.: common reception, reduced administration, etc.
5. Reduction in organizational conflict with fewer providers
6. Easier and better accountability as a result of private sector delivery mechanisms
7. Constitutional issues: i.e. separation of powers, whether Judicial arm can generate funds via IOLTA and Bar Dues as a mechanism for funding governmental entities.

VARN. Valerie Cooney advised that the rurals have lost the majority of its funding sources, including federal grants and LSC reductions in the support for the pro bono project. The rurals have experienced a disproportionate reduction in 6.1 dues-check off contributions as well. There is however a significant gain in VAWA grants. No staff reductions so far, holding at four attorneys and four support staff. VARN has reorganized responsibilities and cut down on expenses to maintain current services and staff. She is optimistic that they will receive funding for videoconferencing so they may expand partnerships with UNR extension offices and community colleges to support and expand ask a lawyer and other clinics, as well as reach attorneys that would otherwise have to travel large distances.

Nevada Legal Services. AnnaMarie Johnson noted everyone is suffering with cuts from the federal government. The biggest cuts to NLS are through LSC, in addition to HUD and other federal grants. NLS has lost well over 500K, and as a result had to make some serious decisions how to best continue to service clientele, as unemployment remains high and needs are still there. Their goal is to continue to have as close to the same amount of staff statewide as possible in 2012. One of the things NLS reluctantly had to do was to close one physical office in Carson City, although it was stressed there is no reduction in staff, just the physical office space. NLS is renting office space in Carson City (for 1\$/year at Circles), staffed 2 days a week (in kind support being received from Circles). Barring congress overturning the supercommittee, NLS will get another 10% funding cut at the end of the year.

NLS continues all clinics, held on a monthly basis and advertised in the local papers in Elko, Carson, and Ely. Good news to report is for the first time, NLS has an increase in funding for Indian services. They now have funds for two full time and two half time attorneys in Indian law in both criminal and civil tribal courts, along with quarterly training for tribal court advocates. Julie Cavanaugh-Bill has been helping with this very popular program. The low income tax payer clinic has also taken off. NLS is the first legal services organization in the nation to run the tax court calendar certification. NLS had more pro bono attorneys volunteer to man the booth on April 15 than there were slots for, so they took names for the next time it comes around in late September. Nevada has the highest rate of pro se litigants in tax courts in the nation. The clinics will take place in both Reno and Las Vegas tax courts.

Washoe Legal Services.

Paul Elcano reporting funding is holding relatively solid and they are still providing substantively same areas, recently adding bankruptcy and mortgage. There is a cut in the LAV grant.

LACSN

Barbara Buckley reported LACSN just finished its unit goal setting for this year. Childrens unit is going to focus on mental health system- overmedicated and mental services, including a demand letter to the state.

There is a continuing scourge of petition preparers in the immigrant community- focus on creating alternatives:

- 1- adding a class in Spanish on BK and doing outreach in community
- 2- create a more comprehensive immigration legal delivery system
 - a. met with catholic charities and 2 UNLV professors. Thinking about doing a class in September. Clients would go to catholic charities, and LACSN would take VAWA and ERISA to free up the law school clinics. Website and docs will be developed to go along with it, along with a monthly class "do you have a path."
- 3- Once we do that, we have more to offer in the public service campaigns
- 4- Law day celebration- May. NLS and SLP will participate- 20 lawyers in a room at east las vegas community center
- 5- new pro bono opportunity for Sealing Of Records in partnership with FIT (training program). FIT will screen all the clients, do the paperwork.
- 6- PBS just taped divorce classes that will ship to everyone else around the State Bar of Nevada
- 7- LAV is very disappointing. Grant itself was reduced.
- 8- Noted that LACSN is very encouraged about NLF news relayed today and thanked NLF for its work.

Self Help Centers Referencing the report provided, the civil law self-help numbers continue to climb and satisfaction remains very high. NLS noted that the family law self-help center statistics went down about 40 thousand people

because not as many people can afford to get divorced, although there are still a tremendous amount of people walking through the door at sixty thousand plus a year. The Center now has family law forms on the website, online, fill-in with automated e-filing. There is staff to help with forms in the kiosks during business hours.

Public Speakers Bureau

Justice Hardesty is overseeing a working group, chaired by Judge Sullivan, to develop and roll out a public speakers bureau. The working group is researching developing a video for statewide use (that might include editing existing videos currently in use by individual programs), marketing and presentation piece for uniform presentation, and a list of service organizations and others which will be our first focus. Kristina circulated the powerpoint and handouts used during the last marketing campaign as a jumping off point.

Project Salute-

As the first prong of the ATJC veterans' initiative, Nevada Legal Services and the Family Law Section have teamed up with Access to Justice to launch Project Salute in Nevada in fall 2012. Information about the national program is available at www.statesidelegal.org.

Emeritus attorney program

LACSN recently went to a meeting of all general counsel who qualify for emeritus service, and partnered with the State Bar to send out an email to all inactive members in the South highlighting Ask-a-lawyer opportunities, to some limited response. Kristina noted that Utah has a robust emeritus program that centers on three prongs: (1) member services staff actively soliciting members to consider emeritus status when they call to request to go inactive, (2) taking advantage of a large corporate presence and (3) amending the in-house counsel certification rule to automatically allow emeritus service (without having to separately apply under the emeritus rule as well). Some permutation of that might be effective in Nevada. Justice Douglas asked that Commissioners consider that as well as other ideas and bring them to Kristina's attention.

Ira David Sternberg

Mr. Sternberg was introduced as a new Commissioner and briefly outlined his hopes for 2012, to include working with the public speakers bureau group, crafting a definitive marketing plan and branding for the Commission as a separate entity, finding new sources of support for communications and marketing to include untapped support in addition to the legal community, and, securing pro bono PR assistance for the Commission.

Calendaring

Next Commission meeting- Annual Convention, June 29th, 9 am to 11:30. Phone conference will be available. This will be the one in-person meeting for 2012.

The Commission also discussed the Thursday pro bono session at the annual convention and proffered ideas for the format and substance of the session at the request of Barbara Buckley, who volunteered to coordinate the planning to be attended by LACSN, VARN, NLS, LVSLP, and WLS.

Justice Douglas directed that everyone get in the practice of copying Kristina with individual program event calendaring so we can develop a statewide event calendar for all ATJC and pro bono related activities statewide.

Kristina and the Justices to meet later in the afternoon to confirm dates for the large law firm meetings.

Other Business

UNLV Professor Christine Smith was honored in DC for her community service

Justice Hardesty announced the Court will be inviting all bar members to hear US Supreme Court Justice Kennedy speak at the Judicial State Summit on May 1 at the M Resort. Commissioners and stakeholders are enthusiastically encouraged to attend.

Liberty Bell Dedication- Friday May 4 at 3pm

DRAFT

Submitted for discussion by Melanie Kushnir, LACSN

Top Judge Makes Free Legal Work Mandatory for Joining State Bar

Nathaniel Brooks for The New York Times

Attorney General Eric T. Schneiderman, left, and Chief Judge Jonathan Lippman marked Law Day in Albany on Tuesday.

By [ANNE BARNARD](#) Published: May 1, 2012

Starting next year, New York will become the first state to require lawyers to perform unpaid work before being licensed to practice, the state's chief judge announced on Tuesday, describing the rule as a way to help the growing number of people who cannot afford legal services.

The approximately 10,000 lawyers who apply to the New York State Bar each year will have to demonstrate that they have performed 50 hours of pro bono work to be admitted, Chief Judge [Jonathan Lippman](#) said. He said the move was intended to provide about a half-million hours of badly needed legal services to those with urgent problems, like foreclosure and domestic violence.

The need has exploded in recent years as the economic crisis delivered what advocates for the poor call a triple whammy: more people are struggling financially; more people need legal services to cope with foreclosures, evictions and credit and employment problems that could push them into long-term poverty; and state and federal financing for legal services has plunged.

The Legal Aid Society, the nation's largest provider of free legal services, turns away eight of every nine people seeking help with civil legal matters, said Steven Banks, the New York group's attorney in chief. Since the economic downturn began in 2008, Mr. Banks said, requests for assistance have jumped 40 percent for health care issues, 54 percent for unemployment insurance and work-related problems, 16 percent for domestic violence and "a stunning 800 percent" for foreclosures.

While criminal defendants have a constitutional right to free legal representation, defendants in civil cases — as well as people who need legal help for essential needs like applying for disability benefits — do not.

In his three years at the helm of the state's court system, Judge Lippman has made New York a national model and has been praised in the legal profession by addressing what he calls the justice gap, allocating millions of dollars from the courts' administrative budget for free legal services and making it easier for retired lawyers to take pro bono cases.

But his latest measure may prove more controversial, some of his admirers said, because it wades into a fierce debate among lawyers over whether mandatory pro bono service is the right solution — and because it could hit the pocketbooks of young lawyers at a time when they are struggling to find jobs. Judge Lippman and the court administrative board have the power to do

so because, unlike in many other states, the New York court system, and not the bar association, sets the requirements.

“Lawyers do not like to be told what to do,” said Esther Lardent, president of the [Pro Bono Institute](#), a nonprofit group that works with law firms to improve their pro bono services. “I worry about poor people with lawyers who don’t want to be there.”

In New Jersey, lawyers have long complained about a 20-year-old court order that allows judges to assign private lawyers in their counties to certain cases that are not covered by its public defenders. Some lawyers can win exceptions, but many argue that the burden is unevenly spread, falling more heavily in counties that have fewer available lawyers.

Supporters of the plan acknowledge that it will require more training and supervision for law students and recent graduates, who can file legal papers and appear in court if they are supervised. But they said they hoped it would dovetail with an increasing focus in many law schools on clinics that provide practical experience.

Because New York is a magnet for top law schools across the country, its bar requirements could help prompt the expansion of pro bono work elsewhere, said Don Saunders, a vice president at the National Legal Aid and Defender Association in Washington, who called Judge Lippman’s work to increase the amount of money for legal services “groundbreaking.”

Ms. Lardent, who supports pro bono requirements for law students, said she liked a “big audacious idea” if it did not place undue burdens on young lawyers who face a difficult job market and, if they are new to New York, may need help finding appropriate pro bono work.

For his part, Judge Lippman made clear that he believed the requirement would be a source of satisfaction to most lawyers and would not be onerous — it could be completed in a weeklong summer internship, members of his staff noted.

Pro bono work would be defined to include steps like representing poor people in civil court and legal work for a nonprofit group or government agency.

“The legal profession should not be seen as argumentative, narrow or avaricious,” Judge Lippman said in Albany at one of the many Law Day ceremonies held around the country on Tuesday to celebrate the rule of law, “but rather one that is defined by the pursuit of justice and the desire to assist our fellow man.”

Because detailed regulations have yet to be drafted, it is unclear whether lawyers moving to New York in the middle of their careers would be affected, or whether the work would have to be completed in the state. The graduates of New York law schools in 2010 made up less than half of the new lawyers admitted to the bar.

Judge Lippman said that while the preference was for work in New York, there would probably be provisions to allow recent law graduates to count work done while in law school elsewhere.



**Standing Committee on the
Delivery of Legal Services**

**2011
Year in Review**

The materials contained herein represent the opinions of the authors and editors and should not be construed to be those of either the American Bar Association or the Standing Committee on the Delivery of Legal Services unless adopted pursuant to the bylaws of the Association. Nothing contained herein is to be considered as the rendering of legal advice for specific cases, and readers are responsible for obtaining such advice from their own legal counsel. These materials and any forms and agreements herein are intended for educational and informational purposes only.

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Chicago, IL 60654
<http://www.americanbar.org>

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Message from the Chair

The mission of the ABA Standing Committee on the Delivery of Legal Services is to expand access to those of moderate incomes – those who have too many assets to qualify for legal aid or pro bono services, yet lack the resources to pay for full traditional legal services.

The Committee provides resource to the organized bar, non-profit organizations, the judiciary, practitioners and law schools to advance this mission. This Year in Review is among those resources. It is designed to help stakeholders broaden their understandings of the issues, identify others who are working in parallel paths and facilitate the conversations about increased avenues of access to legal services for those just beyond the poor.

The Report annotates articles from the legal press, bar publications and reports. It provides information about court rules, orders, guidelines and ethics opinions that were adopted in 2011. The Report also details information about policies supported by the Standing Committee, models promoted through the Louis M. Brown Award for Legal Access and research into public views on finding legal services. While the work of the Committee is presented, the Report highlights the work of many entities at all levels that share a dedication to improving access to justice through a wider conversation, policy decisions and programmatic advances. For further reference, the resources provided by the Committee are at www.americanbar.org/delivery.

The Committee anticipates and hopes the material in this Report will encourage and better enable those from every corner of justice system to further justice for all.

H. Ritchey Hollenbaugh
Chair

I. OUTREACH

Through the Delivery Committee website, which is routinely updated with articles, reports, ethics opinions, events and more, the Delivery Committee encourages the ABA, other bar association and legal groups to actively respond to the unmet legal needs for those of moderate income.

Articles

January 2011

- [ABA Journal: Sustaining Justice: 10 Experts Tell How Courts Can Do More with Less](#)
The *ABA Journal* asked experts in the field to offer ideas about how the courts can deliver justice effectively during a time of fiscal austerity. Ideas presented include simplifying the civil process, a better use of technology, and allowing attorneys to assist self-represented litigants.
- [Wisconsin Inside Track: Legal Ghostwriting: What Lawyers Should Know About Drafting Documents Without Disclosure](#)
Given the absence of state authority on ghostwriting, State Bar Ethics Counsel provides guidance for Wisconsin lawyers. Authority from other jurisdictions is drawn upon in suggesting such ethical guidelines.

March 2011

- [Wisconsin Inside Track: Demand for Limited Scope Representation is on the Rise; Supreme Court Studies Issue, Asks for Input](#)
Article discusses the efforts of the Wisconsin Supreme Court Planning and Policy Advisory Committee (PPAC) to implement limited scope representation. Such representation is framed as being a method for closing the justice gap as more people are unable to pay for legal services in difficult economic times.

June 2011

- [The Advocate – NCBA: CYA Corner: Unbundled Service Does Not Mean Unnecessary Risks](#)
Article discusses unbundled services. Member login is required to access.

July 2011

- [Oregon State Bar Bulletin: Unbundling Legal Services: Limiting the Scope of Representation](#)
Article discusses some ethical issues surrounding unbundling, including the scope of, standards for, and consent for representation.

August 2011

- [**Las Vegas Sun: Courts' Self-Help Center has Aided 55,000 People**](#)
Article reports on the high-volume usage of the Court's self-help center, which opened in December 2009. Such self help centers provide forms and assistance that make the process more efficient and ensures greater access to justice for people who cannot afford an attorney.
- [**Huffington Post: Liberty and Justice for Some: State Budget Cuts Imperil Americans' Access to Courts**](#)
Article reports on lag times in the court process, which are becoming increasingly common due to budget constraints. In order to deal with budget cuts, courts all over the country are having to freeze or reduce salaries, lay off staff, reduce operating hours, increase fines and fees, and leave positions for judges and support staff unfilled.
- [**Wisconsin Inside Track: Lawyer à la carte: Expanded use of limited-scope representation on the horizon**](#)
Article discusses a recent report released by the Wisconsin Supreme Court's Planning and Policy Advisory Committee, which identifies appropriate programming and initiatives for expanding limited scope representation in Wisconsin.
- [**Washington State Bar News: Professionalism and the Pro Se Problem**](#)
Article discusses the ways in which the increase of pro se litigants challenges the efficiency of the court process. A number of justice initiatives that address these issues are discussed.
- [**Law Practice Today: Expanding Your Practice with an Online Office**](#)
Article by Stephanie Kimbro considers what lawyers can do to integrate web-based technology to deliver legal services to the public. Prevalent structures of online delivery, types of legal services that best utilize this approach, and potential regulatory and ethical issues are discussed.

September 2011

- [**NYSBA Journal: The Law Office of the Near Future: Practical and Ethical Considerations for Virtual Practice**](#)
Stephanie Kimbro discusses a number of issues that arise in virtual legal practices. Issues discussed relate to the following: confidentiality, avoiding the unauthorized practice of law in other jurisdictions, physical office address requirements, conflict of interest checks, establishing the attorney-client relationship, defining the scope of representation, determining the competency of a client, authenticating a client's identity, supervising assistant lawyers and paralegals, and online client development and marketing.

- [**The Colorado Lawyer: Ethical Considerations When Providing Unbundled Legal Services**](#)
Article discusses the need for limited scope representation and the ethical considerations for attorneys in providing these services. The Colorado Rules of Professional Conduct are explained and discussed.
- [**The Montana Lawyer: New Limited-Scope Rules in Effect Oct. 1**](#)
New unbundling rules in Montana are described and discussed. Ethical concerns regarding the creating of a two-tiered justice system, the unauthorized practice of law, and the potential for increased risk to lawyers are addressed.
- [**The Arkansas Lawyer: Many Lawyers, Yet the Unmet Need for Legal Services**](#)
Article discusses efforts to better match the supply of lawyers with the demand of people in need of legal services.

October 2011

- [**The Baltimore Sun: Self-Help Center Expands Free Legal Services Statewide**](#)
Article discusses how a district court self-help center uses online and telephone assistance to expand services throughout the state of Maryland, increasing the population's access to justice.
- [**Connecticut Law Tribune: Two Ways To Cope With Judicial Budget Reductions**](#)
Article reports on the recent convening of the American Bar Association Task Force on the Preservation of the Justice System.
- [**Illinois Bar Journal: Does Your Law Firm Need a Virtual Reality?**](#)
Article discusses Internet-based software innovations and their potential to help practitioners cut costs while expanding their client base. Logistics involved in making the transition from brick-and-mortar processes to online processes are explained.
- [**GP Solo eReport: The Ethics of Unbundling**](#)
Stephanie Kimbro discusses the precautions law firms must take to ethically provide these services. The article raises a number of concerns to address in determining whether unbundling is appropriate and provides a step-by-step explanation of how to incorporate unbundling into one's legal practice.

November 2011

- [**The Colorado Lawyer: Limited Scope Representation Under the Proposed Amendment to C.R.C.P. 121 §1-1**](#)
Article addresses practical considerations for attorneys providing limited scope representation related to the Colorado Supreme Court's proposed amendment. Considerations include service of process, communication with attorney or pro se party, and retainer agreements.

December 2011

- [**Palm Beach Post: Yes, they're real lawyers: Booth at Boynton mall peddles foreclosure advice**](#)
Article reports on a law booth that opened the prior month in Boynton Beach Mall. Such a nontraditional approach provides legal assistance outside of normal business hours, increasing access to the law for many people.
- [**Ingham County Legal News: Unbundling Your Legal Services is Increasingly Popular**](#)
Article discusses Stephanie Kimbro's book and the growing popularity of unbundling legal services.

Reports

April 2011

- [**Kansas Courts: Report on Limited Representation Pilot Projects**](#)
The Report of Limited Representation Pilot Projects details the work of the Self-Represented Study Committee and its efforts to advance unbundling and self-help in Kansas.

May 2011

- [**Joint Task Force on Limited Scope Legal Representation: Limited Scope Legal Representation**](#)
A report issued by the Illinois Joint Task Force on Limited Scope Representation promotes unbundling and recommends a number of rule changes.

August 2011

- [**Wisconsin Supreme Court Planning and Policy Advisory Committee \(PPAC\): Subcommittee on Limited Scope Representation Feasibility Study and Recommendations**](#)
A report from the PPAC details the findings of a study conducted by the Subcommittee in Limited Scope Representation. The report includes findings

on the effectiveness of a number of court initiatives and detailed recommendations for implementing limited scope representation programming.

October 2011

- [**Access Across America: First Report of the Civil Justice Infrastructure Mapping Project**](#)

A report by Access Across America provides a state-by-state portrait of services available to assist the U.S. public in accessing civil justice. The report details who is eligible for civil legal assistance, how it is produced and delivered, how eligible people connect with services, how such assistance is funded, and how these services are coordinated and regulated.

Books

- [**Stephanie Kimbro: Serving the DIY Client: A Guide to Unbundling Legal Services for the Private Practitioner**](#)

Author, Stephanie Kimbro provides guidance on how attorneys may offer unbundled legal services.

Court Rules/Orders/Guidelines

January 2011

- [**Supreme Court of Mississippi: Rule of Professional Conduct 1.2\(c\)**](#)
Changes were made to the Mississippi Rules of Professional Conduct to facilitate limited scope representation by attorneys as one means of addressing the unmet legal needs of low to moderate income people.

March 2011

- [**Supreme Court of Montana: Rules of Civil Procedure 4.2, 4.3, and 11**](#)
Changes were made to the Montana Rules of Civil Procedure to facilitate limited scope representation by attorneys as one means of addressing the unmet legal needs of low to moderate income people.
- [**Supreme Court of Montana: Rules of Professional Conduct 1.2, 4.2, and 4.3**](#)
Changes were made to the Montana Rules of Professional Conduct to facilitate limited scope representation by attorneys as one means of addressing the unmet legal needs of low to moderate income people.

May 2011

- [Delaware's Judicial Guidelines for Civil Hearings Involving Self-Represented Litigants](#)

The Delaware Supreme Court adopted new guidelines to facilitate procedural fairness in the courtroom, particularly when one party is self-represented and one has an attorney.

September 2011

- [Indiana Supreme Court: Rule of Trial Procedure 3.1](#)

The Indiana Supreme Court amended its Rules of Trial Procedure to facilitate temporary and limited scope representation by attorneys.

October 2011

- [Colorado Supreme Court: Rule of Civil Procedure 121](#)

The Colorado Supreme Court amended its Rules of Civil Procedure to facilitate limited scope representation by attorneys.

November 2011

- [United States Court of Appeals for the Second Circuit: In re Fengling Liu](#)

The U.S. Court of Appeals for the Second Circuit accepted limited scope representation by attorneys. Specifically, the Court found that the attorney's ghostwriting did not constitute sanctionable misconduct.

Ethics Opinions

February 2011

- [Formal Opinion No. 2011-183: Scope of Representation; Limiting the Scope](#)

Formal Opinion 2011-183 finds that limited scope representation is expressly allowed by Oregon RPC 1.2(b) and clarifies that an attorney may limit representation to certain actions or issues.

June 2011

- [Informal Ethics Opinion EI-11-01: Legal Information Seminars](#)

Informal Opinion EI-11-01 discusses limited scope representation in the context of legal information seminars and clarifies the nature of the lawyer-client relationship in this context.

Events

February 2011

- [National Conference of Bar Presidents Midyear Meeting](#)
The 2011 Midyear Conference of Bar Presidents was held on February 10-12 in Atlanta, Georgia. A workshop on using the Internet to provide legal services was offered titled “Virtual Lawyering: The Bar’s Role in Designing a New Business Model. Click [here](#) for handouts provided during the workshop.

April 2011

- [ABA TECHSHOW](#)
On April 11-13, the ABA TECHSHOW presented information on technology and the legal field. Findings of a public opinion poll on how the public finds personal legal services were presented by the Standing Committee on the Delivery of Legal Services.

May 2011

- [ABA/NLADA Equal Justice Conference](#)
The American Bar Association Standing Committee on Pro Bono and Public Service and the National Legal Aid and Defender Association held the annual Equal Justice Conference May 19-21 in Las Vegas, Nevada.
- [National Meeting of the Access to Justice Chairs](#)
The annual meeting for the Access to Justice Chairs was held May 21 in Las Vegas, Nevada. A number of presenters discussed various topics related to expanding access to justice.
- [ABA National Conference on Professional Responsibility](#)
The ABA held its 37th annual National Conference on Professional Responsibility June 2-4 in Memphis, Tennessee. Of note, a breakout session on virtual law practice, titled “The Future is Here: Ethical and Regulatory Implications of Virtual Law Practice” was held. Panelists included Will Hornsby, Randall DiFuntorum, Richard S. Granat, and Stephanie L. Kimbro.

August 2011

- [NCBP/NABE/NCBF Annual Meeting](#)
The 2011 Annual Meeting of the National Conference of Bar Presidents, the National Association of Bar Executives, and the National Conference of Bar Foundations was held August 5-6 in Toronto, Ontario. The ABA presented information at a roundtable discussion on how the public finds legal services. The program began with an overview of the results of public opinion research undertaken by the ABA Standing Committee on the Delivery of Legal

Services and conducted by Harris Interactive in the fall of 2010. Click [here](#) for a report of the results of a public opinion poll.

October 2011

- **[GPSolo Fall Meeting & National Solo and Small Firm Conference](#)**
The General Practice, Solo & Small Firm Division presented a conference on October 21st designed for new and experienced lawyers looking for substantive and practical programming. The ABA Standing Committee on the Delivery of Legal Services participated.
- **[Futures Conference: Challenging the Law Practice Management Model](#)**
The 2011 Futures Conference was held October 28-29th at Chicago-Kent College of Law in Chicago. Several presenters discussed the use of technology in the delivery of legal services.
- **[Symposium on Limited Scope Representation](#)**
The Connecticut Bar Foundation and the Connecticut Bar Association presented a symposium on Limited Scope Representation. The centered around the court's ability to allow automatic withdrawal of a limited appearance once the terms of the limited agreement have been fulfilled. Additionally, the symposium explored proposed revisions to the Practice Book and the Rules of Professional Conduct For more information, [click here](#).

Initiatives/Programs

January 2011

- **[Washington State Bar Association: Moderate Means Program](#)**
The Moderate Means Program, a partnership between the Washington State Bar Association and three Washington law schools, is a statewide reduced-fee lawyer referral services designed to increase access to justice for people of moderate means.

II. POLICY

Recommendations to the House of Delegates

After reviewing recommendations before the House of Delegates, the Delivery Committee co-sponsored the following items, each of which are consistent with the Committee's mission to expand access to justice for those of moderate income:

2011 Midyear Meeting

- [Recommendation 109A](#) recommends the Uniform Partition of Heirs Property Act, promulgated by the National Conference of Commissioners on Uniform State Laws in 2010, as an appropriate Act for those states desiring to adopt the specific substantive law suggested therein. Action taken: approved.
- [Recommendation 109F](#) recommends the Uniform Collaborative Law Rules/Act, promulgated by the National Conference of Commissioners on Uniform State Laws in 2010, as appropriate legislation for those states desiring to adopt the specific substantive law suggested therein. Action taken: withdrawn.

2011 Annual Meeting

- [Resolution 103C](#) urges the Department of Homeland Security to revise its policies so that detained parents, legal guardians, and primary caregivers of children have meaningful participation with their attorneys at judicial proceedings involving their children; and that those involved in family and juvenile courts be educated regarding the connection between state child welfare laws and immigration laws. Action taken: approved.
- [Resolution 104A](#) supports application of the Immigration and Nationality Act to allow persons outside the United States to pursue motions to reopen or motions to reconsider removal (deportation) proceedings on the same basis and subject to the same restrictions that apply to persons who file such petitions from within the United States. Action taken: approved.
- [Resolution 110B](#) supports rules or legislation for those states desiring to adopt specific substantive law suggested therein. Action taken: not approved.
- [Resolution 120](#) urges Congress to amend the Uniformed Services Employment and Reemployment Rights Act of 1994 (“USERRA” or “the Act”), 38 U.S.C. §§ 4301-4335, by adding provisions to require employers to provide certain reasonable accommodations for returning veterans with combat injuries that may not manifest themselves until after a return to work. Action taken: approved.
- [Resolution 122](#) adopts the *ABA Standards for Language Access in Courts*, dated August 2011, and urges courts and other tribunals to give high priority to the prompt implementation of these *Standards*. Action taken: postponed indefinitely.
- [Resolution 123](#) adopts the *Model Time Standards for State Courts*, dated August 2011, and urges state judicial systems to adopt and implement the Standards. Action taken: approved as revised and amended.

III. MODELS

Louis M. Brown Award for Legal Access

The Louis M. Brown Award for Legal Access honors programs and projects dedicated to matching the unmet legal needs of the middle class and those of moderate incomes with lawyers who provide affordable legal information, services and representation.

The Award is presented annually to those who have made creative contributions to the delivery of legal services in ways that are exemplary and replicable. In 2011, the Delivery Committee recognized three programs.

2011 Brown Award Recipient:

[Pinellas County Clerk of the Circuit Court Legal Self Help Center](#)

The Self Help Center sets attorney appointments for a nominal fee of \$1 per minute with a minimum of \$15 and a maximum of \$60. Fees paid by the litigants fund the Self Help Center attorneys and no person is turned away based upon income. In addition to setting attorney appointments, the Self Help Center also provides specialized software that assists in filling out forms, maintains and sells packets for civil court actions, provides notary services and processes copy requests.

2011 Brown Award Meritorious Recognition Recipients:

[Arizona Foundation for Legal Services & Education and the State Bar of Arizona Modest Means Project](#)

The partnership between Arizona's Foundation for Legal Services & Education and the State Bar of Arizona Modest Means Project (MMP) assist individuals within the justice gap through LegalLEARN, a statewide legal services contact center. The contact center assists individuals making 250% or less of the Federal Poverty Guidelines with Bankruptcy, Consumer Law, Family Law, Housing, Guardianships and Wills & Trusts issues. The project provides 1 hour of brief assistance for \$75. For continued assistance, the \$75/hour fee continues. Callers receive an ID number and a list of attorneys working in the designated practice area.

[Mauk & O'Connor, LLP](#)

Founded in 2005, Mauk & O'Connor, LLP is a two-attorney law firm devoted exclusively to representation of families involved in special education disputes with local schools in northern Illinois. The firm is committed to assuring vigorous, comprehensive advocacy for parents and their disabled child, and seeks to maximize access to representation in meritorious cases by offering flexible fee and retainer policies. The business plan for the firm relies on recovery of attorney fees from the local school district as part of a settlement or after prevailing in a due process hearing before a state board of education hearing officer. The firm

has been successful over the past six years in two ways: first, in representing scores of low and moderate income families each year; and second, in sustaining the firm through recovery of attorney fees from school districts. More than 90% of firm revenue is received from school districts rather than the clients. Several legal organizations in the Chicago area have adopted this model to create or expand advocacy resources devoted to special education problems.

IV. RESEARCH

Public Opinion Poll Report

In 2010, the Delivery Committee commissioned [Harris Interactive](#) to conduct a public opinion poll to determine how consumers find legal services, as well as their awareness of unbundled legal services. In 2011, the Delivery Committee analyzed and summarized the findings into a report titled “[Perspectives on Finding Personal Legal Services](#).” Findings were based on data collected in 2010 from 1,008 respondents from around the country by landline telephone calls. Demographics were weighted and the survey results were statistically significant.

In assessing how people find lawyers for personal legal matter, the survey set out to assess two factors: the percentage of people who would rely on a trusted source and whether there was a movement away from print directories toward online information. The survey indicated that 80 percent of respondents would turn to a trusted source, with 20% turning to impersonal sources. These percentages were comparable to those from similar surveys conducted in 1990. With regard to the latter factor, few people indicated they would turn to either print directories or online searches as their primary way of finding a lawyer. Online models to connect people with lawyers were not greatly popular overall, with less than half reporting that they were likely to use any model. However, models with consumer ratings, those that provide online answers to questions and traditional websites were more highly rated than Web 2.0 models such as blogs, social networking sites and Twitter.

A large percentage of people reported they were unfamiliar with unbundled legal services, sometimes known as limited scope representation. Seventy percent were not at all familiar with the concept and only 11 percent were somewhat or very familiar with it. Nevertheless, people were interested in unbundling as an alternative, with two-thirds reporting that they were interested in discussing unbundling with their lawyer and would take into account a lawyer’s willingness to unbundle services when deciding who to use for a personal legal matter.

Finally, the survey looked at resources people would use if they proceeded without a lawyer. The top tier included judges, self-help centers and free online sources, while people were very unlikely to turn to paid online sources.

**STANDING COMMITTEE ON THE DELIVERY OF LEGAL SERVICES
MEMBERSHIP, 2011**

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