



# Nevada Supreme Court Access to Justice Commission



## Meeting Agenda

Harrah's & Harvey's – Lake Tahoe

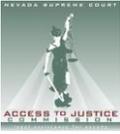
Executive Board Room

Friday, July 26, 2013 - 9:00 a.m. – 12:00 p.m.

**Conference Call:**

**1-877-594-8353/Passcode 56251579**

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|--|-------------------|--|
| <b>I. Opening Statements from Co-Chairs</b>                                    | <b>5 minutes</b>  |  |
| <b>II. Consent Agenda</b>  | <b>5 minutes</b>  | <b>Tab 1</b>                             |
| • Approval of Minutes  |                   |  |
| ➤ March 11, 2013 ATJ Commission Meeting Minutes                                |                   |  |
| ➤ May 30, 2013 IOLTA Taskforce Meeting Minutes                                 |                   |  |
| <b>III. Statewide Legal Service Delivery Reports</b>                           |                   |  |
| • Executive Directors Report   | <b>5 minutes</b>  |  |
| • Legal Service Provider Reports   | <b>40 minutes</b> |  |
| ➤ Legal Aid Center of Southern Nevada  |                   | ➤ Volunteer Attorneys for Rural Nevadans |
| ➤ Nevada Legal Services  |                   | ➤ Washoe Legal Services                  |
| ➤ Southern Nevada Senior Law Program   |                   |  |
| <b>IV. Discussion Items</b>  |                   | <b>Tab 2</b>                             |
| • Delivery of Services to the Rurals   | <b>30 minutes</b> |  |
| ➤ <i>Potential Survey of Needs in Rural Areas</i>                              |                   |  |
| • One Promise Nevada Campaign  | <b>30 minutes</b> |  |
| • ATJ Commission Goals: Short and Long Term                                    | <b>30 minutes</b> |  |
| <b>V. Action Item</b>  |                   |  |
| • ADKT – Peremptory Challenge  | <b>10 minutes</b> |  |
| <b>VI. Reports</b>   |                   | <b>Tab 3</b>                             |
| • Public Speakers Bureau Update  | <b>5 minutes</b>  |  |
| <i>Judge Frank Sullivan</i>  |                   |  |
| • Justice League of Nevada /IOLTA Report                                       | <b>5 minutes</b>  |  |
| <i>Dara Goldsmith / ALPS</i>   |                   |  |
| • UNLV PILA Spring Break Retreat Report  | <b>5 minutes</b>  |  |
| <i>Katelyn Franklin</i>  |                   |  |
| • Appellate Pro Bono Committee   | <b>5 minutes</b>  |  |
| <i>Justice Douglas, ATJ Commission Co-Chair</i>                                |                   |  |
| • Supreme Court Forms Website  | <b>5 minutes</b>  |  |
| <i>Justice Douglas</i>   |                   |  |
| <b>VII. Informational Items</b>  |                   | <b>Tab 4</b>                             |
| • ATJ Commission Appointments  |                   |  |
| • Self Help Statistics   |                   |  |
| • Bank of Nevada CLE: Ethics of Trial and Appellate Practice – Northern Nevada |                   |  |



# Nevada Supreme Court Access to Justice Commission



## Meeting Agenda

- State Bar Mandatory Data
- Pro Bono Week

### **VIII. Other Business**

**Next Meeting:** Friday, October 18<sup>th</sup>: 1-4 p.m. via videoconference



# Nevada Supreme Court Access to Justice Commission



## Meeting Minutes

Monday, March 11, 2013  
Via videoconference and teleconference

### MINUTES

#### Commission Members in Attendance

Justice Michael Douglas, Co-Chair  
Justice James Hardesty, Co-Chair  
Hon. David Barker  
Valerie Cooney, Volunteer Attorneys for Rural Nevadans (VARN)  
Hon. Frances Doherty  
Paul Elcano, Washoe Legal Services (WLS)  
Anna Marie Johnson, Nevada Legal Services (NLS)  
Melanie Kushnir, Legal Aid Center of Southern Nevada (LACSN)  
Elana Graham, State Bar of Nevada Board of Governors  
Hon. Frank Sullivan  
Prof. Anne Traum, UNLV Boyd School of Law (by telephone)  
Sugar Vogel, Southern Nevada Senior Law Program (SNSLP)

#### Non-voting guests in attendance

Barbara Buckley, Legal Aid Center of Southern Nevada  
Keegan Flaherty, ALPS Foundation services (by telephone)  
Katelyn Franklin, Public Interest Law Association (PILA)  
Dara Goldsmith, Justice League of Nevada  
Hon. Cynthia Leung (by telephone)  
Kim McKelvey, ALPS Foundation services (by telephone)  
Carmella Reed, NLS  
Jeremy Reichenberg, Young Lawyers Section (by telephone)  
Christine Smith, UNLV Boyd School of Law (by telephone)

#### Staff

Kimberly Farmer, SBN Executive Director  
Lisa McGrane, SBN Program Director

#### Call to Order

The meeting was called to order at 1:10 p.m.

#### Foster Care Pilot Project

The following guests appeared before the Commission to present the Clark County Department of Family Services (DFS) Therapeutic Foster Care Pilot program in collaboration with Healthy Minds: Jill Marano (State of Nevada, Department of Health and Human Services), Lisa Ruiz-Lee (DFS), Mike Knight (DFS), Alex Ortiz (DFS), Ken McKay (Healthy Minds), Robert Durette (Healthy Minds) and Lisa Durette (Healthy Minds). Those in attendance provided an overview of the collaborative program to improve services for children in specialized foster care homes. Ms. Marano informed the Commission that



## Nevada Supreme Court Access to Justice Commission

### Meeting Minutes



AB250, which was passed in 2011, allowed for Medicaid funding to be directed to specialized foster care programs throughout the State. Ms. Ruiz-Lee stated that Clark County DFS has contracted with Healthy Minds to provide umbrella services for children in specialized foster homes by coordinating medical services and working with biological families to address the needs of the children. The goal of the Pilot Project is to reduce psychiatric placements, psychiatric medications and transfers to multiple care homes. The Commission commended the Project's innovative efforts citing the need that previously existed to take legal action on behalf of the children in specialized foster care, the decrease in the number of cases that previously clogged the family court system, and the reduction in psychiatric hospitalizations and medications.

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

The State Bar of Nevada is in the process of soliciting applications for the new Access to Justice Director position through the end of March. The State Bar will coordinate the selection of the Access to Justice Director with the Commission.

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

*Legal Aid Center of Southern Nevada:* Ms. Buckley reported that LACSN is working with the Family Court to deliver a different judicial system for children. Currently, there are built-in delays with no single judge or hearing master in control of a case. A committee is in place to provide recommendations and changes are already being implemented. Judge Sullivan stated that the goal is for judicial accountability, moving cases through the system timely, and more time for hearings. Ms. Buckley announced the production of new books for kids in foster care entitled, "What Happens When You Leave Your Home." There are two versions for younger and older kids. The LACSN staff is moving into the new building on Friday and the Center will be open for business on Monday. Ms. Buckley also distributed a list of firms in southern Nevada sorted by number of attorneys and the number of pro bono cases accepted and pro bono hours performed by those firms. She asked for the Commission's assistance to strategize on how to visit and/or solicit help from firms who have not taken cases or donated money for pro bono.

*Nevada Legal Services:* Ms. Johnson reported on the status of Federal funding for her organization resulting from sequestration as Nevada Legal Services receives all funding directly from the Federal government. To date, NLS is not filling open positions, staff is taking one furlough day per month, and the office is reducing the days for new client intakes to Monday thru Thursday. More permanent solutions will be necessary if sequestration continues. Ms. Johnson informed the Commission that: Project Salute will continue this year; NLS is working with SNSLP to serve seniors; NLS is holding a golf tournament fundraiser in May (Washoe and Clark County); and that there will be an open house in Reno for the new NLS office.

*Southern Nevada Senior Law Project:* Ms. Vogel reported that this is SNSLP's transition year and operations are running smoothly for the organization. They are receiving funding in part from in kind services offered by the City of Las Vegas and through a \$75,000 Wells Fargo grant. Southern Nevada Senior Law Project is working with UNLV-Boyd School of Law's extern program to provide estate planning for its clients. The organization also reported a 99% customer satisfaction rating in a recent survey.

*Volunteer Attorneys for Rural Nevadans:* Ms. Cooney informed the Commission that VARN has experienced an enormous need for immigration services. The organization is engaged in a videoconferencing project which would partner pro bono attorneys with clients in rural areas to provide



legal services and educational programs. VARN is involved in the Nevada Network Against Domestic Violence partnership and is arranging a CLE to provide awareness of the issue among members of the bar. Two upcoming events for VARN include the legal aid fair in Winnemucca and the Cow County Ball fundraiser.

*Washoe Legal Services:* Mr. Elcano provided an update on the progress WLS has made to revamp its intake process to include bilingual staff, increase the number of weekly clinics offered, and raise foundational funding for its guardianship program. WLS also lobbied the Washoe County Commission to direct a portion of a \$3 recording fee to WLS.

*Washoe Senior Law Project:* Justice Hardesty asked for the Commission to be brought up to date on the status of this program and what services are currently provided. Ms. Johnson informed the Commission that Washoe County is under contract with NLS thru June 30 to provide ongoing services to WSLP clients. The program has its non-legal staff still in place under the supervision of two full time NLS attorneys. Judge Hardy stated that funding for the program has been declining over the years, there has been a lack of leadership, and it appeared as though the program's future was limited. An advisory board was established and recommended changes. The Washoe County Board of Commissioners voted to collaborate with Sally Rahm and the Attorney General's Office to provide in kind services and funding (currently \$75,000) and transition to an established legal provider. Applications responding to the RFP will be accepted through April, at which time Washoe Senior Law Project will begin coordinating with the new provider. The Commission expressed general concern about the amount of funding directed for and distributed to the program.

#### **IOLTA Fixed Rate Review Process**

**It was moved and approved** to adopt the IOLTA fixed rate review process which sets a timeline for review of IOLTA rates twice annually in May and November.

#### **Appointment of Jeremy Reichenberg as YLS Liaison**

**It was moved and approved** to appoint Jeremy Reichenberg as the Young Lawyers Section liaison to the Commission, pending the Court's approval of ADKT 0483.

#### **Approval of October 19, 2012 Meeting Minutes**

**It was moved and approved** to accept the October 19, 2012 meeting minutes as amended.

#### **Communications and Marketing**

Ms. Farmer presented an overview of the memo provided by Ira David Sternberg outlining communications and marketing campaign developed by Ms. Marzec and representatives from The Firm, which is providing pro bono services to the Commission. The Firm recommendation was to provide an overarching campaign slogan to build identity. Ms. Buckley made the Commission aware of the "One" campaign in Florida: One Client One Attorney One Promise. The producer of the campaign, which includes a video and written materials, is willing to produce a similar video for Nevada at no cost, with exception of expenses related to shooting the video in Nevada. The Commission developed a subcommittee of Judge Doherty, Dara Goldsmith, Barbara Buckley, Anna Marie Johnson and Valerie Cooney to review the One campaign and solidify the Commission's approach by the Annual Meeting in July.



#### **Justice League of Nevada Report**

Ms. Goldsmith informed the Commission that the current FDIC insurance coverage for IOLTA accounts is \$250,000 per account, per client. She noted that as of January 2013, there is \$279,025,355 on deposit for IOLTA accounts, with an anticipated influx this year depending on the 40+ pending endoscopy cases. Ms. Goldsmith noted the number of banks that are offering higher interest rates than the minimum 0.70%, including some of the smaller banks holding fewer than 25 IOLTA accounts. Ms. Goldsmith brought to the Commission's attention that Chase Bank is not meeting the requirements set forth in Rule 217. Of the 52 accounts held by Chase, 49 have a couple hundred dollars or less. Ms. Goldsmith also informed the Commission that JLN is revamping its website. The organization is also looking for attorney members with a skill set in fund raising and/or fund development to serve on its Board of Directors.

#### **Public Speakers Bureau**

The Commission's webpage now includes a request form for its Speaker's Bureau ([www.nvbar.org/atj/speakersbureau](http://www.nvbar.org/atj/speakersbureau)). Judge Sullivan informed the Commission that speakers are in place for both northern and southern Nevada. He stated that the next steps include development of consistent messaging, determining expectations from law firms, and finding ways to reach beyond the "choir" of attorneys who already perform pro bono work. The Commission will need to develop two forms of messaging: one to attorney groups and one to civic groups such as Rotary clubs. Justice Douglas agreed with Judge Sullivan and stated that the Commission needs to broaden its horizon and express the needs of pro bono service and financial support in ways that relate to the populace. He informed the Commission that the Supreme Court has an available PowerPoint presentation on the appellate court. Judge Sullivan also has a presentation for civic groups.

#### **Emeritus Program**

A request was made to extend emeritus status to criminal law attorneys. The Commission, by lack of motion or vote, declined to make any changes to the emeritus program.

#### **2013 ATJ Commission Goals**

The Commission reviewed the list of goals provided and agreed that new priorities need to be set for 2013. The Commission asked that each member rank the goals in order of importance for discussion at the July meeting. Justice Hardesty identified several short-term goals that he would like to see accomplished within the next three months, including the One marketing campaign, refinement of the public speakers bureau, and coordination of pro bono providers with the bar to target law firms with a person-to-person approach.

#### **State Bar of Nevada "Say Yes to Pro Bono" Campaign/2013 Dues Statements**

Justice Hardesty commented on the statistics provided by the bar and noted the high number of attorneys who responded that they had not provided pro bono services in 2012. He stated that these are the attorneys on whom the Commission should focus as it promotes its Speaker's Bureau and marketing campaign. Ms. Farmer stated she would like to compare the final numbers from the 2013 reporting cycle with the previous year to determine if the "Say Yes to Pro Bono" campaign launched last year made a difference.



#### **Bank of Nevada CLE: Ethics of Trial and Appellate Practice**

The State Bar of Nevada recently partnered with Bank of Nevada to host a CLE benefitting the legal service providers in Clark County. The event was a success with more than 200 people in attendance and \$21,000 raised. The Commission agreed that the seminar should be repeated in northern Nevada and be made into an annual event.

#### **UNLV PILA Rural Services Spring Break Student Retreat**

The ATJ Commission donated \$500 to the PILA program. Dean Smith informed the Commission that six students will be traveling to the rural areas during spring break. They will be participating in a tribal law project, visiting the Supreme Court, assisting NLS with its legal aid fair, and joining in a community service project with an elementary school. She will report on their projects at the Commission's next meeting.

#### **Veteran's Initiative**

Ms. Johnson informed the Commission that NLS is looking to grow this initiative. Ms. Buckley added that LACSN is also participating at an upcoming event.

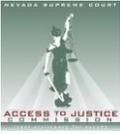
#### **Legal Service Provider Economic Impact Statements**

This item has been tabled.

#### **Preemptory Challenge Fee Waiver**

Ms. Buckley asked if a fee waiver can be obtained on behalf of attorneys representing low income clients. **It was moved and approved** for the State Bar of Nevada to draft an ADKT for submission to the Court on this issue.

The meeting adjourned at 3:55 p.m.



## Nevada Supreme Court Access to Justice Commission



### IOLTA Taskforce Meeting

May 30, 2013  
Via teleconference

### MINUTES

#### **Taskforce Members in Attendance**

Justice Michael Douglas, Co-Chair  
Justice James Hardesty, Co-Chair  
Barbara Buckley, Legal Aid Center of Southern Nevada  
Kim McKelvey, ALPS Foundation services  
Frank Flaherty, Board of Governors  
Dara Goldsmith, Justice League of Nevada (JLN)  
Sugar Vogel, Southern Nevada Senior Law Program (SNSLP)

#### **Staff**

Kimberly Farmer, SBN Executive Director  
Lisa McGrane, SBN Program Director

#### **Call to Order**

The meeting was called to order at 4:00 p.m.

#### **IOLTA Fixed Interest Rate**

Taskforce members reviewed the memo submitted by JLN, including comparable rates among financial institutions in Nevada, as well those offered elsewhere. The Taskforce also considered the comments submitted by Bank of Nevada.

MOTION: Barbara Buckley moved to maintain the current IOLTA rate at 0.70 and revisit the rate in November 2013.

SECONDED: Frank Flaherty

Ms. Buckley noted that LACSN is partnering with Bank of Nevada to advertise the bank's lending for downtown construction and stated that Bank of Nevada is an appreciated partner in the community.

The meeting adjourned at 3:55 p.m.

# The Nevada Supreme Court Access to Justice Commission



## **SUMMARY OF CIVIL LEGAL NEEDS AND ACCESS TO JUSTICE IN NEVADA**

**July 2008**

This document was developed under a grant from the State Justice Institute (Grant Number SJI-08-T-076).

Points of view expressed herein are those of the Access to Justice Commission, and do not necessarily represent the official position or policies of the State Justice Institute.



## Report Summary

The Supreme Court of Nevada created a permanent Access to Justice Commission (Commission) in June 2006. The Commission is supported by a Director who is employed by the State Bar of Nevada. In 2007, Nevada became one of many states to commission a needs assessment of its residents' access to civil justice. To accomplish this, the Commission contracted for three projects as part of a statewide assessment of the civil legal needs of low and moderate income residents. The Commission contracted for a telephone survey, a needs assessment, and strategic planning as part of a statewide assessment of the civil legal needs of low and moderate income residents. In March 2008, "Nevada Civil Legal Needs Survey" was published by Gene Kroupa & Associates, LLC (GKA), a research firm retained by the ATJC to survey 1,000 statewide residents from targeted geographic regions and analyze the results. The survey was conducted in November 2007 and covers solely the civil legal needs of Nevadans.



The second project was to use the survey results to further delve into the civil legal needs of Nevadans through research, interviews and analysis. Following receipt of the telephone survey results from the State Bar of Nevada, Social Entrepreneurs, Inc. (SEI) a management consulting firm was contracted with for the remaining projects. SEI conducted targeted research to complete the needs assessment. Research included demographic and situational characteristics of low-income residents in Nevada, accessing data from Clark and Washoe Counties, Carson City, the State demographer, the US Census and existing reports. Data was also provided by the State Bar of Nevada, Legal Service Corporation (LSC) providers, non-LSC providers, and other service providers including Nevada 2-1-1. Providers were issued a questionnaire that asked for information including services provided and eligibility requirements. Websites and program publications were also used to better understand the service delivery system. This report summary is the result of that research and will serve as a resource for future strategic planning.

Failure to provide equal access to justice has significant social and economic implications for Nevada. While it is largely accepted that access to justice is a public responsibility, it also requires a commitment of resources. In Nevada, those resources are woefully inadequate.

The lack of investment in providing access to justice costs all citizens both economically and socially, beyond the immediate impact on the justice system.

The telephone survey showed that,

- 20% of those with one or more legal problems received help from a lawyer for at least one but not all of the legal problems they identified. Many of those who asked for help did not receive help from a lawyer.
- Over two-thirds of low to moderately low income households experience significant civil legal problems that would ordinarily require at least some assistance from an attorney in order to resolve them.

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*Throughout the state providers noted that they would like to advertise but they can't meet current needs let alone increased needs without more staff to back up the system and manage intakes and interviews. They fear being deluged by new clients when they can't serve current needs.*

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A number of factors impact the gaps and priorities for Nevada and many correspond with the telephone survey results. They include:

- Nevada's geographic expanse with rural, urban and frontier counties poses a unique challenge in providing legal aid and ensuring equal justice under law, primarily as it is expensive to maintain offices in locations with small population centers,
- Nevada's population growth over the past 10 years, coupled with a dramatic shift in the demographics of Nevada's resident, impacts service delivery. With more seniors, a growing immigrant population, and a growing number of homeless individuals and families, the demand on the legal system will only continue to increase,
- The number of Nevadans in search of assistance continues to grow. This is particularly true in the area of family law where the overwhelming majority of parties are representing themselves without the help of an attorney.

Generally, anyone unable to pay for an attorney must navigate the legal system on their own. This affects both the quality of the justice they achieve and the ability of the court personnel to provide services in a timely manner. Key informant interviews and focus groups provided considerable context for understanding how an insufficient civil justice system is experienced on a day to day basis.

- Participants in the needs assessment described Nevada's civil legal system as one with insufficient resources and pockets of unmet need.
- Because of the scarcity of resources, there are groups of individuals experiencing a lack of access either due to their geographic location, not meeting eligibility requirements or because no funding is available to serve a particular type of legal need. Legal aid providers funded by the Legal Service Corporation (LSC) have different funding requirements, mandates and priorities in providing civil legal aid than do non-LSC providers.

When Nevadans experience civil legal needs, focus groups and key informants report that their experience will vary dependent upon statewide differences in how the court system operates, how, when and if representation is provided, and how law enforcement views and acts upon various orders. While federal

funding is provided to serve the entire state, with the geographic makeup of Nevada it is virtually impossible to serve the civil legal needs of Nevadans statewide with the current level of funding.

In Northern and Southern Nevada, those interviewed indicated they often learned about services by word of mouth or through a court or social service referral. Those interviewed reported receiving some level of assistance, usually beginning with information, kits or forms and in some cases culminating in representation by a lawyer. Focus group participants and key informants from rural areas noted less awareness and availability of services to meet their civil legal needs and more often did not report receiving representation.

Nevada's current system is seen by some providers as crisis driven rather than prevention and intervention oriented which could be a better use of the available resources. In terms of prevention, interviewees reported that more information is needed by the general public regarding the legal system, and legal process in general, to have realistic expectations about how the system works, how much time it takes to resolve a civil legal need and what the potential outcomes are.

- Prevention activities are stunted by the fact that to educate the public about the system includes education about free or low cost services. All providers interviewed expressed trepidation about publicizing the availability of services which are insufficient to meet current demand. This reluctance to flood a system that is already drowning in clients is understandable.
- At the same time, key informants note that without intervention, the system will remain crisis oriented, rather than allowing opportunities statewide to prevent and intervene before a legal matter becomes a crisis.

Civil legal aid resources exist at varying levels throughout the state due to differences in available resources, eligibility requirements, and demand. In general, organizations serve target populations and must prioritize client cases because of demand that exceeds resources available.

Civil legal need experts in Nevada noted that a true continuum of services is needed statewide to ensure that regardless of the civil legal need, or where someone lives, that some assistance is available. Strengthening the continuum of services could include ensuring statewide access to information and forms, kits for certain types of legal needs, classes, one on one coaching related to forms, access to a paralegal or person who can manage the navigation of the system and access to an attorney.

- In general, family, finance, and housing civil legal needs are the greatest and most common needs identified in both focus group and telephone survey results. Immigration needs were identified in the small format focus groups. It is assumed that persons were less likely to identify immigration as an issue during the telephone survey.

Focus groups, key informant interviews and research indicate that Nevada has the following gaps in services:

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*“One issue becomes another and another. I had a financial issue. Now I may lose my housing. If I lose my housing I will have trouble keeping my job. If I lose my job, I have bad credit and now you can't get a decent job unless you have good credit. It's a catch-22. I am trying to pay my bills and may lose my house and my job.” Focus Group Participant*

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- Insufficient number of low or no cost lawyers to address civil legal need cases (Washoe County, Clark County and the Balance of State)
- Insufficient specialty clinics to address family and consumer cases (Washoe County, Clark County and the Balance of State)
- Insufficient pro bono attorneys including those with expertise in specific areas of civil legal need including financial, housing and family law (Washoe County, Clark County and the Balance of State)
- Inability to address immigration issues (Washoe County, Clark County and the Balance of State)
- Need for expanded self-help services with support including non-legal supportive services
- Need for increased education and awareness about civil legal needs and options to address the needs
- Need for improved coordination between social and legal services to address ancillary issues that impact legal needs and that may become a secondary legal need

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*“I first came here for help with a bankruptcy. Now I am back for help with a divorce. They (Legal Services) really make a difference when you don’t know where to go.” Focus Group Participant*

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These needs are only likely to increase. Research indicates that Nevada’s population has exploded in the past 20 years and will continue to change in the near future. Growth of the state as a whole, coupled with changes to the demographic make-up, present unique issues for serving the state’s needs for civil legal aid. Nevada’s overall population growth has been accompanied with shifts to the demographic make-up of the state. One such shift is a significant jump in the number of older adults and seniors as a percentage of the total population. In Nevada, the greatest shift has been a recent increase in the number of persons of Hispanic Origin. Growth of the Hispanic population is projected to continue, reaching an estimated 31% of the total population by 2020. Clark and Washoe Counties have a far greater concentration of persons of Hispanic Origin and also Asian or Pacific Islanders than the rest of the state. Clark County also has a much higher percentage of Black individuals than other areas of the state.

In 2005, updated estimates developed by the Census Bureau indicated that 11.1% of Nevadans were below the poverty level during the past 12 months. In 2006, over one-fifth (21.5%) of families maintained by women with no spouse present had incomes below the poverty level, compared to 3.9% of families in married couple households. Children in female headed households with no husband present are also far more likely to experience poverty. Significant disparities in poverty are also associated with race and ethnicity. In 2006, 17.4% of Native Americans in Nevada lived below the poverty level during the past 12 months, more than any other racial or ethnic group. While poverty status provides some measure of extreme financial need, families earning incomes far above the poverty income level can also experience hardships in keeping up with the cost of living and accessing legal services. Almost one-third of all households in Nevada have a total household income (combining the incomes of all members of the household) under \$35,000 per year.

The results of the telephone survey showed that many people experienced more than one legal problem within the past 12 months. For example,

- Of 207 persons that identified a housing problem, 74% of this group also reported financial problems, 50% reported a domestic problem, and 46% reported a benefit problem.

In terms of housing, the Department of Housing and Urban Development (HUD) in 2002 published a report that indicated that consistently high rates of discrimination were found across all 23 metropolitan areas included in the study and across three minority groups tested including Black/African American, Hispanic and Asian or Pacific Islander individuals. Although data for Nevada was not provided by this study, it is reasonable to believe that the high rates in discrimination found across all regions of the country are also experienced in Nevada's urban areas. According to RealtyTrac, an online marketplace for foreclosure properties, Nevada posted the nation's highest foreclosure rate in 2007 with 3.4% of its households entering some stage of foreclosure during the year.

- 47% of households surveyed faced some type of personal finance or consumer-related legal issue within the past 12 months. Focus group and key informant results validate this finding.
  - The most prevalent issue by far was being contacted by a collection agency regarding unpaid bills; this happened to 33% of households surveyed.
  - Three other issues were reported by 11% to 14% of households each: having a major problem with a creditor, having a local utility cut off service or threaten to stop service to the household, and dealing with incorrect information in a credit report.
- Nevadans had the second-highest average credit card balance in the nation at \$7,645 in 2007.

Almost 700,000 people – over 28% of the state's population – had been at or below 200% of the federal poverty level in the preceding year. This may be a better indicator of the prevalence of financial duress than looking at the standard poverty level as many people below 200% of the federal poverty level are likely to have financial issues. In 2007, there were a total of 10,865 filings for personal bankruptcies in Nevada courts. 83% of these filings occurred in Southern Nevada and 17% were in Northern Nevada. Nevada also ranked 2<sup>nd</sup> in the nation in identity theft complaints per 100,000 people.

The Nevada Civil Legal Needs Survey found that one-fourth (26%) of respondents experienced a family- or domestic-related legal problem. The telephone survey only reached adults and did not directly address any legal issues from the perspective of children. Therefore it does not provide a basis to understand the extent to which children need legal advocates on family-related civil matters that directly involve the child such as disputes over custody or guardianship of children, advocacy for children removed from their homes due to substantiated abuse or neglect, and efforts to terminate parental rights. Key informant interviews indicated that child advocacy is an unmet need throughout the state.

In 2006, a total of 65,085 domestic violence contacts were made. Of this total, 38,297 were recorded as first time contacts, meaning they had not previously contacted the agency regarding an incident of domestic violence. Reporting domestic violence is a difficult and sometimes dangerous event requiring trust between

the domestic violence victim and the agency. For this reason, phone survey data related to domestic violence, such as the data obtained in the Nevada Civil Legal Needs Survey, is likely to only show the tip of the iceberg.

Statewide in Nevada, there were 118,148 open cases for determining child support payment obligations or enforcing existing child support payment obligations as of February 2008. Of these, payment obligations had been established in 74,716 cases (63% of the total) so that the primary legal issue in these cases is enforcement of the payment obligation. According to a 2007 report in the Las Vegas Review-Journal, child support was collected in only 46% of the cases in the state during fiscal year 2004-05. A performance audit of the state child support system showed that Nevada ranked 49<sup>th</sup> in the country in establishing paternity, 49<sup>th</sup> in the amount of child support collected, and 48<sup>th</sup> in the number of cases where support payments are not current. Nancy Ford, administrator of the state Welfare Division, specifically noted that “part of the problem is that Nevada’s child support system relies heavily on legal procedures.”

In the twelve month period from July 1, 2006 through June 30, 2007, there were 6,179 elder abuse and neglect complaints reported in the state database. This is an increase of over 28% in just two years from 2004-05, when there were 4,806 complaints of elder abuse recorded. Of the 2006-07 complaints, 1,579 or about 25% of the complaints were substantiated through investigation by law enforcement or other agencies. As with child abuse and neglect, there is no way to know the true prevalence of elder abuse and neglect since undoubtedly many incidents go unreported.

An important measure of legal support needs is the number of actual court cases related to family issues. From July 1, 2005 to June 30, 2006, there were 59,571 family-related cases opened in Nevada’s District Courts plus an additional 1,740 requests for Domestic Violence Protection Orders processed by Justice Courts, producing a total of 61,311 family-related cases in Nevada courts. There were a total of 9,990 family court cases that potentially involve child support obligations – 1,611 Support/Custody cases, 7,785 Uniform Interstate Family Support Act cases involving maintenance of a spouse or child when one party resides in another state, and 594 paternity cases. Other data indicates that there are currently over 43,000 cases were in various stages of the legal process to determine child support obligations, and tens of thousands of other cases where child support obligations have been established but support payments are not current.

The total of over 61,000 family-related cases that were opened in court in a 12 month period should be viewed as an indicator of the minimum level of demand for family-related legal services. The actual demand is certain to be far greater, given the need for legal assistance to evaluate situations and determine an appropriate course of action before a case would make it to the court system. In addition, from April to June 2006, there were approximately 6,000 children in out-of-home placements, primarily in foster care homes, while only 12 funded child advocacy legal aid attorneys in the state.

A variety of situations related to employment can create needs for legal assistance. Discrimination in hiring, firing, discipline, promotions, or the terms of employment is a commonly recognized challenge. Additional employment-related issues can include illegal employment practices, problems accessing unemployment compensation or workers compensation benefits, problems with pension plans or other retirement benefits,

and issues with pay or withholding. The Nevada Civil Legal Needs Survey reported that 19% of respondents had some type of employment-related legal problems within the last 12 months.

On the average in 2007, over 13,000 people every month file an initial claim for unemployment benefits (in other words, request benefits for the first time for a specific period of unemployment). For the first six months of 2007, an average of 12,675 people per month filed an initial claim and 6,118 people received an initial payment after being approved to receive benefits. This suggests that roughly 50% of people filing initial claims were not able to receive benefits.

Unemployment rates in Nevada have been climbing steadily for the past year. In January 2008, the seasonally-adjusted unemployment rate for Nevada was 5.5%, compared to 4.5% in January 2007. A national survey conducted by Harris

Interactive for Kelly Services and CareerBuilder.com found that one in five working Americans feel they have faced discrimination on the job. More specifically, 23% of diverse workers said they had been discriminated against or treated unfairly in the workplace based on their background.

Persons with disabilities or serious health conditions can face unique civil legal needs such as being fired by an employer in violation of state and federal laws, workplace modifications not being made, losing coverage of a health insurer, and inaccessibility of public facilities. For 2006, the lowest estimate found was that 12.6% of Nevada's population ages 5 and over – 287,816 people – had at least one disability. A much higher percentage of people in the rural regions of the state have disabilities than in the urban areas; over 16% of the population outside of Clark and Washoe Counties has at least one disability, compared to less than 13% in Washoe County and fewer than 12% in Clark County. The percentage of seniors with physical disabilities – 29.5% – is particularly notable since accommodations like ramps, handrails and other structural supports are often needed to make public facilities accessible for persons with physical disabilities.

One portion of the Nevada Civil Legal Needs Survey dealt with civil legal problems associated with applying for or receiving government assistance program benefits for individuals and families. More than half (61%) of survey respondents had applied for or received benefits from at least one public assistance program such as Medicare, Medicaid, Social Security for the disabled, Supplemental Security Income (SSI), food stamps and other such programs. The survey results indicated that 24% of respondents experienced a problem related to public benefit programs.

On the surface, the results of the Nevada Civil Legal Needs Survey would suggest that relatively few legal problems are experienced related to immigration status or language proficiency. Only 4% of survey respondents overall indicated that they had any immigration or language problems in the last 12 months. The Census Bureau estimated that in 2006, there were 475,914 foreign born residents of Nevada, accounting for 19% of the state's total population. Of these immigrants, 303,409 were not a U.S. citizen

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*“My husband is getting no help at all. He had to stop working because of his health. He was in Vietnam and exposed to Agent Orange—he has multiple health problems—diabetic, on oxygen, and needs therapy. But we can't get disability or social security because he had retirement, and supposedly he doesn't qualify. He used to make \$4,000 a month and his retirement income is \$1,700. He's filed claims through the VA but they say it just takes forever...meanwhile we're barely getting by. We don't know where to turn.”*

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*Focus Group Participant*

and the remaining 172,505 were naturalized citizens. Income levels tend to be low among this population. 16% were living below 100% of the federal poverty level and another 29% were between 100% and 199% of the poverty level, so overall 45% of non-citizen immigrants were below 200% of the poverty level.

According to the 2006 American Community Survey, 27% of Nevada residents speak a language other than English as their primary language at home. Almost 300,000 people in Nevada ages 5 and over speak English less than “very well.” This may make it more difficult to interpret information about available services in order to know where to go for assistance, difficult to communicate with legal aid providers when they do locate a provider, and difficult to understand written and verbal information provided by legal aid providers and courts. Many focus group participants identified experiencing immigration, family and financial legal needs.

The Nevada Civil Legal Needs Survey reported that approximately one in 10 households with a Native American tribe member experienced problems related to being Native American that could require legal assistance. If this rate was applied to the estimated 36,000 Native Americans in Nevada in 2007, it would translate into about 3,600 people experiencing problems specifically related to being Native American.

The results of the Nevada Civil Legal Needs Survey found that 12% of survey respondents indicated that they or a household member had court or administrative hearing issues within the past 12 months. From July 1, 2005 to June 30, 2006 for matters not covered previously in this summary; a total of 109,491 such cases were opened during the year. In addition, there were 39,443 housing-related civil cases and 59,571 family-related cases, bringing the total civil caseload up to 208,505.

The State Bar of Nevada data system shows that there are a total of 5,997 active members that reside and practice within the state. An additional 1,227 State Bar of Nevada members reside outside of the state. Judges are not included in either of these statistics--a total of 152 judges are active members of the State Bar of Nevada. The fewest legal aid resources per person in poverty are in Clark County, closely followed by the Balance of State (all counties besides Clark and Washoe Counties).<sup>1</sup> The ratio in Clark County is 5,495 persons living in poverty per legal aid attorney (5,495:1). In Washoe County, the ratio is 2,645:1. The ratio for the Balance of State is 5,256:1. The ratio for Nevada as a whole is 4,706:1.<sup>2</sup>

The next component of this project is to engage in strategic planning to address the needs detailed in this assessment. Therefore, the following recommendations are provided as a starting point for discussion rather

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*Focus group participants describe life without a legal work permit as “living in the shadows and in a constant state of fear;” fear to drive a car, fear to pay a parking ticket, fear to call take action against landlords for unsafe housing, fear to press discrimination charges for employment or workplace safety, fear to go to a doctor for preventative medicine, fear to speak to police officers, and most of all fear that their children will be taken away.*

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<sup>1</sup> For this calculation, Carson is included with the Balance of State. Legal aid providers known to provide services to rural areas have offices in Washoe County, Clark County, and Carson City.

<sup>2</sup> This calculation excludes child advocacy attorneys. When child advocacy attorneys are included, the highest ratio of persons in poverty to legal resources is the Balance of State. There are four child advocacy attorneys in Washoe County and eight in Clark County. There are no legal aid attorneys that provide services specifically for children in Carson and the Balance of State.

than a declaration of what must be done. Any strategy selected must be realistic, actionable and measurable. Given the current economic climate this will surely be a challenge requiring creativity and collaboration on the part of all stakeholders seeking to improve the system.

System improvement opportunities that are most actionable and realistic should be identified by the stakeholders most directly responsible for implementing the strategies suggested. Thus, providers are encouraged to continue their efforts to improve the service delivery system while the judiciary endeavors to implement solutions in the courts or by statute.

Some recommendations to strengthen the civil legal justice system suggested by legal aid providers and focus group participants included:

- Review fund development options and select strategies to increase resources to meet civil legal needs in Nevada. Examine opportunities for funding from charitable and philanthropic organizations interested in ensuring access to justice.
- Secure additional funding for more staff for current legal aid service providers and to support additional services such as classes and clinics statewide.
- Establish priorities for unmet need that take into consideration the geographic and socio-economic barriers experienced by low-income Nevadans including addressing the gaps in services statewide.
- Increase options and the manner in which attorneys can provide services to low-income persons living in Nevada, including pro bono services, matching their interest and ability with unmet need, including areas of specialty.
- Increase outreach and education to individuals and groups to help them identify what constitutes a civil legal need and how to access assistance.
- Provide training and information on advocacy skills, the legal process and law-related issues they are likely to encounter.
- Utilize a mix of legal support strategies to include self-help, brief advice, increased community education and awareness and representation to maximize reach with the resources available.
- Explore the use of panels of lawyers and/or judges to provide pro bono mediation or arbitration of civil legal issues.
- Promote solutions that address legal problems before they become a crisis.

It is no surprise the overarching need clearly identified by the needs assessment is to secure adequate resources to ensure access to civil justice in Nevada. On the path to achieving that goal, priority needs evidenced by the assessment are outlined below, along with recommended Commission goals to begin addressing those needs:

- Insufficient resources to meet the civil legal needs of Nevadans.

*Goal: Increase funding to ensure a continuum of care for civil justice in Nevada.*

- Increase revenue through higher IOLTA yields.
- Explore and evaluate fund development options and select strategies to increase resources to meet civil legal needs in Nevada.
- Develop a statewide fundraising plan including a catalogue of planned events
- Insufficient components of the continuum of care of civil legal aid services in Nevada.

*Goal: Develop components of the continuum of care by geographic area.*

- Utilize a mix of legal support strategies to include self-help, brief service, counsel and advice, and representation to maximize reach with the resources available
- Secure and designate resources to address unmet needs related to immigration
- Establish more specialty clinics/classes
- Secure additional funding for more staff for current legal service providers and to support additional services such as classes and clinics statewide
- Increase the number of lawyers working for legal aid providers
- Establish more and increase the capacity of existing self-help centers
- Continue efforts to add and expand a law lecture series, consider new audiences and resources. Define goals and objectives of the series
- Expand State Bar of Nevada website devoted to Access to Justice to function as resource center for both the Commission and the public
- Insufficient pro bono resources including those with expertise in specific areas of civil legal need.

*Goal: Increase the pro-bono options and number of attorneys providing pro-bono services throughout the state.*

- Increase the options and manner in which attorneys provide services to low-income persons living in Nevada, including pro bono services, matching their interest and ability with unmet need, including areas of specialty
- Increase number of pro bono attorneys
- Concentrate on increasing pro bono lawyers in specific specialty areas of unmet need as articulated in the needs assessment
- Increase law school clinics/pro bono service programs
- Develop a comprehensive plan to solicit participation in the emeritus attorney program established by new Nevada Supreme Court Rule 49.2

- Insufficient education and awareness about civil legal needs.

*Goal: Increase awareness and support for more legal aid attorneys, the need for additional resources and information on the legal system.*

- Increase outreach and education to individuals and groups to help them identify what constitutes a civil legal need and how to access assistance
- Increase outreach and education to private attorneys to raise awareness of civil legal needs, the lack of access to justice in Nevada and ways they can contribute to improving access to justice
- Establish a public education program targeting the public to create support for and understanding of the importance of access to civil justice

*Goal: Increase awareness of what constitutes a legal need, what resources are available and how to navigate the legal system.*

- Increase outreach and education to individuals and groups to help them identify what constitutes a civil legal need and how to access assistance
- Provide training and information on advocacy skills, the legal process and law-related issues the public may encounter
- Establish a public education program targeting the general public to help them understand the legal process, identify resources including legal service providers, and help them navigate those resources

All data provided in the Report Summary can be found with references, in the full report. Text boxes found throughout the report contain focus group and key informant participant comments.

The Access to Justice Commission is dedicated to improving access to civil justice for low-income Nevadans through leadership and action in partnership with the bench, bar, legal service providers, social services resources, and community leaders at all levels.

The needs assessment is an integral early step in identifying the gaps in the civil justice system, the unique needs of Nevadans, and the hard data necessary to begin framing the immediate goals necessary to improve upon the extreme lack of resources, human and financial, evidenced by the assessment.

Over the coming year the Commission will collaborate with Nevada's legal aid providers and community leaders to develop a specific strategic plan. The Commission pledges to ensure accountability and report on progress in 2009.

The following tables and figures are excerpted from the report:

This table indicates the legal need issues identified by telephone survey respondents and the other problems associated with that primary need:

**Issues Identified by Survey Participants and Associated Issues Identified**

<b>Need (n)</b>	<b>Top Three Problems (shown by percentage of total (n) in first column)</b>
Housing (207)	Finance (74%), Domestic (50%), Benefits (46%)
Domestic (299)	Finance (74%), Housing (47%), Benefits (46%)
Employment (188)	Finance (77%), Domestic (55%), Benefits (47%)
Disability (116)	Finance (83%), Benefits (65%), Domestic (60%)
Benefits (255)	Finance (71%), Domestic (45%), Housing (37%)
Finance(470)	Domestic (40%), Benefits (39%), Housing (33%)
Immigration(29)	Finance (66%), Housing (55%), Domestic (45%), Employment (45%)
Native American (9)	Finance (67%), Benefits (56%), Housing, (44%), Domestic (44%), Employment (44%)
Civil (118)	Finance (69%), Domestic (44%), Benefits (43%)

*Source: Analysis of Survey Data Used in Nevada Civil Legal Needs Survey Final Report. (2008). Gene Kroupa and Associates, LLC.*

This table indicates the legal need issues identified by focus groups and providers:

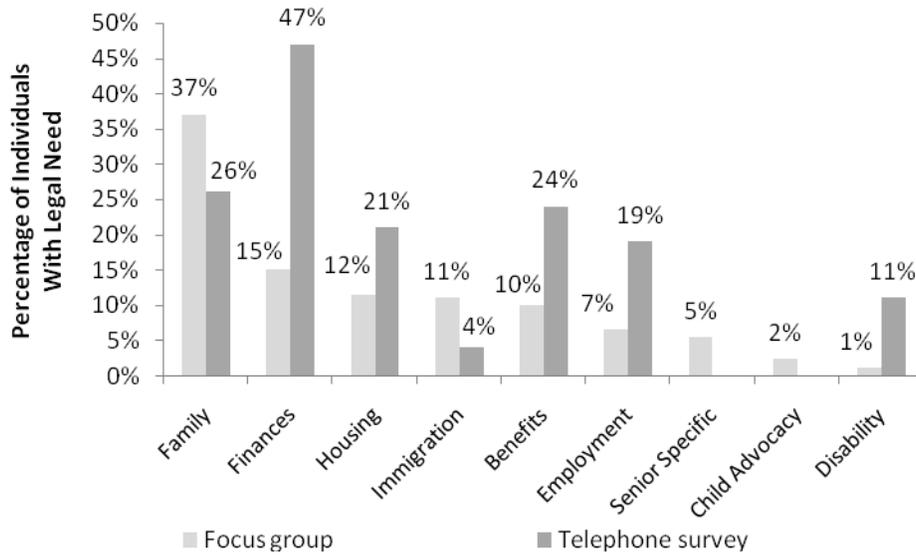
**Self Reported Top Legal Needs in Nevada, 2008**

<b>Clark County</b>	<b>Washoe County</b>	<b>Balance of State</b>
Financial	Financial	Financial
Family	Domestic Violence	Family
Benefits	Child Advocacy	Benefits
Immigration	Immigration	Immigration
		Housing

*Source: Key Informant interviews with legal service providers in Clark and Washoe Counties and Balance of State.*

The following table compares focus group responses with telephone survey results:

**Total Percentage of Types of Civil Legal Needs**



Source: Focus Groups and Phase 1 Telephone Survey

The top need identified by the telephone survey was finance and consumer-related problems. They are described in more depth in this table:

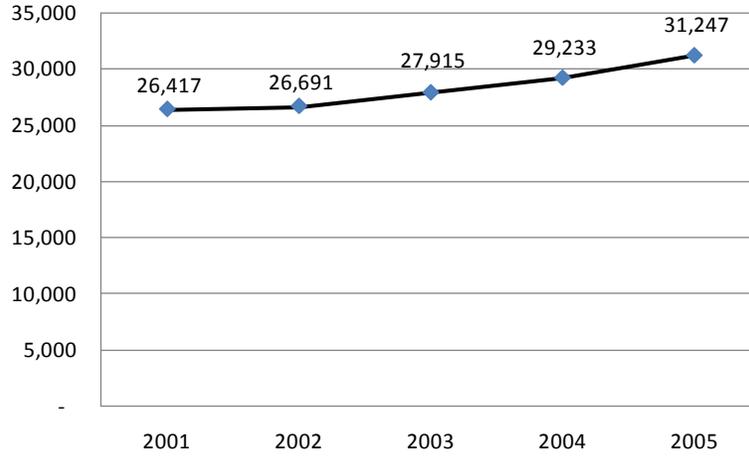
**Prevalence of Finance/Consumer-Related Legal Problems Among Survey Respondents**

Issue	Percent of Households
Any finances/consumer problem	47%
Contacted by a collection agency regarding unpaid bills	33%
Had a major problem with a creditor	14%
A local utility cutoff or threatened to stop service to household	13%
Experienced problem due to incorrect information in credit report	11%
Had problem with a business overcharging for a product or service	8%
Had a problem with loan or credit where the interest rate, fees or repayment terms were not adequately disclosed	7%
Had problem with a business concerning repairs on home that required paying someone else to fix them	5%

Source: Nevada Civil Legal Needs Survey Final Report. (2008). Gene Kroupa & Associates, LLC.

This table indicates that legal needs related to Domestic Violence are only expected to increase in Nevada.

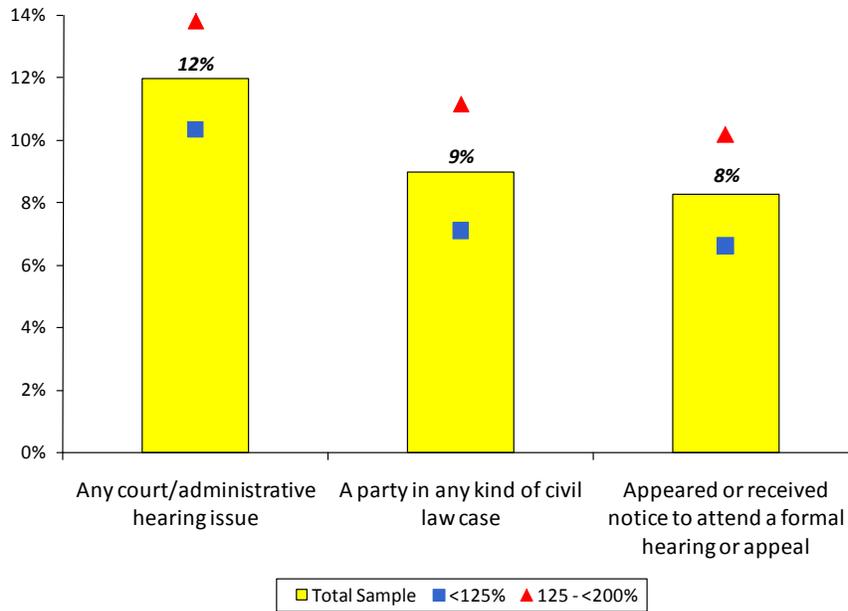
**Domestic Violence Incidents Reported to Law Enforcement**



Source: Domestic Violence Incidents Reported (2006). Nevada Department of Public Safety.

One measure of legal needs is the percentage of households surveyed that indicated involvement in civil or administrative court proceedings. The majority indicated not having legal representation.

**Percentage of Households Involved in Civil/Administrative Court Proceedings**



Source: Nevada Civil Legal Needs Survey Final Report. (2008). Gene Kroupa & Associates, LLC.

When examining opportunities to enhance access to civil legal aid, the table below indicates that access could be improved by increasing the total number of attorneys for legal aid providers and by engaging more Nevada attorneys to provide legal aid services.

**Total Attorneys by County and Ratios of Persons per Attorney Resource**

	<b>Total Number of Attorneys<sup>3</sup></b>	<b>Total Population to Nevada Attorneys<sup>4</sup></b>	<b>Ratio of Persons in Poverty Population to Nevada Attorneys<sup>5</sup></b>	<b>Total Number of Legal Aid Attorneys</b>	<b>Ratio of Persons in Poverty to Legal Service Providers<sup>6</sup></b>
Clark County	4,264	401	45	35	5,495
Washoe County	1,237	316	32	15	2,645
Carson City	245	227	23	6	*
Balance of State (All Counties Except Clark, Carson, and Washoe)	246	1,031	105		*
Reside Out of State	1,227*	--	--		--
<b>Total</b>	<b>5,997</b>	<b>402</b>	<b>--</b>	<b>56</b>	<b>4,706</b>
	(*7,219 including those that reside out of state)				

\*The ratio for the combined area of Carson City and the Balance of State is 5,256 persons per legal service attorney.

*Source: State Bar of Nevada, May 13, 2008*

<sup>3</sup> Active Members of the State Bar of Nevada that reside in-state

<sup>4</sup> 2005 Census Population / 2008 Active Members of the State Bar of Nevada that reside in-state

<sup>5</sup> 2005 Census Persons in Poverty (SAIPE) / 2008 Active Members of the State Bar of Nevada that reside in-state

<sup>6</sup> 2005 Census Persons in Poverty (SAIPE) / 2008 Legal Service Provider Attorneys

The number of family cases in Nevada District Courts is an indicator of need for legal representation. Family legal needs were identified by a majority of focus groups and key informants as an unmet and growing need in Nevada.

**Family Cases in Nevada District Courts, 7/1/2005 – 6/30/2006**

	Marriage Dissolution	Support/ Custody	Uniform Inter- state Family Support Act	Adop- tions	Pater- nity	Termin- ation of Parental Rights	Misc. Domestic Relations	Guard- ianship	Mental Health Cases	Domestic Violence Protective Orders (TPOs)	Re- opened cases	Total Family Cases
First District: Carson City and Storey County	447	16	154	27	15	25	45	75	0	0	1	804
Second District: Washoe County	2,755	303	1,613	177	51	204	256	493	429	1,890	2,968	11,139
Third District: Churchill and Lyon Counties	448	26	514	24	1	32	41	73	0	0	0	1,159
Fourth District: Elko County	310	30	258	22	24	16	31	60	0	212	57	1,020
Fifth District: Esmeralda, Mineral and Nye Counties	810	46	473	6	7	7	43	50	0	24	44	1,510
Sixth District: Humboldt, Lander and Pershing Counties	167	12	197	15	6	15	6	25	0	0	17	460
Seventh District: Eureka, Lincoln and White Pine Counties	77	7	53	5	0	8	0	14	0	1	16	181
Eighth District: Clark County	14,965	1,157	4,461	669	476	757	1,073	1,390	2,321	8,869	6,468	42,606
Ninth District: Douglas County	510	14	62	29	15	14	9	38	0	0	1	692
<b>Total</b>	<b>20,489</b>	<b>1,611</b>	<b>7,785</b>	<b>974</b>	<b>594</b>	<b>1,078</b>	<b>1,504</b>	<b>2,218</b>	<b>2,750</b>	<b>10,996</b>	<b>9,572</b>	<b>59,571</b>

Data for Lincoln, Mineral and White Pine Counties are incomplete.

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# A CALL TO ACTION: Improving Access to Justice in Nevada July 2008



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Recognizing the importance of access to justice in a democratic society, the Supreme Court of Nevada created a permanent Access to Justice Commission (ATJC) in June 2006. The lack of sufficient access to justice for thousands of Nevada citizens of limited means despite the efforts of numerous public and private organizations, attorneys, and other individuals, there is a critical need for statewide strategic planning and coordination of efforts to expand services and improve access to justice. The Commission, currently co-chaired by Justices Michael L. Douglas and James W. Hardesty, is dedicated through leadership, commitment, and communication to improve access to civil justice in Nevada by:

- (1) Assessing current and future needs for civil legal services for persons of limited means in Nevada;
- (2) Developing statewide policies designed to support and improve the delivery of legal services;
- (3) Improving self-help services and opportunities for proper person litigants and increase pro bono activities;
- (4) Developing programs to increase public awareness of the impact that limited access to justice has on other government services and on society;
- (5) Investigating the availability of and pursue increased public and private financing to support legal services organizations and other efforts to provide legal services to persons of limited means, and
- (6) Recommending legislation or rules affecting access to justice to the Supreme Court.

In 2007, Nevada became one of many states to endeavor to assess the needs of residents related to access to justice. A CALL TO ACTION: IMPROVING ACCESS TO JUSTICE FOR NEVADANS is a summary of the finding from that assessment. It serves as a companion piece to the comprehensive July 2008 *Assessment of Civil Legal Needs and Access to Justice in Nevada*, (referred to throughout this case statement as the needs assessment) available at [www.nvbar.org](http://www.nvbar.org).

This study was made possible through the leadership and guidance of the Commission and the State Bar of Nevada Board of Governors, with the majority of funding provided by the State Bar of Nevada, the Clark County and Washoe County Bar Associations, and the state's legal services providers.



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# Case Statement

## Preamble

Access to justice is a basic human right. All persons living in Nevada should have access to civil justice equally. This includes access to a continuum of services including representation by an attorney, where necessary.

The lack of investment in providing access to justice costs all citizens both economically and socially in the long term. A conservative estimate is that providing attorneys to represent the indigent results in the savings of approximately \$4 for every dollar of cost.

Failure to provide equal access has significant implications for Nevada. While it is largely accepted that access to justice is a public responsibility, it also requires a commitment of resources. In Nevada, those resources are woefully inadequate.

Addressing the gap in access to justice requires establishing priorities for unmet need that take into consideration the geographic and socio-economic barriers experienced by low-income persons that live in Nevada as well as addressing the gap in services statewide.

## Legal Aid System

- Participants in the Nevada Needs Assessment described Nevada's civil legal system as one with insufficient resources and pockets of unmet need.
- Because of the scarcity of resources, there are groups of individuals experiencing a lack of access due to their geographic location, not meeting eligibility requirements or because no funding is available to serve a particular type of legal need. Providers funded by the Legal Service Corporation (LSC), have different funding requirements, mandates and priorities in providing civil legal aid than do non-LSC providers.

*“Equal justice under law is not merely a caption on the facade of the Supreme Court building, it is perhaps the most inspiring ideal of our society. It is one of the ends for which our entire legal system exists...it is fundamental that justice should be the same, in substance and availability, without regard to economic status.”*

*Lewis Powell, Jr., U.S. Supreme Court Justice*

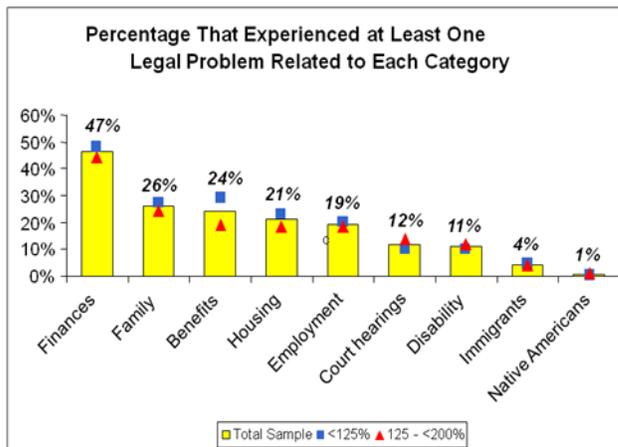


*“I first went for help with a bankruptcy. They really helped me. Now I am here for help with a divorce. I don't know what I would do without them (Legal Aid Providers).”*

*Focus Group Participant*

## Legal Needs

- Over two-thirds of low to moderately low income households experience significant civil legal problems that would ordinarily require at least some assistance from an attorney in order to resolve them.
- In 2000, the Federal Poverty Guidelines considered a family of four to be living in poverty if the gross family income was less than \$17,050. Today, a family of four is considered to be living in poverty if the gross household income is below \$20,000. That equates to a gross monthly income of less than \$1,667 and an hourly wage of approximately \$9.62.
- The following table indicates persons below 125% and between 125 and 200% of poverty that reported experiencing legal problems in the needs assessment.



- In general, family, finance, and housing civil legal needs are the greatest and most common needs identified in both focus group and telephone survey results. Immigration needs were identified in the small format focus groups. It is assumed that persons were less likely to identify immigration as an issue during the telephone survey.
- 20% of those with one or more legal problems received help from a lawyer for at least one but not all of the legal problems they identified. Many of those who asked for help did not receive help from a lawyer.

*“I don’t understand...if the other party has legal assistance, they get better service and treatment by the court.” Focus Group Participant*



*“One issue becomes another and another. I had a financial issue. Now I may lose my housing. If I lose my housing I will have trouble keeping my job. If I lose my job, I have bad credit and now you can’t get a decent job unless you have good credit. It’s a catch-22.”*

*Focus Group Participant*

*“My husband is getting no help at all. He had to stop working because of his health. He was in Vietnam and exposed to Agent Orange—he has multiple health problems—diabetic, on oxygen, and needs therapy. But we can’t get disability or social security because he had retirement, and supposedly he doesn’t qualify. He used to make \$4,000 a month and his retirement income is \$1,700. He’s filed claims through the VA but they say it just takes forever...meanwhile we’re barely getting by. We don’t know where to turn.”*

*Focus Group Participant*



- The incidence and prevalence of problems are highest among those with children and younger individuals ages 18 to 34. There is also a concern for the number of seniors who may have legal needs that they have not yet identified and which are not being met.
- Many people experienced more than one legal problem within the past 12 months. Of 207 persons that identified a housing problem, 74% of this group also reported financial problems, 50% reported a domestic problem, and 46% reported a benefit problem.
- 47% of households surveyed faced some type of personal finance or consumer-related legal issue within the past 12 months. Focus group and key informant results validate this finding. The most prevalent issue by far was being contacted by a collection agency regarding unpaid bills; this happened to 33% of households surveyed. Other issues reported included: having a major problem with a creditor, having a local utility cut off service or threaten to stop service to the household, and dealing with incorrect information in a credit report.

### Issues with Access

- Nevada’s geographic expanse with rural, urban and frontier counties poses a challenge to ensuring equal justice under law by providing legal aid as it is expensive to maintain offices in locations with small population centers. Focus group participants from rural areas and key informants noted less awareness and availability of services to meet their civil legal needs and more often did not report receiving representation.
- As a group, 9% of telephone survey participants received help from a lawyer for all the problems they identified, and 20% of those with one or more legal problems received help from a lawyer for at least one but not all of the legal problems they identified.

- Nevadans in search of assistance, particularly in the area of family law, continues to grow. Only a small portion of parties in these cases are represented by an attorney. The majority of parties are not represented by an attorney.
- Most people indicated their preferred method of assistance would be through legal aid. People who needed legal aid frequently did not know about the availability of civil legal assistance or that they may be eligible for legal services. Many of those who asked for help did not receive help from a lawyer.
- Nevada’s population growth over the past 10 years, coupled with a dramatic shift in the demographics of Nevada’s residents impacts service delivery. With more seniors, a growing immigrant population, and a growing number of homeless individuals and families, the demand on the legal system will only continue to increase.
- People who need legal help and meet the eligibility requirements for legal aid often don’t seek help because they believe (often correctly) that the program will not be able to assist them.

*“We were not raised to talk about finances. Our generation doesn’t want to discuss our fears that we will be taken advantage of, that we might lose our independence, let alone end of life decisions. Before today, I didn’t really understand that I had a civil legal need. I certainly don’t have an attorney I have talked to about my pension, my will or about my wishes should something happen to me.”*

*Las Vegas Senior*

*Focus Group Participant*



# A CALL TO ACTION

## Priority Areas and Goals

The overarching need identified in the needs assessment is to secure adequate resources to ensure access to justice in Nevada. Within that framework, the priority areas and goals include:

- Insufficient resources to meet the civil legal needs of Nevadans. *Goal: Increase funding to ensure a continuum of care for civil justice in Nevada.*
  - Explore and evaluate fund development options and select strategies to increase resources to meet civil legal needs in Nevada.
  - Increase revenue through IOLTA
  - Develop a statewide fundraising plan including a catalogue of planned events
- Insufficient components of the continuum of care of civil legal aid services in Nevada. *Goal: Develop components of the continuum of care by geographic area.*
  - Utilize a mix of legal support strategies to include self-help, brief service, counsel and advice, and representation to maximize reach with the resources available
  - Secure and designate resources to address unmet needs related to immigration
  - Establish more specialty clinics/classes
  - Secure additional funding for more staff for current legal service providers and to support additional services such as classes and clinics statewide
  - Increase the number of lawyers working for Legal Services Providers

*“I was sent by the Family Victim’s Advocate to the Police. I requested and received a TPO. My ex-husband has violated the TPO a number of times. Each time I call the police. Sometimes he gets arrested and bails out within hours. Other women have TPO’s against him. He continues to threaten to kill my children and me. Each time a TPO expires, I have to go back and get another one. The last time he violated the TPO, he was deported. Within 72 hours, he was back and he showed up at my children’s school. I asked a U.S. Marshall what to do to prevent him from continuing to terrorize my family; he said to buy a gun.”*

*Focus Group Participant*



- Establish more and increase the capacity of existing self-help centers
- Continue efforts to add and expand a law lecture series, consider new audiences and resources. Define goals and objectives of the series
- Expand State Bar of Nevada website to function as resource center for both the ATJC and the public
- Insufficient pro bono resources including those with expertise in specific areas of civil legal need. *Goal: Increase the pro-bono options and number of attorneys providing pro-bono services throughout the state.*
  - Increase the options and manner in which attorneys provide services to low-income persons living in Nevada, including pro bono services, matching their interest and ability with unmet need, including areas of specialty
  - Increase number of pro bono attorneys
  - Concentrate on increasing pro bono lawyers in specific specialty areas of unmet need as articulated in the needs assessment
  - Increase law school clinics/pro bono service programs
  - Develop a comprehensive plan to solicit participation in the emeritus program. Tap eligible retired and out of state attorney resources
- Insufficient education and awareness about civil legal needs. *Goal: Increase awareness and support for more legal aid attorneys, the need for additional resources and information on the legal system.*
  - Increase outreach and education to individuals and groups to help them understand the social and economic implications of unmet civil legal needs in Nevada
  - Increase outreach and education to private attorneys to raise awareness of civil legal needs, the lack of access to justice in Nevada and ways they can contribute to improving access to justice
  - Establish a public education program targeting the public to create support for and understanding of the importance of access to justice

*Goal: Increase awareness of what constitutes a legal need, what resources are available and how to navigate the legal system.*

  - Increase outreach and education to individuals and groups to help them identify what constitutes a civil legal need and how to access assistance

- Provide training and information on advocacy skills, the legal process and law-related issues the public may encounter
- Establish a public education program targeting the general public to help them understand the legal process, identify resources including legal service providers, and help them navigate those resources

### **In Summary**

The Access to Justice Commission is dedicated to improving access to civil justice for low-income Nevadans through leadership and action in partnership with the bench, bar, legal service providers, social services resources, and community leaders at all levels.

The Civil Legal Needs Assessment is an integral early step in identifying the gaps in the civil justice system, the unique needs of Nevadans, and the hard data necessary to begin framing the immediate goals necessary to improve upon the extreme lack of resources, human and financial, evidenced by the Assessment.

Successfully addressing the multi-faceted problem of providing access to civil justice requires an open dialogue, fresh ideas, and a commitment to facing obstacles with an action plan that has quantifiable goals.

The needs are identified. The immediate goals are set forth. It is time to take action to effect change.

Over the next twelve months, the Access to Justice Commission will use this call to action to develop a strategic plan for addressing the unmet civil legal needs in Nevada. They will ensure accountability and report on progress in July 2009.

**Overview:**

The One Promise campaign is a multi-year project designed to bring all legal service providers in Nevada together under a single messaging platform. The objectives and tasks identified on page 2 represent the campaign kickoff events that will occur in 2013. The ATJ Commission will be asked to revisit this outline at its October meeting and provide further direction to the ATJC One Workgroup regarding long-term strategic campaign planning and management.

**Program Management:**

The One campaign will be managed by the Access to Justice Director in collaboration with the ATJC One Workgroup. The Workgroup members include:

- Justice Michael Douglas
- Justice James Hardesty
- Barbara Buckley, LACSN
- Valerie Cooney, VARN
- Paul Elcano, WLS
- Anna Marie Johnson, NLS
- Ira Sternberg
- Sugar Vogel, SNSLP

**Immediate Questions for ATJ Commission:**

1. **Develop baseline goals:** Determine if past SBN mandatory reporting data will be used as a benchmark for future program success. How is success to be defined? (See the Goals section on page 2).
2. **Define process for law firm meetings.** Does the Commission intend to set meetings with individual law firms or representatives from several firms at once? Who will be present for those meetings? What process will we use to ensure consistent messaging?
3. **Donations.** We have the option of creating a "Donate" button on the website; need to determine how donations are accepted and distributed.
4. **Social media.** We have plans to upload the One video to You Tube and have a live Twitter feed from the Annual Meeting. Does the Commission want to create a larger social media presence such as a dedicated Facebook page? Do we want law firms to include the One Promise logo on their sites as part of a commitment to pro bono and link to [onepromisenevada.org](http://onepromisenevada.org)?

## Purpose

Attorneys typically fall into one of three categories: (1) committed to pro bono service; (2) will never do pro bono service; and (3) interested in pro bono/think it's a good idea, but for various reasons, have not done it. One Promise is a peer-to-peer messaging campaign designed to encourage attorneys who fall into the third category to take one case, or alternatively, donate to a legal service provider.

## Goals

1. Create awareness of One Promise
2. Increase pro bono service by \_\_ % by \_\_\_ (year), using SBN mandatory reporting as benchmark.
3. Increase donations to legal service providers by \_\_% by \_\_\_ (year), using SBN mandatory reporting as benchmark.

## Objectives & Tasks

### Produce & Distribute One Promise Video

- Film July 25, 2013: Lake Tahoe, NV; Gary Yordan
- Full length video to air on [www.onepromisenevada.org](http://www.onepromisenevada.org) by August 2013
- Shorter vignettes to air online beginning October 2013
- Provide full length video and vignettes to legal service providers, ATJ Commission members and Speakers Bureau members to air during presentations to outside groups. August 2013 – December 2013
- Play vignettes at law firm meetings and specialty bar meetings. September – December 2013
- Embed links to video in SBN e-News announcements and on SBN & service provider webpages. September – December 2013
- Work with The Firm to play vignettes as PSAs on local television stations. September – December 2013

### Launch Website: [www.onepromisenevada.org](http://www.onepromisenevada.org)

- Launch [www.onepromisenevada.org](http://www.onepromisenevada.org). July 2013
- Links to service providers, events and CLE opportunities. July 2013
- Create links to [onepromisenevada.org](http://onepromisenevada.org) from SBN and service provider webpages. July 2013

### Create Print Materials

- Business card-sized handouts with the One logo and website; hand out at events, meetings, etc. Available July 2013
- Expandable standing banner for display at events, meetings, etc. Available July 2013
- Posters (2) targeting attorneys in law firms and those appearing in judges' chambers. Distributed August 2013 – December 2013
- Brochure that includes quotes and photos from the One Promise video. Available August 2013

**Develop a Social Media Presence**

- Upload full length video to You Tube. August 2013
- Create dedicated Twitter account. Live updates from Annual Meeting

**One Campaign: Miscellaneous**

- Annual Meeting: One Promise featured seminar; Impersonator. July 2013
- Law firm meetings. September 2013 – December 2013
- Speakers Bureau: Pitch One Promise at end of every presentation. August 2013 – December 2013
- One Promise handouts at CLE events (SBN and legal service provider). August 2013 – December 2013
- Place regular ads in *Nevada Lawyer*, *Communique*, and *The Writ*. August 2013 – December 2013
- Monthly announcements in SBN e-News. August 2013 – December 2013
- Article for *Nevada Lawyer*, *Communique*, and *The Writ*. November – December 2013
- Attend/present One Promise to local and specialty bar meetings. August 2013 – December 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
July 2013	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17 Launch website	18	19	20
21	22	23	24	25 Film One Video	26 Pro Bono CLE	27
28	29	30	31	<b>Notes:</b> Business cards and stand-alone banner will be available for the Annual Meeting.		

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
August 2013				1	2	3
4	5	6	7	8 SBN e-News announcement	9	10
11	12	13	14 Est. Video Release	15	16	17
18	19 Upload video to YouTube	20	21	22	23	24
25	26 Begin poster distribution to judge's chambers	27	28	29	30	31

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
September 2013						
1	2	3	4	5	6	7
8	9 Begin law firm meetings	10	11	12 SBN e-News announcement	13	14
15	16	17	18 LVNBA Member Meeting	19	20 NV Lawyer article deadline	21
22	23	24	25	26	27	28
29	30	<b>Notes:</b> Brochures and posters available by end of August for Sept. distribution.				

## 2013 Campaign

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>October 2013</b>		1	2	3	4	5
6	7	8	9	10 SBN e-News announcement	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
<b>Pro Bono Week</b>						
27	28	29	30	31	<b>Notes:</b>	

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Nov. 2013</b>					1 Deadline for Communique	2
3	4	5 Article in NV Lawyer	6	7	8 Deadline for The Writ	9
10	11	12	13	14 SBN e-News announcement	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

### December 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 Article in Communique	4 Article in The Writ	5	6	7
8	9	10	11	12 SBN e-News announcement	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	<b>Notes:</b> Communique content is mostly planned for the rest of this year; however, room is available for a short 150-200 word announcement.			



one

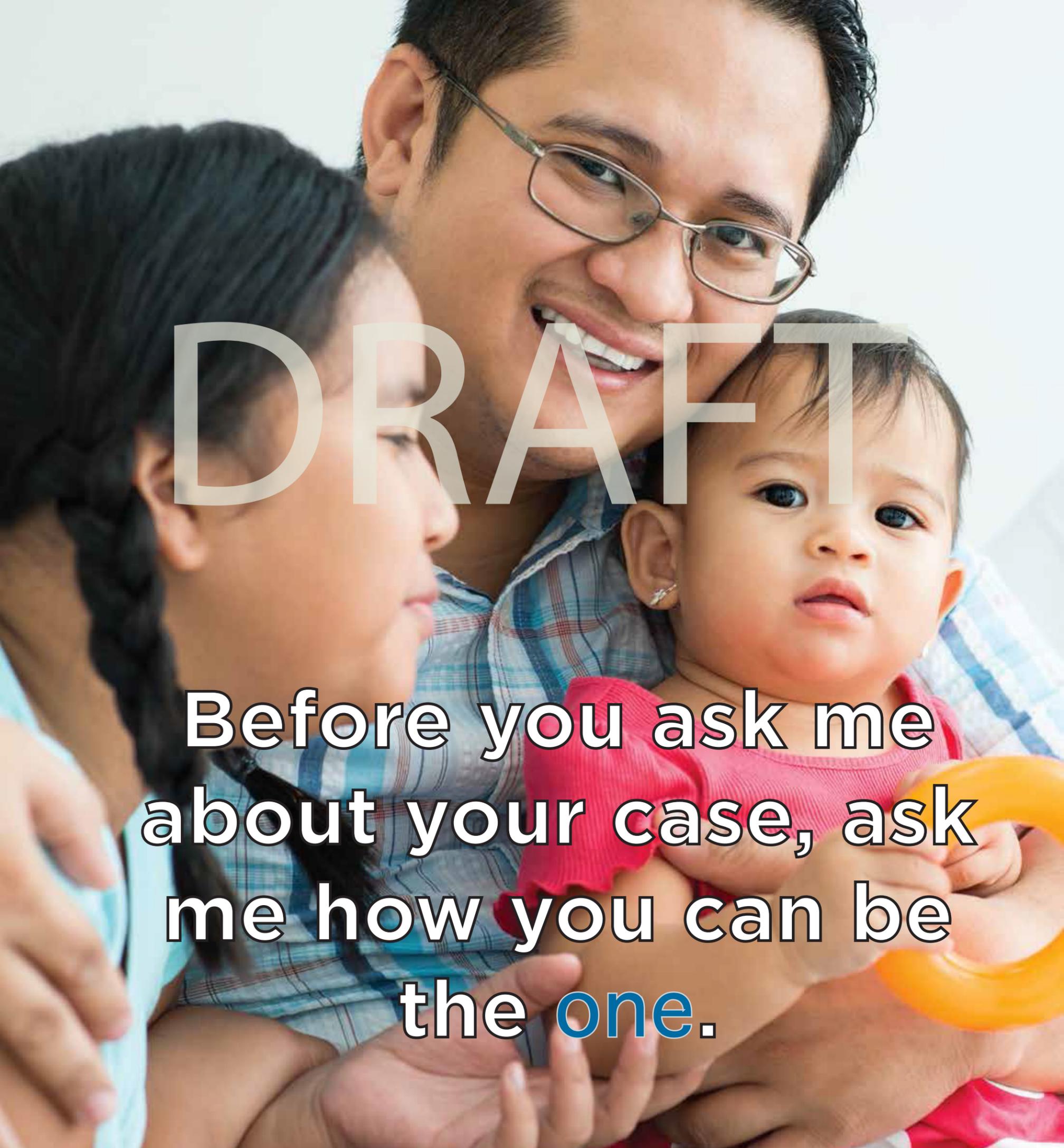
one client.  
one attorney.  
one promise.

**YOU Can Become The ONE.**  
**One Client.**  
**One Attorney.**  
**One Promise.**  
**One Promise Nevada.**

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



@OnePromiseNV



DRAFT

Before you ask me  
about your case, ask  
me how you can be  
the one.

A pro bono campaign matching Nevada Attorneys with the people who need them.

one

one client. one attorney. one promise.

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



@OnePromiseNV



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**IN THE SUPREME COURT OF THE STATE OF NEVADA**

In the Matter of Amendments to SCR 48.1 (2) )  
Regarding Procedures for Change of Judge by ) ADKT NO.  
Peremptory Challenge )  
\_\_\_\_\_)

**PETITION**

The Nevada Supreme Court Access to Justice Commission hereby petitions this Court to amend SCR 48.1 regarding the procedure for change of judge by peremptory challenge. The Access to Justice Commission petitions this Court to amend the language in the rule to allow for a waiver of the filing fee for those parties who are indigent or who are clients of a legal service provider organization.

**DISCUSSION**

This petition seeks to amend the procedure for change of judge by peremptory challenge through the waiver of filing fees for indigent parties or for parties who are clients of a legal service provider. Such amendment would be aligned with this Court’s history of ensuring equal access to the courts as demonstrated by Nevada Supreme Court Rule 44 and NRS 12.015.

Historically, Nevada has recognized the importance of maintaining direct access to its state courts. Accordingly, Nevada Supreme Court Rule 44 generally allows for self-representation in all lower courts, and NRS 12.015

1 permits an indigent person to proceed in forma pauperis, without the payment  
2 of court costs and fees. Such rules and statutes help to ensure that every person  
3 in Nevada is afforded meaningful access to the courts, regardless of that  
4 person's financial status. *Jordan v. State of Nevada Department of Motor*  
5 *Vehicles, 110 P.3d 30, 121 Nev. 44(Nev., 2005).*

6 The Nevada Supreme Court Rule at issue, SCR 48.1(2) provides in part:

7 ...

8 (2) A notice of peremptory challenge of a judge shall be filed in writing  
9 with the clerk of court in which the case is pending and a copy served on  
10 the opposing party. The filing shall be accompanied by a fee of \$450,  
11 which the clerk shall transmit to the clerk of the supreme court....

12 Recommended language for the amendment of SCR 48.1 is akin to NRS  
13 12.015 and reads:

14 (3) Any person seeking to file a notice of change of judge by peremptory  
15 challenge and who seeks to have the associated fees waived for the filing  
16 shall:

17 (a) File an affidavit with the court setting forth with particularity  
18 facts concerning the person's income, property and other  
19 resources which establish that the person is unable to prosecute  
20 or defend the action because the person is unable to pay the  
costs of so doing; or

(b) Submit a statement or otherwise indicate to the court that the  
person is a client of a program for legal aid.

(4) Upon the court's satisfaction that a party cannot pay the associated  
fees or that a party is a client of a program for legal aid, the party shall be

1 allowed to file the notice for change of judge by peremptory challenge  
2 without the accompanying fee. As used in this section, “client of a  
3 program for legal aid” means a person:

4 (a) Who is represented by an attorney who is employed by or  
5 volunteering for a program for legal aid organized under the  
6 auspices of the State Bar of Nevada, a county or local bar  
7 association, a county or municipal program for legal services  
8 or other program funded by this State or the United States to  
9 provide legal assistance to indigent persons; and

10 (b) Whose eligibility for such representation is based upon  
11 indigency.

1 **CONCLUSION**

2 Supreme Court Rule 48.1 was established to promote fairness by allowing a  
3 party to disqualify a judge that it believes is unfair or biased, (*Smith v. District*  
4 *Court, 107 Nev. 674, 677, 818 P.2d 849, 852 (1991)*); the rule however, proves  
5 ineffective if a party is unable to access it as a result of his or her financial  
6 capability to pay the associated filing fee. Amending the procedures for  
7 change of judge by peremptory challenge as outlined in SCR 48.1 to allow for a  
8 waiver of filing fees for those parties who are indigent or who are clients of a  
9 legal service organization assures that all parties have uninhibited access to the  
10 fairness this rule is designed to provide.

11  
12 RESPECTFULLY SUBMITTED this \_\_\_\_ day of \_\_\_\_\_, 2013.

13 NEVADA SUPREME COURT  
14 ACCESS TO JUSTICE COMMISSION

15  
16 \_\_\_\_\_, J.  
17 **Douglas**

18 \_\_\_\_\_, J.  
19 **Hardesty**

1 Exhibit A

2 **RULE 48.1 Procedure for Change of Judge by Peremptory Challenge**

3 (1) In any civil action pending in a district court, which has not been  
4 appealed from a lower court, each side is entitled, as a matter of right, to one  
5 change of judge by peremptory challenge. Each action or proceeding, whether  
6 single or consolidated, shall be treated as having only two sides. A party  
7 wishing to exercise the right to change of judge shall file a pleading entitled  
8 “Peremptory Challenge of Judge.” The notice may be signed by a party or by an  
9 attorney, it shall state the name of the judge to be changed, and it shall neither  
10 specify grounds, nor be accompanied by an affidavit. If one of two or more  
11 parties on one side of an action files a peremptory challenge, no other party on  
12 that side may file a separate challenge.

13 (2) A notice of peremptory challenge of judge shall be filed in writing  
14 with the clerk of the court in which the case is pending and a copy served on the  
15 opposing party. The filing shall be accompanied by a fee of \$450, which the  
16 clerk shall transmit to the clerk of the supreme court. The fee shall be collected  
17 by the clerk of the supreme court and deposited in the state treasury for the  
18 support of the travel and reasonable and necessary expenses of district judges,  
19 senior justices and judges, and former justices and judges incurred in the  
20 performance of judicial duties, and, thereafter for other expenditures deemed

1 reasonable and necessary by the supreme court. ~~Within 2 days of the notice of~~  
2 ~~peremptory challenge having been filed, the clerk of the district court shall:~~

3 ~~— (a) In a judicial district in which there are more than two departments,~~  
4 ~~randomly reassign the case to another judge within the district;~~

5 ~~— (b) In a judicial district in which there are two or less departments, assign~~  
6 ~~the case to the remaining judge. Alternatively, the presiding judge in the district~~  
7 ~~may request the chief justice to assign the case to a judge of another district.~~

8  
9 **(3) Any person seeking to file a notice of change of judge by**  
10 **peremptory challenge and who seeks to have the associated fees waived for**  
11 **the filing shall:**

12  
13 **(a)File an affidavit with the court setting forth with particularity**  
14 **facts concerning the person’s income, property and other resources**  
15 **which establish that the person is unable to prosecute or defend the**  
16 **action because the person is unable to pay the costs of so doing; or**

17  
18 **(b)Submit a statement or otherwise indicate to the court that the**  
19 **person is a client of a program for legal aid.**  
20

1           **(4) Upon the court’s satisfaction that a party cannot pay the**  
2 **Associated fees or that a party is a client of a program for legal aid, the**  
3 **party shall be allowed to file the notice for change of judge by peremptory**  
4 **challenge without the accompanying fee. As used in this section, “client of a**  
5 **program for legal aid” means a person:**

6  
7           **(a)Who is represented by an attorney who is employed by or**  
8 **volunteering for a program for legal aid organized under the**  
9 **auspices of the State Bar of Nevada, a county or local bar association,**  
10 **a county or municipal program for legal services or other program**  
11 **funded by this State or the United States to provide legal assistance**  
12 **to indigent persons; and**

13  
14           **(b)Whose eligibility for such representation is based upon indigency.**

15  
16           **(5) Within 2 days of the notice of peremptory challenge having been**  
17 **filed, the clerk of the district court shall:**

18           **(a) In a judicial district in which there are more than two**  
19 **departments, randomly reassign the case to another judge within the**  
20 **district;**

1           (b) In a judicial district in which there are two or less departments,  
2 assign the case to the remaining judge. Alternatively, the presiding judge in  
3 the district may request the chief justice to assign the case to a judge of  
4 another district.

5  
6           4. (6) If a case is not assigned to a judge before the time required for  
7 filing the peremptory challenge, the challenge shall be filed:

8           (a) Within 3 days after the party or his attorney is notified that the case  
9 has been assigned to a judge; or

10           (b) Before the jury is sworn, evidence taken, or any ruling made in the  
11 trial or hearing, whichever occurs first.

12           ~~5.~~ (7) A notice of peremptory challenge may not be filed against any judge  
13 who has made any ruling on a contested matter or commenced hearing any  
14 contested matter in the action. Except as otherwise provided in subsection 8, a  
15 peremptory challenge may not be filed against any judge who is assigned to or  
16 accepts a case from the overflow calendar or against a senior or pro tempore  
17 judge assigned by the supreme court to hear any civil matter.

18           ~~6.~~ (8) The judge against whom a peremptory challenge is filed shall not  
19 contact any party or the attorney representing any party, nor shall the judge  
20

1 direct any communication to the clerk of the district court with respect to  
2 reassignment of the case in which the peremptory challenge was filed.

3 ~~7.~~ **(9)** The filing of an affidavit of bias or prejudice without specifying the  
4 facts upon which the disqualification is sought, which results in a transfer of the  
5 action to another district judge is a waiver of the parties' rights under this rule.  
6 A peremptory challenge under this rule is a waiver of the parties' rights to  
7 transfer the matter to another judge by filing an affidavit of bias or prejudice  
8 without specifying the facts upon which the disqualification is sought.

9 ~~8.~~ **(10)** When a senior judge is appointed to hear a trial or dispositive  
10 motion more than 30 days prior to the trial or hearing, a party may follow the  
11 procedures in this rule to exercise a peremptory challenge to change the senior  
12 judge assigned to the trial or hearing. If a senior judge is assigned to such  
13 matter less than 30 days before the matter is to be decided, the parties may not  
14 exercise a peremptory challenge. A party may exercise one peremptory  
15 challenge against a senior judge in addition to the one peremptory challenge  
16 against a judge allowed by subsection 1 of this Rule.

17 ~~9.~~ **(11)** Notwithstanding the prior exercise of a peremptory challenge, in  
18 the event that the action is reassigned for any reason other than the exercise of a  
19 peremptory challenge, each side shall be entitled, as a matter of right, to an  
20 additional peremptory challenge.

# Memorandum

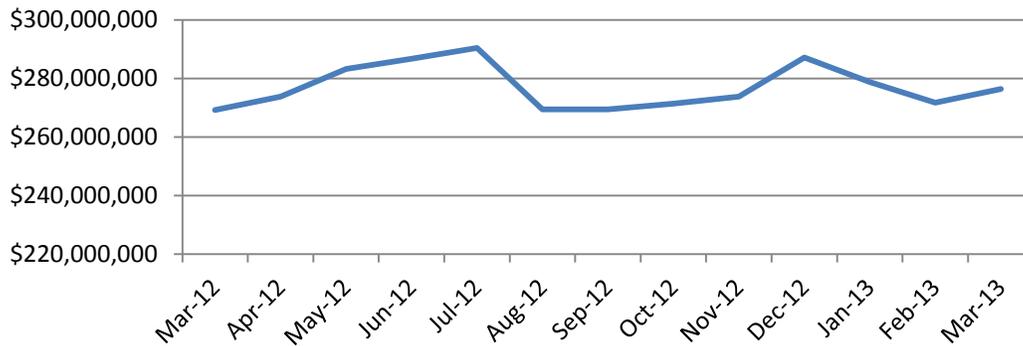
To: Access to Justice Commission and State Bar of Nevada  
 From: Justice League of Nevada  
 Date: April 30, 2013

Re: Monthly IOLTA Update

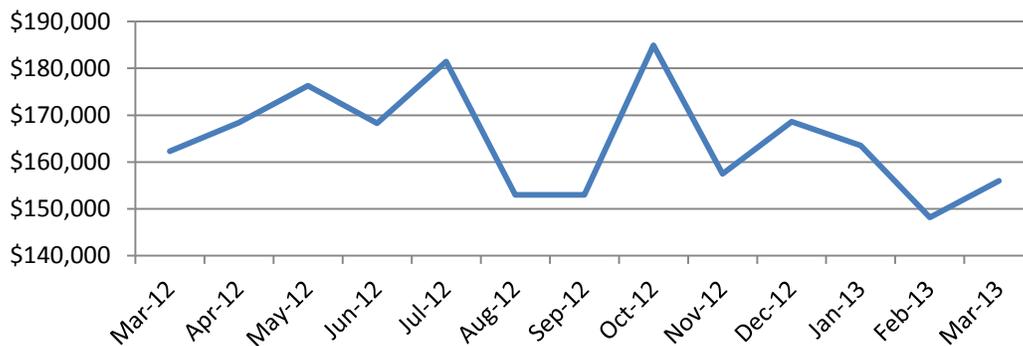
## I. March 2013 IOLTA at-a-glance

	2013	2012
Total IOLTAs	2,853	2,753
Amount on deposit	\$275,736,708	\$269,207,124
Total reported interest accrued	\$155,946	\$162,317
Year-to-date remittance	\$467,985	\$488,750

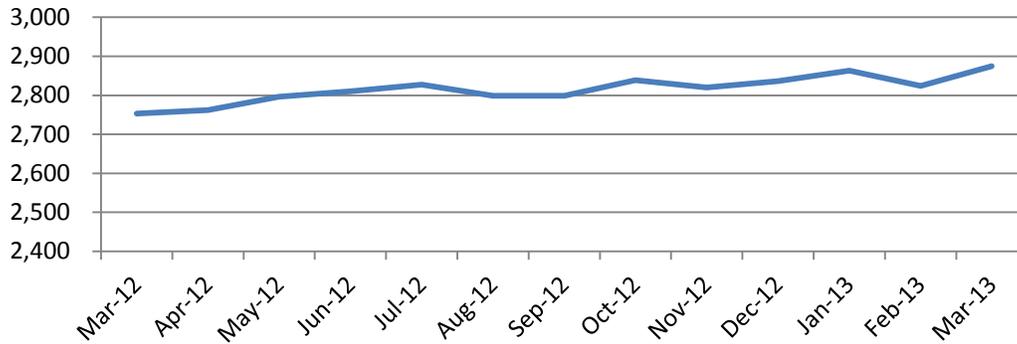
**Amount On Deposit**



**IOLTA Revenue**



## IOLTA Accounts



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

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

Financial Institution	Accounts	Interest Rate	Total Bank	
			Principal Balance	Remittance
Bank of America	566	0.70	\$ 37,521,323.47	\$ 22,301.85
Bank of George	23	0.70	\$ 2,590,519.48	\$ 1,540.70
Bank of Nevada	327	0.70	\$ 65,745,702.62	\$ 36,521.71
Bank of the West	48	1.10	\$ 4,788,557.30	\$ 3,895.88
Citibank	31	0.70	\$ 2,126,505.75	\$ 1,264.36
City National Bank	90	0.70	\$ 23,553,119.00	\$ 13,094.29
First Independent Bank of Nevada	35	0.70	\$ 4,235,495.12	\$ 2,318.30
Heritage Bank	36	0.70	\$ 4,983,819.71	\$ 2,849.35
Mutual of Omaha Bank	26	0.70	\$ 1,667,163.00	\$ 991.41
Nevada State Bank	443	0.70	\$ 45,828,067.00	\$ 24,618.84
U.S. Bank	280	0.74	\$ 15,150,322.97	\$ 8,686.63
Wells Fargo	823	0.75	\$ 51,057,187.00	\$ 27,780.43
<b>TOTAL</b>	<b>2,728</b>		<b>\$ 259,247,782.42</b>	<b>\$ 145,863.75</b>

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

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
BMO Harris Bank	2	0.70		
Financial Horizons Credit Union	1	0.15		
First Savings Bank	4	0.75		
First security Bank of Nevada	9	0.70		
Meadows Bank	16	0.70		
Nevada Bank & Trust	5	1.25		
Northern Trust Bank, FSB	4	0.75		
Plaza Bank	7	0.70		
Royal Business Bank	2	0.75		
Silver State Schools Credit Union	6	1.25		
Town and Country Bank	1	0.70		
Umpqua Bank	9	0.70		
Valley Bank of Nevada	7	0.70		
<b>TOTAL</b>	<b>73</b>		<b>\$16,356,820.68</b>	<b>\$10,066.13</b>

III. Financial institutions *not* meeting requirements set forth in Rule 217<sup>2</sup>

Financial Institution	Accounts	Interest Rate	Principal	Remittance
Chase Bank	52	0.16	\$132,105.00	\$15.71

IV. Resource development update

The Justice League launched the organization's new website [www.justiceleagueofnevada.org](http://www.justiceleagueofnevada.org) and was announced to the Justice League's stakeholders. The Justice League raised \$2,690 in the Nevada's Big Give campaign. Trustee Garth Winckler and his wife Karen Winckler hosted the Justice League's first leadership dinner to raise funds for the Justice League; twenty people attended, including Justice Michael Douglas and Sugar Vogel who spoke about the importance of legal aid and law related education in Nevada.

V. Financial Institution Leadership communication update

On April 25, 2013, the Justice League sent an email to all IOLTA partners (data and leadership contacts) to: 1) inform them of our new website and email address; and 2) thank them for being a partner in the Nevada IOLTA program.

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

<sup>2</sup> Chase Bank contacted the Justice League on March 18, 2013 to confirm it will meet the interest rate requirements beginning April 7, 2013. The May memo will confirm if Chase Bank complied with SCR217.

# Memorandum

To: Access to Justice Commission  
From: Justice League of Nevada  
Date: May 7, 2013

Re: IOLTA fixed interest rate review process related to Justice League's responsibilities and IOLTA compliance update

- I. **45 days in advance of review date:** *E-reminder to banks soliciting written comments within ten days for submission to ATJC*

The Justice League sent the following email to participating IOLTA financial institutions on March 15, 2013:

On March 11, 2013, the Access to Justice Commission (ATJC) approved the following process for the Supreme Court Rule 217(2)(c) twice annual review of the fixed interest rate:

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

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

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

B. *Process.*

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

Note: The next review of the fixed interest rate will take place in May. Please submit any comments and/or feedback no later than April 1, 2013.

Please do not hesitate to contact the Justice League or your Liaison to ask questions.

II. **30 days in advance of review:** *Bank comments compiled and forwarded to designated ATJC staff who shall be responsible to review and forward to the commission*

One financial institution submitted comments to the Justice League regarding the Access to Justice fixed interest rate and requested the rate be lowered to .50 basis points based on the following information:

- 26 week treasury is .11 basis points
- To obtain 1% you have to go out 5 years on the treasury yield curve
- 1 year money market rate is .48 (Wall Street Journal)
- 3 month Libor is .28 basis points

III. **At least 10 days in advance:** *JLN provides to ATJC staff relevant economic condition updates*

A. Federal interest rates as of May 1, 2013

- a. 30-day LIBOR: .20
- b. 90-day LIBOR: .28
- c. Federal Fund Target Rate: .25
- d. Federal Discount Rate: .75

B. Sampling of comparable rates on local bank products

The Justice League of Nevada researched local financial institution bank products to learn that the average interest rate is between .05 and .20 basis points depending on the average daily account balance.

C. IOLTA offerings elsewhere

At the February Commission on IOLTA mid-year meeting, the Justice League learned that average IOLTA interest rates range from .01 to .25 nationwide (these averages do not include Prime Partner or Honor Roll programs).

D. Interest rates and the impact IOLTA remittance<sup>1</sup>

Average Amount on Deposit	.70	.65	.60	.55	.50
\$290,466,071 <sup>2</sup>	\$167,117	\$155,181	\$143,244	\$131,307	\$119,370
\$202,161,177 <sup>3</sup>	\$116,312	\$108,004	\$99,659	\$91,388	\$83,080
\$246,313,624 <sup>4</sup>	\$141,715	\$131,592	\$121,470	\$111,345	\$101,225

*Note: Monthly remittance should not be used to project income, as IOLTA revenue has the ability to significantly fluctuate form month-to-month.*

**IV. IOLTA compliance update**

The State Bar of Nevada has provided the Justice League with the list of IOLTA accounts provided by attorneys on the annual license fee statements. The Justice League is now working to compare the list of IOLTA accounts reported each month by financial institutions to the list provided by the State Bar of Nevada. A complete list of discrepancies will be provided by the Justice League of Nevada to the State Bar of Nevada by May 15, 2013.

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<sup>1</sup> IOLTA remittance is calculated using the following formula: (average amount on deposit)\*(interest rate)\*(number of days in month)/365

<sup>2</sup> Highest monthly average amount on deposit since February 2011: July 2012.

<sup>3</sup> Lowest monthly average amount on deposit since February 2011: February 2011.

<sup>4</sup> Average of the highest and lowest average amount on deposit since February 2011.

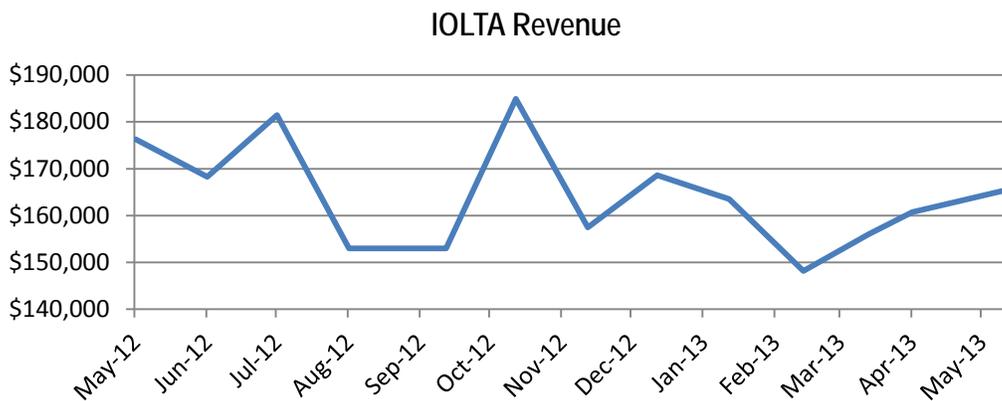
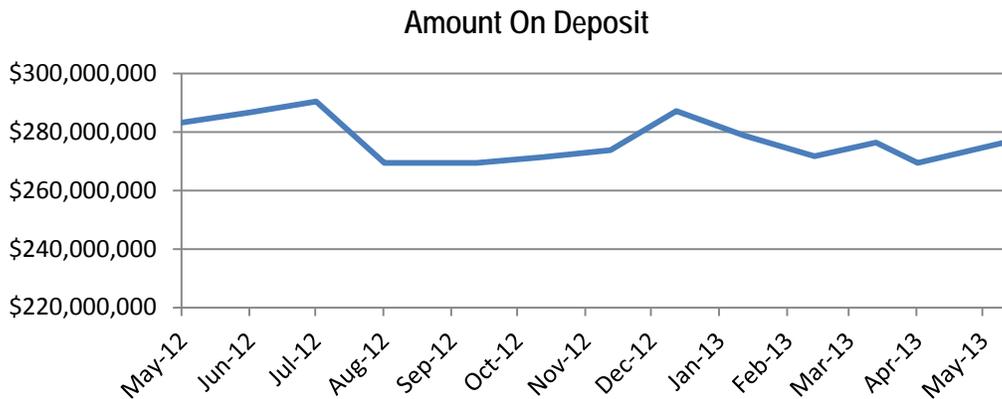
# Memorandum

To: Access to Justice Commission and State Bar of Nevada  
 From: Justice League of Nevada  
 Date: June 28, 2013

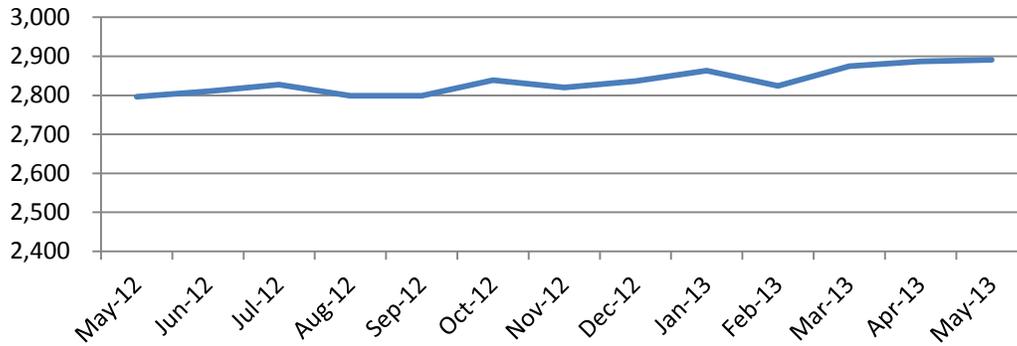
Re: Monthly IOLTA Update

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

	2013	2012
Total IOLTAs	2,891	2,796
Amount on deposit	\$276,874,787	\$283,308,352
Total reported interest accrued	\$165,636	\$176,315
Year-to-date remittance	\$794,370	\$833,462



## IOLTA Accounts



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

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

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
Bank of America	571	0.70%	\$ 33,725,801.38	\$ 19,999.88
Bank of George	24	0.70%	\$ 2,967,531.48	\$ 1,764.76
Bank of Nevada	328	0.70%	\$ 65,705,947.61	\$ 39,032.10
Bank of the West	49	1.10%	\$ 6,787,117.57	\$ 6,140.09
Chase Bank	62	0.70%	\$ 533,402.00	\$ 289.28
Citibank	53	0.70%	\$ 3,213,843.96	\$ 1,854.45
City National Bank	89	0.70%	\$ 23,180,033.00	\$ 13,781.11
First Independent Bank of Nevada	34	0.70%	\$ 3,767,074.74	\$ 2,239.57
Heritage Bank	37	0.70%	\$ 4,625,534.12	\$ 2,750.54
Mutual of Omaha Bank	25	0.70%	\$ 1,787,878.40	\$ 1,063.22
Nevada State Bank	443	0.70%	\$ 46,224,713.62	\$ 26,673.43
U.S. Bank	281	0.74%	\$ 15,799,549.79	\$ 10,029.04
Wells Fargo	822	0.75%	\$ 51,792,430.76	\$ 29,073.04
<b>TOTAL</b>	<b>2,818</b>		<b>\$ 260,110,858.43</b>	<b>\$ 154,690.51</b>

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

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
BMO Harris Bank	2	0.70%		
Financial Horizons Credit Union	1	0.15%		
First Savings Bank	4	0.75%		
First security Bank of Nevada	9	0.70%		
Meadows Bank	16	0.70%		
Nevada Bank & Trust	5	1.25%		
Northern Trust Bank, FSB	4	0.75%		
Plaza Bank	7	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	6	1.25%		
Town and Country Bank	1	0.70%		
Umpqua Bank	9	0.70%		
Valley Bank of Nevada	7	0.70%		
<b>TOTAL</b>	<b>73</b>		<b>\$16,763,928.47</b>	<b>\$10,945.94</b>

III. Resource development update

In the month of June, the Justice League of Nevada participated in our first Access to Justice Commission's Speaker's Bureau event with Honorable Frank Sullivan. Judge Sullivan spoke to the Rotary Club of Las Vegas Fremont about the structure of the court system in Nevada and about his experiences as a Family Court Judge in Clark County. The Resource Development Manager for the Justice League had the opportunity to brief the Rotary Club on the Justice League, the type of organizations that we distribute grants to, and the different types of individuals these grants are able to impact.

IV. Financial Institution Leadership communication update

On June 11, 2013, Justice League Liaisons emailed Randy Boesch's article published in the *Nevada Lawyer* to financial institution leadership.

On June 26, 2013, the Justice League hosted a financial institution appreciation breakfast to recognize and thank financial institutions for their participation in Nevada's IOLTA program. Each of the twenty-six financial institutions that participate in Nevada's IOLTA program were contacted about the attending the event and will receive a certificate of appreciation. The financial institutions that sent representatives to the event had the opportunity to hear two of the Justice League's grantees speak about the impact of IOLTA funds in their organizations and how important the IOLTA funds are to their ability to serve underprivileged Nevadans.

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

# Nevada Legal Forms Database

## Summary

The Nevada Legal Forms database was created to quickly find relevant forms that have been developed and posted on Nevada government and nonprofit websites for the self-represented and the newly practicing attorneys. The purpose of the database is to:

- Locate links to legal forms created by court personnel and posted on Nevada governmental websites.
- Bring relevant forms together, “packetize” them for easy printing
- Gather the links to the forms in one database so that it is easy to know what forms exist.
- Automate the maintenance of the links as much as possible.

The database consists of two parts:

- A user website with a button driven interface
- An editor program to enter information and set up hierarchies.

## Introduction:

As Richard Zorza wrote in his paper The Sustainable Twenty-first Century Law Library, law libraries, such as the Nevada Supreme Court Law Library, have seen a changing user base. The number of attorneys and court staff actively using the physical library is decreasing while at the same time there is an increase in people visiting the library because they are trying to represent themselves.

The self-represented are most often looking for forms to fill out. From January 2013 through July 12, 2013 the Library staff was asked 389 times for specific forms. This number represents those people who knew what form to ask for. There is a much larger group who feel that a form must exist to help them with filing their particular case but they don't know what it is.

To help fill the gap between the information needed by the Court and the information provided by the self-represented, ~~the c~~Courts personnel have provided forms that are posted ~~forms~~ on their websites for use by the public. Forms allow for uniformity in the information being submitted so that at least the basic information such as name, address, etc., is captured in the form by the majority of people filing.

In the past the Library has maintained a list of forms available on different websites by subject and county. This is very labor intensive as it requires the staff to constantly check links and search for forms. There is also an informational gap as usually a court filing requires more than one form to be filed yet there may not be specific information that tells what forms need to be filed together.

The links to the forms themselves are constantly changing as the websites where the forms reside change. A form that was available on Monday could disappear by Tuesday so it is a constant struggle to find out what forms are available and where.

It was theorized that with modern techniques developed for the internet, a database of the links to the legal forms could be developed which would “packetize” the forms into groups and be able to be downloaded for users who had internet access. This would provide the user with the forms to file and also give the library a wider presence for users who could not come into the Law Library in Carson City but did have access to the internet, either through their local public library or their own devices.

With valuable help provided by a group of legal students under the direction of Professor Jean Whitney of the Boyd School of Law, University of Las Vegas, Nevada, and the Law Librarian of the Nevada Supreme Court Law Library, a pilot project was done to ascertain if such a project was feasible. A volunteer software designer was recruited to develop the database and the Supreme Court IT department put up a developmental host site. The students researched the web looking for legal forms while the Law Librarian provided a structure for entering the information into a database of links.

The pilot project demonstrated that the project was feasible and would be a valuable service that could be offered not only to the self-represented but also to the legal community of new attorneys just starting their practice.

It was decided to proceed with development of the Nevada Legal Forms project. A staff librarian was assigned to work with the software developer and develop the data for the database building on what the law students had previously provided while modifying the database to make it fast and easy to use.

The main assumption for the database is that users have access to a desktop computer, tablet, or smart phone. If a user does not have access, access can be provided at the library in the form of public terminals. However, it is also assumed that the user knows how to run a desktop computer and find what he or she needs. These are big assumptions. The Law Library ameliorates these limitations by offering walk-in assistance or assistance over the phone.

Another helpful factor to having the database available in the Law Library is that it gives the self-represented who come into the library some concrete action to take. Most of the self-represented are in a difficult situation over which they may feel that they have no control. It is helpful for the librarian to direct the person, who may be very upset or tense; to the database and let them take over – putting them in control. The act of choosing which forms to print from the database under the direction of the librarian often gives them a feeling of being able to do something and this alleviates some stress for them.

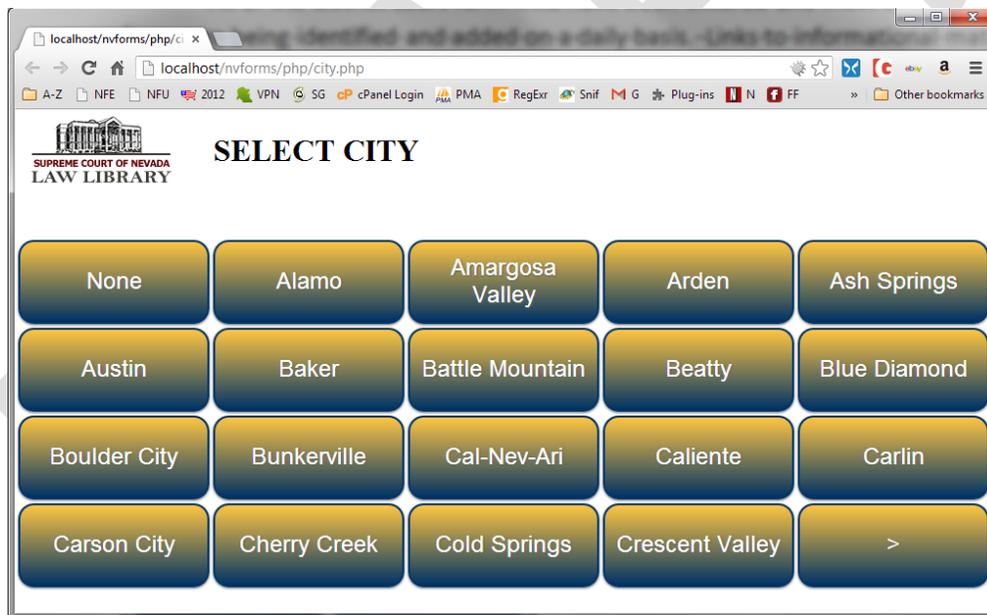
Because of security considerations it was decided that the database should be hosted by a provider outside of the Supreme Court’s internet. AOC IT made arrangement with SiteGround to host the website. It will take modification of the database to make it usable on the new host site. The site can be accessed by computer, tablet, or smart phone.

As of this writing the database has been developed and is ready for testing with a select group of testers. The forms web site was designed to make obtaining legal forms as simple as possible. Forms are automatically grouped into packets for downloading and printing. Forms are obtained from their source websites in real time. Form download statistics are kept in log files and can be used to analyze how well the database is doing.

The database was designed to make maintenance of the web links as automatic as possible. The links are entered manually but once the initial data is entered a script is run nightly to check the links to make sure that the links are valid. A daily email is sent to designated people that reports what links need to be fixed. If the form link has been moved the database corrects it. If the form has been deleted or changed then removing or correcting the link still has to be done manually.

All of the district court form links have been entered and most of the justice court forms. Other forms are being identified and added on a daily basis. Links to informational materials are also being added in conjunction with the links to the forms.

## The User Interface

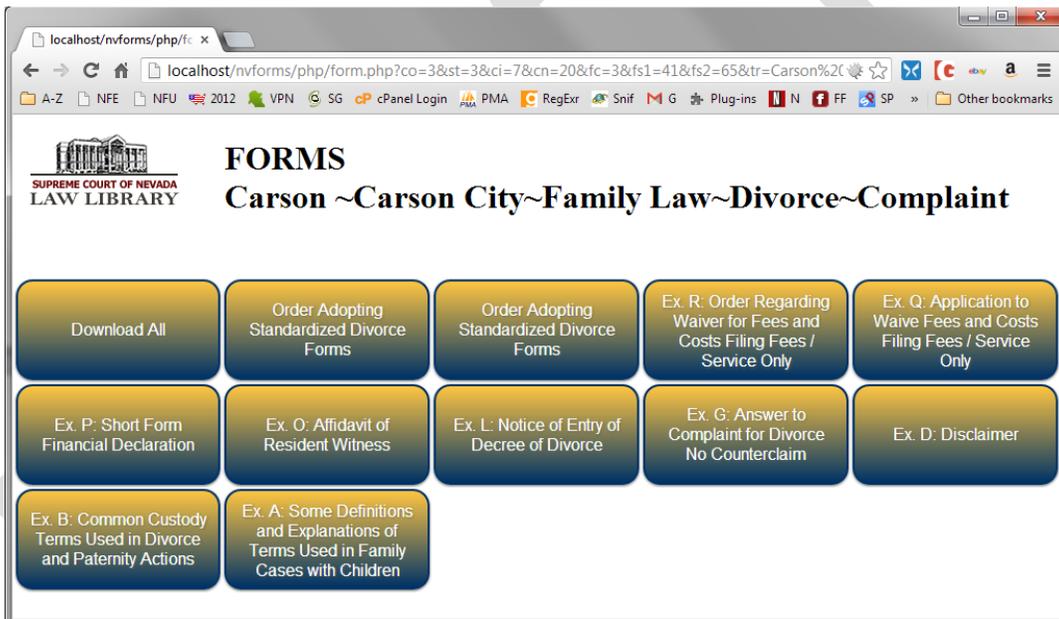


The above figure shows how user interface starts with an initial page of buttons that show the names of Nevada cities along with a “None” button. Selecting the city tells the database which judicial district court, and which justice court the user will most likely file in. Users who do not live in a city can use the “None” button which brings up a page that asks the user which county they live in and then the nearest city in that county closest to where they live.

The interface automatically scales to the type of device on which it being viewed. On phones and tablets the list is scrollable. When the user selects the city, a page with buttons listing categories is presented. The user chooses a category or subcategory which is closest to the issue for which they need forms.



The forms are then listed.



The Download all button puts the forms into a zip file which contains all the forms and downloads it to the device. The user upon opening the zip file can print all the forms. Some forms depending on the source can be filled in on the computer and saved. Some cannot. Currently there is no state wide consistency on whether a form can be filled in on-line and saved.

Choosing a button with the form name on it brings up the form by itself.

## Nevada Forms Editor

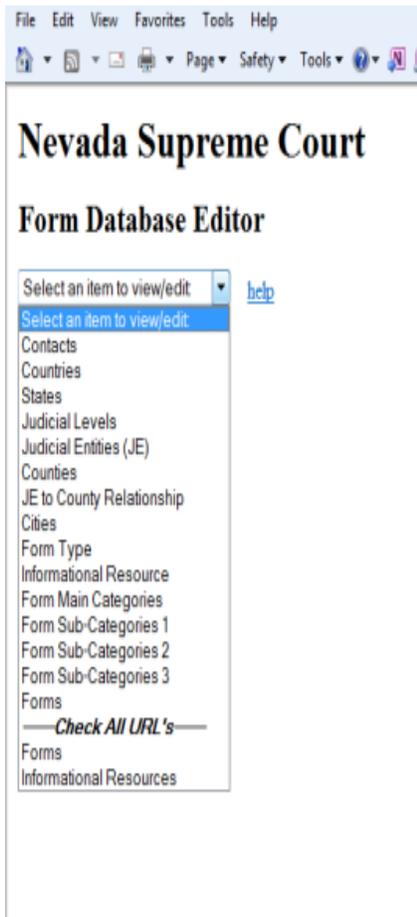
The database is set up like a hierarchy. The main goal with the database is to be able to packetize forms to include all of the forms that may need to be submitted for each Judicial District. How

each form is classified within Judicial Level, Entity, Form Main Category and Form SubCategory will affect which packet the form falls under.

When adding a form, the choices made from each drop down menu will affect how the form is packetized with other forms. In country and state, the choices will always be United States and Nevada. Judicial level will depend on if you have a federal form, statewide form, district court form, justice court form or municipal form.

A description follows of the data entry side of the database. The data entry side of the database can be used to search for forms as well as entering form information. For example all divorce forms that exist on the various websites can be pulled up into a list.

The user website does not require a password. The editor is available in view only mode or edit mode via a secure web site. The editor requires a login to control access.



When you first go to the forms database (left), there is a drop down menu where you can select items to view:

- Contacts
- Countries,
- States,
- Judicial Levels,
- Judicial Entities,
- Counties,
- Judicial Entity to County Relationship,
- Cities,
- Informational Resources,
- Form Main Categories,
- Form Sub-Categories 1,
- Form Sub-Categories 2,
- Form Sub-Categories 3
- Forms.

There is also a section called Check URL's:

- Forms
- Informational Resources.

In this drop down menu, the choices from Contacts to Forms Sub-Category 3 are all used to add relevant information, locations, or form categories to the database. The Forms button is to add a form to the database or to retrieve forms that have been added.

**Contacts** – Names of contacts for each judicial district or court, clerk’s office, etc.

**Countries** – United States is the only country added.

**State** – Nevada is the only state added right now.

**Judicial Levels** – Options are International, Federal, State, District, Justice, and Municipal. Currently, all forms in the database fall under Federal, State, District, Justice and Municipal.

**Judicial Entities** – These are the categories that fall under the Judicial Levels. For example United States Bankruptcy Court, United State District Court and United State Supreme Court are in Federal. Nevada Supreme Court is under State and each of the ten Judicial District Courts is under District.

**Counties** – Each of the counties in Nevada.

**Judicial Entity to County Relationship** – Each county is located within a Judicial District. This is for the user end; when a patron selects a county or city it will automatically put them in the correct judicial Entity.

**Cities** – This is used for the Justice Court forms. When a city is selected it will direct the patron to the correct Justice Court for forms.

**Form Type** – PDF, DOC, XLS, etc.

**Informational Resource** – This can be used if there is information on a web page that should be included in the database even if there isn’t a corresponding form.

**Form Main Categories** – Types of legal forms (Family Law, Estate Planning, Landlord/Tenant, Small Claims, etc.)

**Form SubCategories 1-3** – Sub categories of forms within main categories (Divorce, Custody, Name Change are subcategories of Family Law).

**Forms** – Section of database where you can add, edit, retrieve or remove forms.

The Check URL’s button checks the entire URL’s for the forms that are already in the database. This function will run a report of any links that may be broken.

## Retrieving Forms

For example, if you want to pull some name change forms from Churchill County. From the top you will select:

Country: *United States*

State: *Nevada*

Judicial Level: *District*

Judicial Entity: *Tenth Judicial District*

County: *Churchill*

City: *Can stay blank*, this option is used for Justice Court Forms

Form Category: *Family Law*

Form SubCategory 1: *Name Change*

From here you can either select “Get” to get all forms within this category or select “Packets” to receive packets of forms within the name change category. Churchill has forms for name change for both minors and adults. If you would like to get more specific with your search instead of just Name Change, you can use the next drop down menu for Form SubCategory 2 Name and select either adult or minor and check for results.

Function	Country	State	Level	J. Entry	County	City	FM CAT	FM SC1	FM SC2	FM SC3	FM TYP	Form Name	Form Description	Frm URL	FrmRef URL	Date Form Validated	Form OK	FM LR	Form Notes
<a href="#">Open</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Ref</a>	United States	Nevada	District	Tenth Judicial District	Churchill	None	Family Law	Name Change	Adult	None	PDF	Name Change - Adult Instructions	Name change - adult instructions.	http://...	http://...	2013-05-30 11.06.14	MOVED	None	None...
<a href="#">Open</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Ref</a>	United States	Nevada	District	Tenth Judicial District	Churchill	None	Family Law	Name Change	Adult	None	PDF	Name Change - Adult Packet	Name change - adult packet.	http://...	http://...	2013-05-30 11.06.14	YES	None	None...
<a href="#">Open</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Ref</a>	United States	Nevada	District	Tenth Judicial District	Churchill	None	Family Law	Name Change	Minor	None	PDF	Name Change - Minor Both Parents Petitioning Instructions	Name change for a minor with both parents petitioning instructions.	http://...	http://...	2013-05-30 11.06.14	MOVED	None	None...
<a href="#">Open</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Ref</a>	United States	Nevada	District	Tenth Judicial District	Churchill	None	Family Law	Name Change	Minor	None	PDF	Name Change - Minor Both Parents Petitioning Packet	Name change for a minor with both parents petitioning packet.	http://...	http://...	2013-05-30 11.06.14	MOVED	None	None...
<a href="#">Open</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Ref</a>	United States	Nevada	District	Tenth Judicial District	Churchill	None	Family Law	Name Change	Minor	None	PDF	Name Change - Minor One Parent Petitioning Instructions	Name change for a minor with one parent petitioning instructions.	http://...	http://...	2013-05-30 11.06.14	MOVED	None	None...
<a href="#">Open</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Ref</a>	United States	Nevada	District	Tenth Judicial District	Churchill	None	Family Law	Name Change	Minor	None	PDF	Name Change - Minor One Parent Petitioning Packet	Name change for a minor with one parent petitioning packet.	http://...	http://...	2013-05-30 11.06.14	MOVED	None	None...

### Get forms results

Once you select get forms the screen looks like the image to the left. There are four functions on the left that let you open the form, edit the form, delete the form or takes you to the webpage where the form is from.

This page also gives you all of the relevant information of the form including all of the form categories that the form is in and whether or not the link is broken.

Function	# Forms	Country	State	Judicial Level	Judicial Entity	County	City	Form Category Name	Form SubCategory 1 Name	Form SubCategory 2 Name	Form SubCategory 3 Name
<a href="#">Show</a>	9	United States	Nevada	District	Tenth Judicial District	Churchill	None	Family Law	Name Change	Minor	
<a href="#">Show</a>	7	United States	Nevada	District	Tenth Judicial District	Churchill	None	Family Law	Name Change	Adult	

### Packets results

If you select the packets button, there is a function on the side called “Show.” This will show all of the forms in the packet. This page also tells you how many forms are in each packet and

again also shows you what categories the forms fall under.

## Adding Forms

To add forms, select the Add button under the drop down menus.

You are brought to a page to add forms (left). Notice on this page while you have the drop down menus that you have previously seen there are also fields for Form Name, Description, Unified Resource Locator (URL), Reference Unified Resource Locator, Legal References (Statute or Court Rule) and Notes.

If your selection is district, you have a choice of each Judicial District within the Judicial Entity menu. If you select Justice the Judicial Entity field will have a selection of Justice Courts. If you do not see an option you are looking for, you will have to use the drop down menu at the top under Select an Item to View/Edit; select a field and then add what you need.

## Adding a Category

For example, to add a form for a Justice Court but the court is not listed in the Judicial Entity field. Select Judicial Entity (JE) from the upper-most drop down menu and it brings you to the screen at the left.

From here select Add.

The text box at the bottom gives you the option to type in the Judicial Entity that you need. Then hit Add and it will say in green "One Row Updated". This should add the Judicial Entity. If there is an error, a message in red will appear and you will have to try adding it again.

Once it is added you can go back to add the form and your entry should show up when you are selecting your options.

You can use this same procedure to add other needed options for Country through Form Type.

Going back to adding a form, once you have selected Country, State, Judicial Level, Judicial Entity and City, you have the option to select the Form Category Name. This is the field that says what kind of legal form you have. (Example, divorce forms would go in Family Law

and eviction forms would go under Landlord/Tenant.)

After the selection of Form Category, you can choose other subcategories that the form goes in. After those selections, you can choose what type of form it is: PDF, DOC, XLS, etc.

Let's look back at the example of name change forms for a minor from Churchill. Your selections would be as follows:

Country: *United States*  
 State: *Nevada*  
 Judicial Level: *District*  
 Judicial Entity: *Tenth Judicial District*  
 County: *Churchill*  
 City: *None* (this field is used for Justice Court Forms)  
 Form Category: *Family Law*  
 Form SubCategory 1: *Name Change*  
 Form SubCategory 2: *Minor*  
 Form SubCategory 3: *None*  
 Form Type: *PDF*  
 Form Name: *Name Change – Both Parents Petitioning Instructions*  
 Description: *Name change for a minor with both parents petitioning instructions.*  
 Unified Resource Locator (URL):  
<http://www.churchillcounty.org/DocumentView.aspx?DID=2473>  
 Referenced Unified Resource Locator (URL):  
<http://www.churchillcounty.org/index.aspx?NID=438>  
 Legal References (Statute or Court Rule): *None*  
 Notes: *None*

Another example from Clark County with guardianship forms, specifically concerning a minor guardianship with a hearing.

Country: *United States*  
 State: *Nevada*  
 Judicial Level: *District*  
 Judicial Entity: *Eighth Judicial District*

County: *Clark*  
City: *None*  
Form Category Name: *Family Law*  
Form SubCategory 1: *Minor Guardianship*  
Form SubCategory 2: *With a Hearing*  
Form SubCategory 3: *None*  
Form Type: *PDF*  
Form Name: *Packet 57 & 58 Petition for Appointment of a Guardian of a Minor Ward (With a Hearing)*  
Description: *You may use this packet if there is one proposed minor ward and one or more proposed guardian.*  
Unified Resource Locator (URL):  
[http://clarkcountycourts.us/shc/shc%20packets%20and%20documents/Package%2057%20&%2058\\_2011.pdf](http://clarkcountycourts.us/shc/shc%20packets%20and%20documents/Package%2057%20&%2058_2011.pdf)  
Reference Unified Resource Locator (URL):  
[http://clarkcountycourts.us/shc/Guardianship/self\\_help\\_guardianship.htm](http://clarkcountycourts.us/shc/Guardianship/self_help_guardianship.htm)  
Legal References (Statutes or Court Rule): *None*  
Notes: *None*

The description field can be used to add other relevant information for use of forms and filing that may not fit or should not be placed in the form name field. The URL is for the form itself and the reference URL is the website where the form can be found. The reference URL is added in case the link to the form is broken; this gives the user the ability to go to the host website and see if the website has changed or to see if the form has moved.

Once all of the relevant information is added for the form, select “Save” at the bottom. Again and green notification will appear at the bottom saying One Row Updated, or a red message will appear if there is a problem.

## Editing Forms within Database

Once forms are added into the database, you may need to edit forms to make sure they are falling within the proper category, fix spelling errors, change form names or edit URL’s if links are broken. Remember, when you select the “Forms” item and then select Get to pull up a list of forms, there is a function on the left to edit. Select “Edit” and it will pull up the form.

Notice at the bottom there are three buttons, “Save”, “Add New” and “Cancel”. There is also an arrow to the left and right which allows you to scroll through forms for faster editing. When you make your changes, you select *Save* and then move onto the next form. If you make a mistake you can select *Cancel* and it will not make the changes and if you need to add a new form, you can add the relevant

information and select *Add New*. Again, once you have made your changes you can hit the arrow either back or forward and go to another form.

Form Type: PDF  
Form Name: Affidavit for Publication of Summons Form  
Description: Affidavit for publication of summons, residence known. Form  
Unified Resource Locator (URL): http://www.carson.org/Modules/ShowDocument.aspx?documentid=20541 Form  
Reference Unified Resource Locator (URL): http://www.carson.org/Index.aspx?page=1272 Form  
Legal References (Statute or Court Rule): None Form  
Notes: None

< Save Add New Cancel >

## Checking URL's

When you go back to the drop down menu to select an item to view/edit, go to the bottom and select “*Check all URL’s – Forms*”. This will check the URL’s of all forms within the database. This can take a few minutes to do, but it will return a list of all links that are broken or links that have been moved. Moved links may still work just fine; this can be an indication that the website is undergoing maintenance or the links may be broken in the future due to website changes.

Broken links may be from a change to the website or a form being moved. The database will need to be maintained and have the URL’s frequently checked to make sure everything is working. If links are broken then the websites where they came from will need to be checked and the forms be updated so that the database will be able to pull the correct forms.

## Conclusion

The Nevada Legal Forms database is an attempt to identify what legal forms are available on Nevada government and nonprofit websites, and to make the forms easy to find and print. It is not designed in any way to take the place of legal representation and counsel is always recommended for legal matters.

It is meant to gather the links to forms which have been ~~created~~ provided by Court personnel for use by Court personnel on the court’s website in an effort to help people navigate the legal process, into a single location, which This makes the process less time-consuming and somewhat less frustrating for people trying to navigate the legal process. It has the added benefit of not only identifying what exists but also what doesn’t exist but for which there may be a need. Access to Justice is crucial and this is a small step towards that accessibility.

## Thoughts on Future Directions:

Standards in how on-line forms are prepared and presented would be helpful. Currently federal forms provide an example. However, Federal forms are prepared to the latest Adobe standards and require the latest versions of PDF readers to read them (i.e. the built in Chrome PDF reader cannot display the forms and must be disabled.)

Each individual judicial entity could assign a person to monitor their section and provide information about changes to forms so that the database can be accurately maintained.

Kiosks could be developed and made available at law libraries, public libraries, and other locations for downloading and/or printing forms. Currently printing forms is manual operation performed by the user and depends on the programs installed on the downloading device. If the device is controlled, printing could be made fully automatic.

IN THE SUPREME COURT OF THE STATE OF NEVADA

IN THE MATTER OF THE CREATION  
OF THE NEVADA SUPREME COURT  
ACCESS TO JUSTICE COMMISSION

ADKT 0394

**FILED**

JUL 19 2013

TRACEY K. UNDERMAN  
CLERK OF SUPREME COURT  
BY *[Signature]*  
COURT REPORTER

**ORDER APPOINTING MEMBERS OF SUPREME COURT  
COMMISSION ON ACCESS TO JUSTICE**

On June 7, 2013, this court amended Supreme Court Rule 15, thereby modifying the composition of the Commission on Access to Justice. The individuals listed on Exhibit A are hereby appointed or reappointed to the Supreme Court Commission on Access to Justice, effective immediately. Justice James W. Hardesty and Justice Michael L. Douglas will continue to serve as co-chairs of the Commission.

It is so ORDERED.

*Pickering*  
\_\_\_\_\_, C.J.  
Pickering

*Gibbons*  
\_\_\_\_\_, J.  
Gibbons

*Hardesty*  
\_\_\_\_\_, J.  
Hardesty

*Parraguirre*  
\_\_\_\_\_, J.  
Parraguirre

*Douglas*  
\_\_\_\_\_, J.  
Douglas

*Cherry*  
\_\_\_\_\_, J.  
Cherry

*Saitta*  
\_\_\_\_\_, J.  
Saitta

cc: Access to Justice Commission Members  
Kimberly Farmer, Executive Director, State Bar  
Angela Washington, Access to Justice Director  
Administrative Office of the Courts

## Access to Justice Commission Members

<b>Name</b>	<b>Affiliation</b>	<b>Rule</b>	<b>Term Expiration</b>
W. Brett Kandt	Nevada Attorney General	2(d)	7/1/14
Valerie Cooney	Volunteer Attorneys for Rural Nevadans	2(e)	7/1/14
Paul Elcano	Washoe Legal Services	2(e)	7/1/14
Sugar Vogel	Southern Nevada Senior Law Project	2(e)	7/1/14
John Desmond	Washoe County Bar Association	2(f)	7/1/14
Hon. Connie Steinheimer	At Large Representative	2(i)	7/1/14
Hon. Frank Sullivan	Eighth Judicial District	2(a)	7/1/16
Anna Marie Johnson	Nevada Legal Services	2(e)	7/1/16
Melanie Kushnir	Legal Aid Center of Southern Nevada	2(e)	7/1/16
Shaina Plaksin	UNLV Boyd School of Law Public Interest Law Association	2(g)	7/1/16
Anne Traum	UNLV Boyd School of Law Faculty	2(g)	7/1/16
Ira David Sternberg	Layperson	2(h)	7/1/16
Hon. Patrick Flanagan	Second Judicial District	2(a)	7/1/17
Dara Goldsmith	Justice League of Nevada	2(e)	7/1/17
Elana Graham	State Bar of Nevada Board of Governors	2(f)	7/1/17
Jeremy Reichenberg	State Bar of Nevada Young Lawyers Section	2(f)	7/1/17

IN THE SUPREME COURT OF THE STATE OF NEVADA

IN THE MATTER OF AMENDMENTS  
TO SCR 15 (COMMISSION ON ACCESS  
TO JUSTICE).

ADKT 0483

**FILED**

JUN 07 2013

TRACIE A. LINDEMAN  
CLERK OF SUPREME COURT  
BY *[Signature]*  
CLERK DEPUTY CLERK

***ORDER AMENDING NEVADA SUPREME COURT RULE 15***

WHEREAS, Justice James Hardesty and Justice Michael Douglas filed a petition with this court seeking to amend Nevada Supreme Court Rule 15 (SCR 15) regarding the commission on access to justice; and

WHEREAS, this court solicited written public comment; and

WHEREAS, it appears to this court that amendment of SCR 15 is warranted, accordingly,

IT IS HEREBY ORDERED that SCR 15 shall be amended and shall read as set forth in Exhibit A.

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

order shall be conclusive evidence of the adoption and publication of the foregoing rule amendment.

Dated this 7<sup>th</sup> day of June, 2013.

Pickering, C.J.  
Pickering

Gibbons, J.  
Gibbons

Hardesty, J.  
Hardesty

Parraguirre, J.  
Parraguirre

Douglas, J.  
Douglas

Cherry, J.  
Cherry

Saitta, J.  
Saitta

cc: All District Court Judges  
Francis Flaherty, President, State Bar of Nevada  
Kimberly Farmer, Executive Director, State Bar of Nevada  
Clark County Bar Association  
Washoe County Bar Association  
First Judicial District Bar Association  
Administrative Office of the Courts

**EXHIBIT A**  
**AMENDMENT TO SUPREME COURT RULE 15**

**Rule 15. Commission on Access to Justice.**

1. **Creation, purpose.** The supreme court shall appoint a commission on access to justice. The commission shall:

(a) Assess current and future needs for civil legal services for persons of limited means in Nevada.

(b) Develop statewide policies designed to support and improve the delivery of legal services.

(c) Improve self-help services and opportunities for proper person litigants and increase pro bono activities.

(d) Develop programs to increase public awareness of the impact that limited access to justice has on other government services and on society.

(e) Investigate the availability of and pursue increased public and private financing to support legal services organizations and other efforts to provide legal services to persons of limited means.

(f) Recommend legislation or rules affecting access to justice to the supreme court.

2. **Composition.** The access to justice commission shall be staffed by an executive director and composed of the chief justice of the supreme court or the chief justice's designate and the following members, to be appointed by the supreme court to four-year terms:

(a) One district judge each from the Second and the Eighth Judicial District Courts. At least one of those judges must be assigned to the family division of the district court.

(b) One additional district judge to be selected from the First, Third, Fourth, Fifth, Sixth, Seventh, or Ninth Judicial District Courts.

(c) One limited jurisdiction judge, who shall serve as liaison to the Nevada Judges Association.

(d) One public attorney representative designated by the Nevada Attorney General.

(e) One representative each from the ~~[City of Las Vegas Senior Citizens Law Project, Clark County Legal Services/Pro Bono Project, the Eighth Judicial District Pro Bono Foundation,]~~ Southern Nevada Senior Law Program, Legal Aid Center of Southern Nevada/Pro Bono Project, the designated tax exempt bar foundation pursuant to SCR 216, Nevada Legal Services, Volunteer Attorneys for Rural Nevadans/Domestic Violence Project, [the Washoe Access to Justice Foundation,] the Washoe County Senior Law Project, and Washoe Legal Services/Pro Bono Project.

(f) One representative each from the Clark County Bar Association, the State Bar of Nevada, Board of Governors, the State Bar of Nevada Young Lawyers Section, and the Washoe County Bar Association.

(g) One student representative of the Public Interest Law Association and one faculty representative from [the clinical program at] the William S. Boyd School of Law of the University of Nevada, Las Vegas[-], designated by the dean. Individual appointments under this subsection may be rotated in less than four year terms.

(h) Two persons who are not members of the legal profession.

(i) Three at-large representatives. Appointments under this subsection may be rotated in less than four-year terms as the Commission deems necessary and proper to facilitate diversity and fulfill the Commission's purpose.

The commission may appoint nonvoting members, including, but not limited to, judges and representatives from other direct service providers, county bar associations, and neighborhood pro bono projects.

3. **Meetings.** The commission shall meet at least semi-annually and shall have additional meetings, as the commission deems appropriate. The commission may form separate subcommittees to address specific issues.

# CIVIL LAW SELF-HELP CENTER STATISTICS

June 2013

6/3/2013 to 6/28/2013 (20 operating days)

## General

Total number served (per Q-Matic) for month	4,538	Total number served in 2013	29,384
Total number of intake forms collected	180	% of parties returning forms	4%
Total number of intake forms sampled	180	% of collected forms sampled	4%

## Biographical Data

### Ethnicity:

White	62		38%
Black	47		28%
Hispanic	36		22%
Asian	9		5%
American Indian	3		2%
Other	8		5%
No Response Provided	15		8%

### Age:

60 and over	31		19%
No Response Provided	13		7%

### Sex:

Male	80		46%
Female	95		54%
No Response Provided	5		11%

### Court Case Pending In:

District Court	31		23%
Justice Court	104		77%
Las Vegas	26		25%
Henderson	0		0%
North Las Vegas	2		2%
Other	2		2%
No Case or No Response Provided	45		25%

### Represented by an Attorney:

Yes	7		4%
No	154		96%
No Response Provided	19		11%

### Number of Visits to the SHC:

One	90		53%
Two	35		20%
Three	17		10%
More	29		17%
No Response Provided	9		5%

### Reason for Visit to the SHC:

Appeal	11		6%
Auto Sale/Lease, Repair, Towing	2		1%
Consumer Debt or Loan	7		4%
Contract Dispute	1		1%
Employment Dispute	0		0%
Foreclosure Mediation Assistant	0		0%
Garnishment or Execution	12		7%

Harassment or Protection Order	14	8%
Homeowner Eviction	5	3%
Judicial Review	3	2%
Landlord/Tenant Dispute or Eviction	59	35%
Mediation	3	2%
Mobile Home Sales, Repairs, or Eviction	3	2%
Personal Injury/Property Damage	4	2%
Small Claims Case	22	13%
Other	35	21%
No Response Provided	10	6%
<b>Currently Employed?</b>		
Yes	73	42%
No	101	58%
No Response Provided	6	3%
<b>Annual Household Income:</b>		
Under \$10,000	48	34%
\$10,000 to \$20,000	38	27%
\$20,000 to \$30,000	27	19%
\$30,000 to \$40,000	7	5%
\$40,000 to \$50,000	6	4%
\$50,000 plus	15	11%
No Response Provided	39	22%
<b>Benefits Received:</b>		
Social Security/Disability	35	47%
Unemployment	11	15%
TANF/Food Stamps	41	55%
Subsidized Housing Benefits	0	0%
No Response Provided or No Benefits Received	105	58%
<b>Satisfaction Data</b>		
Out of total providing satisfaction information:		
<b>Overall satisfaction:</b>		
Very Satisfied	145	85%
Satisfied	25	15%
Unsatisfied	0	0%
Very Unsatisfied	0	0%
No Response Provided	10	6%
<b>The staff was knowledgeable and listened to what I had to say:</b>		
Strongly Agree	138	78%
Agree	36	20%
Disagree	0	0%
Strongly Disagree	1	1%
No Opinion	2	1%
No Response Provided	3	2%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>		
Strongly Agree	140	79%
Agree	35	20%
Disagree	0	0%
Strongly Disagree	1	1%
No Opinion	2	1%
No Response Provided	2	1%

<b>I understand the court process and my situation better now than before I came to the Self-Help Center:</b>			
Strongly Agree	122		69%
Agree	48		27%
Disagree	3		2%
Strongly Disagree	1		1%
No Opinion	3		2%
No Response Provided	3		2%
<b>The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:</b>			
Strongly Agree	123		69%
Agree	48		27%
Disagree	3		2%
Strongly Disagree	1		1%
No Opinion	2		1%
Did Not Receive Forms or Materials this Visit	0		0%
No Response Provided	3		2%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	145		81%
Agree	28		16%
Disagree	1		1%
Strongly Disagree	1		1%
No Opinion	3		2%
Did not fill out forms during this visit	0		0%
No Response Provided	2		1%
<b>The Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	74		43%
Agree	25		14%
Disagree	3		2%
Strongly Disagree	0		0%
No Opinion	9		5%
Have Not Visited the Website	63		36%
No Response Provided	6		3%
<b>Other Comments and Suggestions</b>			

Really sweet people, very helpful.

The employees were more than helpful. They were very patient and knowledgeable and during one of the most stressful times in a person's life, God knows that's what we needed. Thanks. Keep up the great work. Also a fantastic service for hard financial times. When so many of us are in need and can't afford legal help.

Very helpful satisfied with Cisco (Excellent)

Cisco was very helpful in answering all my questions!

The best Americans

I am very grateful for this most valuable assistance to me! Thank you Cisco for your complete attention!

Thanks. They made copies for me. Pam thankful

On the website under 'forms' some links link back to themselves or do not go anywhere.

I wish I didn't have to make many trips to the Regional Justice Center. It's 70 miles round trip for me.

Awesome

As I entered the room; I was helped right away.

I am personally anti lawyer/attorney and the "Help Center" is invaluable in assisting individuals that wish an alternative

Cisco was very helpful in advising me about my situation.

Yolanda was wonderful and I could not have been able to do any of the necessary paperwork without her help.

The staff at the Civil law self-help are very helpful and friendly

Pam was very helpful as for today and I feel she is very pleasant.

Cisco was very helpful & polite

Cisco is always a huge help

Great attitude & lots of help

I appreciate all the informative help each person I've come to ask for help has provided.

I appreciate you being available & providing this necessary service.

Cisco is a huge help and always pleasant

Easy to work with made my visit very easy.

Thank you!

Yolanda was very good. Cisco was helpful

Thanks

Very satisfied

Pamela Pearson and Cisco are all-stars and wonderful, helpful professional people :)

All the staff I spoke with are amazing.

Thank you for being there. The forms should say what time the clerks office closes

The representative (male) was very receptive. Courteous and helpful throughout our paperwork process.

A personal thanks to him.

I was told to press 8 instead of 7 when paying cash.

Cisco has helped me twice already and he is an amazing person that listens and explains everything.

I was very satisfied once again with this service. Cisco helped me on the computer and copies and was very helpful. I believe he should be manager.

Thank you for your help!! :)

All staff has always been very helpful always courteous informative and definitely great access for people to be guided to the court system with understanding it how it works and not being afraid of not understanding what they are dealing with. Thanks to all your staff for great job and customer service they perform sincerely appreciated

Yolanda Vasquez was very insightful, helpful & courteous with legal matters I was trying to address

Cisco & Lupe were very helpful and informative. They made this horrible experience a pleasant one. They are true blessings

Very good to me here thank you

The staff has been consistently helpful and pleasant

Last visit led to problem today. Thx. Give patrons advice/sample book when giving out forms - clerk will send back if incomplete.

Great job

Cisco helped me. He was very helpful

Pam was very helpful and caring with my situation. She is an asset working here.

Lupe was very pleasant and helpful with a smile. Everyone was very nice and helpful. Thank you for this service. Wonderful employee

The lady that help was pretty knowledgeable about what I had to do.

I was very pleased with the overall attitude of the staff. She truly made my day less stressful. Pam was very helpful.

I got help everyone were very friendly also

Very, very helpful in assisting me with my situation explained everything in terms to my understanding. (Cisco)

Pam was very helpful and knowledgeable. She answered all my questions that I had to help me file a complete appeal.

Lots of love, & thank you so much.

None.

Simply could not have done any of this paperwork w/o the self-help ctr.

Always so nice & helpful.

Todo adecuadamente, personal amable.

Yolanda at the courthouse downtown was very helpful & made my visit pleasant & a breeze

Cisco - was my help desk person and was very helpful and I think this is a great help for all people in

Las Vegas needing legal help. Thank you for your help.

Keep up the good work

Great job helping me out

I have used civil law self-help center 3 times in 3 yrs. They are the GREATEST. Thank you

The staff was very helpful and answered all my questions quickly and efficiently.

Courteous, patient, kind

The young gentleman was very helpful.

Keep the excellent work

No comment. Very good! I could have gotten things done way earlier if I had gone here earlier.

Staff very kind they know what they are doing. Mrs. Yolanda was very helpful, very kind person

They are doing a very good job.. Thanks so much for your help.

The young lady who helped me, "Pam" was very patient and considerate. And did all with a smile.

If the process of a small claims suit were simple as they used to be, I wouldn't have needed the self help office. However, Cisco was extraordinarily helpful. All government employees should be as good as he.

Pam was wonderful. She made a tough situation easier to handle.

Good service very helpful

He was very helpful and did a great job.

Thanks for your help and knowledge.

Very helpful to single parents that cannot afford an attorney

Very helpful, and needed

Cisco was very helpful and knowledgeable in helping my filing process. Was very pleased as I was nervous coming in to file.

Cisco was very helpful and friendly thank you very much

N/A

Pam was so knowledgeable. She knew everything I needed to know and gave me confidence to fight & win.

Cisco knew every form I needed.

Keep up the good work.

Your Help Center team are great

Very professional and friendly staff

N/A

They were very pleasant & professional I will definitely be telling people of my first pleasant visit to a court house. Made it seem easy to ask even the simplest questions! :) Thank you.

Cisco Gonzalez is the best

That office was very useful and informative thank you

This was a pleasant visit

This is my last chance. After being denied 2 times. I wonder if I would be wasting my time. That's my only concern. I have nothing coming in and I have bills.









# STATE BAR OF NEVADA

## MEMORANDUM

To: Access to Justice Commission  
From: Angela Washington, Access to Justice Director  
Date: March 19, 2013  
Re: Ethics of Trial and Appellate Practice CLE



The State Bar of Nevada partnered with First Independent Bank on June 6, 2013 to host a CLE benefitting legal service providers in northern Nevada. The Ethics of Trial and Appellate Practice CLE, presented by Justices Hardesty and Douglas and Judge Freeman in Reno, Nevada, was a great success with nearly 60 people in attendance, including non-paying guests from the legal service providers.

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

Attendees: 59 (43 paying)  
Revenue: \$5,375.00

Proceeds will be split equally among the three service providers (Nevada Legal Services, Volunteer Attorneys for Rural Nevadans and Washoe Legal Services). Additionally, recorded content will be available for sale in CD, video and .mp3 formats. Proceeds from future content sales will be distributed at the end of the year, minus recording costs.

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

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

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

**Pro Bono Statistics**  
**Data Entered In System As of May 22, 2013**

**Say Yes to Pro Bono**

Question	Number of Responses	Amount Donated
Yes, I will take a Pro Bono case and wish to contribute \$500 to Pro Bono.	12	\$4,175
Yes, I will contribute \$500 in lieu of Pro Bono service.	252	\$116500
Yes, I would like to volunteer to take a Pro Bono case.	235	0
Additional donations.	81	\$18,180
	<b>Total</b>	<b>\$138,705</b>

**2013 Report of 2012 Pro Bono**

Question	Number of Responses	Hours Provided
I did not provide any pro bono service	6546	N/A
I provided pro bono service	3511	N/A
Hours of direct legal services for no fee to low income clients	2519	98,190.09

Cased Received Through	Number of Responses
Legal Aid Center of Southern Nevada	597
Southern Nevada Senior Law Program	20
Nevada Legal Services	168
Volunteer Attorneys for Rural Nevadans	47
Washoe County Senior Law Project	23
Washoe Legal Services	56
Other	2,074

Monetary Contributions	Number of Donators	Amount Donated
Legal Aid Center of Southern Nevada	64	\$224,875.80
Southern Nevada Senior Law Program	5	\$2,370
Nevada Legal Services	25	\$3,830
Volunteer Attorneys for Rural Nevadans	32	\$13,265
Washoe County Senior Law Project	6	\$1,158
Washoe Legal Services	23	\$8,832
Other	192	\$38,561.80
<b>Total</b>	<b>347</b>	<b>\$292,892.60</b>

Provided Hours to	Number of Responses	Hours Provided
Direct legal services at a substantially reduced fee	1,298	76,564.56
Organizations that address the needs of persons of limited means	598	30,250.20
Activities improving the law or law related education	898	32,832.10
<b>Total</b>	<b>2,794</b>	<b>139,646.86</b>



# Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

## MEMORANDUM

**To:** Access to Justice Commission  
**From:** Angela Washington  
**Date:** July 19, 2013  
**Re:** 2013 Pro Bono Week Celebration



## National Pro Bono Celebration

October 20-26, 2013

*The Nevada Supreme Court Access to Justice Commission and the Nevada State Bar Board of Governors are pleased to partner with you in celebrating pro bono and public service at the upcoming fourth annual National Pro Bono Week Celebration.*

The master calendar for the fourth annual National Pro Bono Celebration in Nevada is under construction and your input is needed!

Please submit the following information for 2013 Pro Bono Week Celebration events:

- Sponsor of the event;
- Title of the event;
- Date, time and location of the event;
- A brief synopsis of the event;
- Contact Information for the event;

Additionally, if you are aware of other pro bono events that are scheduled outside of the National Pro Bono Celebration dates, please include those events in your information as well!

**Please submit all 2013 Pro Bono Week Celebration schedule information to Angela Washington ([AngelaW@nvbar.org](mailto:AngelaW@nvbar.org)) on or before Friday, September 13, 2013.**

*Thank you for your continued commitment to pro bono in Nevada!*