



Nevada Supreme Court Access to Justice Commission



Meeting Agenda

Friday, March 13, 2015 2:00 pm – 4:00 pm

Video Conference Sites:

[Las Vegas](#)

Regional Justice Center, 17th Floor
Supreme Court, AOC Room B

[Carson City](#)

Supreme Court
Law Library, Room 107

[Reno](#)

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

[Elko](#)

4th Judicial District Court

Conference Call: Conference Call Number: 877.594.8353 / Participant Code: 35688281

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

II. Consent Agenda

5 minutes

Tab 1

- Approval of November 14, 2014 ATJC Minutes
- Approval of February 27, 2015 ONE Promise Nevada Campaign Subcommittee Minutes

III. Statewide Legal Service Delivery Reports

30 minutes

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

IV. Discussion Items

- Attorney General Military Pro Bono Program **30 minutes**
-Nic Danna, Chief DAG, Nevada Attorney General's Office
- 2014 & 2015 Statewide Support Funding **20 minutes**

V. Reports

Tab 2

- Statewide Self Help Centers **20 minutes**
 - Subcommittee Report
-Barbara Buckley
 - Appointment of New Chairperson
- IOLTA Program / Nevada Bar Foundation Report **5 minutes**
-Connie Akridge and Kim Farmer
- UNLV Boyd Law School PILA Report **5 minutes**
- Public Speakers Bureau Update **5 minutes**
-Judge Frank Sullivan

VI. Other Business

VII. Informational Items

Tab 3

- **ONE** Promise Nevada Campaign
- Appellate Law Section Update
- Equal Justice Conference



Nevada Supreme Court Access to Justice Commission

Friday, November 14, 2014 1:50 PM – 3:35 PM



Video Conference

Carson City	Supreme Court Law Library, Rooms 104/105
Elko	4 th Judicial District Court,
Las Vegas	Regional Justice Center, 17 th Floor, AOC Rooms A & B
Reno	2nd Judicial District Court, 75 Court Street, Room 220 B

Draft Minutes

Commission Members in Attendance:

Justice Michael Douglas, Co-Chair
Justice James Hardesty, Co-Chair
Ben Albers
John Desmond
Hon. Patrick Flanagan
Paul Elcano
Anna Marie Johnson
W. Brett Kandt
Hon. Frank Sullivan
Anne Traum
Sugar Vogel
Shaina Plaksin
Connie Akridge
Jeremy Reichenberg
Hon. Connie Steinheimer
Hon. Eileen Herrington
Hon. James Wilson
Hon. Leon Aberasturi
Hon. Al Kacin
Ron Spratt

Attending Guests

Kimberly Farmer, Executive Director, State Bar of Nevada
Barbara Buckley, Executive Director, Legal Aid Center of Southern Nevada
Sally Ramm, Nevada Aging and Disability Services Division
Shelly Newton, Clark County Law Library
Summer Youngquist, Clark County Law Library

Staff Members Present

Jamie Gradick, Rural Courts Coordinator, Administrative Office of the Courts
Angela Washington, Access to Justice Director

Call to Order/Roll Call

The Access to Justice Commission Meeting called to order at 1:50 pm by Justice Michael Douglas and a roll call was conducted thereafter.

IOLTA Program Interest Rate Review

The Access to Justice Commission discussed the current IOLTA Program interest rate of .70% and whether same should be adjusted. Feedback from participating financial institutions was considered as well as a sampling of comparable rates on local bank products and IOLTA Program interest rates elsewhere. Interest rates and the IOLTA remittance impact were examined in determining the interest rate as well. After all items were considered, it was moved and seconded that the IOLTA Program interest rate be maintained at .70%. A vote was conducted and the matter passed unanimously.

Statewide Legal Service Delivery Reports

Legal Aid Center of Southern Nevada (LACSN) – Barbara Buckley provided the report for Legal Aid Center of Southern Nevada. LACSN recently launched its new family law self-help center website which includes revamped family law forms used in Clark County and written instructions for each. The new family law self-help website joins the other support programs that LACSN offers, including two self-help centers, comprised of the family law self-help center and the civil law self-help center; thirty (30) free legal classes a month with the law school partnership and Nevada Legal Services; twenty (20) Ask-A-Lawyer programs a month; the Pro Bono Project volunteers and attorneys at LACSN.

Nevada Legal Services (NLS) – Anna Marie Johnson provided the report for Nevada Legal Services. Nevada Legal Services will be included in the next Help USA grant for supportive services to families. Nevada Legal Services will open a second clinic at the Help USA office and will have two attorneys serving veterans in that particular office in Las Vegas. Additionally, an NLS attorney was recently awarded the Champion of Service Award from HUD in November for his work in helping homeless veterans find housing. Also, NLS recently held Project Salute in northern and southern Nevada and had a great turnout. Lastly, the director of the Senior Law Project in northern Nevada won the district attorney's race and as a result, NLS is in the process of hiring a new directing attorney for the senior law project.

Southern Nevada Senior Law Program (SNSLP) – Sugar Vogel provided the report for Southern Nevada Senior Law Program. SNSLP continues to provide services for senior citizens that will assist them with maintaining their independence. For the last two years, SNSLP has been engaged in a Geriatric Adult Day Care Clinic at the two adult day cares in Clark County. SNSLP has observed that many of the senior citizens that attend are now requesting that their adult children join them for assistance. Additionally, SNSLP continues to be active in Guardianship Court. Lastly, two new developments were reported at the meeting: (1) SNSLP has filled a vacant lawyer position that has been vacant for a year. The position was filled with a recent Boyd Law School graduate who externed with SNSLP. And (2), SNSLP is starting a new partnership with Touro University, who in addition to their medical school, has developed an active adult learning center.

Volunteer Attorneys for Rural Nevadans (VARN) – Ben Albers provided the report for VARN. VARN was recently awarded the LAV Grant which will allow the organization to expand its services in the area of domestic violence. Additionally, VARN is scheduled to launch a new website the first week in December which will include more general information, referral information and a better system for clients to apply for services.

Washoe Legal Services (WLS) and the I-80 Project - Paul Elcano provided the report for Washoe Legal Services and the I-80 Project. WLS received money from the LAV Grant for domestic violence. Also, WLS started a capital campaign to raise \$300,000 to purchase the building they are in and as a result, raised

the money and retired the second mortgage on the building. The I-80 Corridor Project is fully implemented with a full time attorney in Elko, a part time attorney in Lander, a part time attorney in Pershing, a full time attorney in Humboldt, and a full time attorney in Lyon. The project was a result of seed money from an IOLTA grant in the amount of \$60,000; WLS raised \$240,000 in conjunction with the seed money. Also, WLS worked with county commissions and members of the judiciary in all counties and is very appreciative of the support of the judiciary in those counties.

Discussion Items

Statewide Service Delivery Plan

Justice Hardesty provided an update on discussions centering on a Statewide Service Delivery Plan. He noted that the executive directors and board chairpersons of the legal service providers in the state met in June, July and September to discuss a statewide delivery plan for legal services and there has not been a plan that addresses the needs that exist or how those needs will be addressed. The group discussed the funds that are present for legal services and quantified how those funds are being used; the discussion included IOLTA and filing fees. The work on the statewide plan is ongoing and issues that are under consideration for the statewide plan are:

1. The Supreme Court Role in the drafting of a plan.
2. Legal Service Provider Standards and/or Qualifications.
3. The Delivery and Allocation of Services.
4. The Allocation of State and Federal Funds.
5. The Identification of New Resources and the Division of Resources.
6. Planning for Addressing Gaps in Services.
7. Pro Bono Expansion.

The group made a recommendation as to what the Access to Justice Commission would recommend to the Nevada Bar Foundation for the allocation of IOLTA revenue and reserves for the next year until the plan is furthered. These recommendations were made to Connie Akridge and Kim Farmer. Most of the assets of Justice League of Nevada have been transferred to the Nevada Bar Foundation and shortly thereafter, the Nevada Bar Foundation petitioned the Court suggesting a reserve of 10% of assets received. The order of the Supreme Court modifies the petition and adopts a \$600,000 reserve amount with an annual percentage amount. The work by the providers is ongoing and the hope is to reduce the discussions from the meetings to a statewide plan in writing that can be presented to the Commission for adoption at the next meeting.

There are concerns with the lack of a plan to address service needs throughout the state; however, having a plan will provide a more effective and efficient way to allocate resources and a more effective and efficient way to attack the rural communities' need of pro bono services. A statewide plan will also serve to find ways to increase alternative resources outside of IOLTA and filing fees. For the completion of the plan, it is important to establish standards for the recognized providers which should be subject to Supreme Court rule and it is important to make the legislative and executive branches aware of the importance of legal aid funding in order to protect what has already been established. The plan is important prospectively and is important to preserve and protect what is already in place. In addition to the background of the Statewide Service Delivery Plan, Justice Douglas suggested that members examine the materials associated with the legal services providers summit meetings, thanked the providers for their input and reiterated that more work will happen to solidify a statewide plan.

Discussion on the Statewide Service Delivery Plan included a discussion on service gaps and duplication of services. Both service gaps and duplication of services are happening at this point, however, it has been discovered that even with duplication of services, the public is still being underserved in some areas. If there are duplications, the goal is to make sure that those duplications are coordinated. An example of needed coordination rests within the rural areas of the state and insuring that communication continues with judges regarding current services. Additionally, the members discussed the advantages of a Statewide Service Delivery Plan as it pertains to the Nevada Bar Foundation and its fundraising capabilities and relationship building with IOLTA financial institutions. With a plan in place, members of the Nevada Bar Foundation will be able to communicate accomplishments and needs of legal aid as well as responsible and thoughtful use of legal aid funding and objectives of the Commission regarding legal aid in Nevada. Further, the Nevada Bar Foundation would benefit from the establishment of standards for providers as it would support the grant evaluation process.

Lastly, the group discussed how a Statewide Service Delivery Plan assisted with the push for funding from the Legislature in recent years and the Supreme Court's supervisory role in developing the Statewide Service Delivery Plan.

Statewide Self Help Centers

The establishment of statewide self-help centers was discussed among members of the Commission. Such self-help centers could possibly provide assistance with the completion of self-help forms, pre-filing mediation and auditing of pro per filings for verification of indigence status. A survey was conducted among those present to verify what self-help services were currently offered, particularly in the northern and rural areas of Nevada. VARN and NLS reported that both organizations provide self-help services in Carson City. Further, NLS offers self-help services in Minden and Pahrump as well. Lyon County has self-help forms available and a paralegal available to answer questions relative to the forms. Washoe County currently has a clinic in the law library and there is movement toward forms there as well. A committee was established to recommend a self-help center state model. The committee consists of: Jim Berchtold, Judge Frank Sullivan, Paul Elcano, Ben Albers, a Supreme Court law library representative, Judge Aberasturi, Judge Steinheimer, an additional Washoe County judge and legal aid representatives. Lynn Etkins will serve as the chairperson of the committee and Judge Al Kacin will serve as co-chair of the committee.

Reports

IOLTA Program/Nevada Bar Foundation Report

Connie Akridge and Kim Farmer provided the report for the IOLTA Program and the Nevada Bar Foundation (NBF). The NBF Grants Subcommittee met to consider grant applications and the complete board decided the grant requests. There was \$2.824 million dollars available for grant funding, and the board voted to award the core legal service organizations 96% of the available funding, in the amount of \$2.603 million dollars and voted to award the remaining 4% to non-core legal service organizations, (a total \$106,908); there were five non-core grants that were not awarded. The total award amount included a reserve of \$600,000. At the time of the meeting, formal awards had not been made. Fruitful conversations between the Supreme Court and the NBF about the transition, startup and future of the NBF have taken place.

Rural Concerns Subcommittee

The co-chairs of this subcommittee were not present for this portion of the meeting, however, Justice Douglas reported that much of the conversation from the subcommittee has centered on services around the I-80 Corridor.

Appellate Law Section

Anne Traum provided the report for the Appellate Law Section. The Nevada Appellate Pro Bono Program was started in 2013 by the Supreme Court and the pro bono appellate committee and later partnered with Legal Aid Center of Southern Nevada (LACSN) to do the administrative work of the program, which includes screening clients for eligibility and making contact with volunteer lawyers. Since its inception, sixty-eight (68) parties have been referred to the program from the Nevada Supreme Court on a variety of issues. Fifty-five (55) parties have been placed, two cases are awaiting placement and 11 parties have been deemed income ineligible or nonresponsive. This year, the program has become part of the Partners in Pro Bono Program partnership between Boyd Law School and LACSN and as such, a student is placed with an attorney handling a case thereby allowing the student to have the one-on-one experience of handling a case. The Nevada Appellate Pro Bono Program has been recruited by the Federal District Court to organize a pro bono program there. The Federal Bar Association will be reaching out to members of the Bar, but will continue to work with LACSN following the same model as the Appellate Pro Bono Program.

In addition to the accomplishments of the Appellate Law Section, UNLV Boyd Law School celebrated the 15th Anniversary of the Clinic. Also of note, the law school received funding for two lawyer positions from the Justice Americorps Grant. These lawyers will work in the immigration clinic to provide services for unaccompanied minor immigrants.

PILA Report

Shaina Plaksin provided the report for the Public Interest Law Association (PILA). PILA's Executive Summary was included in the November Access to Justice Commission meeting packet and includes the highlights of the organization for the year. Additionally, PILA's 16th Annual Auction is scheduled to take place February 19, 2015 at 5:30 pm at the Smith Center and will honor Judge Gonzalez. The Annual Auction raises money for public student grants.

Speakers Bureau

Judge Frank Sullivan provided the report on the Speakers Bureau. There are many speakers prepared to provide talks on legal topics in the community, however, the challenge that the Speaker's Bureau has faced is securing invitations from civic organizations. Over the past year, most organizations visited by the Speaker's Bureau expressed interest on the topic of the appellate court. A strategic plan will need to be developed for the upcoming year that specifically addresses gaining inroads to organizations and a plan for meeting the goal of one law firm and one community organization each month. Additionally, a point person in northern Nevada will need to be established. The Speakers Bureau will utilize the civic groups contact list used for the Court of Appeals as a starting group for speaking venues.

Other Business

Pro Bono Week: Pro Bono Week was another success on the part of the providers and attendance. Additionally, the CLE programs were well attended. 2015 CLE planning should include consideration of the timing of the CLE presentations as this year's CLE presentations took place directly after the Trial Lawyers Conference. Also, consideration should be given to having a presentation in a rural area,

possibly in person or through the utilization of technology. The Elko Bar Association would be a presentation audience option.

Agenda Items: Agenda items should be sent to the Access to Justice Director.

Consent Agenda

The consent agenda included the approval of the following minutes from previous meetings:

- Monday, March 31, 2014 ONE Promise Nevada Subcommittee Minutes
- Tuesday, May 27, 2014 IOLTA Rate Review Meeting
- Tuesday, June 10, 2014 Subcommittee on Rural Concerns Minutes
- Friday, July 11, 2014 ATJ Commission Meeting Minutes
- Thursday, August 28, 2014 ONE Promise Nevada Campaign Meeting
- Tuesday, September 30, 2014 ONE Promise Nevada Campaign Meeting
- Tuesday, October 28, 2014 Rural Concerns Subcommittee Meeting

It was moved and seconded that the minutes from previous meetings be approved. A vote was conducted and it was unanimously approved.

The meeting was adjourned at 3:35 pm.



Access to Justice Commission

ONE Promise Nevada Subcommittee Meeting

Draft Minutes



Friday, February 27, 2015, 2:00 PM

Present

Justice Michael Douglas
Chief Justice James Hardesty
Paul Elcano
Heidi Meek
Sugar Vogel
Melanie Kushnir
Doreen Spears Hartwell
Ben Albers
Carmela Reed
Kim Farmer

Staff Present

Angela Washington

The ONE Promise Nevada Subcommittee meeting was called to order at 2:05 pm.

Statistics provided by legal services organizations and the State Bar of Nevada were reviewed. With 77% of members reporting to the State Bar, 32% reported providing pro bono services in 2014. At the time of the meeting, there were no statistics from the State Bar of Nevada regarding the pro bono services rendered through each legal service organization. Neither was there a dues check off dollar amount available for reporting. The reported balance of the ONE Promise Nevada donation account is \$43,068.08.

Discussion regarding the 2015 ONE Campaign message led to the group deciding on enhancing the peer to peer foundation of the Campaign. The new focus would target those attorneys who have done pro bono work and have them to encourage others to take one case or to do pro bono work. Legal aid organizations will identify lawyers in each district who have done pro bono work, ask those individuals to identify other attorneys to take part in the campaign and will thereafter arrange a meeting with the provider and the new attorney to discuss the campaign and to encourage the new attorney to take a case.

Further, regarding the law firm contact list that Chief Justice Hardesty and Justice Douglas will target for pro bono service and/or donations, those lists may serve as a starting point for the new focus.

Lastly, the logistics for case placement at the 2015 Ely Family Law Conference were discussed. All legal aid organizations will submit pro bono case summaries to one volunteer who will compile the case list into one document. The document will be divided into northern and southern cases and will include all participating legal aid organizations' logos.

The meeting was adjourned at 2:39 pm.

CIVIL LAW SELF-HELP CENTER STATISTICS

October 2014

10/01/2014 to 10/31/2014 (22 operating days)

General

Total number customer interactions (for month)	5157	Total number served in 2014	46,590
Total number of intake forms collected	90	% of parties returning forms	2%
Total number of intake forms sampled	90	% of collected forms sampled	2%

Biographical Data

Ethnicity:

White	25		29%
Black	25		29%
Hispanic	21		25%
Asian	8		9%
American Indian	3		4%
Other	3		4%
No Response Provided	5		6%

Age:

60 and over	12		14%
No Response Provided	4		4%

Sex:

Male	45		52%
Female	42		48%
No Response Provided	3		12%

Currently Employed?

Yes	41		48%
No	44		52%
No Response Provided	5		6%

Annual Household Income:

Under \$10,000	33		44%
\$10,000 to \$20,000	10		13%
\$20,000 to \$30,000	5		7%
\$30,000 to \$40,000	11		15%
\$40,000 to \$50,000	5		7%
\$50,000 plus	11		15%
No Response Provided	15		17%

Benefits Received:

Social Security/Disability	15		44%
Unemployment	1		3%
TANF/Food Stamps	24		71%
Subsidized Housing Benefits			0%
No Response Provided or No Benefits Received	56		62%

Education Level:

Less than High School	8		10%
High School/GED	33		42%
Some College	23		29%
College Degree	15		19%
No Response Provided or No Benefits Received	11		12%

Court Case Pending In:

District Court	12		20%
----------------	----	--	-----

Justice Court	49	80%
Las Vegas	8	16%
Henderson		0%
North Las Vegas		0%
Other	1	2%
No Case or No Response Provided	29	32%
Represented by an Attorney:		
Yes	9	11%
No	71	89%
No Response Provided	10	11%
Number of Visits to the SHC:		
One	36	44%
Two	23	28%
Three	10	12%
More	13	16%
No Response Provided	8	9%
Reason for Visit to the SHC:		
Appeal	6	7%
Auto Sale/Lease, Repair, Towing		0%
Consumer Debt or Loan		0%
Contract Dispute	2	2%
Employment Dispute		0%
Foreclosure Mediation Assistant	2	2%
Garnishment or Execution	7	8%
Harassment or Protection Order	7	8%
Homeowner Eviction	6	7%
Judicial Review		0%
Landlord/Tenant Dispute or Eviction	28	33%
Mediation	2	2%
Mobile Home Sales, Repairs, or Eviction	3	4%
Personal Injury/Property Damage	7	8%
Small Claims Case	17	20%
Other	14	16%
No Response Provided	4	4%
Satisfaction Data		
Out of total providing satisfaction information:		
Overall satisfaction:		
Very Satisfied	65	73%
Satisfied	21	24%
Unsatisfied		0%
Very Unsatisfied	3	3%
No Response Provided	1	1%
The staff was knowledgeable and listened to what I had to say:		
Strongly Agree	66	76%
Agree	20	23%
Disagree		0%
Strongly Disagree	1	1%
No Opinion		0%
No Response Provided	3	3%
The staff's explanations and answers to my questions were clear and understandable:		
Strongly Agree	63	71%

Agree	23		26%
Disagree	1		1%
Strongly Disagree	1		1%
No Opinion	1		1%
No Response Provided	1		1%
I understand the court process and my situation better now than before I came to the Self-Help Center:			
Strongly Agree	56		63%
Agree	27		30%
Disagree	1		1%
Strongly Disagree	1		1%
No Opinion	4		4%
No Response Provided	1		1%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:			
Strongly Agree	59		68%
Agree	25		29%
Disagree			0%
Strongly Disagree	1		1%
No Opinion	1		1%
Did Not Receive Forms or Materials this Visit	1		1%
No Response Provided	3		3%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	65		74%
Agree	20		23%
Disagree	1		1%
Strongly Disagree			0%
No Opinion	1		1%
Did not fill out forms during this visit	1		1%
No Response Provided	2		2%
The Self-Help Center's website was user-friendly and informative:			
Strongly Agree	46		55%
Agree	14		17%
Disagree	2		2%
Strongly Disagree			0%
No Opinion	5		6%
Have Not Visited the Website	17		20%
No Response Provided	6		7%
Other Comments and Suggestions			

Kat was especially helpful getting my forms and helping put them in the correct order. She's fantastic
would love to see more people like her in the workplace. Thank you!

Glad you are here for the common folk :) keep up the selfless service. 2 thumbs up!

Staff was very helpful & cordial. They appeared knowledgeable about what I needed for the stay.

Great staff, very friendly, and helpful thank you.

Yolanda was awesome! She's a great help - great customer service!!

Very helpful and friendly staff.

Your staff has proved to be very proficient as representatives.

Yolanda has helped me on both my visits to this Self-Help Center she is always helpful, kind and very
helpful her customer service skills are impeccable!!!

Jim and Malcolm was great! Thank you!

The service was good

Pam very pleasant, smiling, helpful. Good listener.

Yolanda was a big help with my case! She explained to me how the system works!

Pam was a very helpful angel! She helped me above and beyond!

FAMILY LAW SELF-HELP CENTER STATISTICS

October 2014

10/1/2014 to 10/31/2014 (22 operating days)

General

Total number customer interactions (for month)	3569	Total number served in 2014	34,868
Total number of intake forms collected	61	% of parties returning forms	2%
Total number of intake forms sampled	61	% of collected forms sampled	100%

Biographical Data

Ethnicity:

White	13		22%
Black	15		25%
Hispanic	22		37%
Asian	5		8%
American Indian	1		2%
Other	4		7%
No Response Provided	1		2%

Age:

60 and over	2		4%
No Response Provided	8		13%

Sex:

Male	22		42%
Female	31		58%
No Response Provided	8		53%

Currently Employed?

Yes	34		58%
No	25		42%
No Response Provided	2		3%

Annual Household Income:

Under \$10,000	14		31%
\$10,000 to \$20,000	10		22%
\$20,000 to \$30,000	8		18%
\$30,000 to \$40,000	4		9%
\$40,000 to \$50,000	2		4%
\$50,000 plus	7		16%
No Response Provided	16		26%

Benefits Received:

Social Security/Disability	5		21%
Unemployment	4		17%
TANF/Food Stamps	16		67%
Subsidized Housing Benefits	2		8%
No Response Provided or No Benefits Received	37		61%

Education Level:

Less than High School	6		12%
High School/GED	19		38%
Some College	19		38%
College Degree	6		12%
No Response Provided	11		18%

Represented by an Attorney:

Yes	7		13%
-----	---	--	-----

No	47	85%
No Response Provided	6	10%
Number of Visits to the SHC:		
One	17	34%
Two	6	12%
Three	14	28%
More	13	26%
No Response Provided	11	18%
Reason for Visit to the SHC:		
Adoption		0%
Annulment	1	2%
Child Support	8	14%
Custody	22	38%
Divorce	21	36%
Domestic Partnership	1	2%
Foreign Judgment		0%
Guardianship	9	16%
Juvenile Matters		0%
Legal Separation	2	3%
Name Change	4	7%
Paternity	1	2%
Termination of Parental Rights		0%
Visitation	2	3%
Other	6	10%
No Response Provided	3	5%
Satisfaction Data		
Out of total providing satisfaction information:		
Overall satisfaction:		
Very Satisfied	52	93%
Satisfied	4	7%
Unsatisfied		0%
Very Unsatisfied		0%
No Response Provided	5	8%
The staff was knowledgeable and listened to what I had to say:		
Strongly Agree	52	87%
Agree	8	13%
Disagree		0%
Strongly Disagree		0%
No Opinion		0%
No Response Provided	1	2%
The staff's explanations and answers to my questions were clear and understandable:		
Strongly Agree	50	83%
Agree	10	17%
Disagree		0%
Strongly Disagree		0%
No Opinion		0%
No Response Provided	1	2%
I understand the court process and my situation better now than before I came to the SHC:		
Strongly Agree	46	77%
Agree	12	20%

Disagree			0%
Strongly Disagree			0%
No Opinion	2		3%
No Response Provided	1		2%
The forms and other written materials at the SHC were clear, helpful, and instructional:			
Strongly Agree	49		80%
Agree	12		20%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided			0%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	53		88%
Agree	6		10%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did not fill out forms during this visit	1		2%
No Response Provided	1		2%
The Family Law Self-Help Center's website was user-friendly and informative:			
Strongly Agree	31		51%
Agree	11		18%
Disagree	3		5%
Strongly Disagree	1		2%
No Opinion	2		3%
Have Not Visited the Website	13		21%
No Response Provided			0%
Other Comments and Suggestions			

Muy de acuerdo los guardias nos informaron muy bien y la sra Guadalupe nos atendio muy de acuerdo.
The staff is very friendly and helpful. Thank you for all your help. God bless.
Erin is the most valuable asset to this office! She is knowledgeable, compassionate and understanding with an imence amount of patience. I prefer to only see her
I love Guadalupe, she was very helpful and kind.
Alejandro was wonderful, helpful, and extremely professional *****
Gracias a dios me toco una qersome muy amable que dios la caide y la profene me diso todo las dudas oe tenia Gracia por todo Guadalupe. God Bless you
Ms. Guadalupe was very helpful.
Para mi esta bien me gusta la forma de que metrataron y me explicaron
Muy satisfecho con los servicion que ofrece self-help center. Jente muy travajadora y muy amable...
Guadalupe is an amazing representative. She is friendly helpful and very knowledgeable of the paperwork and understanding emotional duress
everyone was so kind and help me feel at ease. They really helped me with all my questions. I really appreciated all the help I was unsure of very pleasant!
Realy god staff and helpful Ms. Guadalupe answerd all of my questions thank you
all of your staff here in self help are all very helpful! God bless you all
made me feel like lhave a chance to visit with my son
The lady at the front desk was very nice & polite.
Erin at window #14 at the self help center is the biggest help I have had and I am very thankful for her help
None.
Was very helpful

CIVIL LAW SELF-HELP CENTER STATISTICS

November 2014

11/01/2014 to 11/30/2014 (17 operating days)

General

Total number customer interactions (for month)	3587	Total number served in 2014	50,177
Total number of intake forms collected	98	% of parties returning forms	3%
Total number of intake forms sampled	98	% of collected forms sampled	3%

Biographical Data

Ethnicity:

White	33		36%
Black	29		32%
Hispanic	19		21%
Asian	2		2%
American Indian	2		2%
Other	7		8%
No Response Provided	6		6%

Age:

60 and over	13		14%
No Response Provided	7		7%

Sex:

Male	35		37%
Female	60		63%
No Response Provided	3		10%

Currently Employed?

Yes	39		42%
No	54		58%
No Response Provided	5		5%

Annual Household Income:

Under \$10,000	45		51%
\$10,000 to \$20,000	16		18%
\$20,000 to \$30,000	11		12%
\$30,000 to \$40,000	6		7%
\$40,000 to \$50,000	4		4%
\$50,000 plus	7		8%
No Response Provided	9		9%

Benefits Received:

Social Security/Disability	21		42%
Unemployment	1		2%
TANF/Food Stamps	36		72%
Subsidized Housing Benefits	1		2%
No Response Provided or No Benefits Received	48		49%

Education Level:

Less than High School	11		13%
High School/GED	35		40%
Some College	28		32%
College Degree	14		16%
No Response Provided or No Benefits Received	10		10%

Court Case Pending In:

District Court	18		24%
----------------	----	--	-----

Justice Court	56	76%
Las Vegas	7	13%
Henderson		0%
North Las Vegas		0%
Other	1	2%
No Case or No Response Provided	24	24%
Represented by an Attorney:		
Yes	6	7%
No	82	93%
No Response Provided	10	10%
Number of Visits to the SHC:		
One	37	45%
Two	15	18%
Three	10	12%
More	20	24%
No Response Provided	16	16%
Reason for Visit to the SHC:		
Appeal	10	11%
Auto Sale/Lease, Repair, Towing	1	1%
Consumer Debt or Loan	2	2%
Contract Dispute		0%
Employment Dispute	1	1%
Foreclosure Mediation Assistant		0%
Garnishment or Execution	8	9%
Harassment or Protection Order	6	7%
Homeowner Eviction	5	5%
Judicial Review	3	3%
Landlord/Tenant Dispute or Eviction	43	47%
Mediation		0%
Mobile Home Sales, Repairs, or Eviction	7	8%
Personal Injury/Property Damage	1	1%
Small Claims Case	8	9%
Other	12	13%
No Response Provided	6	6%
Satisfaction Data		
Out of total providing satisfaction information:		
Overall satisfaction:		
Very Satisfied	75	80%
Satisfied	17	18%
Unsatisfied		0%
Very Unsatisfied	2	2%
No Response Provided	4	4%
The staff was knowledgeable and listened to what I had to say:		
Strongly Agree	69	72%
Agree	26	27%
Disagree		0%
Strongly Disagree	1	1%
No Opinion		0%
No Response Provided	2	2%
The staff's explanations and answers to my questions were clear and understandable:		
Strongly Agree	70	72%

Agree	25		26%
Disagree			0%
Strongly Disagree			0%
No Opinion	2		2%
No Response Provided	1		1%
I understand the court process and my situation better now than before I came to the Self-Help Center:			
Strongly Agree	66		69%
Agree	27		28%
Disagree			0%
Strongly Disagree	2		2%
No Opinion	1		1%
No Response Provided	2		2%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:			
Strongly Agree	64		66%
Agree	30		31%
Disagree	1		1%
Strongly Disagree	1		1%
No Opinion	1		1%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	1		1%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	74		77%
Agree	20		21%
Disagree			0%
Strongly Disagree	1		1%
No Opinion	1		1%
Did not fill out forms during this visit			0%
No Response Provided	2		2%
The Self-Help Center's website was user-friendly and informative:			
Strongly Agree	51		55%
Agree	25		27%
Disagree	2		2%
Strongly Disagree	2		2%
No Opinion	2		2%
Have Not Visited the Website	11		12%
No Response Provided	5		5%
Other Comments and Suggestions			

Cisco was so helpful to me. I told him it need more people in this world like him. He take out his time to help everyone who came to him this morning. Kat - she is no nice and helpful always

Grrreattt

Kat was extremely patient and helpful. Made an otherwise stressful experience very comfortable. She was amazing!! Thank you.

Kat went above & beyond to make sure I understood what my next step is. She took time to be polite and respectful. If I ever come here again, I will ask for her.

Everyone was wonderful and kind - very professional and helped me understand my rights in very small simple language

Thank you

Cisco was very helpful

She was very clear with explaining to me and helping me understand.

Thank you! The staff was very helpful

Kat & Jim are very professional and helpful

Kat was very helpful with me & my situation.

FAMILY LAW SELF-HELP CENTER STATISTICS

November 2014

11/1/2014 to 11/30/2014 (17 operating days)

General

Total number customer interactions (for month)	2652	Total number served in 2014	37,520
Total number of intake forms collected	62	% of parties returning forms	2%
Total number of intake forms sampled	62	% of collected forms sampled	100%

Biographical Data

Ethnicity:

White	13		22%
Black	13		22%
Hispanic	24		41%
Asian	4		7%
American Indian			0%
Other	4		7%
No Response Provided	4		6%

Age:

60 and over	2		4%
No Response Provided	9		15%

Sex:

Male	29		52%
Female	27		48%
No Response Provided	6		46%

Currently Employed?

Yes	36		65%
No	19		35%
No Response Provided	7		11%

Annual Household Income:

Under \$10,000	14		30%
\$10,000 to \$20,000	11		23%
\$20,000 to \$30,000	4		9%
\$30,000 to \$40,000	7		15%
\$40,000 to \$50,000	5		11%
\$50,000 plus	6		13%
No Response Provided	15		24%

Benefits Received:

Social Security/Disability	5		29%
Unemployment			0%
TANF/Food Stamps	13		76%
Subsidized Housing Benefits	2		12%
No Response Provided or No Benefits Received	45		73%

Education Level:

Less than High School	6		14%
High School/GED	16		36%
Some College	13		30%
College Degree	9		20%
No Response Provided	18		29%

Represented by an Attorney:

Yes	4		8%
-----	---	--	----

No	49		92%
No Response Provided	9		15%
Number of Visits to the SHC:			
One	17		35%
Two	13		27%
Three	6		12%
More	13		27%
No Response Provided	13		21%
Reason for Visit to the SHC:			
Adoption	1		2%
Annulment	2		3%
Child Support	9		15%
Custody	23		38%
Divorce	31		52%
Domestic Partnership			0%
Foreign Judgment			0%
Guardianship	2		3%
Juvenile Matters			0%
Legal Separation			0%
Name Change	1		2%
Paternity			0%
Termination of Parental Rights	1		2%
Visitation	2		3%
Other	3		5%
No Response Provided	2		3%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	51		88%
Satisfied	7		12%
Unsatisfied			0%
Very Unsatisfied			0%
No Response Provided	4		6%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	53		88%
Agree	7		12%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		3%
The staff's explanations and answers to my questions were clear and understandable:			
Strongly Agree	52		87%
Agree	8		13%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		3%
I understand the court process and my situation better now than before I came to the SHC:			
Strongly Agree	47		78%
Agree	12		20%

Disagree			0%
Strongly Disagree			0%
No Opinion	1		2%
No Response Provided	2		3%
The forms and other written materials at the SHC were clear, helpful, and instructional:			
Strongly Agree	49		82%
Agree	10		17%
Disagree			0%
Strongly Disagree			0%
No Opinion	1		2%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	2		3%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	53		90%
Agree	5		8%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did not fill out forms during this visit	1		2%
No Response Provided	3		5%
The Family Law Self-Help Center's website was user-friendly and informative:			
Strongly Agree	33		58%
Agree	10		18%
Disagree	2		4%
Strongly Disagree			0%
No Opinion	3		5%
Have Not Visited the Website	9		16%
No Response Provided	5		8%
Other Comments and Suggestions			

Erin is excellent!

Todo el personal que me atendio fue muy atento, explicandome el proceso de mi caso y esclareciendo me todas mis dudas sobre el mismo. M. roconocimiento en especial para la senorita Guadalupe

I was very pleased with the services received as it was pleasant and quick.

Customer service was amazing.

None

Erin is a tremendous help!

Alejandro made everything easy & less stressful. Exsplaned things to me so I understood what was hepponing & what needs to happen Tanks Alejandro

Celina & Guadalupe have been great and very helpful.

El servicio poestado por el notario y otro personal fue bueno

Friendly knowledgable staff

Guadalupe fue my amable.

fueron muy atentos y serviciales

Thank you for your services. My income allows me no assistance.

Todo fue muy bueno se portaron muy amables y daros a mis dud

Muy amables, y me ayudaron en to do lo que yo nesositava y no me dejaron ninguna duda muchas gracias.

Guadalupe was very helpful. Everytime I see her she is very helpful.

Very helpful!! Alejandro, was extremely helpful... Thank you "Family Help Center"

Thank you so much for the great help God Bless (Erin)

Guadalupe is a rock star!!! I was so pleased with the help she gave me. Thank you very much!

Erin is the most helpful help desk clerk here at family court

CIVIL LAW SELF-HELP CENTER STATISTICS

December 2014
12/01/2014 to 12/31/2014 (22 operating days)

General

Total number customer interactions (for month)	3762	Total number served in 2014	53,939
Total number of intake forms collected	55	% of parties returning forms	1%
Total number of intake forms sampled	55	% of collected forms sampled	1%

Biographical Data

Ethnicity:

White	12		26%
Black	17		36%
Hispanic	7		15%
Asian	5		11%
American Indian	1		2%
Other	5		11%
No Response Provided	8		15%

Age:

60 and over	4		7%
No Response Provided			0%

Sex:

Male	13		24%
Female	41		76%
No Response Provided	1		6%

Currently Employed?

Yes	23		47%
No	26		53%
No Response Provided	6		11%

Annual Household Income:

Under \$10,000	16		33%
\$10,000 to \$20,000	11		23%
\$20,000 to \$30,000	12		25%
\$30,000 to \$40,000	3		6%
\$40,000 to \$50,000	4		8%
\$50,000 plus	2		4%
No Response Provided	7		13%

Benefits Received:

Social Security/Disability	9		33%
Unemployment	2		7%
TANF/Food Stamps	15		56%
Subsidized Housing Benefits	1		4%
No Response Provided or No Benefits Received	28		51%

Education Level:

Less than High School	1		2%
High School/GED	12		26%
Some College	23		50%
College Degree	10		22%
No Response Provided or No Benefits Received	9		16%

Court Case Pending In:

District Court	7		18%
----------------	---	--	-----

Justice Court	33	83%
Las Vegas	9	27%
Henderson		0%
North Las Vegas		0%
Other		0%
No Case or No Response Provided	15	27%
Represented by an Attorney:		
Yes	2	4%
No	53	96%
No Response Provided		0%
Number of Visits to the SHC:		
One	28	55%
Two	9	18%
Three	4	8%
More	10	20%
No Response Provided	4	7%
Reason for Visit to the SHC:		
Appeal	2	4%
Auto Sale/Lease, Repair, Towing		0%
Consumer Debt or Loan	6	11%
Contract Dispute	6	11%
Employment Dispute		0%
Foreclosure Mediation Assistant		0%
Garnishment or Execution		0%
Harassment or Protection Order	5	9%
Homeowner Eviction	2	4%
Judicial Review		0%
Landlord/Tenant Dispute or Eviction	21	40%
Mediation		0%
Mobile Home Sales, Repairs, or Eviction	2	4%
Personal Injury/Property Damage	1	2%
Small Claims Case	10	19%
Other	4	8%
No Response Provided	2	4%
Satisfaction Data		
Out of total providing satisfaction information:		
Overall satisfaction:		
Very Satisfied	49	89%
Satisfied	6	11%
Unsatisfied		0%
Very Unsatisfied		0%
No Response Provided		0%
The staff was knowledgeable and listened to what I had to say:		
Strongly Agree	46	84%
Agree	9	16%
Disagree		0%
Strongly Disagree		0%
No Opinion		0%
No Response Provided		0%
The staff's explanations and answers to my questions were clear and understandable:		
Strongly Agree	47	85%

Agree	8	15%
Disagree		0%
Strongly Disagree		0%
No Opinion		0%
No Response Provided		0%
I understand the court process and my situation better now than before I came to the Self-Help Center:		
Strongly Agree	44	80%
Agree	10	18%
Disagree		0%
Strongly Disagree		0%
No Opinion	1	2%
No Response Provided		0%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:		
Strongly Agree	40	74%
Agree	13	24%
Disagree	1	2%
Strongly Disagree		0%
No Opinion		0%
Did Not Receive Forms or Materials this Visit		0%
No Response Provided	1	2%
In filling out my forms today, the staff's assistance and direction was helpful:		
Strongly Agree	44	81%
Agree	9	17%
Disagree		0%
Strongly Disagree		0%
No Opinion		0%
Did not fill out forms during this visit	1	2%
No Response Provided	1	2%
The Self-Help Center's website was user-friendly and informative:		
Strongly Agree	34	65%
Agree	10	19%
Disagree		0%
Strongly Disagree		0%
No Opinion		0%
Have Not Visited the Website	8	15%
No Response Provided	3	5%
Other Comments and Suggestions		

Will return on Dec 8 for more assistance

Excellent customer service :)

Jim & his team are absolutely the best!

Thank you.

Kat was awesome

Kat was very helpful and kind.

Kat was very helpful! Thank u for saving me time and pointing me in the right direction.

Kat was extremely helpful, knowledgeable, and thorough

Kat was very courteous & respectful and helpful

Will come back to finish paperwork. Thanks to Kat for her help.

Lorena is very helpful to me, she helps with the needed document I need to file

Pam is always helpful, when asking questions and getting document I didn't for court

Jim is very helpful and take his position to be very knowledgeable when it comes to help with information
need to be heard at court

Eva is very helpful

FAMILY LAW SELF-HELP CENTER STATISTICS

December 2014

12/1/2014 to 12/31/2014 (22 operating days)

General

Total number customer interactions (for month)	3092	Total number served in 2014	40,612
Total number of intake forms collected	63	% of parties returning forms	2%
Total number of intake forms sampled	63	% of collected forms sampled	100%

Biographical Data

Ethnicity:

White	16		26%
Black	15		25%
Hispanic	22		36%
Asian	6		10%
American Indian			0%
Other	2		3%
No Response Provided	2		3%

Age:

60 and over	5		9%
No Response Provided	5		8%

Sex:

Male	18		31%
Female	40		69%
No Response Provided	5		33%

Currently Employed?

Yes	39		67%
No	19		33%
No Response Provided	5		8%

Annual Household Income:

Under \$10,000	15		31%
\$10,000 to \$20,000	8		17%
\$20,000 to \$30,000	11		23%
\$30,000 to \$40,000	5		10%
\$40,000 to \$50,000	4		8%
\$50,000 plus	5		10%
No Response Provided	15		24%

Benefits Received:

Social Security/Disability	7		39%
Unemployment	4		22%
TANF/Food Stamps	10		56%
Subsidized Housing Benefits	2		11%
No Response Provided or No Benefits Received	45		71%

Education Level:

Less than High School	5		10%
High School/GED	15		30%
Some College	19		38%
College Degree	11		22%
No Response Provided	13		21%

Represented by an Attorney:

Yes	3		5%
-----	---	--	----

No	54		95%
No Response Provided	6		10%
Number of Visits to the SHC:			
One	23		41%
Two	10		18%
Three	10		18%
More	13		23%
No Response Provided	7		11%
Reason for Visit to the SHC:			
Adoption			0%
Annulment	1		2%
Child Support	4		7%
Custody	20		34%
Divorce	26		44%
Domestic Partnership			0%
Foreign Judgment			0%
Guardianship	7		12%
Juvenile Matters			0%
Legal Separation	2		3%
Name Change	4		7%
Paternity			0%
Termination of Parental Rights			0%
Visitation	1		2%
Other	3		5%
No Response Provided	4		6%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	52		93%
Satisfied	4		7%
Unsatisfied			0%
Very Unsatisfied			0%
No Response Provided	7		11%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	49		84%
Agree	9		16%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	5		8%
The staff's explanations and answers to my questions were clear and understandable:			
Strongly Agree	48		81%
Agree	11		19%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	4		6%
I understand the court process and my situation better now than before I came to the SHC:			
Strongly Agree	45		78%
Agree	12		21%

Disagree			0%
Strongly Disagree			0%
No Opinion	1		2%
No Response Provided	5		8%
The forms and other written materials at the SHC were clear, helpful, and instructional:			
Strongly Agree	44		75%
Agree	14		24%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did Not Receive Forms or Materials this Visit	1		2%
No Response Provided	4		6%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	51		86%
Agree	7		12%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did not fill out forms during this visit	1		2%
No Response Provided	4		6%
The Family Law Self-Help Center's website was user-friendly and informative:			
Strongly Agree	32		56%
Agree	9		16%
Disagree	1		2%
Strongly Disagree	1		2%
No Opinion	2		4%
Have Not Visited the Website	12		21%
No Response Provided	6		10%
Other Comments and Suggestions			

Guadalupe was very helpful, and very patient, work good with people.

Great service-

This filing was my first real case I file with family court. The Self-Help Center was very helpful, supportive and knowledgeable through the process up to this point.

The lady she helped us in window 13 Guadalupe she's was very nice, helpful. Thank you to her

Todo excelente gracias

I like the new system in place

Very helpful, ??? My case, nice the best attitude.

Erinn is the best, but everyone there does an amazing job. Thank you all.

The lady who helped me & my husband was outstanding, she walked us through everything God Bless her, friendly warm caring Aron is her name, red hair beautiful angel of a person. She is so very wonderful Erin is whom I saw each time and she is patient, kind, understanding and seems extremely knowledgeable.

Erin is a great asset to this organization!

Erin is the best!! She's helped, explained and assisted me through this process of my divorce. I have learned a lot from her. She takes her time, explains it so normal folk understands she's an asset to your office in my opinion!! :)

Extremely helpful & patient staff. Thank you, Alejandro & Celina.

Guadalupe Barraza is the best. She's helped me more than once & she's very knowledgeable.

Very good service.

Erin is amazing! So very kind, knowledgeable & considerate!

What a customer service. Very professional, knowledgeable and a good listener to my question window 13 Guadalupe.

CIVIL LAW SELF-HELP CENTER STATISTICS

January 2015

1/01/2015 to 1/31/2015 (20 operating days)

General

Total number customer interactions (for month)	4902	Total number served in 2015	4,902
Total number of intake forms collected	198	% of parties returning forms	4%
Total number of intake forms sampled	198	% of collected forms sampled	4%

Biographical Data

Ethnicity:

White	54		30%
Black	70		38%
Hispanic	39		21%
Asian	8		4%
American Indian	1		1%
Other	11		6%
No Response Provided	15		8%

Age:

60 and over	36		19%
No Response Provided	4		2%

Sex:

Male	79		41%
Female	113		59%
No Response Provided	6		9%

Currently Employed?

Yes	95		51%
No	93		49%
No Response Provided	10		5%

Annual Household Income:

Under \$10,000	83		47%
\$10,000 to \$20,000	28		16%
\$20,000 to \$30,000	19		11%
\$30,000 to \$40,000	21		12%
\$40,000 to \$50,000	7		4%
\$50,000 plus	18		10%
No Response Provided	22		11%

Benefits Received:

Social Security/Disability	33		30%
Unemployment	4		4%
TANF/Food Stamps	69		63%
Subsidized Housing Benefits	3		3%
No Response Provided or No Benefits Received	89		45%

Education Level:

Less than High School	16		9%
High School/GED	63		36%
Some College	57		32%
College Degree	40		23%
No Response Provided or No Benefits Received	22		11%

Court Case Pending In:

District Court	19		14%
----------------	----	--	-----

Justice Court	115		86%
Las Vegas	16		14%
Henderson			0%
North Las Vegas			0%
Other			0%
No Case or No Response Provided	64		32%
Represented by an Attorney:			
Yes	7		4%
No	161		96%
No Response Provided	30		15%
Number of Visits to the SHC:			
One	87		49%
Two	40		22%
Three	21		12%
More	31		17%
No Response Provided	19		10%
Reason for Visit to the SHC:			
Appeal	12		7%
Auto Sale/Lease, Repair, Towing	1		1%
Consumer Debt or Loan			0%
Contract Dispute	2		1%
Employment Dispute	1		1%
Foreclosure Mediation Assistant			0%
Garnishment or Execution	7		4%
Harassment or Protection Order	11		6%
Homeowner Eviction	11		6%
Judicial Review	2		1%
Landlord/Tenant Dispute or Eviction	81		45%
Mediation			0%
Mobile Home Sales, Repairs, or Eviction	17		9%
Personal Injury/Property Damage	2		1%
Small Claims Case	27		15%
Other	21		12%
No Response Provided	16		8%
Satisfaction Data			
Out of total providing satisfaction information:			
Overall satisfaction:			
Very Satisfied	158		81%
Satisfied	35		18%
Unsatisfied	1		1%
Very Unsatisfied			0%
No Response Provided	4		2%
The staff was knowledgeable and listened to what I had to say:			
Strongly Agree	155		80%
Agree	36		19%
Disagree	1		1%
Strongly Disagree			0%
No Opinion	2		1%
No Response Provided	4		2%
The staff's explanations and answers to my questions were clear and understandable:			
Strongly Agree	156		79%

Agree	36	18%
Disagree	1	1%
Strongly Disagree	1	1%
No Opinion	3	2%
No Response Provided	1	1%
I understand the court process and my situation better now than before I came to the Self-Help Center:		
Strongly Agree	129	66%
Agree	55	28%
Disagree	2	1%
Strongly Disagree		0%
No Opinion	8	4%
No Response Provided	4	2%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:		
Strongly Agree	140	71%
Agree	52	26%
Disagree	2	1%
Strongly Disagree		0%
No Opinion	1	1%
Did Not Receive Forms or Materials this Visit	2	1%
No Response Provided	1	1%
In filling out my forms today, the staff's assistance and direction was helpful:		
Strongly Agree	157	80%
Agree	35	18%
Disagree	1	1%
Strongly Disagree	1	1%
No Opinion	2	1%
Did not fill out forms during this visit	1	1%
No Response Provided	1	1%
The Self-Help Center's website was user-friendly and informative:		
Strongly Agree	91	48%
Agree	27	14%
Disagree	3	2%
Strongly Disagree		0%
No Opinion	12	6%
Have Not Visited the Website	58	30%
No Response Provided	7	4%
Other Comments and Suggestions		

Yolanda was very helpful - and pretty.

Thank you for all your help.

Very helpful Thanks

Your staff is efficient, very helpful and professional! I appreciate this office and service & have highly recommended to others who need your services. Thank you!

First person: (Kat) was very cheerful-friendly & inviting which helps when you are dealing with court issues.

It is an intimidating field if your first time visiting. Second person: (Pam) assisted with clarification & follow up on instruction again - extremely friendly customer service rocks in this office

Great in helping me.

I received excellent support Kat was very helpful and polite and I now understand what I am doing

I truly appreciate your help you explained thing were clear

Cisco was very helpful and gave me more info than I could believe very helpful

Very polite & ????? workers

Good

Great to have bi-lingual employees, the entire team is doing an excellent job, extremely helpful

FAMILY LAW SELF-HELP CENTER STATISTICS

January 2015

1/1/2015 to 1/31/2015 (20 operating days)

General

Total number customer interactions (for month)	3383	Total number served in 2015	3,383
Total number of intake forms collected	54	% of parties returning forms	2%
Total number of intake forms sampled	54	% of collected forms sampled	100%

Biographical Data

Ethnicity:

White	13		25%
Black	9		18%
Hispanic	27		53%
Asian	1		2%
American Indian			0%
Other	1		2%
No Response Provided	3		6%

Age:

60 and over	6		12%
No Response Provided	4		7%

Sex:

Male	16		33%
Female	33		67%
No Response Provided	5		56%

Currently Employed?

Yes	31		63%
No	18		37%
No Response Provided	5		9%

Annual Household Income:

Under \$10,000	11		27%
\$10,000 to \$20,000	11		27%
\$20,000 to \$30,000	10		24%
\$30,000 to \$40,000	4		10%
\$40,000 to \$50,000	4		10%
\$50,000 plus	1		2%
No Response Provided	13		24%

Benefits Received:

Social Security/Disability	4		20%
Unemployment			0%
TANF/Food Stamps	16		80%
Subsidized Housing Benefits	1		5%
No Response Provided or No Benefits Received	34		63%

Education Level:

Less than High School	7		18%
High School/GED	15		39%
Some College	10		26%
College Degree	6		16%
No Response Provided	16		30%

Represented by an Attorney:

Yes	1		2%
-----	---	--	----

No	50	98%
No Response Provided	3	6%
Number of Visits to the SHC:		
One	29	59%
Two	6	12%
Three	8	16%
More	6	12%
No Response Provided	5	9%
Reason for Visit to the SHC:		
Adoption		0%
Annulment	2	4%
Child Support	7	13%
Custody	13	25%
Divorce	24	45%
Domestic Partnership		0%
Foreign Judgment		0%
Guardianship	6	11%
Juvenile Matters		0%
Legal Separation	1	2%
Name Change	6	11%
Paternity		0%
Termination of Parental Rights	1	2%
Visitation	1	2%
Other	3	6%
No Response Provided	1	2%
Satisfaction Data		
Out of total providing satisfaction information:		
Overall satisfaction:		
Very Satisfied	38	84%
Satisfied	7	16%
Unsatisfied		0%
Very Unsatisfied		0%
No Response Provided	9	17%
The staff was knowledgeable and listened to what I had to say:		
Strongly Agree	46	88%
Agree	6	12%
Disagree		0%
Strongly Disagree		0%
No Opinion		0%
No Response Provided	2	4%
The staff's explanations and answers to my questions were clear and understandable:		
Strongly Agree	48	91%
Agree	4	8%
Disagree		0%
Strongly Disagree		0%
No Opinion	1	2%
No Response Provided	1	2%
I understand the court process and my situation better now than before I came to the SHC:		
Strongly Agree	37	70%
Agree	15	28%

Disagree			0%
Strongly Disagree			0%
No Opinion	1		2%
No Response Provided	1		2%
The forms and other written materials at the SHC were clear, helpful, and instructional:			
Strongly Agree	40		75%
Agree	12		23%
Disagree			0%
Strongly Disagree			0%
No Opinion	1		2%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	1		2%
In filling out my forms today, the staff's assistance and direction was helpful:			
Strongly Agree	45		87%
Agree	5		10%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did not fill out forms during this visit	2		4%
No Response Provided	2		4%
The Family Law Self-Help Center's website was user-friendly and informative:			
Strongly Agree	28		55%
Agree	4		8%
Disagree	1		2%
Strongly Disagree			0%
No Opinion	1		2%
Have Not Visited the Website	17		33%
No Response Provided	3		6%
Other Comments and Suggestions			

Alejandro was very helpful, and knoladgadale. Very personalde and helpful.

Alejandro was very professional. He assisted me with all my questions he was very attiative on answering my questions. Excellent service

Great customer service

Me an ayudado muy bien, explicado la senora Guadalupe a tenido pasiesia tiempo y muy bien explicado todo

The teller's at the self help center give great customer service. Erin and Guadalupe helped me with forms and the due process of filing all the forms. They deal with difficult people all day and keep their level of professionalism very high. I am very thankful for their assitance.

Very helpful very friendly person (Lupita)

Mrs. Guadalupe was very heplfull, to the knowledge of my case, and appreciate all the help, she gave. Thanks a lot

I've had the pleasure of visiting the help center more than once and it has always proven to be a positive experience.

Muy contento con la atencion y la alluda que he recevido gracias

I would like to recommend any one to self help center. I was very satisfied with Guadalupe's help. She was very nice and had a pleasant smile on her face she made my day better thank you

Guadalupe was so hlepful and patient thank you

Alejandro was very helpful with my case. Helped me understand a lot. Very nice person :)

N/A

Guadalupe was very helpful... Thank you!

Exelent service!!!

Memorandum

To: Access to Justice Commission and State Bar of Nevada

From: Nevada Bar Foundation

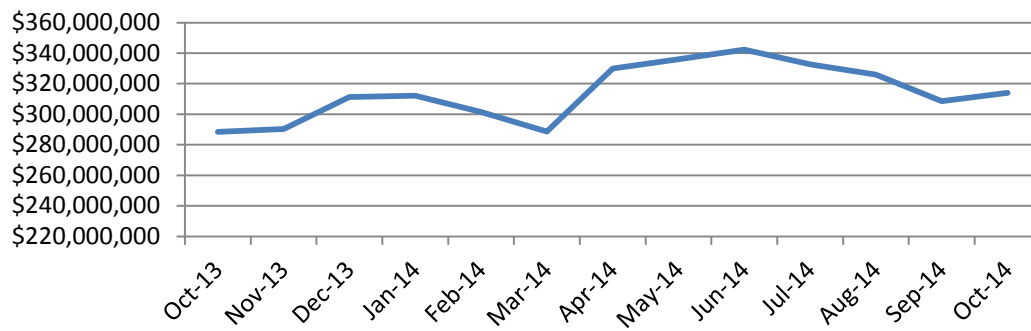
Date: 01 December 2014

Re: Monthly IOLTA Update

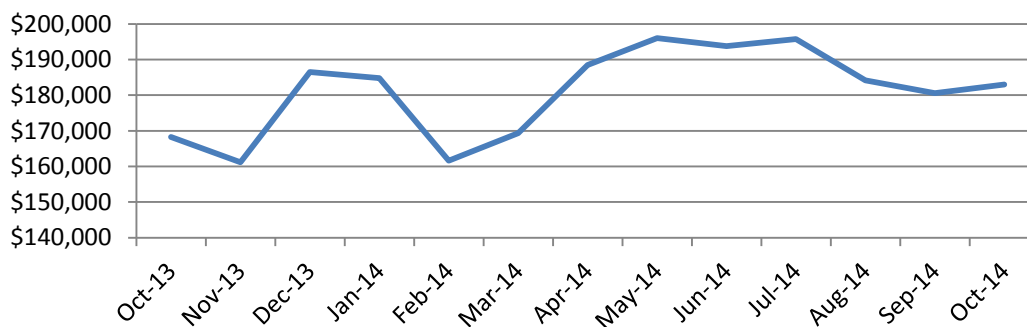
I. October 2014 IOLTA at-a-glance

	2014	2013
Total IOLTAs	2,948	2,942
Amount on deposit	\$314,072,107	\$288,524,558
Total reported interest accrued	\$183,036	\$168,277
Year-to-date remittance	\$1,837,380	\$1,648,685

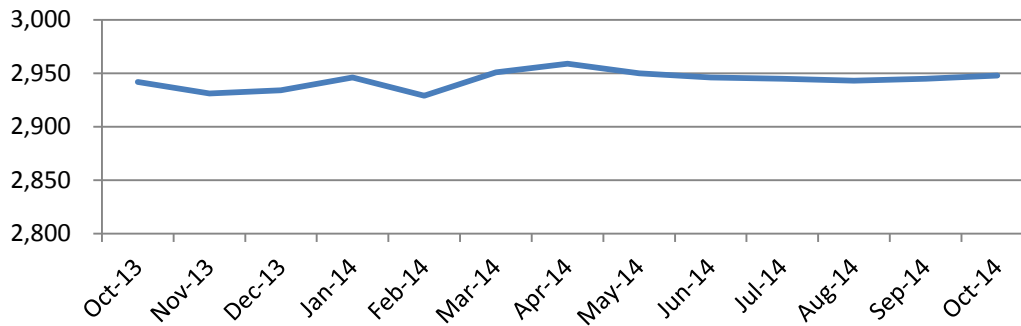
Amount On Deposit



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	560	0.70%	\$ 40,833,182.91	\$ 24,214.79
Bank of George	27	0.70%	\$ 3,605,291.06	\$ 2,146.20
Bank of Nevada/First Independent	374	0.70%	\$ 76,049,931.60	\$ 44,980.99
Bank of the West	47	0.71%	\$ 4,643,010.65	\$ 2,901.92
Chase Bank	77	0.69%	\$ 2,617,897.00	\$ 1,552.89
Citibank	64	0.70%	\$ 10,179,793.64	\$ 5,999.75
City National Bank	86	0.70%	\$ 21,156,081.00	\$ 12,577.72
Heritage Bank	44	0.70%	\$ 5,464,391.16	\$ 3,248.69
Mutual of Omaha Bank	25	0.70%	\$ 1,358,302.24	\$ 617.05
Nevada State Bank	447	0.70%	\$ 44,612,005.07	\$ 25,618.47
U.S. Bank	285	0.73%	\$ 25,714,345.20	\$ 16,352.68
Wells Fargo	821	0.70%	\$ 52,307,947.34	\$ 27,490.29
TOTAL	2,857		\$ 288,542,178.87	\$ 167,701.44

B. Financial institutions with *fewer than 25 IOLTAs*[‡]

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
Financial Horizons Credit Union	1	0.30%		
First Foundation Bank ¹	0	0.00%		
First Savings Bank	5	0.75%		
First Security Bank of Nevada	10	0.70%		
Meadows Bank	23	0.70%		
Nevada Bank & Trust	7	1.25%		
Northern Trust Bank, FSB	3	0.69%		
Plaza Bank	6	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	7	0.70%		
Town and Country Bank	3	0.70%		
Umpqua Bank	9	0.70%		
Valley Bank of Nevada	6	0.70%		
Washington Federal Bank ²	8	0.1%-0.2%		
TOTAL	91		\$25,529,928.10	\$15,334.72

¹First Foundation Bank has recently opened an IOLTA account and will begin remitting interest in November 2014

²Washington Federal Bank sent an incomplete financial report and has been emailed directions on electronic IOLTA report submission

[‡]IOLTA remittance or average amount on deposit is not reported for financial institutions with fewer than twenty-five IOLTAs to maintain attorney-client and financial institution-attorney confidentiality.

Memorandum

To: Access to Justice Commission and State Bar of Nevada

From: Nevada Bar Foundation

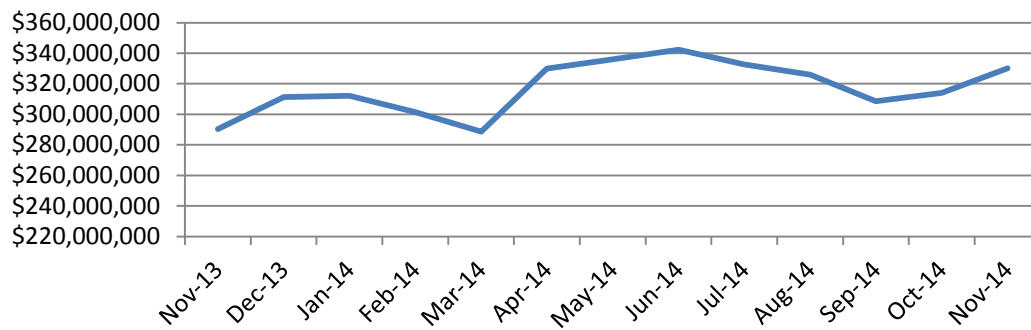
Date: 02 January 2015

Re: Monthly IOLTA Update

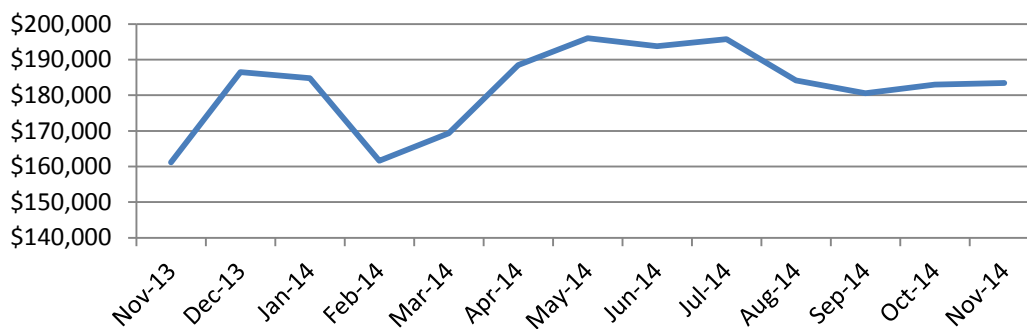
I. November 2014 IOLTA at-a-glance

	2014	2013
Total IOLTAs	2,941	2,931
Amount on deposit	\$330,167,967	\$290,375,645
Total reported interest accrued	\$183,469	\$161,197
Year-to-date remittance	\$2,020,849	\$1,809,881

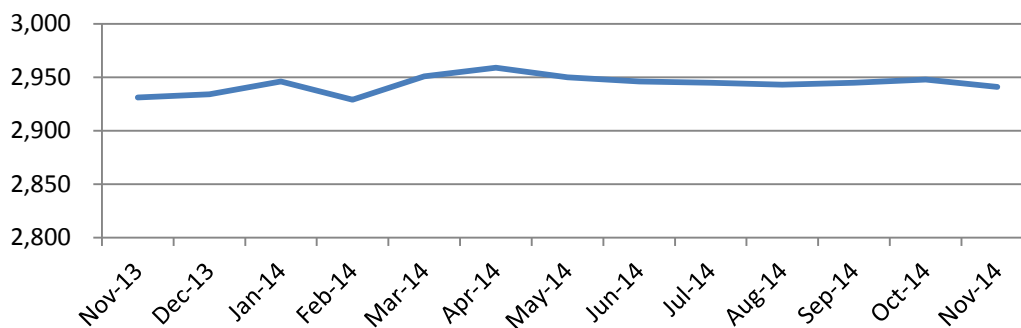
Amount On Deposit



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	560	0.70%	\$ 42,544,895.14	\$ 24,469.05
Bank of George	27	0.70%	\$ 4,674,560.31	\$ 2,690.12
Bank of Nevada/First Independent	372	0.70%	\$ 81,134,603.37	\$ 43,406.32
Bank of the West	47	0.71%	\$ 4,862,713.97	\$ 2,910.21
Chase Bank	78	0.74%	\$ 2,747,468.00	\$ 1,470.61
Citibank	63	0.70%	\$ 18,316,849.34	\$ 10,498.60
City National Bank	88	0.70%	\$ 23,408,466.00	\$ 12,569.98
Heritage Bank	44	0.70%	\$ 5,509,493.20	\$ 3,081.69
Mutual of Omaha Bank	26	0.70%	\$ 1,273,935.50	\$ 732.85
Nevada State Bank	445	0.70%	\$ 45,560,971.16	\$ 23,903.75
U.S. Bank	281	0.73%	\$ 25,087,798.29	\$ 15,439.86
Wells Fargo	821	0.70%	\$ 54,575,374.40	\$ 28,003.41
TOTAL	2,852		\$ 309,697,128.68	\$ 169,176.45

B. Financial institutions with *fewer than 25 IOLTAs*[†]

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
Financial Horizons Credit Union	1	0.30%		
First Foundation Bank	1	0.70%		
First Savings Bank	5	0.75%		
First Security Bank of Nevada	10	0.70%		
Meadows Bank	24	0.70%		
Nevada Bank & Trust	7	1.25%		
Northern Trust Bank, FSB	7	0.69%		
Plaza Bank	6	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	7	0.70%		
Town and Country Bank	3	0.70%		
Umpqua Bank	9	0.70%		
Valley Bank of Nevada	6	0.70%		
¹ Washington Federal Bank	emailed	0.1%-0.2%		
TOTAL	89		\$20,470,838.57	\$14,292.56

¹Washington Federal Bank sent an incomplete financial report and has been emailed directions on electronic IOLTA report submission.

[†]IOLTA remittance or average amount on deposit is not reported for financial institutions with fewer than twenty-five IOLTAs to maintain attorney-client and financial institution-attorney confidentiality.

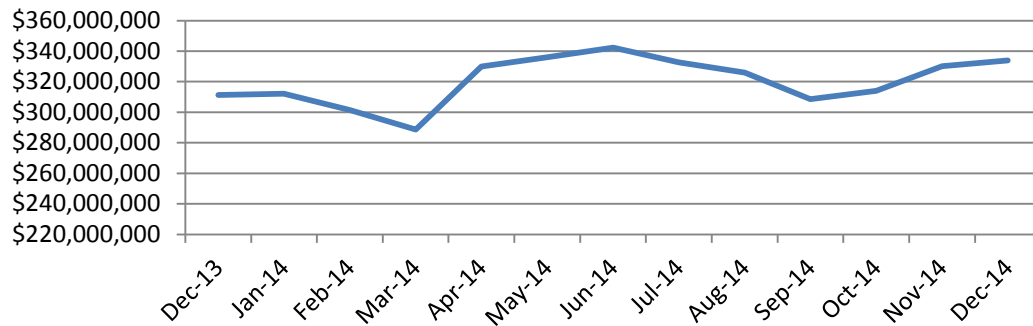
Memorandum

To: Access to Justice Commission and State Bar of Nevada
From: Nevada Bar Foundation
Date: 04 February 2015

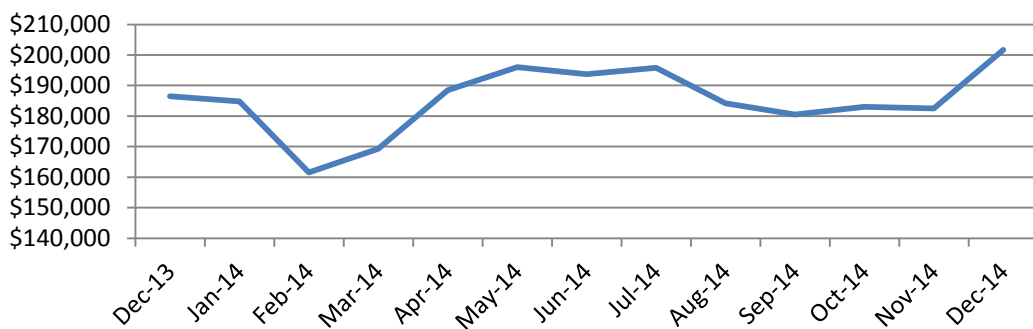
I. December 2014 IOLTA at-a-glance

	2014	2013
Total IOLTAs	2,913	2,934
Amount on deposit	\$333,939,740	\$311,237,730
Total reported interest accrued	\$201,651	\$186,460
Year-to-date remittance	\$2,221,535	\$1,996,341

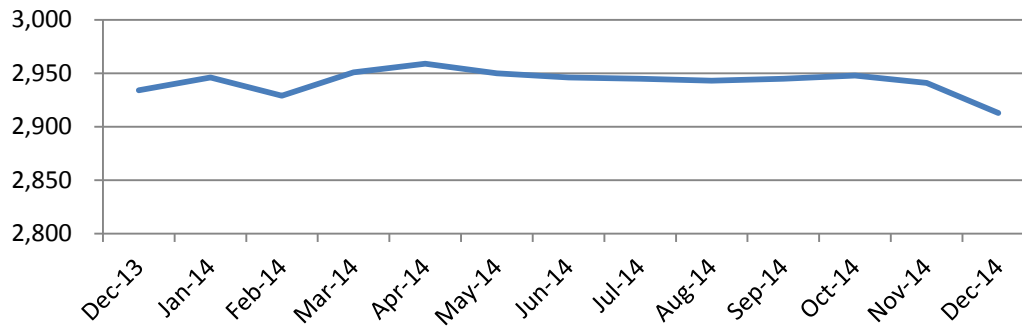
Amount On Deposit



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	556	0.70%	\$ 43,861,881.26	\$ 26,074.15
Bank of George	26	0.70%	\$ 4,980,342.67	\$ 2,962.20
Bank of Nevada/First Independent	372	0.70%	\$ 90,636,578.66	\$ 57,159.36
Bank of the West	47	0.67%	\$ 4,605,433.30	\$ 2,692.97
Chase Bank	58	0.69%	\$ 3,116,015.00	\$ 1,968.02
Citibank	64	0.70%	\$ 9,228,073.81	\$ 5,440.55
City National Bank	89	0.70%	\$ 23,633,240.00	\$ 14,957.78
Heritage Bank	44	0.70%	\$ 2,993,025.83	\$ 3,394.41
Mutual of Omaha Bank	26	0.70%	\$ 2,172,932.06	\$ 1,292.20
Nevada State Bank	446	0.70%	\$ 47,732,464.71	\$ 29,112.36
U.S. Bank	281	0.73%	\$ 23,025,403.39	\$ 14,634.38
Wells Fargo	818	0.70%	\$ 59,706,324.42	\$ 31,089.39

B. Financial institutions with *fewer than 25 IOLTAs*[†]

Financial Institution	Accounts	Interest Rate	Total Bank Principal Balance	Remittance
American First National Bank	1	0.70%		
Financial Horizons Credit Union	1	0.30%		
First Foundation Bank	1	0.70%		
First Savings Bank	5	0.75%		
First Security Bank of Nevada	Emailed 1/21 & 2/4	0.70%		
Meadows Bank	23	0.70%		
Nevada Bank & Trust	8	1.25%		
Northern Trust Bank, FSB	6	0.69%		
Plaza Bank	6	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	7	0.70%		
Town and Country Bank	3	0.70%		
Umpqua Bank	9	0.70%		
Valley Bank of Nevada	6	0.70%		
Washington Federal Bank	8	0.70%		
TOTAL	86		\$18,248,024.99	\$10,873.42

[†]IOLTA remittance or average amount on deposit is not reported for financial institutions with fewer than twenty-five IOLTAs to maintain attorney-client and financial institution-attorney confidentiality.

Memorandum

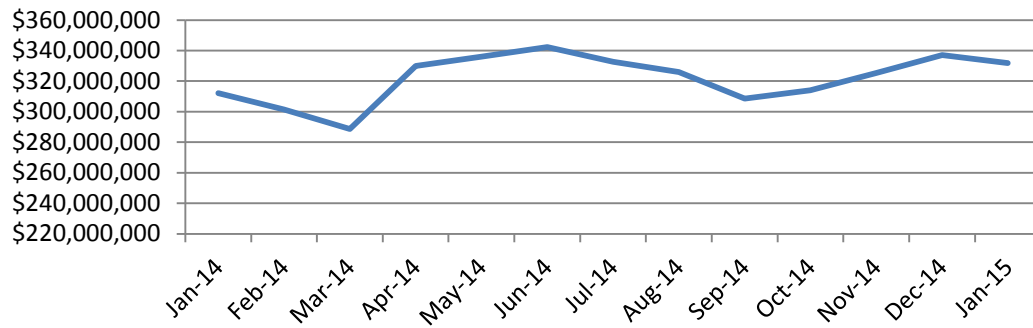
To: Access to Justice Commission and State Bar of Nevada
From: Nevada Bar Foundation
Date: 03 March 2015

Re: Monthly IOLTA Update

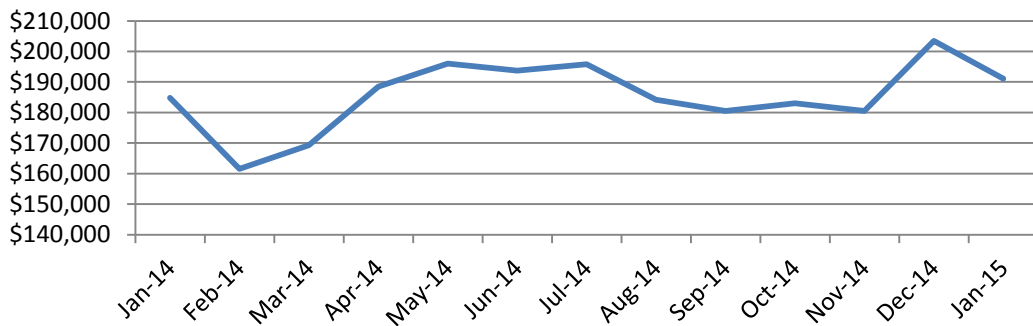
I. January 2015 IOLTA at-a-glance

	2015	2014
Total IOLTAs	2,933	2,946
Amount on deposit	\$331,832,348	\$312,175,588
Total reported interest accrued	\$191,086	\$184,820
Year-to-date remittance	\$191,086	\$184,820

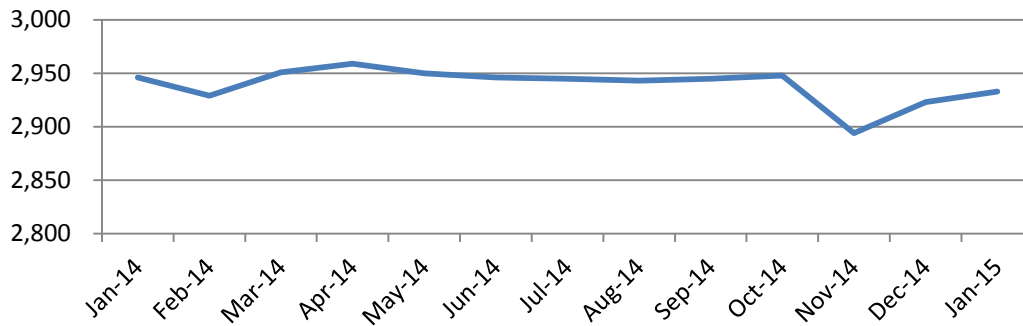
Amount On Deposit



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	562	0.70%	\$ 49,417,465.88	\$ 29,368.84
Bank of George	26	0.70%	\$ 5,014,587.22	\$ 2,982.12
Bank of Nevada/First Independent	378	0.70%	\$ 90,136,926.16	\$ 51,933.04
Bank of the West	47	0.65%	\$ 4,573,787.98	\$ 2,600.18
Chase Bank	58	0.69%	\$ 3,827,839.00	\$ 2,198.93
Citibank	66	0.70%	\$ 4,744,867.99	\$ 2,774.23
City National Bank	90	0.70%	\$ 20,451,235.00	\$ 11,766.65
Heritage Bank	44	0.70%	\$ 5,328,838.36	\$ 3,065.90
Mutual of Omaha Bank	26	0.70%	\$ 1,429,796.27	\$ 850.29
Nevada State Bank	446	0.70%	\$ 47,298,343.96	\$ 26,567.97
U.S. Bank	278	0.73%	\$ 24,145,703.11	\$ 15,359.67
Wells Fargo	819	0.70%	\$ 55,869,163.77	\$ 29,537.17
TOTAL	2,840		\$ 312,238,554.70	\$ 179,004.99

B. Financial institutions with *fewer than 25 IOLTAs*[‡]

Financial Institution	Accounts	Interest Rate	Total Bank Principal	
			Balance	Remittance
American First National Bank	1	0.70%		
Financial Horizons Credit Union	1	0.20%		
First Foundation Bank	1	0.70%		
First Savings Bank	5	0.75%		
First Security Bank of Nevada	10	0.70%		
Meadows Bank	22	0.70%		
Nevada Bank & Trust	8	1.25%		
Northern Trust Bank, FSB	3	0.69%		
Plaza Bank	6	0.70%		
Royal Business Bank	2	0.75%		
Silver State Schools Credit Union	7	0.70%		
Town and Country Bank	4	0.70%		
Umpqua Bank	9	0.70%		
Valley Bank of Nevada	6	0.70%		
Washington Federal Bank	8	0.70%		
East West Bank*	0	0.00%		
TOTAL	93		\$19,593,793.21	\$12,081.12

*East West Bank does not currently hold any active IOLTA accounts

[‡]IOLTA remittance or average amount on deposit is not reported for financial institutions with fewer than twenty-five IOLTAs to maintain attorney-client and financial institution-attorney confidentiality.



Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

To: Access to Justice Commission
From: Angela Washington, Access to Justice Director
Date: March 11, 2015
Re: ONE Promise Nevada

MEMORANDUM

Below, please find updates relative to the ONE Campaign:

Tracking

The **ONE** Promise Nevada Campaign was launched in the fall of 2013 with the goal of increasing pro bono participation by 15% between January 1, 2014 and December 31, 2014. 908 State Bar of Nevada members reported a donation of volunteer hours through one or more of the then six core legal service providers in 2013. The Access to Justice Commission established a 15% increase in pro bono participation as the benchmark for 2014. Campaign measurements included the total number of attorneys taking pro bono cases and participating in Ask-A-Lawyer programs, Lawyer in the Lobby, Lawyer in the Library programs as well as other clinics; the number of new lawyers participating in same and a running list and approximate attendance at **ONE** Promise Nevada Functions.

Legal services organizations reported the following 2014 pro bono statistics:

	LACSN		NLS (North)		NLS (South)		SNSLP*		VARN		WLS	
	New	Total	New	Total	New	Total	New	Total	New	Total	New	Total
Jan-May 2014	84	379	15	53	26	43	0	0	5	21	4	9
June 2014	17	97	3	19	5	8	4	4	2	5	0	1
July 2014	21	98	1	13	6	14	2	2	0	4	0	3
August 2014	10	76	11	62	0	5	0	0	1	2	0	0
Sept. 2014	14	75			9	13	0	0	0	3	0	0
Oct. 2014	24	141			3	5	0	0	6	20	1	2
Nov. 2014	18	84			5	9	0	0	0	7	1	1
Dec. 2014	10	76	2	11	2	6	0	0	3	4	0	0
Total	198	1,026	34	172	56	103	6	6	17	66	5	14

*SNSLP does not have a pro bono program.

Total New: 316 Grand Total: 1,387

(Total SBN-Reported Volunteers Through Big 5 in 2013: 911) (2014 Goal: 1,048)

LACSN – Legal Aid Center of Southern Nevada

NLS – Nevada Legal Services

SNSLP – Southern Nevada Senior Law Program

VARN – Volunteer Attorneys for Rural Nevadans

WLS – Washoe Legal Services

As for **ONE** Promise Nevada presentations and functions, between August, 2013 and October, 2014, there were approximately forty (40) meetings, presentations and functions where the **ONE** Campaign was pitched. Of those forty functions, there were approximately 2,131 members in attendance.



Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

Complete State Bar of Nevada statistics totaling reported pro bono participation are not available at this time.

Pro Bono & CLE

In support of the ONE Campaign, members who have taken a pro bono case through a legal service provider or who have donated \$100 to the ONE Campaign received a \$40 coupon - the value of one CLE credit. The coupon codes apply to all .mp3 and video downloads offered through the Bar's CLE catalog. CLEs produced by the legal service providers are included in the State Bar's CLE Catalog and are free to members who have taken a pro bono case through a legal service provider or donated \$100 to the ONE Campaign using the coupon codes assigned to the legal service providers. Below are the numbers of CLEs purchased through the CLE coupon code program for the entirety of 2014 through January 2015.

COUPON CODE	COUPON TYPE	NUMBER USED
onepromiseLACSN	Fixed coupon (\$40)	14
onepromiseNLS	Fixed coupon (\$40)	0
onepromiseWLS	Fixed coupon (\$40)	0
onepromiseSNSLP	Fixed coupon (\$40)	0
onepromiseVARN	Fixed coupon (\$40)	0
onepromisenevada	Fixed coupon (\$40)	7

Inspire 1!

The ONE Promise Nevada Campaign subcommittee, in its last meeting voted to enhance the peer-to-peer messaging of the Campaign in 2015 through the launch of a new campaign initiative that allows current pro bono volunteers to encourage other attorneys to volunteer time to pro bono service through the campaign.



2015

EQUAL JUSTICE CONFERENCE

May 7–9, 2015

Hilton Austin

Austin, Texas



National
Legal Aid &
Defender
Association

Presented by

The ABA Standing Committee on Pro Bono and Public Service and
The National Legal Aid & Defender Association

www.equaljusticeconference.org

PRECONFERENCES ON WEDNESDAY, MAY 6



Overview & Preconferences



CONFERENCE OVERVIEW

The Equal Justice Conference brings together all components of the legal community to discuss equal justice issues as they relate to the delivery of legal services to the poor and low-income individuals in need of legal assistance. The emphasis of this Conference is on strengthening partnerships among the key players in the civil justice system. Through plenary sessions, workshops, networking opportunities and special programming, the Conference provides a wide range of learning and sharing experiences for all attendees.

Pro bono and legal services program staff, judges, corporate counsel, court administrators, private lawyers, paralegals, bar association leaders and many others attend this event. The main Conference will celebrate the ongoing collaboration between pro bono and legal services programs and will explore additional partnerships that must be created, the resources that must be tapped, and new issues facing clients.

PRECONFERENCES

Preconference sessions are offered on Tuesday, May 5 and Wednesday, May 6 and are available to full conference registrants only.

☀ *Management Information Exchange Presents:*

★ **NEW EXECUTIVE DIRECTOR TRAINING** **TUESDAY, MAY 5 & WEDNESDAY, MAY 6** **8:30 A.M. – 5:00 P.M.**

This two day training is newly updated and more relevant than ever to the challenges facing the legal aid executive director today. It is designed for the new directors of LSC-funded, IOLTA-funded, elder law, pro bono and protection and advocacy programs.

The intent of the New Executive Director training is to help new directors, who typically learn on-the-job, to more quickly achieve deeper insight into their work. The training stresses both 1) knowing what should be done to lead an effective program, and 2) actually doing what needs to be done.

Trainers will include John Arango, MIE consultant, Jan May, Executive Director, AARP Legal Counsel for the Elderly and Patricia Pap, MIE Executive Director.

Please register by April 13, 2015.

Cost: MIE subscribers \$365; non-subscribers \$465, in addition to the basic conference fee.

To register, visit www.mielegalaid.org, or contact Patricia Pap, MIE Executive Director, at ppap@m-i-e.org, 617.556.0288.

☀ *The ABA Center for Pro Bono Presents:*

★ **NEW PRO BONO MANAGERS NUTS & BOLTS** **WEDNESDAY, MAY 6, 8:00 A.M. – 5:00 P.M.**

Designed for new (in the position for one year or less) pro bono coordinators/managers, this program will address the basic elements of operating a pro bono program. Trainers will discuss a wide range of topics including program structure and governance, intake and referral procedures, using technology to recruit, support and thank volunteers, maintaining a client-centered approach to service delivery, strategies for effectively utilizing volunteers and ways to develop partnerships with the bar, bench, and other providers of legal services and other groups.

Pre-registration required.

Cost: \$125, in addition to the basic conference fee (includes continental breakfast and lunch on Wednesday).

Space for this event is limited. Cancellations must be received in writing no later than April 11, 2015 and are subject to a \$20 penalty.

★ **LAW SCHOOL PRO BONO ADVISORS PROGRAM** **WEDNESDAY, MAY 6, 8:00 A.M. – 5:15 P.M.**

Designed for law school pro bono program advisors, coordinators, directors and assistant and associate deans, this program will take a close look at law school pro bono including cutting-edge programs and activities. Several interactive workshops will explore the unique aspects of operating and expanding a law school pro bono program.

Cost: \$75 and includes breakfast, lunch and evening reception.

★ **PRO BONO STATE SUPPORT AND ACCESS TO JUSTICE COORDINATORS MEETING** *Invitation only*
WEDNESDAY, MAY 6, NOON – 5:00 P.M.

This by *invitation-only* meeting is designed for statewide staff persons who address pro bono issues, whether as their sole charge or one piece of varied ATJ responsibilities. The focus of the agenda is pro bono, from topics purely pro bono in nature to the pro bono perspective of broader ATJ issues.

☀ *The ABA Center for Pro Bono and the National Association of Pro Bono Professionals Present:*

★ **BEYOND THE BASICS: EXPERIENCED PRO BONO PROGRAM MANAGERS**
WEDNESDAY, MAY 6, 12:30 P.M. – 5:00 P.M.

Learn about national trends in pro bono efforts and how you can use these trends to your favor. Learn what motivates your volunteer base, board members, staff and program partners by assessing personality and work traits in the volunteer arena. Move from volunteer recruitment to volunteer engagement by learning about what works and what doesn't for different personality types and how to use this information to improve volunteer experiences while strengthening program endorsement and support. Sessions include interactive self and volunteer motivation assessments and strategies for identifying successful trends and modifying them for the unique needs of your program and volunteers.

Cost: Included with the basic conference registration fee.

☀ *The Equal Justice Conference Presents:*

★ **SELF-REPRESENTED LITIGATION NETWORK EDUCATIONAL PROGRAM**
WEDNESDAY, MAY 6, 8:30 A.M. – 5:00 P.M.

This program brings together court, private and pro bono bar and legal aid practitioners in self-represented litigation. Educational sessions will cover a broad range of innovations, research, and collaborations, with a particular focus on the implications for state and local programs of changes in the national environment. A significant portion of the time will be spent in sharing and group problem solving. This pre-conference is open to all practitioners, including those working for and with courts, law and public libraries, law schools, and in unbundled representation, regardless of their participation in the Self-Represented Litigation Network.

Cost: \$75 in addition to the Equal Justice Conference registration fee.

★ **IMPACT PRO BONO: UTILIZING LITIGATION, TRANSACTIONAL ASSISTANCE & PUBLIC POLICY**
WEDNESDAY, MAY 6, 1:00 P.M. – 5:00 P.M.

Public interest legal organizations and law firms face unique issues when working together on impact or large scale litigation, transactional work or public policy matters. The purpose of the pre-conference is to have an open discussion on these challenges among peers. Topics will include best practices, co-counseling, staffing and working with other involved parties.

Cost: Included with the basic conference registration fee.

2015 ABA/NLADA Equal Justice Conference
Agenda at a Glance

TUESDAY, MAY 5

8:30 a.m. – 5:00 p.m. MIE New Executive Director Training

WEDNESDAY, MAY 6

7:30 a.m. – 10:00 a.m. Preconference Registration

8:00 a.m. – 5:00 p.m. New Pro Bono Managers Nuts and Bolts

8:00 a.m. – 5:15 p.m. Law School Pro Bono Advisors Program

8:30 a.m. – 5:00 p.m. MIE New Executive Director Training
Self-Represented Litigation Network Education Program

NOON – 5:00 p.m. State Pro Bono Support and Access to Justice
Coordinators Meeting (Invitation Only)

1:00 p.m. – 5:00 p.m. Impact Pro Bono: Utilizing Litigation, Transactional
Assistance and Public Policy

3:00 p.m. – 7:00 p.m. Conference Registration and Exhibitor Showcase

5:30 p.m. – 7:00 p.m. African American Project Directors Meeting

6:00 p.m. – 7:00 p.m. Exhibitors' Reception

7:00 p.m. Dutch Treat Dine-Around Coordinated by the
National Association of Pro Bono Professionals

THURSDAY, MAY 7

7:30 a.m. – 8:30 a.m. Continental Breakfast

7:30 a.m. – 5:00 p.m. Registration and Exhibitor Showcase

8:30 a.m. – 9:30 a.m. Opening Plenary: Keynote Speaker TBA

10:00 a.m. – 11:30 a.m. Workshops I

11:45 a.m. – 1:15 p.m. Networking Lunch

1:30 p.m. – 3:00 p.m. Workshops II

3:00 p.m. – 3:30 p.m. Afternoon Fun Break

3:30 p.m. – 5:00 p.m. Workshops III

5:30 p.m. – 6:30 p.m. National Association of Pro Bono Professionals
Annual Meeting

7:00 p.m. – 10:00 p.m. Texas Host Committee Party featuring Marcia Ball at
Austin Music Hall

FRIDAY, MAY 8

7:30 a.m. – 8:30 a.m. Continental Breakfast

7:30 a.m. – 5:00 p.m. Registration
Exhibitor Showcase

8:45 a.m. – 10:15 a.m. Workshops IV

10:30 a.m. – NOON Workshops V

NOON – 1:30 p.m. Luncheon and Awards Presentation

1:45 p.m. – 3:15 p.m. Workshops VI

3:30 p.m. – 5:00 p.m. Workshops VII

SATURDAY, MAY 9

7:30 a.m. – 10:00 a.m. Exhibitor Showcase

7:30 a.m. – NOON Registration

8:30 a.m. – 10:00 a.m. Workshops VIII

10:15 a.m. – 11:30 a.m. Closing Brunch and Panel Discussion

CONFERENCE INFORMATION

REGISTRATION

Registration opens January 12, 2015 and closes Friday, April 17th, 2015. Onsite registration will be available at \$540 and will not be processed without payment.

Register in one of the following ways:

- Online at www.equaljusticeconference.org.
- Mail registration to:

ABA/NLADA Equal Justice Conference Registration

Attn: Lily Zhen

**321 N. Clark, 19th Floor
Chicago, IL 60654**

Make checks payable to 'American Bar
Association'

- Fax registrations to: Equal Justice Conference at 312.988.5528.
- Email registration to ejc@americanbar.org

REGISTRATION FEE DISCOUNTS

**Only one discount may be used per registrant;
discounts cannot be combined.**

Membership Discount

Current ABA Individual Members and NLADA Individual or Program Members receive a 15% discount on their registration.

Group Discount

Registration for group discounts cannot be made online. Registrations must be submitted as a group by mail, fax or email.

- **Bar Association Team** — Send at least **two** members of the governing body and/or executive director of a bar association or state Access to Justice Commission and receive a 20% discount per registration.
- **State Team** — Send at least **three** people including a legal services program director, pro bono manager, board chair, state Access to Justice Commission chair or judge and receive a 20% discount for each member of your state team.
- **Program Team** — Send at least **four** or more people from the same pro bono program, legal services program or law school and the fourth person and each one after receives a 20% discount. The first three registrants pay full rate.

CANCELLATION REFUND POLICY

All cancellation requests for the 2015 EJC must be made in writing and sent to ashley.coleman@americanbar.org.

To cancel an EJC registration without penalty, a written request must be received by April 15, 2015. All cancellation requests received April 16, 2015 through April 23, 2015 will be subject to a \$50 processing fee. No refunds or exceptions will be given for cancellation requests received after April 23, 2015.

- An EJC registration can be transferred to another individual affiliated with the same organization for attendance at the 2015 EJC. The transfer request must be made in writing and sent to ashley.coleman@americanbar.org by Friday, April 24, 2015. EJC registration transfers may not be reflected on the registration list distributed at the meeting.

HOTEL AND TRAVEL ACCOMMODATIONS

Hilton Austin

500 East 4th Street

Austin, TX 78701

Phone: 1-800-HILTONS

In order to keep future Conference registration fees down, please make reservations in the designated Conference hotel. If the guaranteed number of rooms are not filled, the Conference is assessed an attrition penalty. We appreciate your understanding and cooperation.

- The conference room rate is \$189.00 exclusive of tax.
- Reservations must be made by April 13, 2015 at 5:00 p.m. (CST).
- Reservations should be made by visiting www.equaljusticeconference.org or calling 1-800-HILTONS and referring to the ABA/NLADA Equal Justice Conference.
- Reservations made after April 13, 2015 will be accepted at the Conference rate on a space-available basis.
- To avoid a one-night room charge, excluding taxes, cancellations must be made 24 hours prior to the scheduled day-of arrival.

AIRLINE INFORMATION

Discounted airfares are available from ABA Orbitz for Business including ABA negotiated discounts on American, Delta, Virgin America and United. To book online, go to www.americanbar.org/travel, click under the Orbitz for Business logo at the top of the page, and click on the appropriate link in the Self Paid Travel box. For assistance with online or offline reservations, call toll free 1.877.222.4185.

Discounts can also be obtained directly from the carrier.

Delta Airlines: Call 800-328-1111 or go to www.delta.com and use code **NMKEJ**

United Airlines: Call 800-426-1122 or go to www.united.com and use code **ZSZU414489**

American Airlines: Discount only available at ABA Orbitz for Business

GROUND TRANSPORTATION

Super Shuttle

Discounted airport shuttle service is available to and from the airport while attending the 2015 Equal Justice Conference.

Please visit <http://www.supershuttle.com/> and use discount code: **CHQFP** for a 10% discount on SuperShuttle or ExecuCar of Austin.

Valid for Travel 05/01/2015 – 05/11/2015

THINGS TO DO AND SEE IN AND AROUND AUSTIN

Be sure to check out www.equaljusticeconference.org for information on local attractions and exciting post and preconference sites in and around Portland.

CONTINUING LEGAL EDUCATION UNITS

NLADA will apply for CLE accreditation for all qualifying conference sessions in each state with mandatory CLE. Complete information will be available in the registration packet received at check-in. Please familiarize yourself with your state's CLE requirements.

2015 ABA/NLADA EQUAL JUSTICE CONFERENCE REGISTRATION FORM

Use this form to register by mail, fax or email to:

ABA/NLADA Equal Justice Conference Registration
Attn: Lily Zhen
321 N. Clark, 19th Floor
Chicago, IL 60654
ejc@americanbar.org
Fax: 312.988.5528

Registration must be received by **April 17, 2015** and must be accompanied by payment. **After April 17, 2015** registration will be available onsite, at \$540. Discounted registrations are not available after **April 17, 2015**.

CANCELLATION POLICY

To cancel an EJC registration without penalty, a written request to ashley.coleman@americanbar.org must be received by **April 15, 2015**. All cancellation requests received April 16, 2015 through April 23, 2015 will be subject to a \$50 processing fee. No refunds or exceptions will be given for cancellation requests received after April 23, 2015.

An EJC registration can be transferred to another individual affiliated with the same organization for attendance at the 2015 EJC. The transfer request must be made in writing and sent to ashley.coleman@americanbar.org by Friday, April 24, 2015. EJC registration transfers may not be reflected on the EJC registration list distributed at the meeting.

PERSONAL INFORMATION

First Name _____

Last Name _____

First name as you wish it to appear on name badge _____

Job Title _____

Organization _____

Address _____

City/State/Zip _____

Telephone _____ Fax _____ Email _____

CHECK ALL THAT APPLY:

- ☐ I am a presenter at the 2015 ABA/NLADA Equal Justice Conference
- ☐ This is my first ABA training event ☐ This is my first NLADA training event
- ☐ I am a member of NAPBPro ☐ I will participate in Wednesday's NAPBPro Dine-Around

DISABILITY

If you have a disability that requires assistance, please indicate the nature of your disability.

☐ Audio ☐ Mobility ☐ Visual ☐ Detail _____

MEAL OPTIONS

If you have special dietary needs, please choose one of the following menu categories.

If you do not complete this section, you will be served a regular meal.

☐ Vegetarian ☐ Vegan ☐ Allergy _____

☐ Gluten-free ☐ Kosher ☐ Other _____

IMPORTANT! The following meals are included with your full-conference registration.

For meal planning purposes, please indicate a response below.

Thursday Lunch: ☐ I will attend ☐ I will not attend

Thursday Reception: ☐ I will attend ☐ I will not attend

Friday Award Lunch: ☐ I will attend ☐ I will not attend

Saturday Brunch: ☐ I will attend ☐ I will not attend

CONTINUED LEGAL EDUCATION:

In what state will you need CLE credit?

CONFERENCE FEES:

Select ONE from the options below. Group registrations must be submitted through mail, fax, or email and cannot be accepted online.

EARLY BIRD RATES January 12, 2015–February 27, 2015 Select ONE from the options below	
<input type="radio"/> Basic	\$460
<input type="radio"/> ABA Membership Discount Membership # _____	\$390
<input type="radio"/> NLADA Membership Discount Membership # _____	\$390
<input type="radio"/> Bar Association Discount (discount applies to two or more)	\$370
<input type="radio"/> State Discount (discount applies to three or more)	\$370
<input type="radio"/> Program Discount (discount applies to fourth or more)	\$370
REGULAR REGISTRATION RATES February 28–April 17, 2015	
<input type="radio"/> Basic	\$515
<input type="radio"/> ABA Membership Discount Membership # _____	\$435
<input type="radio"/> NLADA Membership Discount Membership # _____	\$435
<input type="radio"/> Bar Association Discount (discount applies to two or more)	\$415
<input type="radio"/> State Discount (discount applies to three or more)	\$415
<input type="radio"/> Program Discount (discount applies to fourth or more)	\$415
OTHER RATES	
<input type="radio"/> Law Student Fee	\$100
<input type="radio"/> Client Fee	\$75
PRECONFERENCE/ADDITIONAL PROGRAMMING [Check no more than one of the following]	
Wednesday, May 6	
<input type="radio"/> New Pro Bono Managers Nuts & Bolts Program — Offered ONLY to those registering for the basic conference. (Breakfast and lunch are included in registration fee.)	\$125
<input type="radio"/> Beyond the Basics: Experienced Pro Bono Managers — Free to full conference registrants.	\$0
<input type="radio"/> Law School Pro Bono Advisors Program — Offered ONLY to those registering for the basic conference. (Breakfast and Lunch are included in registration fee.)	\$75
<input type="radio"/> Impact Pro Bono: Utilizing Litigation, Transactional Assistance and Public Policy — Free to full conference registrants.	\$0
<input type="radio"/> Self-Represented Litigation Network Educational Program — Offered ONLY to those registering for the basic conference. (Lunch is included in the registration fee.)	\$75
Saturday, May 9	
<input type="radio"/> National Meeting of State Access to Justice Chairs — Limited to Access to Justice Commission/Committee Chairs, members, and Supreme Court Justices	\$60
TEXAS RESIDENTS Customize Your Conference Experience (Choose Optional Events Á La Carte)	
<input type="checkbox"/> One-Day Attendance Thursday, May 7, 2015	\$175
<input type="checkbox"/> One-Day Attendance Friday, May 8, 2015	\$175
<input type="checkbox"/> One-Day Attendance Saturday, May 9, 2015	\$100
EQUAL JUSTICE CONFERENCE TRAVEL SCHOLARSHIP FUND	
<input type="checkbox"/> I would like to make a tax deductible contribution to the Equal Justice Conference Travel Scholarship Fund. My contribution of _____ is to be added to my registration fee.	\$50 \$100 \$200 \$400 \$_____
TOTAL REGISTRATION FEE	\$_____

PAYMENT METHOD:

☐ Check Enclosed ☐ MasterCard ☐ Visa ☐ American Express

Credit Card # _____ Expiration Date _____

Signature _____

Billing Address if different than first page _____

Registration will not be processed without payment.

[RESET FORM](#)

Registration Form