



# Nevada Supreme Court Access to Justice Commission

March 9, 2018 2:00 PM – 4:00 PM

**Video Conference Sites:**

<u>Las Vegas</u>	<u>Carson City</u>	<u>Reno</u>
NV Supreme Court Conf. Room A & B	NV Supreme Court Law Library, Room 103	2nd Judicial District Ct. 75 Court Street – Room 214
	<u>Elko</u>	
	4th Judicial District Court Department 2 Jury Room	

**Teleconference:** Dial In: 877.594.8353 / Participant Code: 356-882-81

## Meeting Agenda

- I. Opening Statements from Co-Chairs & Commission Roll Call** 5 minutes
- II. Consent Agenda** 5 minutes **Tab 1**
  - Approval of November 21, 2017 Commission Meeting Minutes
- III. Discussion Items** 40 minutes **Tab 2**
  - **2017-2018 Nevada Civil Legal Needs Assessment**
    - Ken Smith, The Resource for Great Programs
      - Key Study Findings
      - Stakeholder Meetings
  - **Commission Membership Nominations Discussion** 30 minutes
    - Composition Rule Change Recommendation
    - Candidate Review
- IV. Reports** 20 minutes **Tab 3**
  - Electronic Filing by Non-Lawyers – Judge Joanna Kishner, Judge Connie Steinheimer
  - Appellate Law Pro Bono Program – Prof. Anne Traum
  - Statewide Self-Help Web Launch <http://selfhelp.nvcourts.gov/> – Hon. Nathan Tod Young
  - AG Military Pro Bono Program – Spec. Asst. AG Nic Danna
- V. Other Business**
- VI. Informational Items** Tab 4
  - Legal Aid Provider Highlights
    - Legal Aid Center of Southern Nevada
    - Southern Nevada Senior Law Program
    - Volunteer Attorneys for Rural Nevadans



## Nevada Supreme Court Access to Justice Commission

March 9, 2018 2:00 PM – 4:00 PM

- Quarterly Legal Aid Provider Meeting Recap 1/19/18
- Self-Help Center Statistics
- Equal Justice Conference/National Meeting of State Access to Justice Commission Chairs
- IOLTA Subcommittee Meeting Recap 1/9/18
- Monthly IOLTA Summary
- Public Awareness

### **2018 Access to Justice Commission Meetings (All meetings 2:00 p.m. – 4:00 p.m.)**

- Friday, March 9
- **Friday, June 15 (Change!)**
- Friday, November 9

### **Our Purpose**

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



## ACCESS TO JUSTICE COMMISSION

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### Access to Justice Commission Meeting Minutes Tuesday, November 21, 2017 – 2:00 p.m.

#### **Present**

Justice Michael Douglas  
Justice James Hardesty  
Connie Akridge  
Julie Cavanaugh-Bill  
James Conway  
Nic Danna  
John Desmond  
Judge Joanna Kishner  
Noah Malgeri  
Julie Mogensen  
Judge Tammy Riggs  
Judge Bridget Robb  
Judge John Schlegelmilch  
Stacey Shinn  
Judge Connie Steinheimer  
Adam Tully  
Sugar Vogel  
Judge Nathan Tod Young

#### **Guests Present**

Barbara Buckely  
Matthew Cook  
Kimberly Farmer  
Judge Mathew Harter  
Justin Iverson  
Stephanie McDonald  
Lauren Pena  
Emily Reed  
Bridgette Reyna-Meadows  
Jason Sowards  
Christine Smith

#### **Staff Present**

Brad Lewis

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

Justice Douglas called the Access to Justice Commission meeting to order at 2:09 p.m. A roll call was conducted. Justice Douglas and Justice Hardesty offered brief welcomes, commented on the good work of all, and the meeting shifted to the agenda.



## **Consent Agenda**

Justice Douglas called for any comments or questions on the items included in the consent agenda, including March 24, 2017 Commission meeting minutes, May 23, 2017 IOLTA Rate Review, and October 23, 2017 IOLTA Rate Review. Hearing none he reminded the group that adopting the consent agenda as outlined would retain the IOLTA interest rate at .70%. It was moved and seconded that the consent agenda be approved. A vote was conducted and the matter passed unanimously.

## **Presentation**

Matthew Cook presented the Legal Aid Center of Southern Nevada Melanie Kushnir Access to Justice Fellowship Project on Google AdWords, a program designed to reach a wider audience of people seeking legal help online to increase access to justice. A \$120,000 Google AdWords Grant was acquired to fund the project. The project met a critical element of the Fellowship which is to assure the program can continue after the Fellowship. In just three months advertisements gained more than 215,000 impressions online with more than 11,000 interactions. While challenges were encountered, such as a \$2.00 maximum keyword bid price in the highly competitive legal advertising field, creative keyword buys and future website keyword optimization will help to maximize results. A variety of ad campaigns were tested including Legal Aid Center of Southern Nevada direct representation, a Spanish campaign, both self-help centers, and the Pro Bono Project. In all, the program was a success and has great potential to create awareness of the availability of legal services to a wider audience. A complete executive summary is available from the Access to Justice Commission upon request.

## **Discussion Items**

### **2017-2018 Nevada Civil Legal Needs Assessment**

Dr. Ken Smith, The Resource for Great Programs, presented an update on the Nevada Civil Legal Needs Assessment. It included a study overview, current status, and a look ahead at the first quarter 2018 stakeholder meetings. The study intends to identify current legal needs, the existing capacity to deliver on those needs, identifying the “justice gap”, and endeavors to engage the community, identify opportunities for support, and demonstrate a Return on Investment through legal service delivery.

Currently 130 survey locations have been identified, 230 surveys have been entered into our database (more have been collected) with the goal of achieving 1000 collected surveys prior to Christmas. Analysis has already begun and the data is coming through valid, which is critical. Legal aid providers will present the findings throughout Nevada to stakeholder groups to get feedback and explore possibilities for partnerships and joint fundraising. Locations will include Carson City, Elko, Ely, Las Vegas, Pahrump, Reno, Tonopah, Winnemucca, and Yerington.

A thank you was also extended to the Access to Justice Commission, legal service providers, UNLV, and paralegals for their commitment to the project.



### ATJ Commission Membership/Expansion Update

The ATJC Nominating Committee presented the discussion and recommendations held for Commission consideration including a possible membership rule change consideration to accommodate changes. The first set of recommendations included targeting the following industries: banking, tourism/gaming, medical, mining, construction, social services and energy. It was recommended that because Bar Sections would add lawyers to the Commission, and that the stated goal is to expand beyond the legal profession, that Bar Sections could be effectively used by being extended an opportunity to present ideas to the Commission that could advance our mission. Other opportunities for Bar Sections also exist.

It was moved, seconded and voted unanimously to direct the Nominating Committee to address expansion feedback from the Commission, prepare for July 1, 2018 term expirations, draft an update to SCR 15 to accommodate membership expansion, and to adopt a written nomination and application process similar to that used by the State Bar of Nevada.

### Policies to Support and Improve Access to Justice

#### *Preapproval or Reimbursement of Expenses for Pro Bono Counsel*

The Commission was updated on the reimbursement of expenses for Federal pro bono cases. The details are in the final phases of development and approval was expected soon. Reimbursements will help to improve access to justice by making it easier for lawyers to accept and conduct work on a pro bono basis by covering select expenses such as depositions and transcripts, travel, service of papers, witness fees, interpreter services, and experts. The order intends to make it less opaque about how to get costs covered and apply for pre-approval.

#### *Electronic Filing by Non-Lawyers*

The Commission was updated on the rapid pace of legal forms coming online and the increasing ability for pro se filers to file electronically nationally. A June 17, 2016 memo was referenced which outlines how various Nevada rules would need to change in order to allow pro se e-filing of legal documents. It was recommended to the Commission that Nevada proceed toward rules changes to allow e-filing. The general spirit of Commission input was supportive of changes to allow e-filing. Potential hurdles were also outlined including a variety of e-filing systems being used and technology funding mechanisms throughout the State. The potential for misuse or fraud was also raised, though many felt the same potential exists in the current system. It was also shared that the "electronic filer user agreement" was potentially a better control than currently available.

It was suggested that an E-Filing Subcommittee be established to determine how best to address any concerns with the goal to advance toward the ability for pro se litigants to e-file in Nevada. It was additionally suggested that the Subcommittee be comprised of representatives from the Eighth, Second, rural and potentially Federal districts as well as including people familiar with the current system and technologies required. Judges Kishner and Steinheimer volunteered to participate along with Lauren Pena who also volunteered Mike Doan who could assist with IT. Justice Douglas indicated he would speak with Justice Gibbons and Barbara Buckley on Judge Ferenbach to see if he or his appointee knowledgeable about the effectiveness of the Federal system could be helpful. A Subcommittee will be formed to recommend how best to advance on this coming trend with a focus on pros/cons, stakeholder views inclined/opposed to proceeding, and to uncover relevant questions and discuss hurdles and/or opportunities to advancement.



### *Judge Harter Rule Petition to Permit Licensed Judicial Clerks to Perform Pro Bono*

Shortly prior to the Commission meeting ADKT 520 denied the petition after having considered the ethics opinion from the Standing Committee on Judicial Ethics. Judge Harter stated that the petition was built upon earlier work and inquired as to whether the ABA and information from other jurisdictions currently operating with similar rules were considered during the review. It was discussed that the Court may still be open to the concept, most likely if the rule is revised with the scope being narrowed considerably, includes a review of what is happening nationally, the Standing Committee on Judicial Ethics opinions support this practice, and support is received from other organizations.

### **Programming Reports**

#### *Rural Concerns/Website/Forms Project*

Justice Douglas shared that IT had been working hard on the project and that the Supreme Court IT department would be hosting the site. The site is nearly ready to go live. The test site can be viewed by Commission members at <http://nvsupremecourt.dnsalias.com/> Username: proof, Password: interactive

#### *Public Lawyers Partnership/AG Military Pro Bono Program*

Several pro bono lawyer veterans' events are being held, sponsored by the Veterans Administration, the Attorney General, the Nevada National Guard, and the Nevada Department of Veterans Services in 11 locations throughout the State including the rural areas on both Fridays and Saturdays. Building on the model used in other states, Nevada will run VA Shark Tanks designed to develop solutions to solve problems.

### **Other Business**

Legal Aid Center of Southern Nevada updated the Commission on efforts undertaken to support victims of the October 1, 2017 Las Vegas shooting incident. More than 100 matters have been facilitated by Legal Aid Center of Southern Nevada. The State Bar of Nevada and the Access to Justice Commission helped with out of state matters. Southern Nevada Senior Law Program shared their concern over tax reform and potential reductions to Medicare, Medicaid and the Older Americans Act. Any reduction The Older Americans Act could jeopardize funding. A discussion about the Supported Decision-Making as an Alternative to Guardianship program ensued and it was agreed details would be shared with the Commission.

### **Informational Items**

Informational items included the following:

- Legal Aid Provider Highlights
  - Legal Aid Center of Southern Nevada
  - Nevada Legal Services
  - Southern Nevada Senior Law Program
  - VARN - Julie Mogensen
  - Washoe Legal Services
- Self-Help Center Statistics
- ONE Campaign Meeting Recap April 28, 2017
- IOLTA Subcommittee Meeting Recaps September 14, 2017 & October 31, 2017



- ONE Ambassador Program Best Practices
- Monthly IOLTA Summary
- 10/1 Las Vegas Shooting Incident
- Celebrate Pro Bono 2017 Highlights
- Public Awareness Initiatives

**2018 Access to Justice Commission Meetings (All meetings 2:00 p.m. – 4:00 p.m.)**

- Friday, March 9
- Friday, June 8
- Friday, November 9

The meeting was adjourned at 3:53 p.m.

SCR 15 2 Composition Reorganization Draft –

Rule 15. Commission on Access to Justice.

1. (No changes)

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

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

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

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

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

(e) One representative each from Legal Aid Center of Southern Nevada, Nevada Legal Services, ~~the Southern Nevada Senior Law Program, Legal Aid Center of Southern Nevada/Pro Bono Project, the designated tax exempt bar foundation pursuant to SCR 216, Nevada Legal Services,~~ Volunteer Attorneys for Rural Nevadans/~~Domestic Violence Project, the Washoe County Senior Law Project, and Washoe Legal Services/Pro Bono Project, and the designated tax exempt bar foundation pursuant to SCR 216.~~

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

(g) One student representative of the Public Interest Law Association or the State Bar of Nevada Young Lawyers Section, and one faculty representative from the William S. Boyd School of Law of the University of Nevada, Las Vegas, designated by the dean. ~~Individual appointments under this subsection may be rotated in less than four year terms.~~

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

(i) ~~Two~~Three at-large representatives. ~~Appointments under this subsection may be rotated in less than four year terms as~~ The Commission shall make appointments under this subsection as deemed necessary and proper to facilitate diversity, including statewide regional representation, other bar representation (E.g. specialty or Federal, etc.), address trends in access to justice, and fulfill the Commission’s purpose.

The Commission may appoint additional members, voting or non-voting, as deemed necessary and proper to facilitate the maximum effectiveness of the Commission. ~~The Commission may appoint nonvoting members, including, but not limited to, judges and representatives from other direct service providers, county bar associations, and neighborhood pro bono projects.~~

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Comment [BL1]: Decreased from 4 to 2 year terms.

Comment [BL2]: This section is updated with current information and legal aid providers are listed alphabetically.

Comment [BL3]: The Young Lawyer rep is moved below as an alternative to the PILA rep, and inclusion of a rural County Bar Association representative.

Comment [BL4]: See Comment [BL3]. Removed term reference.

Comment [BL5]: Increased from 2 to 5.

Comment [BL6]: Decreased from 3 to 2, eliminated term mention, and added language about statewide representation, specialty/Federal/other bar representation, and ATJ trends.

Comment [BL7]: Added the flexibility to add Commission members, as necessary, to fulfill the mission of the Commission.



## ACCESS TO JUSTICE COMMISSION

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E-Filing Subcommittee  
Launch Call - Highlights  
Friday, January 26, 2018 – 2:00 p.m.

### **Present**

Chief Justice Michael Douglas  
Justice James Hardesty  
Judge Joanna Kishner  
Judge Connie Steinheimer  
Lauren Pena  
Michelle Purdy  
Emily Reed  
Sheryl Wolfe

### **Staff Present**

Brad Lewis

At the November, 2017 full meeting of the Access to Justice Commission, the Commission was updated on the rapid pace of legal forms coming online and the increasing ability for pro se filers to file electronically nationwide. It was discussed as a trending access to justice issue. It was determined that an E-Filing Subcommittee should be established to review and potentially advance on this issue.

Here was the agenda:

- Brief topic review
- Discussion
  - Stakeholder inclinations/oppositions, why
  - Hurdles/opportunities
  - Pros and cons
  - Uncover relevant questions for potential advancement
- Open discussion

Brad opened the meeting with a brief topic overview referencing the June 17, 2016 Legal Aid Center of Southern Nevada memo outlining the potential opportunities and rule obstacles in Nevada affecting implementation. That original memo was also accompanied by an e-filing overview along with a response to the concern expressed at November's Commission meeting on fraudulent filings. Brad then asked Chief Justice Douglas and Justice Hardesty if they had any commentary before delving into the agenda. Hearing none, Brad turned the meeting over to Lauren Pena for a broad overview of the original memo and Nevada court rules in place affecting e-filing implementation.

After Lauren's overview, largely based on the June 17, 2016 memo, Chief Justice Douglas asked Judge Steinheimer to review how the system is currently working in the Second Judicial District. Judge Steinheimer related that through Washoe's e-filing hub, wet signatures are only required for initial



account “e-flex” set up. After that, lawyers or pro se filers are able to e-file most documents if they possess and agree to maintain a valid email address and accept all communications electronically – under the same rules for both lawyers and pro se filers. Judge Steinheimer did share that she felt authenticity was not an issue as all must sign a user agreement during e-file sign-up. The court does not paper serve e-filers. There is a waiver for those who are filing in mandatory electronic filing case types without access to computers or with other restrictions.

A brief history was shared that the program initially began in 2007 or 2008. At that time, most documents were scanned and sent. The e-filing hub began November 15, 2016 and the court received an average of 64 hub users each month. Today the court is seeing about 139 users each month and most e-filing at the hub are pro se filers. Chief Justice Douglas referenced the documents Judge Steinheimer shared prior to the meeting.

Judge Kishner shared that some issues have been seen in the Eighth Judicial District related to attorneys submitting stipulations with e-signatures when the other attorney had not, in fact, agreed. Judge Steinheimer shared that issue is covered within the user agreement and if a lawyer attempted to do this they would be sanctioned and referred to the State Bar of Nevada. Lauren asked for clarification from Judge Steinheimer and Sheryl Wolfe as to whether e-signatures were often presented by pro se filers, and if they were, would they be accepted. Both confirmed that e-signatures were rarely used by pro se filers, but that the Second interprets the rules to allow for acceptance of pro se e-signatures. Lauren shared that there are differences between the Eighth and the Second. E-signatures are not accepted in the Eighth in the local judicial courts. She shared that a goal could be to allow various pro se filers to file at home, without visiting a courthouse, and without putting pen-to-paper. These matters might include temporary protective orders, cremation, probate, etc.

Judge Kishner also shared that since rules revisions are underway to the Nevada Rules of Civil Procedures (NRCPC) that she was waiting on those outcomes before broaching the e-filing issue but asked if the Justices felt she should continue to wait or move forward. It was ultimately agreed that it may be a good idea to preliminarily broach the e-signature issue as the Eighth may consider adopting some of the methods used in the Second on the e-filing issue as it’s a significant access to justice issue. Chief Justice Douglas and Justice Hardesty stated that they would both be seeing Justice Gibbons and Justice Pickering this weekend and could touch base and get feedback on the e-filing issue separate and apart from NRCPC.

The Marshall Willick August 25, 2015 Willick Law Group Newsletter, Volume 61, “Document Retention Rule” was discussed as a relevant point to the discussions, having outlined Nevada Electronic Filing and Conversion Rule (NEFCR) 11(e) on electronic filing, original documents retention, and “signatures” related to e-filing. A brief discussion then followed related to the cost of document retention and fees for accessing public documents.

Chief Justice Douglas then mentioned the rurals; that they like the e-filing concept but don’t yet have e-filing even for attorneys. He felt Justice Gibbons could look at the districts to assess the current status. He shared that the Federal courts do have e-file, including for pro se filers, but that e-filing initially requires a motion in court.

Judge Steinheimer then suggested that perhaps a minute change in the statewide electronic filing rules language eliminating the requirement for wet signatures could be drafted for preliminary review and



consideration. This included a brief exchange with Judge Steinheimer suggesting she would be willing to draft a paragraph that would make it easier to e-file. Justice Douglas then suggested that Judge Steinheimer and Judge Kushner touch base on this topic with the goal to move the ball toward the direction it seemed all probably wanted to go. Lauren offered that an earlier attempt at an administrative order has been drafted and that she would share same with Judges Kushner and Steinheimer.

Judge Kushner shared that there is a rules call late next week and a Rules Committee meeting on February 23 where the issue of e-filing can be brought up.

Chief Justice Douglas suggested that he would touch base with limited jurisdiction judges in the Third and Ninth as well as Judge Young, and that Brad could reach out to Judge Ferenbach for a knowledgeable person from the US District Court to join the next call. Judge Kushner said she would find a judge to contact at the Las Vegas Justice Court regarding this issue.

Brad shared that the next full Access to Justice Commission meeting is Friday, March 9. It was agreed that Judge Kushner and Steinheimer would attempt their discussions and outreach prior to that time in order to have an update for the full Commission in early March, and that Brad would issue a Doodle poll in order to schedule our next E-Filing Subcommittee call later in March.

Follow up items:

- Judge Kushner to preliminarily broach subject of e-filing in the Eighth during rules discussions
- Chief Justice Douglas and Justice Hardesty to touch base with Justices Gibbons and Pickering
- Judges Steinheimer and Kushner to touch base on draft e-filing paragraph, with the goal to talk prior to the March 9 full Access to Justice Commission meeting for report out
- Lauren Pena to share earlier ADKT draft with Judges Kushner and Steinheimer
- Chief Justice Douglas to touch base with limited jurisdiction judges in the Third and Ninth
- Brad to inquire with Judge Ferenbach on US District Court person knowledgeable on e-filing
- Brad to issue Doodle poll for March meeting after the full Commission meeting



To: Access to Justice Commission  
From: Anne Traum, Professor of Law  
Re: Update on the Nevada Appellate Pro Bono Program  
Date: February 23, 2018

### **Nevada Appellate Pro Bono Program**

The Nevada Supreme Court has referred 141 cases to the program since it started in August 2013. The Supreme Court (Justice Pickering and others), the Legal Aid Center of Southern Nevada (LACSN) (Barbara Buckley and Noah Malgeri), and the Appellate Litigation Section Pro Bono Committee Co-chairs (Kelly Dove and myself) meet regularly to review ongoing issues, and this group now includes the Nevada Court of Appeals (Chief Judge Silver and others).

The statistics below reflect referrals since the program started in August 2013 (courtesy of LACSN).

Total Clients Referred to Program:	167
Supreme Court Cases:	162
Appellate Cases:	5
Clients Placed with Pro Bono Attorneys:	133
Clients Referred that are on Waiting List (waiting for paperwork or attorney assignment)	4
Clients Referred that were NOT Placed with an Attorney (over income, refused pro bono representation, no client response):	30
Unique Attorneys Who Have Taken at least 1 case:	95



## Access to Justice Highlights February 2018

### 2017 - ACCESS TO JUSTICE COMMISSION STATISTICS

	<b>2017</b>
<b>Overall Program</b>	
Number of clients assisted without litigation	4,690
Number of clients represented with litigation (includes pro bono represented listed below)	9,401
Number of individuals attending classes/clinics/AAL/hotlines	<b>115,970</b>
Ask-A-Lawyer (276 Sessions)	3,819
Self-Help Centers (Civil 58,811 – Family 48,401)	101,608
Classes (495 Classes)	4,206
Hotlines	6,337
<b>TOTAL</b>	<b>130,061</b>
<b>Pro Bono Program</b>	
Number of new clients placed with pro bono attorneys	846
Total number of clients represented by pro bono attorneys	2,513
Number of individuals helped by pro bono attorneys with AAL/clinics/hotline/brief consultation	3,786
Number of pro bono hours	25,505

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# HIGHLIGHTS

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## Community Initiatives & Outreach Highlights

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**Family Assistance Center/Resiliency Center** – Almost immediately following the tragic events of October 1, 2017, we offered free civil legal assistance to survivors and families at the Family Assistance Center. We covered 27 shifts there until the Center was transitioned to the permanent Resiliency Center. We've been working closely with federal disaster experts to learn from their prior experiences so that we can be better informed and know what to expect as far as legal issues affecting trauma victims. We've also been in close contact with the Resiliency Center who have now asked our office to join them at the Resiliency Center office. We also developed 2 resources for distribution at the Resiliency Center and to the public at large, although these resources were specifically developed with the survivors and families in mind. We created the Vegas Strong Investment & Financial Planning Toolkit designed to provide prudent tips and resources to recipients of the Las Vegas Victims Fund and other benefits. We also created the Vegas Strong Legal & Financial Toolkit which was designed to address a variety of FAQs that arose immediately following the tragedy. We continue to work closely with the Resiliency Center as we expect to see more issues affect this special community of individuals once LVVF benefits are distributed beginning in March 2018.

**Guardianship Expansion:** We opened 148 new cases in the last quarter of 2017 – double from the previous quarter; we now are representing 322 individuals in guardianship court.

**Family Violence Initiative:**

We now have one full time employee housed at the new Family Justice Center seeing victims of violence at the one stop shop. The legal advocate is able to assist with onsite filing of TPO's.

## Consumer Case Highlights

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Legal Aid was able to save the house of an 85 year old gentleman, and get him on the right track to discharging his debts in bankruptcy. "Max" came in after his attorney withdrew from his Chapter 13 bankruptcy case. Max had filed Chapter 13 last year to stop foreclosure sale by the reverse mortgage company. Max had not appreciated the reverse mortgage company's power to foreclose because they had paid his delinquent real property taxes. Max did not know what to do about his case. His attorney's request to withdraw was granted while the motion to lift the automatic stay was pending. The stay was lifted, so the foreclosure could go forward. This had not been explained to Max. Max was behind on his Chapter 13 plan

payments and was facing dismissal of his bankruptcy case. There was no point in continuing in a Chapter 13 once the stay was lifted but he could benefit from a Chapter 7 discharge of debt. I worked with his Chapter 13 trustee to get the dismissal hearing continued and coordinated with our foreclosure paralegal, who was able to work out a payment plan with the reverse mortgage company for Max to save his house. Once the payment plan was in place, we placed Max with a pro bono attorney to convert his bankruptcy case to a Chapter 7, which has been accomplished. (Myers)

## Guardianship Advocacy Project Case Highlights

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Raul\* is an elderly gentleman in the late stages of Alzheimer's. Raul's girlfriend, Gina, is much younger than Raul. Gina petitioned to be guardian over Raul's person and estate. At the initial hearing, the court appointed Legal Aid Center of Southern Nevada to represent Raul.

A week or so later, Raul's Legal Aid Center attorney dropped by Raul and Gina's residence unannounced to visit Raul. A young man answered the door, stating he was Raul's caregiver. The caregiver let Raul's attorney into the house and informed him that today was his first day on the job. The caregiver indicated he was not licensed and had no official training. The attorney asked to see Raul and was taken to the living room, where Raul was sitting on the couch, wearing Depends and no pants. As the attorney approached Raul, Gina came rushing through the front door, proclaiming that the Raul's attorney was not permitted in the house. Raul's attorney attempted to explain his role as Raul's counsel and to show Gina the court order allowing him contact with Raul, but Gina became very upset and demanded the attorney leave.

Obviously suspicious, Raul's Legal Aid Center attorney looked further into Gina's recent dealings. Raul's attorney learned that a total of five bankruptcy petitions had been filed in Raul's name. The most recent bankruptcy petition had been filed only one year ago, allegedly by Raul himself -- a near impossibility given Raul's current physical condition. Raul's attorney also learned that Gina was currently involved in a number of court cases, all relating to Gina's financial dealings.

At the next court hearing, Gina failed to bring Raul to court. Raul's attorney informed the Court that he had been prevented from meeting with his client; that Raul's family had not been properly notified of Gina's petition; that the certificate of incapacity Gina had filed with the court had not actually been signed by a physician; and that the recent bankruptcy action was suspect given Raul's medical condition.

The court asked Gina for an explanation, and Gina immediately responded that she no longer wanted to petition for guardianship over Raul and wanted to close her case. The court inquired further as to Raul's need for a guardian, and Gina admitted that Raul needed help. The court accepted Gina's withdrawal of her petition but did not close the case, refusing to leave Raul unprotected. Instead, the court instructed Raul's attorney to investigate the matter further, to confer with Raul, and to notify the Clark County Public Guardian that it may need to intervene.

Pursuant to the court's instruction, Gina brought Raul to Legal Aid Center to meet with his attorney, but she refused to bring him into the office, forcing Raul's attorney to meet with Raul in the car. Raul smelled of urine and had a small bandage over his left eye. Raul's attorney explained why he was there. Raul took his attorney's hand, squeezed it, and refused to let go.

Raul's attorney contacted the public guardian and explained Raul's situation, and the public guardian agreed to get involved and recommended the matter be referred to Elder Protective Services to investigate possible abuse and neglect. The court agreed that a referral was warranted and ordered that Raul's case would remain open to allow an investigation into Raul's living situation and the suspicious bankruptcy filings.

Raul's interests are now protected, and his health and well-being are being investigated. If Legal Aid Center had not been involved, Gina's petition for guardianship would have almost certainly been approved and her actions would have likely gone unnoticed and uninvestigated. (Wendlberger)

\*the name of the protected person has been changed to protect their confidentiality.

## Family Justice Project Case Highlights

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Shu Dong: Client would separate from the op due to his abuse but he would draw her back in every time by sending her constant messages of apologies and love. Client expressed concern that he would not let her leave him and wanted his constant attention to end. OP repeatedly violated the EPO by contacting her both directly and through others. We prepared for an evidentiary hearing on the violations, op agreed to the violations and had to pay fees to the client. (Cetin)

## Immigration Case Highlights

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Mary is from Jordan. She endured an extremely abusive marriage in Jordan. She and her husband had four (4) children together. Due to the customs of her country, it was difficult for Mary to leave her husband. Once she made the difficult decision to leave him, she had to leave her children behind. She came to the United States to cope with the termination of her marriage. Although she had been divorced for two (2) years, she was still very depressed. Her family thought a vacation might help her. While in the United States, she met a man. He was nice to her and nothing like her ex-husband. She felt very comfortable with him and shared her estrangement from her children. He empathized with her and made her feel hopeful of reconciling with her children. She fell in love with this man. They were married six (6) months after meeting. Unfortunately, it wasn't until they were married that his true colors began to show. He was physically, verbally and emotionally abusive. He also threatened her with her immigration status. She lived like a prisoner with him. She needed his permission for everything. She was isolated and not permitted to communicate with anyone. With the help of a couple from church, she was able to escape their home in Texas and move to Las Vegas with her cousin. He was angry and filed for divorce in Texas. He requested that she pay him alimony, despite the fact that she wasn't working and couldn't work. Mary didn't understand how the courts worked and worried she would have to pay her husband alimony. He also told her that she would have to return to Jordan because she was no longer married to him. Although Mary wanted to start her life in the United States, she believed him and was prepared

to leave. I assisted her with her divorce action and defeating her husband's claim for spousal support. I also filed a petition for her immigration status pursuant to the Violence Against Women Act. Approximately three (3) months after filing, Mary received her work permit. She got a job and started saving money to see her children in Jordan. Mary was recently granted her lawful permanent residence status. She can now travel back to Jordan. She plans to fight for a relationship for her children in Jordan. (Jones)

## **Children's Attorneys Project Case Highlights**

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Over the course of the more than 3 years that CAP represented Rebecca, her case had nothing but drama. Her first foster-home closed their license and she was moved to a new foster-home without CAP even being told. Her second foster family adored her, but they were not an adoptive resource. The Department was unbelievably dismissive of the foster family when then advocated to try to move her to the home of friends who were an adoptive resource and they believed an excellent fit for her. CAP, unsuccessfully tried to assist, but the Department ultimately placed her in a third home that actually turned out to be a perfect home for her. However, the road to TPR was long and full of twists and turns, including paternity being established very late in the game. Even in the days leading up to the adoption, there were problems. An adoption hearing got set the week of Thanksgiving when the adoptive parents would have dozens of family members in town. However, due to the new statutory requirements regarding notice and a hearing regarding sibling visitation orders, it looked as though it would have to be postponed. CAP collaborated with the DA and the adoption attorney to craft a Stipulation and Order waiving the hearing and agreeing for the Sibling Visitation Order to be incorporated into the adoption decree. CAP scrambled to get necessary signatures so the DA could get it filed in time to preserve the hearing date. As a result Rebecca was adopted in a courtroom packed with family and friends just a few days before Thanksgiving. (Abbott)

## **Education Advocacy Program Case Highlights**

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Belize is a 9 year old girl placed in an emotionally disturbed self-contained class room with 8 other boys. Belize was getting ruthlessly picked on by her class mates. Being a small child, she was getting physically beat up and assaulted by class mates. We filed due process and were able to get Belize out of self-contained and into a hybrid resource and general education setting. I just got a call from the mother today. It is now a few months after we resolved our law suit. Belize is doing very well in her new class. She has had a few minor behavioral issues but nothing out of the ordinary. And academically, Belize is doing very well.

We filed a due process hearing for a 13 year old who was expelled from middle school after fighting another student who was bullying her relentlessly. Elisha was bullied by another student and had reached out to the school for help only to be ignored by staff. One day the bully pushed Elisha and called her a name. Elisha, who has a history of significant physical abuse

and was in foster care, was tired of being picked on and turned around and hit the bully. The school permanently expelled Elisha from school. At the appeal hearing, the expulsion was reversed and Elisha was administratively transferred to another school for a fresh start. We will continue to work with Elisha and her family to ensure she has adequate supports in school so that she can be successful. The hearing officer asked if we would continue to attend meetings with Elisha's family to ensure she gets the supportive services she needs to be successful.

12 year old Isaiah is a partially verbal boy with autism. Isaiah was abused by a teacher's aide at his former school. One day he came home with bruises and abrasions on his face and arms. Isaiah could only text that the aide had hurt him. Isaiah was transferred to another school but developed behavioral issues at his new school. We worked with the new school to get Isaiah a one on one aide so that he was not transferred to a behavior school. We will continue to work with Isaiah to make sure he gets supportive services in school so that he may reach his potential.

We are currently working with a family that are survivors of the strip tragedy. Three sisters, one of which was injured and had to give up her dance team captain responsibilities at school, attended the concert and are suffering from symptoms consistent with PTSD. When two of the three girls returned to school they were bullied by other students who would purposely pop air bags behind them to resemble gun fire. The girls, already traumatized, became fearful of going to school. The school refused to work with the family to put in accommodations, and eventually ignored the family's request for assistance and sent a truancy officer to the home to threaten the family with criminal charges. Once the family was assigned an advocate the school became responsive and has now agreed to meet and develop a plan to provide supportive services in school.

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## PRO BONO PROJECT

### FISCAL YEAR 2016-2017 (Oct. 1 thru Sept. 30)

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**I. Case Placements:**

During this quarter we placed 249 (+15 QoQ) cases with 135 unique attorney volunteers.

- October – 50 cases
- November – 122 cases
- December – 77 cases

**II. Pro Bono CLE Seminars:**

- October 17: CAP Basics CLE w/ Judge Sullivan

- October 18: LV National Bar Association CAP CLE at our office (cancelled by LV NBA)
- October 19: FJP-Safety of Visitations CLE
- October 20: CAP Supplemental CLE-Adoption
- October 26: Writing Prose like the Pros CLE
- November 7: CAP CLE for Las Vegas Defense Lawyers at Judge Johnson's courtroom
- November 14: Basics of Family Law CLE
- November 15: CAP Basics CLE
- November 30: NJA CLE
- December 1: CAP Supplemental CLE-Ethics
- December 15: Basics of Representing Children in Abuse and Neglect Cases CLE
- December 15: Juvenile Immigration/Family Court CLE

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

- October: Scott Scherer
- November: Dan Lovell and Shelley Cooley
- December: Professor Michael Kagan

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

- October 12: Lunch meeting with new Holland and Hart pro bono liaison, Justin Allsop
- October 24: Meeting with Judge Harmony Letizia in her chambers about increased PB participation by Justice Court practitioners
- November 13: NV Supreme Court Appellate Pro Boo Meeting
- November 14: Federal Bar Association meeting and new members welcome session – Noah and Cindy attend and have a table
- November 16: Meet the Chiefs Mixer at the Nevada Supreme Court hosted by Legal Aid Pro Bono and the One Campaign Attorney Outreach Committee attended by Noah and Cindy
- December 7: NV Family Law Bar Section Pro Bono Awards Event: Noah attended

V. **Additional Events:**

- Months of October and November – PB Front of the Line program – Noah and Linda distributed materials to all District 8 Judges
- October 10: Noah addressed Civil Law Bench Bar meeting to report on progress of efforts in response to Oct. 1 shooting
- October 11: Noah attends Veteran's Fair at Dula Gymnasium as service provider with table
- October 13: Record video of 8-part CAP CLE at PBS Studios, Amy Honodel and Kim Abbott present material, Cindy, Noah and Sara attend

- October 31: ATJ Fellowship Information Session by Venicia and Noah at Boyd School of Law
- November 2: CCBA New Lawyer’s Committee Welcome Luncheon at chambers of Judge Nancy Allf, Noah attends
- November 3: Leadership Las Vegas – Noah attends and provides presentation on community safety net services
- November 14: Host Resource for Great Programs Site visit at Legal Aid for Civil Legal Needs Assessment
- November 17: Lloyd George Downtown Cultural Series – Noah attends and gives presentation
- November 28: Host NV Labor Commissioner for meeting on claims by workers at October 1 Harvest concert
- December 8: Legal Aid Center 17th Annual Pro Bono Awards Luncheon
- December 14: CCBA Volunteer Appreciation Lunch – Noah attends
- December 18: Noah has quarterly lunch with NLS Caroline Schwartz
- December 19: Meeting for Homeless Warrant Assistance Project

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## Legal Aid Center in the News

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### **Program to Give Foster Kids Attorneys Set to Get More Money**

Sept. 24, 2017

LV Sun

By The Associated Press

A Clark County program that provides attorneys to foster children in civil cases involving abuse or neglect is set to get an additional infusion of money, the Las Vegas Sun reports.

[Read Full Article](#)

Read more ...

### **No foster child will be forgotten: A state mandate means all kids in the system will have attorneys on their side**

Sept. 18, 2017

LV Sun

By April Corbin

When Elliot Brittain was 17, the two people who’d been raising him — his grandparents — both died unexpectedly, and he found himself immersed in the Clark County foster care system.

[Read Full Article](#)

Read more ...

## **LACSN Provides Vegas Strong Financial Toolkit for Those Affected by Oct. 1 Shooting**



December 1, 2017

The Vegas Strong Investment & Financial Planning Toolkit offers a wealth of information from tips to avoiding financial fraud to how to choose an investment professional.

[Read Full Article](#)

## **How to keep your rights: free event on guardianship alternatives**



LAS VEGAS (KTNV) Nov. 27, 2017 - Judge Frances Doherty and the Second Judicial District Court, with the support of the State Bar of Nevada, Legal Aid Center of Southern Nevada, and National Resource Center for Supported Decision-Making, are sponsoring a statewide outreach event on November 28, 2017 in Las Vegas.

[Read Full Article](#)

## Southern Nevada Senior Law Program – Second Quarter Update

- Thus far this fiscal year, we prepared 3,381 legal documents requested by our seniors.
- We continue to provide legal services, both appointments and seminars, in-house with monthly outreach visits to Henderson and Boulder City Senior Centers.
- SNSLP is pleased to support the State of Nevada Attorney General by participating in the @Ease Legal Assistance for Nevada's Military Heroes event on February 23 and 24 at the Las Vegas VA Medical Center. This event will advise veterans on topics regarding Consumer Law/Protection, Wills, Powers of Attorney, Landlord/Tenant, Public Benefits, Veteran's Benefits, Family Law and Bankruptcy. We are also actively involved in the Legal Needs Assessment.
- Our Estate Planning and Probate Unit continues to be the most demanded legal service by the community.
- Our Health Care Unit assists seniors and families facing a catastrophic illness or loss of a loved one and documenting end of life wishes.
- Our Consumer Assistance Program helps resolve consumer protection issues, including everything from unscrupulous business transactions to outright fraud, and debt relief. Housing issues, including HOA concerns and landlord tenant disputes, are also covered.
- We are continuing our housing and financing search in FY 18. We are currently located at 411 East Bonneville Avenue. The Downtown Project provided an in-kind housing donation from our July 1, 2012 through September 30, 2017. We plan to remain at our present location through a portion of 2018.
- SNSLP experienced personnel changes at the beginning of the year. One long-time attorney, Julie Arnold, relocated to St. Louis, MO to care for her elderly father. Lauren Davis, who had been with the organization for three years, left us to fulfill her life-long dream of trekking around the world. We recently hired Jeff Arlitz with the Law Office of Michael F. Bonn and Chelsea Crowton with Aldrige Pike.

Access to Justice  
3/9/18  
VARN Report

- VARN held our annual Pro Bono Award event at the Supreme Court on Thursday, January 25. We honored 39 attorneys for their participation in VARN's pro bono program and gave out 6 special awards to those who went above and beyond for VARN last year.
- We have two new staff attorneys and a new legal assistant who have joined the VARN team since November.
- 2017 Statistics
  - In total, VARN assisted 2,606 Nevadans last year.
  - VARN provided brief services & referrals to 1,957 clients in 2017.
  - VARN placed 36 cases through the Pro Bono Program in 2017.
  - VARN assisted 430 clients through the Lawyer in the Lobby and Legal Aid Fair programs in 2017.
  - VARN attorneys provided litigation assistance on 150 cases through our Domestic Violence Victims Assistance Project (DVVAP) in 2017.
  - VARN staff assisted with 33 cases through our Domestic Violence Rural Immigrant Integration Project (DVRIIP) in 2017.



## ACCESS TO JUSTICE COMMISSION

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Quarterly Nevada Legal Aid Provider/ATJC Meeting - Highlights  
Friday, January 1, 2018 – 10:00 a.m.

### **Legal Aid Providers Present**

Barbara Buckley  
James Conway  
Dawn Gearhart  
Elana Graham  
Annamarie Johnson  
Noah Malgeri  
Julie Mogensen

### **ATJC Staff Present**

Brad Lewis

Justice Hardesty and Chief Justice Douglas requested that we reinstate our quarterly ATJC/legal aid provider call. The consensus for the calls was to discuss and prioritize key initiatives with the goal to strategize and advance initiatives aligned with the mission. Our first call was designed to settle on our priorities and actions to advance with the goal of accomplishing more.

### Agenda:

- Welcome
- Meeting purpose and mission focus
- Key initiatives discussion/prioritization
  - Statewide support
  - One Campaign dues check-off
- Justice Index review/discussion - <http://justiceindex.org/>
- Open discussion
- Adjourn

Brad welcomed the group and opened the meeting reviewing the purpose as stated above and refreshed the group that the discussions should be underpinned by ATJC's mission, as follows:

### ATJC mission:

- Assess current and future legal needs
- Develop policies to support and improve delivery
- Improve self-help and pro bono services
- Increase public awareness
- Investigate and pursue funding
- Recommend legislation or rules improving access to justice



#### Statewide Support:

The key initiatives discussion/prioritization began with a discussion led by James on statewide support of the former John Sasser position. James outlined that a few provider meetings had been held to determine if and how to advance on John's replacement. He shared that the former contract was a contract position with no benefits housed at WLS and funded on a formula agreed to by the providers. The discussion surrounding John's replacement has involved reimagining the position as a staff position with benefits and would be an employee of WLS or another provider, again funded through formula by core providers. The salary target discussed is \$70,000 plus benefits which could result in a slight cost savings over the previous contract of \$93-94,000 up to \$100,000. It was suggested that the posting did not need to specify pay.

A question was asked about the identified individual working exclusively for the providers and the response was yes. It was also discussed whether the person is required to be a lawyer. The answer was to leave the posting vague and see what responses were received for opportunity assessment. Finally, a question about hiring a firm was broached. It was shared that, due to the budget and potential conflicts of interest, and being a "small fish", that this arrangement was not preferred. A brief discussion ensued about the role of the individual outside of legislative sessions. The answer seemed to focus on "let's see", though most agreed that lawyer training was no longer a top priority. James shared that WLS office space was growing tight and a brief discussion surrounded the location flexibility including home officing and independent contracting. This, along with insurance needs was left up to being contingent on candidate interests and parameters. The conclusion was to keep the description and posting broad and for James to draft both for review and input from the providers.

#### Dues Check-Off:

The next item discussed related to dues check-off. Brad shared the recent funds raised through dues check-off and the plan to increase dues check-off contributions. He thanked Anna and Barbara for solid input that helped to improve the ask already in the field. Feedback was sought on the approach and messaging as we near the end of the opportunity for fundraising from this mechanism in the first quarter. A question was asked about if we thank the donors. Brad shared that he had developed and has begun sending thank you letters and that a sample would be sent to the group for feedback. The issue of a mandatory bar fee was discussed, along with an update on the surrounding discussions. A concern was raised over whether a mandatory donation might backfire and have a negative impact on pro bono. Several ideas for maximizing dues check-off were outlined including using donor testimonials, additional section outreach, and "if you had a good year, contribute" language. Another idea was to leverage the legal needs study findings for dues check-off by uncovering a statistic/matter that "could be eliminated" or "wiped out" with "just X action". It was discussed that the One concept/pilot originated in Florida and that it would be worthwhile to investigate how that program has evolved. Brad will follow up and check with other states on programs in place that are generating success. Other Input:



As time allotted was nearing an end brief initiative discussions were raised regarding e-filing, other funding, and language access. It was shared that a newly formed E-Filing Subcommittee would convene next week, that E-fees are being waived in proper cases and that the matter was being looked into. The perennial issue of funding was discussed and it was suggested that topic alone might be worthy of an entire future quarterly meeting to really delve deep into the matter, options and opportunities. Finally, the growing concern over language access and translation, including long court-date wait times was briefly mentioned. Brad shared that he had seen and reached out related to the Language Access Committee and that he had been appointed to and would be attending those meetings and would share learnings and initiatives back with the group.

#### Next Steps:

Brad requested that each provider send a short, bullet point list of three key initiatives where legal aid providers and ATJC could advance our mission to begin to focus efforts of the group. These should be in addition to 1.) the legal needs study, which remains a key focus requiring substantial work, and 2.) funding. Brad will then review and coordinate suggestions back to the group. Finally, Brad will review The Justice Index in detail and bring forth ideas for improving Nevada's positioning amongst other states for discussion with the group.

Other examples of potential priorities shared previously are below.

#### Examples:

- E-Filing
- Law clerk pro bono
- One Campaign
- PR and service adjustments based on legal needs study
- Commission structure to support mission/key initiatives
- Prep for/follow-up from Commission meetings
- Legal needs study
- Greatest challenge/opportunity

#### Follow Up Items:

- James to draft statewide support job description and broad job posting and share with providers for feedback
- Brad to share dues check-off thank you letter for provider review and input
- Brad to investigate
  - donor testimonials, additional section outreach and "if you had a good year, contribute" language to refresh dues check-off ask for final early February push
  - Florida One program evolution and pro bono donation best practices in use
- Brad to share updates from attendance at Language Access Committee meetings



- Providers to send Brad a short, bullet point list of three key initiatives for group pursuit for review, consolidation and recommendation back to providers for future discussions (in addition to legal needs study and funding which will be included)
- Brad will review The Justice Index for elements that could be worked on by the group to advance Nevada's access to justice ranking among states

# CIVIL LAW SELF-HELP CENTER STATISTICS

December 2017  
12/01/2017 to 12/31/2017 (20 operating days)

## General

Total number customer interactions (for month)	4045	Total number served in 2017	52,135
Total number of intake forms collected	50	% of parties returning forms	1%
Total number of intake forms sampled	50	% of collected forms sampled	1%

## Biographical Data

### Ethnicity:

White	12		27%
Black	17		39%
Hispanic	10		23%
Asian	1		2%
American Indian			0%
Other	4		9%
No Response Provided	6		12%

### Age:

60 and over	7		15%
No Response Provided	4		8%

### Sex:

Male	22		46%
Female	26		54%
No Response Provided	2		12%

### Currently Employed?

Yes	29		60%
No	19		40%
No Response Provided	2		4%

### Annual Household Income:

Under \$10,000	9		20%
\$10,000 to \$20,000	12		27%
\$20,000 to \$30,000	11		24%
\$30,000 to \$40,000	7		16%
\$40,000 to \$50,000	1		2%
\$50,000 plus	5		11%
No Response Provided	5		10%

### Benefits Received:

Social Security/Disability	13		45%
Unemployment	1		3%
TANF/Food Stamps	20		69%
Subsidized Housing Benefits			0%
No Response Provided or No Benefits Received	21		42%

### Education Level:

Less than High School	5		11%
High School/GED	13		30%
Some College	17		39%
College Degree	9		20%
No Response Provided or No Benefits Received	6		12%

### Court Case Pending In:

District Court	7		16%
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Justice Court	31		70%
Las Vegas	5		16%
Henderson			0%
North Las Vegas	1		3%
Other			0%
No Case or No Response Provided	6		12%
<b>Represented by an Attorney:</b>			
Yes	2		4%
No	43		96%
No Response Provided	5		10%
<b>Number of Visits to the SHC:</b>			
One	18		39%
Two	14		30%
Three	7		15%
More	7		15%
No Response Provided	4		8%
<b>Reason for Visit to the SHC:</b>			
Appeal	4		8%
Auto Sale/Lease, Repair, Towing			0%
Consumer Debt or Loan	1		2%
Contract Dispute			0%
Employment Dispute			0%
Foreclosure Mediation Assistant			0%
Garnishment or Execution	2		4%
Guardianship			0%
Harassment or Protection Order			0%
Homeowner Eviction	4		8%
Judicial Review	1		2%
Landlord/Tenant Dispute or Eviction	19		39%
Mediation	1		2%
Mobile Home Sales, Repairs, or Eviction	2		4%
Personal Injury/Property Damage			0%
Probate	2		4%
Small Claims Case	9		18%
Other	4		8%
No Response Provided	1		2%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	41		84%
Satisfied	8		16%
Unsatisfied			0%
Very Unsatisfied			0%
No Response Provided	1		2%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	41		85%
Agree	7		15%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		4%

<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	40		83%
Agree	8		17%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		4%
<b>I understand the court process and my situation better now than before I came to the Self-Help Center:</b>			
Strongly Agree	39		81%
Agree	9		19%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	2		4%
<b>The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:</b>			
Strongly Agree	35		73%
Agree	13		27%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	2		4%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	38		79%
Agree	9		19%
Disagree			0%
Strongly Disagree			0%
No Opinion	1		2%
Did not fill out forms during this visit			0%
No Response Provided	2		4%
<b>The Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	25		52%
Agree	9		19%
Disagree			0%
Strongly Disagree	1		2%
No Opinion	2		4%
Have Not Visited the Website	11		23%
No Response Provided	2		4%
<b>Other Comments and Suggestions</b>			

The woman that helped me out was very kind and helpful, answered all my questions.  
Kat was very knowledgeable, nice with a big smile on her face.  
The staff was very friendly & helpful and very pleasant to deal with. Great customer service.  
Much help highly appreciated. Fast and extremely friendly.  
The self help center so great very helpful thank you so much  
The ladies at the center were both very helpful and informative. Thank you  
Very grateful  
The staff was the best they was very helpful  
Thank you for your help.  
Staff was a great help I appreciate it. All information was clearly explained with patience and great attitude.  
They are very helpful. Detail instruction.  
Self-Help Center employees were very sociable very friendly and expedited my case very quickly and

really knew what they were doing!  
The ladies was a great help  
Pam especially was knowledgeable and very helpful. Even though I made mistakes on the forms none of the staff were judgmental. I felt they all cared but especially Pam who dealt with me several while I filled out the forms. Thank you for such friendly and nice staff.  
Everyone was awesome  
They greeted me right away no waiting. They explained all and gave me the correct forms to use they were awesome!!  
Very helpful service. Useful! Needed! Staff knowledgeable. More patient in some days than others but thanks human nature!  
Very great customer service. Awesome help. Give her a raise.  
Kat was very informative, friendly, and comforting. She was great!  
Prescilla has been very kind, compassionate, and helpful on each visit. She is knowledgeable and reps the justice court exceptionally well. Thanks to Prescilla!  
Kat is the most professional person thanks for everything  
Kat was very helpful. I while multi-tasking with other clients she took the time to help me thoroughly and help me finish. The filing through computer.  
Excellent thank Nevada \$ Lauren help me so much, even made me a copy! Miss Joshua big asset to place but so proud of him.  
Ms. Kat and Ms. Pam were informative and very helpful. They are kind and make the process understandable for a "first timer".  
You have great service; you are very polite. Give them a raise - they deserve it & sometimes you go places where people don't seem like they want to be there. But I can tell you all want to be here to help.  
I came into the self-help center confused and flustered. After talking to Kat she push me in the correct direction. She is fantastic, and most certainly a life saver.

# FAMILY LAW SELF-HELP CENTER STATISTICS

December 2017  
12/1/2017 to 10/31/2017 (20 operating days)

## General

Total number customer interactions (for month)	3509	Total number served in 2017	49,473
Total number of intake forms collected	79	% of parties returning forms	2%
Total number of intake forms sampled	79	% of collected forms sampled	100%

## Biographical Data

### Ethnicity:

White	15		19%
Black	15		19%
Hispanic	32		41%
Asian	8		10%
American Indian			0%
Other	8		10%
No Response Provided	1		1%

### Age:

60 and over	5		8%
No Response Provided	14		18%

### Sex:

Male	20		31%
Female	45		69%
No Response Provided	14		93%

### Currently Employed?

Yes	48		67%
No	24		33%
No Response Provided	7		9%

### Annual Household Income:

Under \$10,000	18		26%
\$10,000 to \$20,000	14		21%
\$20,000 to \$30,000	14		21%
\$30,000 to \$40,000	14		21%
\$40,000 to \$50,000	2		3%
\$50,000 plus	6		9%
No Response Provided	11		14%

### Benefits Received:

Social Security/Disability	5		17%
Unemployment	4		13%
TANF/Food Stamps	23		77%
Subsidized Housing Benefits	2		7%
No Response Provided or No Benefits Received	49		62%

### Education Level:

Less than High School	6		10%
High School/GED	27		43%
Some College	21		33%
College Degree	9		14%
No Response Provided	16		20%

### Represented by an Attorney:

Yes	4		6%
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No	67		94%
No Response Provided	8		10%
<b>Number of Visits to the SHC:</b>			
One	18		27%
Two	19		28%
Three	12		18%
More	18		27%
No Response Provided	12		15%
<b>Reason for Visit to the SHC:</b>			
Adoption			0%
Annulment	3		4%
Child Support	4		5%
Custody	25		33%
Divorce	30		39%
Domestic Partnership			0%
Foreign Judgment			0%
Guardianship	5		7%
Juvenile Matters			0%
Legal Separation	1		1%
Name Change	4		5%
Paternity	1		1%
Termination of Parental Rights			0%
Visitation	1		1%
Other	2		3%
No Response Provided	3		4%
<b>Satisfaction Data</b>			
Out of total providing satisfaction information:			
<b>Overall satisfaction:</b>			
Very Satisfied	61		81%
Satisfied	14		19%
Unsatisfied			0%
Very Unsatisfied			0%
No Response Provided	4		5%
<b>The staff was knowledgeable and listened to what I had to say:</b>			
Strongly Agree	60		83%
Agree	11		15%
Disagree			0%
Strongly Disagree			0%
No Opinion	1		1%
No Response Provided	7		9%
<b>The staff's explanations and answers to my questions were clear and understandable:</b>			
Strongly Agree	57		77%
Agree	17		23%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	5		6%
<b>I understand the court process and my situation better now than before I came to the SHC:</b>			
Strongly Agree	56		75%
Agree	18		24%

Disagree			0%
Strongly Disagree	1		1%
No Opinion			0%
No Response Provided	4		5%
<b>The forms and other written materials at the SHC were clear, helpful, and instructional:</b>			
Strongly Agree	55		72%
Agree	18		24%
Disagree			0%
Strongly Disagree			0%
No Opinion	2		3%
Did Not Receive Forms or Materials this Visit	1		1%
No Response Provided	3		4%
<b>In filling out my forms today, the staff's assistance and direction was helpful:</b>			
Strongly Agree	63		82%
Agree	12		16%
Disagree			0%
Strongly Disagree			0%
No Opinion	1		1%
Did not fill out forms during this visit	1		1%
No Response Provided	2		3%
<b>The Family Law Self-Help Center's website was user-friendly and informative:</b>			
Strongly Agree	48		63%
Agree	12		16%
Disagree	1		1%
Strongly Disagree			0%
No Opinion	3		4%
Have Not Visited the Website	12		16%
No Response Provided	3		4%
<b>Other Comments and Suggestions</b>			

Gicola was very helpful and knowledgeable. Very nice.

Gicola was so very helpful in my case, listened to everything I had to say, and was delightful.

The ladies at the self-help center are very comforting. They also let me know and understand what papers to fill out. I really appreciate their hard work.

Very helpful, knowledgeable staff.

Kindness and personal care full of empathy very helpful personnel.

Guadalupe was very helpful. She understood the situation and helped so much. Very satisfied with her customer service.

Each time was a great help

The ladies in the self help center are amazing. Because of them, I now have some education of how the process works. When I first came to file the answer to the divorce I was amazed. I am now aware of my rights as a Defendant & feel am confident moving forward.

I received complete information staff is very kind and informative on the information that I received.

Guadalupe was very helpful and smile. :)

So different 20 yrs ago. Its faster and more convenient. Thanks :)

They are so thoughtful and helpful, such a blessing to have this service

Great job staff keep up the good work

Just keep doing great service God bless you!

Very great helper and understanding. Got to answer all my questions and got the help I needed at the family law self help center. Thank you very much!

Thank you for all the help.

Guadalupe was very helpful and thorough with explaining all documents. I would recommend her to others

for support through the self filing divorce process.

The clerk was very knowledgeable & helpful.

Guadalupe was very helpful, which in turn helped me respond better and lifted my response security! I was a nervous wreck and it calmed me by helping. Thank you - P.S. She was very refreshing.

Celina was pleasant and very accomodating I appreciate her taking time to notarize and copy our documents.

The center is very helpful & needed. Court cases, filing, etc. are extremely confusing it's nice to receive help without cost of attorneys.

Very helpful with my case very professional

These answers reflect the help I received from Guadalupe. She was friendly, professional and very helpful.

I want to say thank you for hiring Gicola. She is very informative, patient, helpful, listens and goes above and beyond to ensure ones case is process correctly. I don't feel like I'm just a person who's case doesn't matter. I'm very thankful she works here (self help center).

Guadalupe was extremely nice helpful and very knowledgeable to everything I needed help with. Very happy with it all.

# SECOND JUDICIAL DISTRICT COURT STATISTICS

## WASHOE COUNTY LAW LIBRARY REFERENCE

JANUARY 2018

1/1/18 - 1/31/18 (21 Operating Days)

REFERENCE QUESTIONS	GENERAL PUBLIC	ATTY OR OTH LGL PROF	TOTAL
<b>Family Law</b>			
Adoption/ Termination of Parental Rights	4		4
Answers	7		7
Child Custody	29		29
Child Support	7		7
Divorce/ Annulment/Separation	46		46
Domestic Violence/TPO/EPO	8		8
Family Court Procedures/Packets	42		42
Guardianships Adult/Minor	21		21
Name Change Adult/Minor	23		23
Motions/Notice/Emergency	20		20
Oppositions/Objections	2		2
<b>Law Library Reference</b>			
Appeals	5		5
Civil Complaints/Petitions	5		5
Civil Procedure/State/Federal	2		2
Civil Rights/Constitutional Law			0
Contract	1		1
Criminal Law and Defense			0
Employment/Labor	2		2
Immigration	1		1
Landlord/Tenant Rights	5		5
Medical	1		1
Military/Veterans Rights			0
Personal Injury/Damages			0
Probate/Wills/Trusts/Estate Planning	20		20
Rogue Title	11		11
Sealing of Criminal Record	9		9
<b>Law Library Services</b>			
Liberty Catalog/Circulation	6	4	10
Copier Use/ Change	167	7	174
Internet/ Contexte	123	11	134
Lawyer in the Library Info./Referrals	73		73
Westlaw	26	53	79
<b>Other Functions</b>			
Copies of Court Records	12		12
Referrals To Other Services/NLS/WLS	23		23
Other	89	14	103
<b>TOTAL</b>			<b>879</b>

# SECOND JUDICIAL DISTRICT COURT STATISTICS

## WASHOE COUNTY LAW LIBRARY IN PERSON VISITS

FEBRUARY 2018

2/1/18 - 2/28/18 (21 Operating Days)

TIME	GENERAL PUBLIC	ATTY OR OTH LGL PROF	TOTAL
8:00 AM - 10:00 AM	142	10	152
10:00 AM - 12:00 PM	375	23	398
12:00 PM - 3:00 PM	398	18	416
3:00 PM - 5:00 PM	384	10	394
5:00 PM - 7:00 PM	166	6	172
TOTAL			1532

## WASHOE COUNTY LAW LIBRARY TELEPHONE CALLS

FEBRUARY 2018

2/1/18 - 2/28/18 (19 Operating Days)

TIME	GENERAL PUBLIC	ATTY OR OTH LGL PROF	TOTAL
8:00 AM - 10:00 AM	16	2	18
10:00 AM - 12:00 PM	70	2	72
12:00 PM - 3:00 PM	55	3	58
3:00 PM - 5:00 PM	18	4	22
5:00 PM - 7:00 PM	1	1	2
TOTAL			172

## LAWYER IN THE LIBRARY

FEBRUARY 2018

2/1/18 - 2/28/18 (19 Operating Days)

PROGRAMS	PARTICIPANTS	PARTICIPANTS TURNED AWAY
Family Law	60	0
General Law	20	36
Probate	4	0
TOTAL	84	36

## WASHOE COUNTY LAW LIBRARY ELECTRONIC USAGE

FEBRUARY 2018

2/1/18 - 2/28/18 (19 Operating Days)

ELECTRONIC USAGE	TOTAL
Circulation of Books	17
In-house Usage	53
Email- Ask a Librarian	5
EBSCO	23
Internet/ Contexte	115
Westlaw Searches	Not available at this time
TOTAL	213

# SECOND JUDICIAL DISTRICT COURT STATISTICS

## WASHOE COUNTY LAW LIBRARY REFERENCE

FEBRUARY 2018

2/1/18 - 2/28/18 (19 Operating Days)

REFERENCE QUESTIONS	GENERAL PUBLIC	ATTY OR OTH LGL PROF	TOTAL
<b>Family Law</b>			
Adoption/ Termination of Parental Rights	14	0	14
Answers	5	0	5
Child Custody	19	0	19
Child Support	6	0	6
Divorce/ Annulment/Separation	33	0	33
Domestic Violence/TPO/EPO	9	0	9
Family Court Procedures/Packets	56	0	56
Guardianships Adult/Minor	33	0	33
Name Change Adult/Minor	18	0	18
Motions/Notice/Emergency	19	0	19
Oppositions/Objections	2	0	2
<b>Law Library Reference</b>			
Appeals	2	0	2
Civil Complaints/Petitions	2	0	2
Civil Procedure/State/Federal	9	0	9
Civil Rights/Constitutional Law		0	0
Contract		0	0
Criminal Law and Defense	4	0	4
Employment/Labor		0	0
Immigration		0	0
Landlord/Tenant Rights	9	0	9
Medical	2	0	2
Military/Veterans Rights	3	0	3
Personal Injury/Damages		0	0
Probate/Wills/Trusts/Estate Planning	15	0	15
Rogue Title	17	0	17
Sealing of Criminal Record	6	0	6
<b>Law Library Services</b>			
Liberty Catalog/Circulation	7	10	17
Copier Use/ Change	161	8	169
Internet/ Contexte	107	8	115
Westlaw	18	48	66
Lawyer in the Library Info./Referrals	70	0	70
<b>Other Functions</b>			
Copies of Court Records	1	0	1
Referrals To Other Services/NLS/WLS	19	0	19
Other	55	11	66
<b>TOTAL</b>			<b>806</b>

**LAWYER IN THE LIBRARY PROGRAM FOR FAMILY, GENERAL & PROBATE PROGRAM**

FAMILY LAW

JANUARY-FEBRUARY 2018

MONTH	ATTORNEY	# OF PEOPLE WHO ATTENDED	# OF PEOPLE TURNED AWAY
JAN. 2, 2018	No program	0	0
JAN. 9, 2018	Caryn Sternlicht & Danielle Christenson	25	0
JAN. 16, 2018	Megan Lucey & Danielle Christenson	27	3
JAN. 23, 2018	Tehan Slocum & Erin Grieve	20	0
JAN. 30, 2018	Bonnie Mahan & Bryan Carpenter	21	0
FEB. 6, 2018	Graeme Reid & Caryn Sternlicht	16	0
FEB. 13, 2018	Caryn Sternlicht & Travis Clark	10	0
FEB. 20, 2018	Erin Grieve & Danielle Christenson	20	0
FEB. 27, 2018	Michelle Bumgarner & Tamatha Schreinert	14	0
<b>TOTAL</b>		153	3

Total Assisted – 153

Total Family Law Turned Away – 3

GENERAL LAW

JANUARY-FEBRUARY 2018

MONTH	ATTORNEY	# OF PEOPLE WHO ATTENDED	# OF PEOPLE TURNED AWAY
JAN. 3, 2018	No program		
JAN. 10, 2018	Pete Cladianos	13	0
JAN. 17, 2018	Richard Cornell	10	5
JAN. 24, 2018	Jennifer Richards	11	5
JAN. 31, 2018	John Samberg	11	5
FEB. 7, 2018	Leah Wigren	9	0
FEB. 14, 2018	Program cancelled	0	0
FEB. 21, 2018	Joe Gorman	11	8
FEB. 28, 2018	Program cancelled	0	13
<b>TOTAL</b>		65	36

Total Assisted – 65

Total General Law Turned Away – 36

PROBATE LAW

JANUARY-FEBRUARY 2018

MONTH	ATTORNEY	# OF PEOPLE WHO ATTENDED	# OF PEOPLE TURNED AWAY
JAN. 17, 2018	Ed Gorman & Audrey Damonte	6	0
FEB. 21, 2018	Jack Grellman & Bryce Rader	4	0
<b>TOTAL</b>		10	0

Total Assisted – 10

Total Probate Law Turned Away - 0

# SECOND JUDICIAL DISTRICT COURT STATISTICS

## SELF HELP CENTER IN PERSON VISITS

JANUARY 2018

1/1/18 - 1/31/18 (21 Operating Days)

DATE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	TOTAL
1/1/18 - 1/7/18		38	34	42	16	130
1/8/18 - 1/14/18	46	40	29	39	10	164
1/15/18 - 1/21/18		60	35	30	15	140
1/22/18 - 1/28/18	61	36	38	32	19	186
1/29/18 - 1/31/18	51	48				99
					<b>TOTAL</b>	<b>719</b>

## SELF HELP CENTER IN PERSON VISITS BY TIME

JANUARY 2018

1/1/18 - 1/31/18 (21 Operating Days)

DATE	1/1/18 - 1/7/18	1/8/18 - 1/14/18	1/15/18 - 1/21/18	1/22/18 - 1/28/18	1/29/18 - 1/31/18	TOTAL
8:00 AM - 10:00 AM	16	29	27	31		103
10:00 AM - 12:00 PM	34	46	43	51		174
12:00 PM - 3:00 PM	47	53	45	66		211
3:00 PM - 4:30 PM	33	36	25	38		132
					<b>TOTAL</b>	<b>620</b>

## SELF HELP CENTER TELEPHONE CALLS

JANUARY 2018

1/1/18 - 1/31/18 (21 Operating Days)

TIME	GENERAL PUBLIC	ATTORNEY OR OTHER LGL PROF	TOTAL
8:00 AM - 10:00 AM	146	5	151
10:00 AM - 12:00 AM	136	2	138
12:00 AM - 3:00 PM	147	3	150
3:00 PM - 4:30 PM	74	1	75
		<b>TOTAL</b>	<b>514</b>
Downloads from Website	<b>TOTAL</b>	<b>2200</b>	

# SECOND JUDICIAL DISTRICT COURT STATISTICS

## SELF HELP CENTER QUESTION TYPE

JANUARY 2018

1/1/18 - 1/31/18 (21 Operating Days)

NATURE OF PROBLEM	GENERAL PUBLIC	ATTORNEY OR OTHER LGL PROF	TOTAL
Adoption - Adult	3		3
Adoption - Minor	9		9
Alimony / Spousal Support	1		1
Annulment	8	1	9
Answers / Oppositions	36		36
Case Management Conference	9		9
Child Support	56	1	57
Court Hearings	67		67
Default	8		8
Divorce - Complaint	76		76
Divorce - Joint Petition	60		60
Domestic Violence / TPO	35		35
Ex Parte Motions	44		44
Fee Waiver	37		37
Grandparent's Visitation	3		3
Guardianship - Adult	25		25
Guardianship - Minor Child(ren)	79		79
Jurisdiction - Family	2		2
Mediation	11		11
Motion	142	2	144
Name Change - Adult	15	1	16
Name Change - Minor	17		17
Notary	39		39
Objection to Master's Recommendation	3		3
Other	268	4	272
Paternity	6		6
Petition to Correct Birth Certificate	7		7
Petition to Domesticicate a Foreign Decree	3		3
Petition to Establish Custody and Visitation	125		125
Pick Up Orders			0
Settlement Conference	4		4
Spanish Speaking General Public	8		8
Spanish Speaking Telephone Calls	10		10
Stalking / Harassment	1		1
Stipulations	10	1	11
Subpoena / Deuces Tecum	2	1	3
Termination of Parental Rights	16		16
Nevada Legal Services Forms Clinic			0
Washoe Legal Services Forms Clinic			0
		<b>TOTAL</b>	<b>1256</b>

# SECOND JUDICIAL DISTRICT COURT STATISTICS

## SELF HELP CENTER IN PERSON VISITS

FEBRUARY 2018

2/1/18 - 2/28/18 (19 Operating Days)

DATE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	TOTAL
2/1/18 - 2/2/18			34	40	21	95
2/5/18 - 2/9/18	66	38	44	43	21	212
2/12/18 - 2/16/18	53	40	19	36	14	162
2/20/18 - 2/23/18	0	37	29	25	19	110
2/26/18 - 2/28/18	65	39	42			146
					<b>TOTAL</b>	<b>725</b>

## SELF HELP CENTER IN PERSON VISITS BY TIME

FEBRUARY 2018

2/1/18 - 2/28/18 (19 Operating Days)

DATE	2/1/18 - 2/2/18	2/5/18 - 2/9/18	2/12/18 - 2/16/18	2/20/18 - 2/23/18	2/26/18 - 2/28/18	TOTAL
8:00 AM - 10:00 AM	22	31	21	24	17	115
10:00 AM - 12:00 PM	35	74	50	34	48	241
12:00 PM - 3:00 PM	28	71	60	37	53	249
3:00 PM - 4:30 PM	10	36	31	15	28	120
					<b>TOTAL</b>	<b>725</b>

## SELF HELP CENTER TELEPHONE CALLS

FEBRUARY 2018

2/1/18 - 2/28/18 (19 Operating Days)

TIME	GENERAL PUBLIC	ATTORNEY OR OTHER LGL PROF	TOTAL
8:00 AM - 10:00 AM	91	3	94
10:00 AM - 12:00 PM	98	2	100
12:00 PM - 3:00 PM	62	3	65
3:00 PM - 4:30 PM	39		39
		<b>TOTAL</b>	<b>298</b>
Downloads from Website	<b>TOTAL</b>	1705	

# SECOND JUDICIAL DISTRICT COURT STATISTICS

## SELF HELP CENTER QUESTION TYPE

FEBRUARY 2018

2/1/18 - 2/28/18 (19 Operating Days)

NATURE OF PROBLEM	GENERAL PUBLIC	ATTORNEY OR OTHER LGL PROF	TOTAL
Adoption - Adult	1		1
Adoption - Minor	4		4
Alimony / Spousal Support	2		2
Annulment	8		8
Answers / Oppositions	41		41
Case Management Conference	7		7
Child Support	43	2	45
Court Hearings	41	1	42
Default	7		7
Divorce - Complaint	71	1	72
Divorce - Joint Petition	52		52
Domestic Violence / TPO	35		35
Ex Parte Motions	42		42
Fee Waiver	38		38
Grandparent's Visitation	8		8
Guardianship - Adult	15		15
Guardianship - Minor Child(ren)	52	3	55
Jurisdiction - Family	3		3
Mediation	11		11
Motion	113	3	116
Name Change - Adult	20	2	22
Name Change - Minor	11	1	12
Notary	49		49
Objection to Master's Recommendation	6		6
Other	159	8	167
Paternity	5		5
Petition to Correct Birth Certificate		1	1
Petition to Domesticate a Foreign Decree	2		2
Petition to Establish Custody and Visitation	74	2	76
Pick Up Orders	1		1
Settlement Conference	5		5
Spanish Speaking General Public	5		5
Spanish Speaking Telephone Calls	3		3
Stalking / Harassment	2		2
Stipulations	5		5
Subpoena / Deuces Tecum	2		2
Termination of Parental Rights	10		10
Nevada Legal Services Forms Clinic			0
Washoe Legal Services Forms Clinic			0
		<b>TOTAL</b>	<b>977</b>

## 2018 Equal Justice Conference/National Meeting of State Access to Justice Commission Chairs

Tuesday, May 8

**8:30 a.m. — 5:00 p.m.**

MIE New Executive Director Training

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Wednesday, May 9

**7:30 a.m. - 1:00 p.m.**

Pre-Conference Registration

**7:30 a.m. — 6:00 p.m.**

PRE-CONFERENCES

**8:30 a.m. — 5:00 p.m.**

MIE New Executive Director Training

**3:00 p.m. – 7:00 p.m.**

Conference Registration and Exhibitor Showcase

**7:00 p.m.**

Dutch Treat Dine-Around Coordinated by the National Association of Pro Bono Professionals

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Thursday, May 10

**7:30 a.m. – 5:30 p.m.**

Registration and Exhibitor Showcase

**7:30 a.m. – 8:30 a.m.**

Continental Breakfast

**8:30 a.m. – 9:45 a.m.**

Opening Plenary Session

**10:00 a.m. – 11:15 a.m.**

CONCURRENT WORKSHOPS 1

**11:30 a.m. – 1:00 p.m.**

Networking Lunch

**1:15 p.m. – 2:30 p.m.**

CONCURRENT WORKSHOPS 2

**2:30 p.m. – 3:00 p.m.**

Networking Break

**3:00 p.m. – 4:15 p.m.**

CONCURRENT WORKSHOPS 3

**6:00 p.m. – 9:00 p.m.**

Open Reception

Everyone is encouraged to attend to catch up with old friends and become acquainted with new ones.



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## Friday, May 11

**7:30 a.m. – 5:00 p.m.**

Registration and Exhibitor Showcase

**7:30 a.m. – 8:30 a.m.**

Continental Breakfast

**8:30 a.m. – 9:45 a.m.**

CONCURRENT WORKSHOPS 4

**9:45 a.m. – 10:15 a.m.**

Networking Break

**10:15 a.m. – 11:30 a.m.**

CONCURRENT WORKSHOPS 5

**11:45 a.m. – 1:30 p.m.**

Luncheon and Awards Presentations

**1:45 p.m. – 3:00 p.m.**

CONCURRENT WORKSHOPS 6

**3:00 p.m. – 3:30 p.m.**

Afternoon Fun Break

**3:30 p.m. – 4:45 p.m.**

CONCURRENT WORKSHOPS 7



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Saturday, May 12

**7:30 a.m. – 8:30 a.m.**

Coffee Service

**7:30 a.m. – 11:30 a.m.**

Registration and Exhibitor Showcase

**8:00 a.m. – 3:30 p.m.**

National Meeting of State Access to Justice Chairs

**8:30 a.m. – 9:45 a.m.**

CONCURRENT WORKSHOPS 8

**10:00 a.m. – 11:30 a.m.**

Closing Plenary Session and Brunch



## ACCESS TO JUSTICE COMMISSION

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Nevada IOLTA Subcommittee Meeting  
Highlights  
Tuesday, January 9, 2018 – 2:00 p.m.

### **Present**

Chief Justice Michael Douglas  
Justice James Hardesty  
Connie Akridge  
Barbara Buckley  
Sarah Guindy  
Phyllis Gurgevich  
Noah Malgeri  
BJ North

### **Staff Present**

Kimberly Farmer  
Brad Lewis

Justice James Hardesty opened the meeting at 2:07 p.m. by welcoming all present and then suggesting Brad walk the group through the agenda for input, comments and discussion by the group.

### **CRA credit update/NBA interest in reference documents (Oregon examples)**

After a brief review of the topic and mention of the Nevada Bankers Association (NBA)-supplied CRA Modernization document it was discussed that uncertainty surrounding what may and may not be approved for CRA credit was a problem not unique to Nevada and discussions are underway to make the process more transparent. It was shared that all Nevada banks go above and beyond fulfilling their community commitments but that it can be a challenge during compliance audits to gain necessary approvals for a variety of commitments. It was shared that it would be beneficial for programs to be approved in advance to help with the transparency issue. Phyllis shared that at an upcoming meeting January 17, 2018 with the NBA, FDIC and OCC, dialogue will be opened to continue to learn about, understand, and work on the ability for IOLTA to be credited for CRA. Phyllis did say that the Oregon documents and language may be helpful in showing the portion of IOLTA which truly should be counted as a grant.

Justice Hardesty offered that Brad would be available to attend the FDIC/OCC meeting should NBA find useful and appropriate. A question was raised as to how important banks really believe the ability to obtain CRA credit is in the context of what value is most important for delivery back to banks from IOLTA participation. A discussion ensued about the value of the Nevada Bar Foundation (NBF) liaisons in communicating and hearing directly from banks how we can develop our partnership and deliver the most value. Phyllis shared that banks think it's very important for stakeholders to know that banks make a major contribution to IOLTA and are an important source of funding for legal aid.



## **Voluntary/mandated rates and Partnership Bank Program recommendation**

Brad investigated other states voluntary versus mandated rates are related to Partnership Bank Programs and reported all other states have rates generally set by banks, except that often those rates have comparability requirements. In many states, a variety of banks voluntarily offer higher rates to participate in a Partnership Bank Program. All 40 state programs reported on ABA's Banking Survey were reviewed. At least 11 of 40 states, including 206 banks, have voluntary Partnership Bank Programs going by a variety of names, including: Leadership Banks, Honor Roll Banks, Prime Partners, etc. The average rate paid in these programs is currently 1.119%. The median rate paid is 1%.

Brad then shared a *Partnership Bank Program recommendation for discussion*:

- Platinum Partner Bank
  - Pay 85% of the Fed Funds Target Rate (high end, if range) or 1.25%, whichever is greater
- Gold Partner Bank
  - Pay 75% of the Fed Funds Target Rate (high end, if range) or 1.15%, whichever is greater
- Silver Partner bank
  - Pay 70% of Fed Funds Target Rate (high end, if range) or 1.00%, whichever is greater
- Using the "high end", if range – Brad shared that he learned if the Fed Funds Rate is a range, that banks essentially react based on the high end of the range, and that is why most state Partnership Bank Programs base their formula on the high end, if rates are a range.
- Rates could be set/announced - On the current Rate Review schedule, twice yearly – OR - based on the December rate each year for a February 1, following year adjustment, as examples
- NBF liaisons to gain bank feedback on – Concept/formula, recognition

Justice Hardesty asked the banks what their reaction to this information was. Phyllis shared that it was interesting information and her suggestion was to gain feedback from banks through a brief survey. She requested that Brad review it before it was sent to banks which was agreed. Sarah responded that she'd need to present the information to her bank for their input. BJ shared that how any Partnership Bank Program was approached to banks would need to vary by national, regional and state banks as each has unique needs and differing methodologies for how they support their communities. She suggested that it would be productive to have the NBF liaisons be joined by legal aid providers as this type of information is shared for feedback.

Justice Hardesty shared that offering different rate levels would be awkward for the NBF and ATJC to implement and show proper recognition. Sarah shared that such a program in Nevada would likely be hard to implement. The prior discussions outlined that the Partnership Bank Program, if pursued, would be additive on top of the current .70 interest rate in place and that, should bank discussions proceed, feedback on this concept should be garnered. Sarah shared that she believed a Partnership Bank Program could harm the Nevada IOLTA program as it currently exists. Phyllis shared that it would be interesting to see the information shared from states similar to Nevada and that it was preferred to have a rate related to the "book of business" a bank enjoys with the participating law firm. Justice Hardesty felt that information should come from the banks due to the wide variability in what they may or may not find of value from account holders, and cited several examples of how banks may view and determine the value of a book of business that ATJC is not in the position to evaluate. A discussion ensued about the value of law firm referrals to banks as one element of the value delivered. Justice



Hardesty renewed his offer to assist banks by discussing if there is a way to address IOLTA trust account holders only.

The current 2017-18 Nevada Statewide Study of Legal Needs and Economic Impacts was highlighted and all agreed that including banks in the late first quarter stakeholder meetings should occur. It was also mentioned that banks could be accompanied by their NBF liaisons.

### **Conversion of interest rates to grants**

Brad inquired with ABA's Commission on IOLTA, Joint Banking Committee, the National Association of IOLTA Programs (NAIP) and Judith Baker, executive director of the Oregon Law Foundation (OLF) and shared, in each case, the response to "converting interest rates to grants" was, essentially, no. OLF stated, in fact, that perhaps their language should be "CRA Investment Credit" instead of "CRA Donation Credit." In recalling one example of donation conversion in Vermont, the Vermont Bar Foundation says, "Prime Partners may choose to make a combination of interest rate payments and charitable contributions to meet the annual net yield requirement."

Phyllis shared that banks believe the "grant" language may be beneficial in helping to receive CRA credit. She repeated that while CRA compliance is muddled and they seek ways to be able to earn CRA credit for IOLTA accounts, no bank says they do not want to participate and are simply looking for the program to make the most sense and gain all of the benefits possible. Justice Douglas hoped that with what we've learned and the banker's upcoming meetings that we can crack the code of CRA credit for Nevada.

### **Nevada legal aid provider funding beyond IOLTA**

Brad gathered legal aid provider funding sources beyond IOLTA and shared with the group. IOLTA funding is very important in the overall Nevada legal aid provider funding picture. While in no case is it primary, it is often the secondary or ranks as the third most important funding source. Court filing fees and Federal grants are the primary sources of legal aid provider funding.

Phyllis wondered if there was an opportunity to increase various filing fees by category. For example, increased marriage license fees could fund domestic violence programs. It was outlined that there's a history with each of the filing fees, where they go, what they support, and the total cost related to the filing. Justice Douglas shared a critical issue is balancing the fees with the good they do – and the ability for people to pay – which, at its essence is an access to justice issue.

The filing fee discussion prompted Phyllis to ask if ATJC could provide content for the NBA monthly newsletter. ATJC is happy to supply and will develop an editorial calendar for 2018 outlining potential stories for NBA review.



### **Nevada Bar Foundation liaisons to banks (Partnership Bank & expanding relationships)**

Brad outlined that ATJC would like to have Nevada Bar Foundation liaisons reach out to, potentially, the bankers from the first meeting but would like NBA feedback on if there are additional banks/better contacts that should be on the list for outreach.

It was decided that Brad would share the complete IOLTA bank list with NBA showing account values and we'd select, say, five (5) banks who hold large, medium and small account values to assure we're getting a representative sample of bank viewpoints overall. Since this will be a larger list of fifteen (15) or so banks, NBF agreed that many of their liaisons would need to be assigned to a couple of banks to get the feedback sought. It was also suggested that Legal Aid Center of Southern Nevada would be willing to host an IOLTA/educational breakfast including other area providers. There is an opportunity to take advantage of the first quarter 2018 stakeholder meeting preparations and new survey data in coordinating and presenting the meetings. They would also be an opportunity for bank feedback. It was additionally suggested that perhaps the same type of event could be held in Reno. Brad will reach out on that. It was felt that at least beginning these meetings so that at least some occur before the next IOLTA Subcommittee meeting, that feedback obtained could be discussed at that time. If successful, a similar event could become an annual occurrence.

### **Nevada Bankers Association member for Access to Justice Commission**

NBA recommended three Nevada bankers for consideration to be included as members of the Access to Justice Commission. The ATJC Nominating Subcommittee recommended Randy Boesch, Nevada State Bank, from those recommendations. Mr. Boesch's nomination was presented to the full Commission at the November, 2017 meeting. The Commission agreed to proceed with Mr. Boesch's nomination. Phyllis shared that she felt Randy would be a great addition to the Commission.

Justice Hardesty concluded the meeting by inviting Phyllis, BJ, and Sarah to attend the ATJC March meeting. It was also decided we should work to schedule the next IOLTA Subcommittee meeting for April.

The meeting was adjourned at 3:22 p.m.

### **Follow Up Items:**

- Phyllis to determine if Brad joining for FDIC/OCC CRA meeting is useful/appropriate
- Phyllis to develop bank survey of Partnership Bank Program with Brad to review before sending
- Brad to assure banks invited to stakeholder meetings (with assigned NBF liaisons, if possible)
- Brad to develop IOLTA editorial calendar for NBA monthly newsletter
- Brad to share IOLTA bank list with NBA to select five large, medium and small account holders to be identified (bank & contact) for NBF liaison outreach
- Brad to investigate LACSN/other provider (including North) IOLTA educational breakfast and/or bank invites to stakeholder meetings
- Brad to invite Phyllis, BJ, and Sarah to March 9 ATJC meeting
- Brad to schedule next IOLTA Subcommittee meeting for April

**Memorandum**

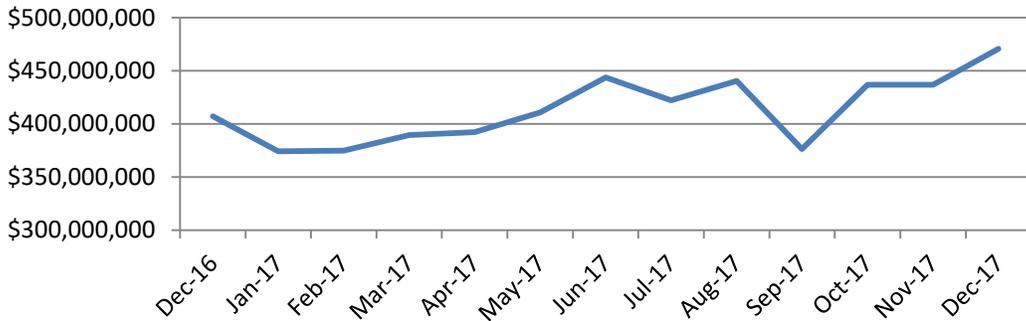
To: Access to Justice Commission and State Bar of Nevada  
 From: Nevada Bar Foundation  
 Date: January 31, 2018  
 Prepared by: Matt Larson

Re: Monthly IOLTA Update

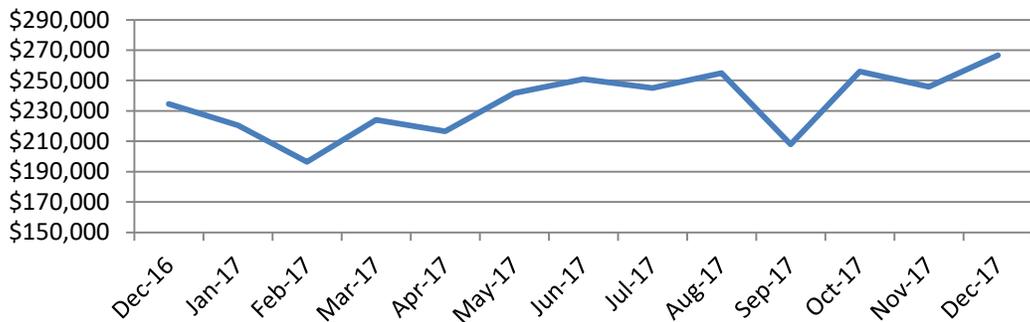
I. December 2017 IOLTA at-a-glance

	2017	2016
Total IOLTAs	3,032	3,022
Amount on deposit	\$470,436,006	\$406,924,357
Total reported interest accrued	\$266,745	\$234,692
Year-to-date remittance	\$2,826,994	\$2,607,092

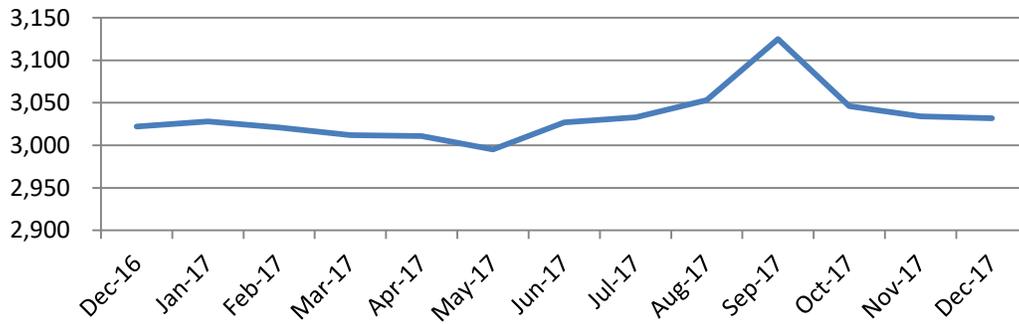
**Amount On Deposit**



**IOLTA Revenue**



## IOLTA Accounts



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

#### A. Financial Institutions with *at least* 25 IOLTAs

Financial Institution	Accounts	Weighted Avg. Interest Rate	Total Bank Principal Balance	Remittance	YTD Remittance
Bank of America	558	0.70%	\$ 70,285,034.13	\$ 41,766.77	\$ 431,968.56
Bank of George	27	0.70%	\$ 9,876,208.10	\$ 5,873.33	\$ 73,438.98
Bank of Nevada/First Independent	355	0.70%	\$ 154,241,087.32	\$ 87,088.91	\$ 744,380.14
Bank of the West	41	0.70%	\$ 5,667,921.81	\$ 3,307.29	\$ 58,780.58
Chase Bank	144	0.70%	\$ 20,186,446.00	\$ 11,222.09	\$ 126,635.89
Citibank	65	0.70%	\$ 6,700,643.72	\$ 3,839.74	\$ 33,946.54
City National Bank	99	0.70%	\$ 31,042,847.00	\$ 17,266.25	\$ 224,132.78
Heritage Bank	55	0.70%	\$ 6,085,339.85	\$ 3,384.44	\$ 43,545.21
Meadows Bank	31	0.70%	\$ 4,362,750.21	\$ 2,588.26	\$ 46,943.59
Nevada State Bank	438	0.70%	\$ 56,725,978.73	\$ 30,409.13	\$ 366,344.23
U.S. Bank	245	0.75%	\$ 24,459,042.65	\$ 15,580.74	\$ 152,043.12
Wells Fargo	859	0.70%	\$ 71,167,299.47	\$ 37,558.11	\$ 443,036.81
<b>TOTAL</b>	<b>2,917</b>		<b>\$ 460,800,598.99</b>	<b>\$ 259,885.06</b>	<b>\$ 2,745,196.43</b>

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

Financial Institution	Accounts	Weighted Average Interest Rate	Total Bank Principal Balance	Remittance	YTD Remittance
American First National Bank	3	0.70%			\$ 544.83
Financial Horizons Credit Union	1	0.70%			\$ 228.32
First Foundation Bank	1	0.70%			\$ 730.65
First Savings Bank	13	0.75%			\$ 15,122.15
First Security Bank of Nevada	9	0.70%			\$ 5,379.35
Mutual of Omaha	13	0.70%			\$ 3,487.33
Nevada Bank & Trust	8	2.50%			\$ 16,835.45
Northern Trust Bank, FSB	4	0.69%			\$ 5,230.63
Plaza Bank	11	0.70%			\$ 12,560.18
Plumas Bank	3	0.70%			\$ 1,026.54
Royal Business Bank	2	0.75%			\$ 151.10
Silver State Schools Credit Union	5	0.70%			\$ 378.89
Town and Country Bank	5	0.70%			\$ 1,614.58
Umpqua Bank	14	0.70%			\$ 1,959.64
Valley Bank of Nevada	12	0.70%			\$ 14,772.71
Washington Federal Bank	11	0.70%			\$ 1,775.39
East West Bank*	0	0.00%			\$ -
<b>TOTAL</b>	<b>115</b>		<b>\$9,635,407.05</b>	<b>\$6,859.81</b>	<b>\$81,797.74</b>

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\*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.

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### **ATJC Twitter Stats**

Since November, 2017, ATJC has increased its social media presence on Twitter. We have moved from 38,807 to 72,969 impressions and from 2,084 to 3,462 profile visits.

We encourage you to follow us on **@NevadaATJ**