



Nevada Supreme Court Access to Justice Commission

Meeting - Friday, November 9, 2018 2:00 PM – 4:00 PM

Videoconference Sites:

Las Vegas
NV Supreme Court
Conf. Room A & B

Carson City
NV Supreme Court
Law Library, Room 103 or 107, TBD

Reno
2nd Judicial District Ct.
75 Court Street – Room 214

Elko
4th Judicial District Court
Room 214

Call-in Info:

Dial In: 1-408-740-7256 / Participant Code: 111-001-1234

(Internal use only: Room System 199.48.152.152 or bjn.vc)

Meeting Agenda

- | | | |
|--|-------------------|--------------|
| I. Opening Statements from Co-Chairs
& Commission Roll Call | 5 minutes | |
| II. Consent Agenda | 5 minutes | Tab 1 |
| • Approval of June 15, 2018 Commission Meeting Minutes | | |
| III. Discussion Items | | Tab 2 |
| • LACSN Melanie Kushner Fellow Presentation | 10 minutes | |
| ○ Olga Torres, Pro Bono App | | |
| • 2017-2018 Nevada Civil Legal Needs Assessment | 60 minutes | |
| ○ Action Recommendations and Fundable Initiatives | | |
| ○ Commission Feedback | | |
| ○ Media Plan | | |
| • IOLTA Rate Review | 25 minutes | |
| • Commission Membership Nominations | 10 minutes | |
| ○ Candidate Recommendations | | |
| IV. Reports | 5 minutes | Tab 3 |
| • Electronic Filing by Non-Lawyers – Judge Joanna Kishner | | |
| V. Other Business | | |
| VI. Informational Items | | Tab 4 |
| • Legal Aid Provider Highlights | | |
| ○ Legal Aid Center of Southern Nevada | | |
| ○ Nevada Legal Services | | |
| ○ Southern Nevada Senior Law Program | | |
| ○ Volunteer Attorneys for Rural Nevadans | | |
| ○ Washoe Legal Services | | |



Nevada Supreme Court Access to Justice Commission

Meeting - Friday, November 9, 2018 2:00 PM – 4:00 PM

- Self-Help Center Statistics
- ATJC Nevada Supreme Court Annual Report
- Job Description for Statewide Advocacy, Outreach and Policy Director
- Celebrate Pro Bono 2018 Events Listing and Media Release
- Pro bono survey
- New Lawyer Pro Bono Emails
- Appellate Law Pro Bono Program
- AG Military Pro Bono Program
- *The IOLTA Report: Justice for All?* for Nevada Bankers Association E-Newsletter
- E-Filing Subcommittee ATJC Memo 8/22/18
- IOLTA Subcommittee Meeting Recap 4/17/18
- Quarterly Legal Aid Provider Meeting Recaps 8/2/18, 10/12/18
- Monthly IOLTA Summary
- Public Awareness

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

Internal tech: <https://bluejeans.com/111>



ACCESS TO JUSTICE COMMISSION

Access to Justice Commission Meeting Minutes Friday, June 15, 2018 – 2:00 p.m.

Commission Members Present

Justice Michael Douglas
Justice James Hardesty
Connie Akridge
Julie Bobzien
Randy Boesch
Julie Cavanaugh-Bill
James Conway
John Desmond
Doreen Spears Hartwell
Annamarie Johnson
Judge Joanna Kishner
Joseph McEllistrem
Noah Malgeri
Judge Tammy Riggs
Judge Bridget Robb
Judge John Schlegelmilch
Stacey Shinn
Judge Connie Steinheimer
Anne Traum
Adam Tully
Sugar Vogel
Judge Nathan Tod Young

Guests Present

Barbara Buckely
Phyllis Gurgevich
Stephanie McDonald
Christine Miller
Shelly Newton
Emily Reed
Bridgette Reyna-Meadows
Christine Smith
Summer Youngquist

Staff Present

Brad Lewis



Call to Order

The Access to Justice Commission meeting was called to order. It was agreed to alter the order of the agenda to allow Judge Kushner to report on electronic filing as she was available only for a limited period.

Electronic Filing by Non-Lawyers

Judge Kushner reported that there has been a roadblock in the Eighth Judicial District Court related to advancing on e-filing for pro se litigants. While Judge Kushner did share it was the position of the Commission to allow pro se litigants to e-file, and both Chief Judges were in support, the Rules Committee was nearly evenly split on the issue, pro and con. The concerns of the Committee seemed mostly related to potential fraud issues, specifically how to assure none occur and mis-appropriation of people's names, though there may be other concerns as well. Positive points such as improving access to justice and other good operational reasons were discussed in support. In the end, two motions were put forth, one in favor and one opposed. Neither motion passed. The next step was to discuss further at the September All Judges meeting. It was recommended for that meeting that the Access to Justice Commission should issue a memo recommending adoption of e-filing and that it should be supported by other letters from the Second Judicial District Court, including e-filing User Agreement, and Legal Aid Center of Southern Nevada.

2017-2018 Nevada Civil Legal Needs Assessment/Stakeholder Meetings

The Commission was then updated on the draft materials from the legal needs study by Dr. Ken Smith of The Resource for Great Programs, the contracted researcher. Dr. Smith shared a high-level overview and update of the findings. This included, in great detail, the growth in the number of people in need of and eligible for legal aid in Nevada, the disparity between the need and the capacity to deliver on that need – The Justice Gap – and the economic impacts found. We discussed improving the reach and impact of legal services and how to best expand resources as we endeavor to serve the most urgent legal needs. A brief review of feedback from the stakeholder meetings was shared. Finally, preliminary “fundable initiatives” identified by the providers were shared. All of the discussions and findings have source and background documents that are available upon request from the Access to Justice Commission.

Input was sought on key next steps that Commission members believe are important for moving forward. Commission feedback included partnering with school districts on food stamps, enhancing pro bono donations on dues statements, growing IOLTA funds and greater collaborative relationships with partnering organizations, including representatives of those same organizations could be considered for joining the Commission along with other non-lawyer community members. It was also suggested further work on communicating the economic impact and multipliers was required including inclusion of sourcing information.



Then, four pacing events toward project completion were identified: meeting with legal aid providers to explore implications of the findings, finalizing preliminary final draft materials for sharing at the State Bar of Nevada's Annual Meeting in Chicago, scheduling monthly legal aid provider calls in August, September, and October designed to develop an actions plan based on the findings, and a discussion of the proposed actions at the Commission's November meeting.

Commission Membership Nominations

Nominating Chair Julie Cavanaugh-Bill shared that a number of term expirations were set for July of 2018. Each candidate was reached out to in order to determine their interest in renewing. All wanted to renew. We continued the discussion of casting a wider community and statewide net to include, particularly non-lawyer members, while expanding the Commission. Areas of interest included public relations for legal needs study media planning assistance, gaming, unions, financial institutions, etc. An update from the Nominating Committee was provided including the sharing of candidates under consideration. It was determined that the Nominating Committee would reconvene to make specific recommendations of candidates to be voted on. It was noted that SCR 15 as amended and approved by the Commission would need to be updated before formally inviting new members to join. Finally, Chair Cavanaugh-Bill thanked Connie Akridge as she was instrumental in helping the Nominating Committee identify specific candidates in the targeted categories.

Consent Agenda

We then returned to the Consent Agenda. The March 9, 2018 Commission minutes included in the consent agenda were voted on. It was moved, seconded and unanimous that the minutes be approved.

Reports

E-Filing Subcommittee – see above.

Other Business

James Conway shared that the Nevada Coalition of Legal Service Providers hired Bailey Bortolin as Statewide Advocacy, Outreach and Policy Director. She replaces John Sasser.

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
 - Volunteer Attorneys for Rural Nevadans
 - Washoe Legal Services
- Self-Help Center Statistics
- Pro bono survey
- Appellate Law Pro Bono Program
- AG Military Pro Bono Program



- Legal Services Corporation Letter and Support from Supreme Court of Nevada
- New – *The IOLTA Report: Justice for All?* for Nevada Bankers Association E-Newsletter
- E-Filing Subcommittee Recaps 3/15/18, 4/23/18, and 5/4/18
- IOLTA Subcommittee Meeting Recap 4/17/18
- Quarterly Legal Aid Provider Meeting Recap 4/20/18
- Kentucky Derby Event 5/5/18
- Honoring of Bank of Nevada at LACSN 5/8/18 LINK - <http://tinyurl.com/y9qc2o9y>
- IOLTA Rate Review Meeting Recap 5/22/18
- Nevada Bar Foundation IOLTA-participating bank meetings held 5/24/18 and 6/12/18
- Monthly IOLTA Summary
- Public Awareness



ACCESS TO JUSTICE COMMISSION

2017-18 Statewide Study of Legal Needs and Economic Impacts - Actions Identified Based on Study Findings

Three calls were held in August, September, and October, designed to determine specific steps that can be taken based on the legal needs study findings to improve access to justice in Nevada. These are presented for feedback and ideas at the November full Commission meeting. We have included top priorities for related legislative work.

Recommended actions are broken down as follows:

- **Actions by Legal Need**
- **Strategies to Reduce the Justice Gap**
- **Funding**
- **Prevention**
- **Stakeholder Feedback**

Actions by Legal Need

- Income & Employment
 - Improve income security (SSDI, SSI, veterans benefits) and eviction defense (see Fundable Initiatives)
 - Disability benefits – set a meeting with HHS and appropriate directors designed to
 - Implement “reason(s) why benefits denied” info in writing at time of denial
 - Add legal aid provider listing as resource available on written denial information
 - Pursue negotiated solution to avoid legal action
 - Veterans benefits – work with NV AG on information campaign to address awareness, obtaining benefits. Goal is to get unmet needs to zero.
- Health
 - Expand incapacity planning for Nevada’s senior population (see Fundable Initiatives)
 - Nursing home rights
- Family, Juvenile & Education
 - Expand focus on children and education in Southern Nevada (see Fundable Initiatives)
 - Increase adult guardianship & child advocacy representation in rural Northern Nevada (see Fundable Initiatives)
 - Parent training on “rights and responsibilities”
- Consumer
 - See “Systemic impact” advocacy below
 - Discuss replacement funding options for Bank of America and Home Again grants phasing out
- Housing
 - See again Nevada Legal Services “Fundable Initiative” on eviction defense
 - Tenant education and protection - create a “How to be the best tenant you can be” booklet which would outline resources if evicted. Enact protections slowing eviction and assisting displaced renters.
 - Mobile home title issues – develop educational sessions/materials targeted to areas of high mobile home occupancy focused on “Thinking about buying a mobile home?”



Strategies to Reduce the Justice Gap

- Strategy 1 – Enhance the Multi-Tiered Service Delivery System
 - *Tier 1 - Self Help Centers* – investigate ability to create online system (E.g. a Tyler Guide and File-type question bank) that qualifies then refers clients in need of legal services to correct Nevada legal aid provider. Discuss “soft transfers” from one provider to another focused on time savings
 - *Tier 2 - Advice only and brief legal services unit* – cooperate more with libraries, community centers, and schools hosting legal aid educational sessions for extended marketing reach
 - *Tier 3 - Specialized legal aid unit* – investigate legal service subscription plans (E.g. Legal Shield) access to justice programs, gauge success and consider trial program, pending funding
 - *Tier 4 - Systemic “impact” advocacy* – begin/continue work on legislative priorities
 - Housing – Medicaid waiver, low income housing tax credit, autism waitlists, mobile home issues
 - Custody/childcare/divorce – participation in Statewide Committee on Child Support
 - Income – continue encouraging lawmakers to fund public benefit programs
 - Landlord/Tenant – bill to slow down eviction process, strengthen tenant protections
 - Immigration – supporting U visa legislation to have a uniform process, address issues
 - TPOs – working to ensure process and statutes are followed, judicial training
 - Education/foster care – strengthen as a priority, fix foster child transport issues and special education process, discipline reform
 - Healthcare – advocating for greater healthcare funding and access
 - Records sealing – legislation to expand/vacatur for sex traffic victims
 - Guardianship – review of new model act, potential tweaks
 - Food stamps – supporting food back legislation related to TANF
 - Seniors – legislation protecting seniors from placement in/eviction from assisted living
 - Payday lending – reform legislation, include need for statewide enforcement database
 - Private adoption – inquiry into expanding fictive kin
- Strategy 2 – Innovate to do More with Less
 - *Courthouse Self Help Centers* – GIS mapping of statewide service delivery areas to show areas of coverage/need to be used for both improvement and demonstration to legislators/funders of areas covered, stationary or mobile kiosks with legal aid information available throughout State with access to info., forms, etc., statewide website promotion
 - *Streamlined court processes* – continue work on EJDC eFiling
 - *Systems using videoconferencing* – investigate Skype intake capability
 - *Web-based intake* – reach out to Nevada 211 to improve how legal aid is featured on their website and offer call center training, improve client access to end providers on onepromisenevada.org, work with City of Las Vegas on making legal aid providers accessible on new GoVegas app
 - *Other* – consider participation in ABA Free Legal Answers
- Strategy 3 – Improve or Form Collaborative Partnerships
 - Medical/Legal Aid
 - Human Service Providers/Legal Aid (Three Square will work with legal aid on food stamps.)
 - Government/Legal Aid (Offer of assistance from stakeholder if legislation is recommended.)
 - Business/Legal Aid



- Financial Institution/Legal Aid (E.g. IOLTA Subcommittee, NV Bar Found. bank liaison mtgs., etc.)
- Justice Index – improve NV score by work on areas with 10 weightings (on 1-5-10 weighted scale)
- Training – collaborate with the judicial branch to require/provide more DV training, particularly in protection order court
- Statewide Model Court – partner with Judiciary Statewide to create stakeholder group to address systemic problems
- Strategy 4 – Set/Reset Priorities (See “Fundable Initiatives” document in “Funding” below)
- Strategy 5 – Increase Funding
 - Continue work on the IOLTA Partnership Bank Program for steady, recurring funding
 - Be more proactive in pursuing relevant Federal block grants coming to Nevada
 - Pursue Nevada state government financing changes allowing for more matching dollars

Funding

Fundable Initiatives

These are legal aid provider-led ideas for solutions that can be developed further into fundable proposals for addressing specific compelling Nevada legal needs identified by the study.

Legal Aid Center of Southern Nevada

- Concept: Children and Education in Southern Nevada
- Key Partners: CCSD, Metro, Juvenile Public Defender, My Brother’s Keeper, Boyd/Ed. Advocacy
- Need: Study showed 127k aged 18 and under live below poverty, 1000s of legal needs unmet
- Potential New Funders: See Key Partners, plus Children’s Advocacy Alliance

Nevada Legal Services

- Concepts: Income Security (SSDI, SSI, Veterans Benefits) and Eviction Defense
- Key Partners: Inc. - soc. svcs., disab., health; Evict. – US Vets, Homeless Alliance, CCSS, Salv. Army
- Need: Income Benefits - Top 3 unmet legal needs; Eviction - Top “Housing” problem in Nevada
- Potential New Funders: TBD

Southern Nevada Senior Law Program

- Concept: Incapacity Planning for Nevada’s Senior Population
- Key Partners: Aging & Disability Services, NV Adult Senior Svcs., Lou Ruvo Clinic, AARP
- Need: Study found Nevada’s senior population hit hardest with a 100% increase in poverty
- Potential New Funders: Above partners plus gaming corporations, biz community, courts

Volunteer Attorneys for Rural Nevada

- Concept: Community Awareness of Legal Aid
- Partners: District, Justice, and Tribal courts in rural Nevada, school districts, agencies
- Need: Study revealed 65 of 100 low-income Nevadans don’t seek help when they have a legal need
- Potential New Funders: County or State partners

Washoe Legal Services

- Concept: Adult Guardianship & Child Advocacy Representation in Rural No. Nevada
- Partners: Board of County Commissioners, judges/administrators, funders (see below)
- Need: A majority of these cases are covered in urban areas, but not in the rural regions
- Potential New Funders: Analyze/direct/pursue court fees, DCFS, Aging & Disab.



New or Expanded Relationships with Funders

The basic concept here is to leverage study findings to engage with updated conversations with current funders, the goal being to expand existing programs, identifying new programs, and seeing if there are needs which can be completely eliminated in cooperation with partners and funders. Also discussed was if any of the large national foundations had granting that would include legal services. Ideas for further investigation included the Zuckerberg Foundation, the Gates Foundation, United Way, etc. It was agreed that further research into this subject should be conducted. UNLV may be able to assist. Another idea was to research “Modest Means Programs” or “Low Bono Programs”. Finally, repeated was the investigation into the potential of a line item being added to the Nevada Governor’s budget. It is believed this awaits an “extreme need” opportunity based on national and local trends which must be imminently addressed. It is felt partners could be beneficial. This is a back burner idea.

How to Pitch to Funders

Ideas discussed included describing what the investment will do. For example:

- Landlord Tenant – A \$10k investment will serve X# of tenants and prevent X# of evictions
- X\$ will fund a case. (Potential for reduced rate cases taken by new attorneys, etc.)
- Also, to remember to regularly include real client stories in support of the legal issues, needs, and numbers to make a more emotional appeal.

Prevention

Feedback, from judges in particular, was focused on potential prevention opportunities.

- Education is key. Further discussion on target ages and topics needed. Where do problems start? Consider legal workshops for youth/partner with schools/libraries.
- Eviction. Nevada Legal Services to develop a “How to be a Good Tenant” brochure which includes one’s rights and what to do in cases of rights violations. Should be written with legislators and legislative staffs in mind and as audience for brochure and reinforcement that legal aid is a community resource. Discuss lease requirements that might include improved consumer protections.
- Incapacity Planning, Adult Guardianship, and Children in Foster Care/Child Dependency. By casting the widest possible education net throughout the community, education, planning and legal assistance can go a long way toward preventing and reducing cascading issues.

Stakeholder Feedback

After the study preliminarily concluded, we held several stakeholder feedback sessions throughout the State in order to assess if the issues surveyed were consistent with those being seen in the field. In general that was the case. Most stakeholder feedback is incorporated above. Stakeholder feedback not falling within categories above are listed below.

- Records sealing/rights restoration – “navigators” to help through difficult process
- Private adoption assistance – supporting keeps kids off welfare and assists low income families with resources to adopt

Media Plan Draft Nevada Legal Needs Study –

Nevada Goals/Audiences: (Key message(s) should be crafted targeting each group.)

- We want the general public who reads newspapers, listens to news radio, and votes to be aware of legal aid and to know that legal aid is the answer to delivering “Justice for all”
- We want our community partners to be aware of the value of legal aid
- We want employers and school administrators to know legal aid helps keep workers on the job and kids in school
- We want elected officials to understand that for every \$1 spent on legal aid, there is a \$7 ROI
- We want current and potential funders to know that they can help solve specific issues
- We want to solidify the value of legal aid and pro bono with lawyers and judges
- We want people eligible for legal aid to know that there is help

Proposition Statement:

We may want two messages. One for the general public/people eligible for legal aid, and another (or targeted) for the other audiences.

To narrow it down:

- What is legal aid and how does it help people
- Legal aid delivers improved lives and has a positive ROI

Other concepts discussed:

Legal aid delivers on the promise of “Justice for all”; getting justice results in people leading productive lives. (Or “getting justice is everyone’s right.” May have criminal v. civil context.) Communicate that we’re Civil legal help; People - seniors, children, veterans; Problems – payday loans...”what we do”, “what services are available”.

-OR-

Legal aid helps people and delivers economic value

-OR-

Legal aid delivers fairness

-OR-

Access to justice

Call to Action:

TBD – what do we want people to do? (Actionable, compelling, reasonable to do, options for different levels of engagement)

- General public – benefits of legal aid to the community, ROI
- Clients - know that there is help, and where to get it

Context ideas:

- October 1, 2017 Las Vegas mass shooting
- Adult guardianship in Nevada
- Consequences for NOT getting legal aid (positive effects)
- Criminalizing being poor
- Immigration (potentially controversial)
- Affordable housing

Spokespeople: (What is happening right now that people can relate to the involved our cause?)

- Legal aid executive directors
- Co-Chairs, Access to Justice Commission
- Legal aid clients/referral agencies that can tell stories outlining value (See below)
- Bailey Bortolin
- Pro bono award winners (E.g big firm person to big firms, ads, etc.)
- Director, Access to Justice Commission

Media Access/Use/Method/Desirability by Audience: (Follow the most, best carry message, encourage action.)

- General public (See above, also use for social media expanded reach)
- Elected officials
- Employers
- School administrators
- Current funders
- Potential funders
- Lawyers
- Judges

Key Messages to Craft: (include visuals)

- Justice for all? (legal aid exists, helps people, and delivers ROI to community, solves issues)
- Poverty increased since last study, then persisted
- Justice Gap
- 84 lawyers for legal aid, 1 for 6000 poor (v. 1 for 400 general pop.)
- ROI - \$7 return for every \$1 invested
- Gets results – with/without legal aid
- Stories - helps people live productive lives
- Thank funders
- Employers and school administrators need to be aware

Key Messages

It was reinforced that the following were key messages we need to communicate:

- Educate clients, partners, funders, and other stakeholders (see Media Plan) such as legislators about the existence and value of legal aid
 - Include what constitutes a legal issue (general education about the legal services offered)
 - Share some stats such as \$7 ROI for every \$1 spent on legal aid, and only 84 lawyers to service nearly 1 million Nevadans at 200% of the poverty level, etc.
- Create an awareness of the indispensable nature of legal aid, and what would happen without it as related to positive outcomes for real people, the community overall, government savings, cascading problem prevention, and other benefits
 - Make an effort to customize these for varied audiences (see Media Plan)
- Include that legal aid attorneys have a passion for helping people and are committed to their work
- Legislative focus – help clarify the narrative to be used. What is legal aid, why it is important, and what issues we are seeing in Nevada. And “our investment is seeing these ROIs and outcomes”.

Group reactions on highlights focused in on from the findings that are important to share which included: despite the good economy, Nevada poverty has persisted and more Nevadans than ever are eligible for legal aid (we need to combat the perception that “all is well”), affordable housing is an issue that affects many other problems, the senior population saw a 100% increase in poverty between the last study in 2008 and 2018, there is an ongoing need to promote that legal aid exists, and that help is available.

Actions – What Needs to be Communicated and How, by Audience:

- Letters to stakeholders asking for support and to share (customize) information through their channels
- Monthly stories based on national themes
- Interview with Nevada News Service
- Leverage pro bono week
- Create information webpage with link to providers
 - <https://thefloridabarfoundation.org/impact/>
- Include Bailey Bortolin for potential legislative message/support request

Work Products:

- Dedicated web page – study overview, PPT, final report, donate button
- Media release (newspapers, remember rural)
- Emails
- Social media
- Letters
- Speaking opportunities
- Video (consider line art “what is legal aid and what value does it deliver”?)
- TV interview(s)
- Radio interview(s)
- Public Service Announcement (PSA)

- Consider movie theatre Self-Help Center pre-movie slides PSA promos
- Potential media event
- <https://www.econstor.eu>

Timeline:

- Pre-release – sprinkle early findings (in process)
- September '18 – study release
- October '18 – pro bono month – the contributions of the private bar to legal aid
- November '18 - veterans
- December '18 – family/child safety
- January '19 – African American/MLK
- February '19 – Presidents Day/Founders, principle of Justice for All
- March '19 – Women
- April '19 – financial literacy
- May '19 – tbd (Memorial Day/probate?)
- June '19 – National Homeownership Month/foreclosure
- July '19 – Independence
- August '19 – Back to School/keeping kids in school, on right track

Measuring impact:

TBD – discussion (issuance, placements, clicks/activities, actions, etc.)



Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

To: Access to Justice Commission
From: Brad Lewis, Access to Justice Director
Date: November 2, 2018
Re: IOLTA Rate Review

I. IOLTA Interest Rate Review Process

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

II. Comments

The Nevada Bankers Association shared that their members recommend no change to the current rate under the current program. Additionally, they shared Nevada IOLTA program feedback. It accompanies this memo. Several financial institutions replied independently to the Rate Review notice, all had no comment. It should also be noted the Bank of Nevada and First Independent Bank raised their IOLTA interest from .70% to 1.20%.

III. Economic Condition Updates

A. Interest Rate Benchmarks (as of 10/22/18)

1. 30 Day LIBOR: **2.29** (last report 5/2/18 - 1.90)
2. 90 Day LIBOR: **2.44** (last report – 2.36)
3. Federal Fund Target Rate: **2.25** (last report - 1.75)
4. Federal Discount Rate: **2.75** (last report – 2.25)

B. Sampling of Comparable Rates on Local Bank Products

Local financial institution checking products were researched and the results showed that the average interest rate is between .01% and .35% (average **.09%**), www.bestcashcow.com 10/31/18. The Nevada Bankers Association reported an average of **.066%**, www.depositaccounts.com 8/21/18.



Nevada Supreme Court ACCESS TO JUSTICE COMMISSION

C. IOLTA Offerings Elsewhere

A review of the latest available (March 1, 2017) ABA survey of IOLTA Programs was compiled and provided the following:

Five Highest Average Interest Rates: (1) Hawaii - .70%; (2) Nevada - .70%; (3) Maine - .68%; (4) New Hampshire - .62%; (5) Texas - .59%.

[California's Established Compliance Rate (ECR) is 1.53%. The most recent report from New Hampshire is .77%, Maine is .73%, Texas is .69%. The average increase since 5/2/18 is .10%]

Three Lowest Average Interest Rates: (1) West Virginia - .06%; (2) Alabama - .10%; (3) Arkansas - .14%

D. Interest Rates and the IOLTA Remittance Impact¹

Average Amount on Deposit	.90	.85	.80	.75	.70
\$494,154,312² <i>(Highest - December 2017)</i>	\$365,538	\$345,231	\$324,923	\$304,615	\$284,307
\$374,160,563³ <i>(Lowest - January 2017)</i>	\$276,776	\$261,399	\$246,023	\$230,646	\$215,270
\$423,290,628⁴ <i>(Average of highest and lowest months)</i>	\$321,157	\$303,315	\$285,473	\$267,630	\$249,788

Average Amount on Deposit & Projected Annual Remittance	.90	.85	.80	.75	.70
\$423,290,628⁴ <i>(Average amount on deposit of highest and lowest months)</i>	\$313,119 <i>(Monthly)</i>	\$295,723 <i>(Monthly)</i>	\$278,328 <i>(Monthly)</i>	\$260,932 <i>(Monthly)</i>	\$243,537 <i>(Monthly)</i>
	\$3,757,429 <i>(Annual)</i>	\$3,548,683 <i>(Annual)</i>	\$3,339,937 <i>(Annual)</i>	\$3,131,190 <i>(Annual)</i>	\$2,922,444 <i>(Annual)</i>

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

²Highest monthly average amount on deposit. (Lookback is one year of available IOLTA reports.)

³Lowest monthly average amount on deposit. (Lookback is one year of available IOLTA reports.)

⁴Average of the highest and lowest average amount on deposit.



NEVADA BANKERS ASSOCIATION

INVESTING IN NEVADA TOGETHER

FUNDING RECOMMENDATION for Access To Justice Foundation

Nevada Bankers Association represents state-chartered, regional and national banks that serve Nevadans.

ATJ has asked for feedback on “Concept, Formula, Rate Review, and Recognition” as it relates to IOLTA and their look at updating the program in Nevada. Our industry response to this request for feedback is below with additional recommendations we believe will benefit the funding needs of ATJ programs. While the association works collaboratively with members to obtain industry consensus on areas where appropriate, individual banks that participate are encouraged to submit individual feedback.

NBA submits this feedback to be reviewed and/or shared in its entirety, as we believe excerpting portions will not meaningfully convey our full or accurate position and the underlying principals in support of our recommendations.

IOLTA NATIONWIDE- The Standard IOLTA Program

Beyond providing feedback on the proposed Preferred Banking Partner program, our members would like to first point to and define the standard IOLTA program operations that are in place in every other state and the District of Columbia. All automatically require lawyers who maintain client trust accounts in their jurisdiction to participate in IOLTA, additionally, four states allow lawyers in their jurisdictions to opt out.¹

The standard IOLTA construct that exists everywhere except Nevada is one that includes: certified rate comparability; a safe harbor option, and a leadership program. Simply put, banks have the option and may elect to pay comparable rates, a safe harbor rate or a leadership rate.

Comparability is based on comparable account interest being paid to IOLTA accounts. Paperwork is required and submitted to certify that the rate is comparable to similar type accounts.

Safe Harbor is an option for a bank that prefers not to go through the certification paperwork process or simply elects to pay a set fee that is most often expressed in terms of a percent of the fed funds target rate.

Leadership programs are voluntary and include equal to or higher rates being paid, often tiered based on size of account.

When there are references to higher rates than Nevada's mandated rate being paid in other states and programs, it is important to recognize these rates are part of the leadership level of participation, and these rates are being paid voluntarily, with the options of comparability and safe harbor available.

HIGHLIGHTS OF OUR RECOMMENDATION FOR FUNDING

- The rising legal needs cannot be met through banker donations alone, and sources for funds need to expand.
- Our strongest recommendation would be for Nevada to adopt the standard program utilizing the components of certified comparable rate, safe harbor rate and leadership rate that is the standard IOLTA throughout the country.
- Our members recommend no change to the current mandate rate until a new program is in effect or the average market rate reaches .7, under a new program (if not adopting the standard program) offers a floor of .7 guaranteeing a healthy rate to ATJ that no other state IOLTA program enjoys.
- In lieu of adopting a standard IOLTA program, we would encourage a program using better terminology and definitions so that the program being constructed is built on a solid meaningful foundation.
- Additionally, ATJ, if not already doing so, would benefit from expanding the number of industries participating in their funding and increasing the level at which those industries contribute.
- If not adopting a standard IOLTA program, we believe tiered levels and Preferred Partnerships will require greater customization from ATJ and could better meet individual reporting and participation needs of banks while allowing for potentially greater revenues, all while enjoying a comfortable floor rate.

BACKGROUND

Banks in Nevada generously support thousands of non-profits and their activities throughout the state of Nevada. The Nevada Bankers Association has launched a campaign to Create A Culture of Savings in Nevada and the financial education needs of Nevada residents are as significant as the legal needs. Every industry should work proactively to serve and grow resources for Nevadans in their areas of expertise. While banks are extremely supportive of the Access to Justice programs, and members are committed to continuing their support, banks should not be the industry providing the greatest source of revenue to meet legal needs as compared to any other industry.

Nevada bankers recognize the larger challenges the legal industry is facing with growing legal needs among people who are not able to afford these services. In its original and purest form, IOLTA was created as a 'no-cost to anyone' source of funding that then morphed into a large charitable contribution from banks.

The current program is not truly IOLTA when compared to the rest of the country, as it contains a large mandated fee that is multiples greater than market rate interest. Based on third party data from August², the mandated Nevada IOLTA rate was .7 with the average rate on comparable unrestricted accounts that offer above 0 being .066. For this concept to be clear and a suitable building block, IOLTA would need to be properly defined to mean IOLTA – Interest on Lawyers Trust Accounts and a partner program

would layer on top. This is a deliberate separation of market rate interest from mandated program rates or participation fees.

The rising legal needs cannot be met through banker donations alone, and sources for funds need to expand. If it does not currently exist, we recommend a strategic funding plan be created that greatly expands sources of funding so that the banking industry is not the greatest contributing industry³ and more relevant industries are providing the bulk of industry-based funding. This does not mean bankers want to cease or decrease IOLTA.

Specific to IOLTA funding and additional finding from banks, bankers appreciate the willingness of the ATJ to work on a new model that recognizes the contributions from the banks as well as works to alleviate some of the challenges to those banks.

Our recommendations on terminology changes include recognizing and defining three tiers; however implementing one or more of the tiers would be left to the commission. For reference sake, the current program used in Nevada is aligned with tier two, while a standard IOLTA program would start with tier one. A suggested tier three would be an option available to banks and built based on partnerships with the Access to Justice team. In standard IOLTA program this would be similar to the safe harbor rate. The goal should be to inspire higher rates through open market competition for accounts.

ISSUES

Access To Justice Proposed Concept

The ATJ Preferred Bank Partner (PBP)⁴ concept proposal adds a voluntary PBP on top of the existing IOLTA interest rate program. The current program is not a standard IOLTA program, as it already contains a large mandated fee that is multiples greater than market rate interest. For this concept to be clear and a suitable building block, IOLTA would need to be properly defined to mean IOLTA – with the concepts of comparable, safe-harbor and leadership included. Leadership or Preferred Partner Programs layer on top of a standard IOLTA.

This should be a deliberate distinction between comparable market rate interest from mandated program participation fees.

The difference between these two sources of funding is significant. Interest rates cannot be discussed or set nor would banks ever collaborate on interest rate discussions. Interest paid would never qualify for CRA credit, while certain donations to programs and program fees collected to provide services to low income families may be considered. (Please note federal regulatory agencies, with the OCC taking the lead, are attempting to review and provide reform to CRA requirements with potential outcomes unknown at this time.)

Better Terminology & Definitions

If Nevada ATJ is not looking to adopt a program that aligns with the standard IOLTA program in place across the rest of the country, we suggest adopting the following terms (or similar, the terms used are not as important as the distinction between what they represent) and definitions:

IOLTA- Interest On Lawyers Trust Accounts: Under a pure IOLTA program, banks pay the same interest generated by comparable accounts to ATJ as opposed to the owner of the accounts. This is the

original definition by Nevada Supreme Court Rule 217 prior to 2009 amendments. (This category would align with the standard program's certified comparable rate.)

IPDOLTA- Interest Plus Donation On Lawyers Trust Accounts: In this scenario, which best aligns with the current Nevada program. While we are not currently indicating changes to the rate, we do recommend significant and meaningful changes in implementation and rate determination should a standard program not be adopted. . (This category would align with the safe harbor rate used in a standard IOLTA program.)

IPDOLTA Premium Partnership- Same as the regular IPOLTA with a higher donation percent. (In a standard IOLTA program this would align up with a leadership or partnership option.)

Formulas and Rates

Building from a pure definition of IOLTA, a formula for determining multiple levels of partner programs can be created.

Level One- IOLTA Interest | Market Rate Interest

Level Two- IPGOLTA Interest Plus Grant on Lawyers Trust Account

Level Three- IPGOLTA Interest Plus Grant at a Premium Partnership level

Level One: no formula required

IOLTA- Interest On Lawyers Trust Accounts

- IOLTA is a program where market rate interest earned on a pool of client accounts is paid to ATJ rather than paid to the customer or law firm.
- IOLTA should only be used to refer to market rate interest on LTA, as originally defined by Nevada Supreme Court Rule 217 pre-2009 amendments. Under a pure IOLTA banks pay the same interest generated by like accounts into the ATJ as opposed to the owner of the accounts.
- Nevada technically no longer has an IOLTA program. While it could be implemented by ATJ, this is not necessarily a proposal to add it, but definitely to define it.

Level Two

IPGOLTA- Interest Plus Grant on Lawyers Trust Accounts

- Nevada's current program most closely resembles this level .
- Suggested donation rate would be market rate on LTA plus .25% FFTR.
- This rate could fluctuate, so we would offer a minimum floor of .70% to protect ATJ in an economic downturn at the greater expense of financial institutions.
- For proper accounting and reporting the interest and the donation could be reported separately to ATJ with ATJ reporting back to banks acknowledging receipt of the interest amount and the additional grant amount.
- All banks should receive recognition for their charitable donations in excess of market rate interest, remembering that any time the market rates are below .7, all banks are making charitable donations, not just preferred partners.
- ATJ could explore a program to allow direct payment of the donation portion to the service provider if that payment is estimated and paid quarterly in advance (or work individually with interested banks on prepayment models).

Level Three

IPGOLTA Premium Partnership- Same as the regular IPGOLTA with a higher donation percent and corresponding recognition increase. NBA members defer to ATJ: The ATJ knows its resources and options for recognizing partners. They should build packages with its resources and customize these based on relationships with banks to earn the highest charitable contribution rate from participating banks.

Of note is the recent proof that open market competition (as used by the standard IOLTA program offering comparable, safe harbor and leadership options) combined with building partnerships can be very successful for ATJ. A voluntary rate increase was publicized by one member bank³ with additional banks exploring voluntary increases. This open market concept versus mandate will allow both the widest ability to properly serve accounts while creating the competition for accounts that yields higher revenues to ATJ.

Rate Review

We would anticipate that a safe harbor rate under a standard IOLTA program or tier two under the ATJ custom program would be expressed as a percentage to a federal base rate; protected from a crash due to the offer of a floor, and should not require constant review. An annual or biennial review of the program and the recognition may be sufficient. By relieving the committee from twice annual solicitations, feedback reviews and rate related meetings; there is more time to focus on broadening the participation of funding ATJ to other industries and wider and more relevant sources of funding.

In the absence of a final new program with update terminology and formulas, members believe it is important to continue to allow the gap between market rate and mandated rate close. As noted earlier, market rate averages less than .066 and the current mandated rate is more than ten times greater at .7.

Recognition

Banks indicate their priorities with respect to building a comprehensive program to help fund the ATJ in the following order:

1. Reasonable rates that will allow the largest number of banks to participate
2. Creating a program that will allow for banks to receive CRA credit on the non-interest portion of their payments to ATJ
3. Recognition so that the recipients of funds and free legal aid understand the role banks play in funding
4. New business and account growth by partnering to fund ATJ and allow for access to legal service that are priced out of their reach

OTHER CONSIDERATIONS

There may be great benefit in exploring the incorporation of financial literacy counseling (how to avoid financial pitfalls, especially in the cases where a financial transaction led to the need for legal services.) Additionally, the ATJ team may already be exploring:

1. Incorporation of financial literacy counseling, especially in the cases where a financial transaction precipitated the need for legal services.

2. Efforts to mitigate high costs of legal services
3. Broadening participation and support from more closely related industries- wide and deep philosophy versus relying heavily on one unrelated industry

SUMMARY

The rising legal needs cannot be met through banker donations alone, and sources for funds need to expand. If it does not currently exist, we recommend a strategic funding plan be created that greatly expands sources of funding. Bankers are not indicating they want to cease or decrease IOLTA. A standard program would align with the rest of the country and not require the significant creation and customization time and effort by the Commission.

RECOMMENDATIONS

- Under the current program, the mandated rate of .7 should not be increased at this time.
- Nevada ATJ should adopt the standard IOLTA program offering the options of certified comparable rate, safe harbor rate and leadership or partner rate.
- If ATJ prefers to create a custom program, better terminology should be created that is more accurate and provides a foundation for building a custom program

References

1. https://www.americanbar.org/groups/interest_lawyers_trust_accounts/resources/
2. www.depositaccounts.com published rates from financial institutions in Nevada on August 21, 2018 that offer an interest bearing checking account. While many financial institutions remain at 0 interest on similar accounts, the site only returns responses greater than 0, there were 18 that listed rates for unrestricted accounts. These 18 financial institutions reported between .01 and .30 with an average rate of .066. This average is among financial institutions with a rate greater than 0. The more than 10 financial institutions serving Nevada were at 0 and were not included in the average.
3. Access to Justice annual reports indicated the top three sources for funding are state and federal grants, filing fees, and banks contributions through lawyer trust accounts. Banks pay taxes which fund the grants. Banks also participate in filing fees, and are the only industry in the top three sources of ATJ funding.

Nevada Legal Aid Provider Funding Overview - Estimated as of 010218, updated 010918

Top \$ Provider COLOR CODED	LACSN	NLS	SNSLP	VARN	WLS	
Filing Fees*	\$4,345,381.97	120,483	\$369,580.00	\$30,000	\$1,140,000	\$6,005,444.97
Federal Grants	\$99,423.50	\$3,258,073	\$223,728	\$268,125	\$285,000	\$4,134,349.50
State Grants	\$1,624,603.80	\$709,000	\$23,728	\$0	\$190,000	\$2,547,331.80
Other Grants, Inc. NBF	\$1,412,610.00	\$119,833	\$75,000	\$103,500	\$225,000	\$1,935,943.00
IOLTA	\$1,744,358.00	\$356,089	\$186,646	\$142,577	\$358,917	\$2,788,587.00
Donations/Events	263,380.60	\$38,000	104,500	\$36,500	\$15,500	\$457,880.60
Other	\$196,937.09	\$2,400	\$1,700	\$5,500	\$13,000	\$219,537.09
Dues Check Off	\$37,659.25	\$25,022	\$17,323.70	\$3,500	\$10,500	\$94,004.95
Total Budget	\$9,724,354.21	4,628,900	\$1,002,205.70	\$589,702	\$2,237,917	\$18,183,078.91

4. <https://www.westernalliancebankcorporation.com/bank-of-nevada-home/about-bank-of-nevada-home/news-landing/news-detail/Increase-Financial-Support-of-Nevada-Legal-Aid-Organizations>

DATE

VIA ELECTRONIC MAIL

Honorable Joseph M. Otting
Comptroller of the Currency
Office of the Comptroller of the Currency
400 7th Street SW
Washington, DC 20219
regs.comments@occ.treas.gov

RE: Docket ID OCC-2018-0008; Reforming the Community Reinvestment Act Regulatory Framework

Dear Comptroller Otting:

We, the undersigned state Interest on Lawyers Trust Accounts (IOLTA) programs, write in support of improvements to the Community Reinvestment Act (CRA)'s regulations that build on the CRA's legacy of fostering inclusion and upward economic mobility. IOLTA programs are present in all fifty states, the District of Columbia, and the Virgin Islands. Many financial institutions choose to participate in IOLTA programs, and this important public-private partnership facilitates the community development encouraged by the CRA.

Specifically, we believe that it is vitally important that updates to the regulations implementing the Community Reinvestment Act include the provision for: (1) ensuring that any amended definition of the types of activities that are considered to further community development include civil legal aid services for low-income and disadvantaged populations as these services form a vital link in the supports necessary for low and moderate income (LMI) individuals and families to become economically self-sufficient and participate more fully in our national economy; (2) directing regulators to provide a limited number of nonbinding "pre-examination" eligibility determinations in response to requests from financial institutions or organizations serving LMI communities as to whether a particular potential investment or service is likely to qualify for CRA credit, and; (3) providing standardized guidelines describing the documentation necessary for financial institutions to receive CRA credit for community development investments or services that support organizations serving LMI communities, so that these organizations are better able to develop and present CRA opportunities to financial institutions as well as recognize those institutions that continue to take a leadership role in supporting opportunity in LMI communities.

The concept underlying the IOLTA public-private partnership is simple. A lawyer who receives client funds must place those funds in a trust account separate from the lawyer's own money, and when the income earned on the funds would not be enough to offset the cost involved in establishing a separate account solely for the benefit of that particular client, the funds are placed in a pooled IOLTA trust account for safekeeping at an FDIC or NCUA insured institution that has agreed to participate in a state IOLTA program. The interest earned on IOLTA trust accounts is remitted to the state IOLTA authority and is used to fund civil legal aid for low-income and disadvantaged individuals and families. The supported civil legal aid services include: advocacy for individuals with disabilities, the elderly, veterans, and the homeless; domestic abuse prevention; custody and family preservation for those impacted by the national opioid crisis; eviction prevention and tenants' rights; as well as a variety of additional civil legal assistance - all of which are critical to the foundational capacity of low-income families to obtain safe housing, sustain employment, and thereby reap the benefits that come from being able to more fully participate in our economic system.¹

(1) Importance of Considering Civil Legal Aid in the Context of Community Development

IOLTA funded civil legal aid is a vital link in the supports which are necessary to help LMI individuals and families receive the support they need to become economically self-sufficient, while at the same time stabilizing and revitalizing disadvantaged communities.

Evidence of this critical link and the resulting economic impact can be found in communities large and small across our nation. For example, in 2015, civil legal aid organizations in Maine helped recover \$710,000 that had been previously lost due to financial exploitation of the

¹ See generally, Pennsylvania Legislative Budget & Finance Committee, *The Commonwealth's Access to Justice Act* at 39; 46 (October 2016), <http://lbfc.legis.state.pa.us/Resources/Documents/Reports/572.pdf> (last accessed October 12, 2018); Montana Legal Services Association, *The Impact of Civil Legal Aid to the State of Montana* (2015), <https://courts.mt.gov/portals/189/supreme/boards/a2j/docs/Economic%20Impact%20Civil%20Legal%20Aid%20Final.pdf> (last accessed October 12, 2018); Todd Gabe, *Economic Impact of Civil Legal Aid Services in Maine* (November 2016), <https://www.justicemaine.org/wp-content/uploads/Gabe-Report-Submitted-November-14-2016.pdf> (last accessed October 12, 2018); Louisiana Bar Foundation, *The Economic Impact and Social Return on Investment of Civil Legal Aid Services in the State of Louisiana*, (2016), <http://files.lsba.org/documents/ATJ/EIS2017.pdf> (last accessed October 12, 2018); Paola Cavallari, et. al., *Justice Measured: An Assessment of the Economic Impact of Civil Legal Aid in Arkansas* (October 2014), <https://arkansasjustice.org/wp-content/uploads/2017/04/AR-Economic-Impact-Study-2014-combined-1.pdf> (last accessed October 12, 2018); Access to Justice Commission, *Economic Impact of Civil Legal Services in Maryland* (2013), <https://mdcourts.gov/sites/default/files/import/mdatjc/pdfs/economicimpactofcivillegalservicesinmd201301.pdf> (last accessed October 12, 2018).

elderly;² and in Arkansas in 2013, legal aid intervention in domestic abuse cases saved \$3.9 million in avoided medical and mental health costs.³ Similarly, in FY10-11 1,715 low-income Pennsylvania families were able to avoid the need for emergency shelter due to the assistance provided by civil legal aid programs, resulting in a savings of \$14,794 per family and \$25 million in total;⁴ while in 2009, civil legal assistance in New York brought nearly \$21 million in earned income tax credits to the state.⁵ Two recent studies that utilized the U.S. Bureau of Economic Analysis's Regional Input-Output Multiplier System (RIMS) conducted in Florida⁶ and Nevada⁷ that examined the economic multiplier effects of legal aid found a \$7 return on investment for every \$1 invested in legal aid funding. Further, the tangible economic benefits achieved by civil legal aid flow directly to the individuals and families the CRA was designed to assist as the eligibility criteria to receive IOLTA-funded legal aid is often much more stringent than that of the CRA. For example, in Pennsylvania, in order to be eligible for IOLTA-interest funded civil legal aid, a potential recipient's family monthly gross income must not exceed 187.5% of the federal poverty guidelines,⁸ while other states cap eligibility at 125%. Additionally, the vast majority of legal aid providers who use IOLTA-interest funded grants to deliver civil legal aid services are nonprofit 501(c)(3) organizations that are deeply rooted in the communities they serve.

² Todd Gabe, *Economic Impact of Civil Legal Aid Services in Maine* at 12 (November 2016), <https://www.justicemaine.org/wp-content/uploads/Gabe-Report-Submitted-November-14-2016.pdf> (last accessed October 12, 2018).

³ Paola Cavallari, et. al., *Justice Measured: An Assessment of the Economic Impact of Civil Legal Aid in Arkansas* at 22 (October 2014), <https://arkansasjustice.org/wp-content/uploads/2017/04/AR-Economic-Impact-Study-2014-combined-1.pdf> (last accessed October 12, 2018).

⁴ Pennsylvania Legislative Budget & Finance Committee, *The Commonwealth's Access to Justice Act* at 39 (October 2016), <http://lbfclgis.state.pa.us/Resources/Documents/Reports/572.pdf> (last accessed October 12, 2018).

⁵ Report to the Chief Judge of the State of New York, *The Task Force to Expand Access to Civil Legal Services in New York*, at 13 (2010), http://www.greatprograms.org/Economic_impact_assessment/pdfs/J-1_NYTaskForce_ReportOnAccessToCivilLegalAid.pdf (last accessed October 12, 2018).

⁶ Resource for Great Programs, *Economic Impacts of Civil Legal Aid Organization in Florida* (The Florida Bar Foundation) (November 2016), <https://fbfcdn-lwncgfpypgomdk2qxt0e.stackpathdns.com/wp-content/uploads/2017/01/Economic-Impacts-of-Civil-Legal-Aid-Organizations-in-Florida.pdf> (last accessed October 12, 2018).

⁷ Resource for Great Programs, *Executive Summary of the 2017-18 Nevada Statewide Study of Legal Needs and Economic Impacts* (Nevada Access to Justice Commission) (2018), <https://p4c5b2i4.stackpathcdn.com/wp-content/uploads/Final-EXECUTIVE-SUMMARY-NV-Legal-Needs-Study-101118.pdf> (last accessed October 12, 2018); see also, Highlights of the 2017-18 Nevada Statewide Study of Legal Needs and Economic Impacts, <https://p4c5b2i4.stackpathcdn.com/wp-content/uploads/SBN-AM-ENTIRE-PPT-NV-ATJ-Legal-Needs-Study-Slides-UDATE-6-23-2018.pdf> (last accessed October 12, 2018).

⁸ See Pennsylvania IOLTA Board Specialized Legal Services Summary available at: <https://www.paiolta.org/grants/eligibility-applications/#specialized-legal-services> (last accessed October 12, 2018).

Participation in a state IOLTA program is optional for financial institutions, and accordingly, many IOLTA authorities have undertaken efforts to provide annual CRA Acknowledgement Reports to institutions which describe the community development impact of their IOLTA participation. While there are some minor variations in IOLTA program requirements across different states, they all generally involve financial institutions providing interest earned on the principal held in a law firm's IOLTA trust account to the state IOLTA authority at a rate of interest above the market rate offered on similar interest bearing deposit products.⁹ Under the current regulatory framework, financial institutions typically receive CRA credit for their state IOLTA participation under the community development "investment test"¹⁰ or the community development "service test."¹¹

As the OCC considers opportunities to modernize and streamline the regulations implementing the CRA, we urge you to ensure that a financial institution's support for IOLTA funded civil legal aid is regularly considered in CRA Performance Evaluations. Additionally, we encourage the OCC to consider standardizing CRA examination procedures so that a financial institution's IOLTA participation is evaluated consistently in each state across the nation, given the common nature of the public-private partnership underpinning IOLTA programs. Further, efforts to standardize CRA examination procedures should ensure that financial institutions that choose to support the critical community development facilitated by IOLTA funded legal aid (as verified by the documentation provided to them by their respective state IOLTA Authority) are afforded significant CRA credit commensurate with its substantial economic multiplier effects and community development impact.

(2) Providing Nonbinding "Pre-examination" CRA Eligibility Determinations to Financial Institutions and Organizations Serving Low to Moderate Income Communities

⁹ Some states follow a two tiered approach whereby participation in the IOLTA program requires that financial institutions must at least match the market rate for similar deposit products in order to offer IOLTA accounts, and those that voluntarily choose to exceed that rate are provided with CRA Acknowledgment Reports (such as Pennsylvania) while other states (such as Nevada) establish a single optional participation rate which is greater than the market rate.

¹⁰ See OCC, Community Reinvestment Act Performance Evaluation of Pioneer Trust Bank, N.A. at 7 (April 4, 2016), <https://www.occ.gov/static/cra/craeval/aug16/21060.pdf> (last accessed October 12, 2018); OCC, Community Reinvestment Act Performance Evaluation of Union Bank, N.A. at 33 (March 31, 2012), <http://www.occ.gov/static/cra/craeval/feb13/21541.pdf> (last accessed October 12, 2018).

¹¹ See FDIC, Community Reinvestment Act Performance Evaluation of First Priority Bank, N.A. at 18 (April 10, 2017), https://www5.fdic.gov/CRAPES/2017/58092_I70410.PDF (last accessed October 12, 2018); FDIC Community Reinvestment Act Performance Evaluation of ACNB Bank at 17 (March 15, 2016), https://www5.fdic.gov/CRAPES/2016/07506_160315.PDF (last accessed October 12, 2018).

We agree with the recommendation in the Treasury Department's April 3, 2018 Memorandum that financial institutions should be able to request CRA eligibility predeterminations from regulators on specific potential investments or services.¹² Additionally, it is equally important that organizations directly involved in serving LMI communities targeted by the CRA likewise be able to request a limited number of nonbinding CRA eligibility predeterminations. This approach will help strike the appropriate balance between encouraging financial institutions to consider innovative investment and service opportunities developed by organizations with deep ties to the communities they serve, while also reducing uncertainty related to whether a new activity will likely be eligible for CRA credit.

(3) Publishing Guidelines Describing the Supporting Documentation Necessary to Substantiate Qualifying Community Development Investments and Services

While community development investment and service activities may not lend themselves to the same type of electronic reporting used for CRA related lending reported by census tract, we respectfully suggest that an appropriate balance must be sought between recognizing vital community development investments and services, providing regulators with objective benchmarks, and valuing the input of organizations serving LMI communities. To accomplish this, regulators should consider requiring financial institutions to obtain an annual acknowledgement from the organization they partnered with to provide community development investments or services that includes the following: (1) the organization's good faith calculation as to the monetary value received from the financial institution's investment or service during the period in question; (2) a description of the investment or service provided; (3) the number of LMI individuals served, and; (4) a description of the geographic area served by the investment or service (county, city, etc.). This approach will ensure that organizations with ties to the community are involved in providing feedback on the CRA performance of financial institutions and will also allow the flexibility needed to accommodate a wide variety of community development investments and services. Additionally, regulators will be able to consistently consider the total dollar value of the investment or service provided, the number of LMI individuals served, and the geographic area served by the investment or service.

The Community Reinvestment Act is integral to combating inequality and providing opportunity for low-income and disadvantaged individuals and families to access our economic system in the pursuit of the American dream, and we are proud to play our part in this important endeavor. On behalf of the undersigned state IOLTA authorities, our legal aid grantees, and most

¹² Memorandum from the U.S. Department of the Treasury to the Office of the Comptroller of the Currency, the Board of Governors of the Federal Reserve System, and the Federal Deposit Insurance Corporation at 8 (April 3, 2018), <https://home.treasury.gov/sites/default/files/2018-04/4-3-18%20CRA%20memo.pdf> (last accessed October 12, 2018).

importantly, the individuals and families that utilize civil legal assistance to obtain safe housing, sustain employment, and thereby reap the benefits that come from being able to more fully participate in our economic system, we thank you in advance for your careful consideration of our comments.

Respectfully Yours,

[IOLTA Program Signature Block]



Access to Justice Highlights October 2018 (For Third Quarter of 2018)

HIGHLIGHTS

Overall Office Highlights

Legal Aid Center of Southern Nevada and the Eighth Judicial District Court announced a strategic initiative to transform services for victims of domestic violence, sexual assault, stalking, and dating violence. For many years, the Violence Intervention Program in Clark County has been operated by the Eighth Judicial District Court. Survivors of violent crime such as victims of domestic violence, sexual assault, dating violence and stalking visit the office to secure assistance with filing a Temporary Protective Order (TPO). The staff provide assistance to the victim in completing the TPO. Legal assistance is not available on site at the office. If the victim needs information on temporary custody and living arrangements during the pendency of the protective order process, the victim has to separately visit the Family Law Self-Help Center operated by Legal Aid Center of Southern Nevada under contract and in cooperation with the Eighth Judicial District Court. The services are not integrated and result in retold stories, wasted time and inefficiency. Due to the extraordinary volume of individuals seeking help at the Family Law Self-Help Center, the wait time for these victims has increased significantly, up to an hour and a half at the busiest time of the day.

The Eighth Judicial District Court and Legal Aid Center of Southern Nevada announced an initiative to create a victim-centered, trauma informed center with Legal Aid Center of Southern Nevada providing all necessary legal information and assistance to victims in one newly renovated center. Legal Aid Center will provide needed legal information to a victim of domestic violence, stalking, sexual assault, and dating violence crime without the victim having to go to another center. Free legal advice clinics can operate on the site for victims needing that service. The Court will be responsible for the court administration functions: filing the TPO, setting the matter for hearing, creating the Order, and serving the Order on law enforcement. With this new model, applicants would no longer have to go to two centers, but will receive necessary legal information and forms in one spot. Adequate staff would be provided so that long waits are no longer the norm. It will also allow the creation of a high risk assessment protocol to be utilized at the Center in order to provide critical services for those facing significant risk. The Eighth Judicial District Court is able to provide the space, pay for the renovations, and six positions have been funded by the Court and through VOCA. This vitally

needed initiative should improve outcomes for the crushing number of individuals representing themselves in Family Court.

Community Initiatives & Outreach Highlights

We had a productive 3rd quarter working with community partners and promoting our new initiatives. Legal Aid Center continues to collaborate with the Access to Justice Commission on the statewide legal needs assessment and final report commissioned by the Supreme Court of Nevada. Our role with ATJ Commission Director Brad Lewis has transitioned from input on the study and report to working on important messaging to stakeholders and community partners.

Our partnership with the Home Again Program and Nevada's Attorney General's Office continues with periodic meetings and calls. We provide updates to the coalition on trends we see related to housing, consumer fraud, and adult guardianship. We continue to support this partnership and important funding source through community outreach, sharing information about our legal services and assisting this coalition of community partners which includes Financial Guidance Center/Money Management International, Nevada Legal Services, Washoe Legal Services, and a number of HUD based housing organizations.

We organized an initiative called #CAP100 to provide legal representation for children in foster care. Our goal is to represent 100% of the children in care (85% are not represented) by the end of this year. We created three videos to promote the campaign and had a successful launch with leaders of the judiciary, pro bono attorneys, cap attorneys, and community partners.

Our office participated in the William S. Boyd School of Law Community Law Day where over 1,000 community members had their warrants quashed. An unbelievable successful effort by the Law School; we were proud to supply volunteers for the event.

Our office partnered with the Abuse in Later Life Project hosted by NCEDSV.

We also continue our work with those impacted by October 1 at the Vegas Strong Resiliency Center. We are also working very closely with the County to ensure a smooth transition of management of the Center.

26 community events were held this quarter, including:

- 4/04/18 – CLSHC attended the Henderson Justice Court Event
- 4/04/18 – Immigration attended the UNLV Multi-Cultural Center Event
- 4/05/18 – Consumer attended the VSRC/Boston Marathon Kick Off Event
- 4/09/18 – Pro Bono and CAP attended the Matt Kelly Career Awareness Week
- 4/10/18 – Immigration attended Current Trends Forum at CSN
- 4/11/18 – Consumer attended the Nevada Homeless Alliance – Family Connect
- 4/11/18 – Education Advocacy Program attended the Spring Resource Fair
- 4/12/18 – Consumer attended the National Crime Victims' Rights week
- 4/12/18 – Immigration attended a Pane regarding family law for UNLV
- 4/12/18 - Consumer attended VSRC/Henderson Agency Fair for NCVRW 2018

- 4/14/18 – Consumer attended VSRC/Stars of Hope & Streets of NY Pizza Survivor Event
- 4/15/18 – Consumer attended VSRC/ACM Awards
- 4/19/18 – FLSHC & Family Justice Center attended DA Family Support Fair
- 4/20/18 – Consumer attended the Record Sealing 4/20 Event
- 5/01/18 – Attorneys attended the National Law Day Event
- 5/14/18 – Immigration attended the Boys & Girls Club Event
- 5/18/18 – FJP attended the Asian Cultural Day
- 5/21/18 – Consumer attended the Southern NV Regional Housing Authority Event
- 5/22/18 – Consumer attended the Las Vegas Township Community Impact Center
- 6/05/18 – CLSHC attended the Constable & Sheriff’s offices Event
- 6/06/18 – Immigration attended the Immigration Class at All Saints Episcopal Church
- 6/06/18 – Education Advocacy Program attended Whitney Elementary School Event
- 6/20/18 – Immigration attended Safenest Advocacy Training
- 6/26/18 – Consumer attended the Las Vegas Township Community Impact Center
- 6/27/18 – Admin attended the Clark County/MPBT Event

Consumer Case Highlights

Client vs. Social Security Administration – Client is 76 year old Spanish speaking individual who was about to become homeless following the cessation of his SSI benefits. Client was placed in a senior facility against his will by his son. Client’s son failed to notify Social Security of his father’s new residence so client’s SSI check continued to be deposited into his bank account without any adjustment. When client finally proved to the staff at the facility he was in that he was mentally competent to take care of himself he was allowed to leave. Client used the funds in his bank account to obtain temporary housing. Shortly afterwards he was informed by Social Security that he had been overpaid since they had only just learned that he was in a senior facility. Social Security then ceased client’s benefits. Client was unable to correct the situation and contacted Legal Aid Center of Southern Nevada where he met with Maggie Cormier who began to provide extensive assistance to the client in obtaining rent when he was unable to pay his rent and later with obtaining new affordable housing while he was pending permanent housing through the Clark County Housing Authority. Ms. Cormier would meet with the client on almost a daily basis with any questions he had and also called Social Security on his behalf to speak with the representative handling his case in order to expedite the renewal of his SSI benefits. After numerous calls and letters to the Social Security Office, client’s benefits were reinstated and he is now residing in a group home while his application for low-income housing is being processed. Legal Aid Center will continue to represent the client at his upcoming Administrative Law Judge hearing regarding his SSI overpayment and Ms. Cormier continues to speak with him when he comes in to the office and answers his questions and keep him informed regarding the status of his case. Client was very happy with the attention he received from the staff at Legal Aid Center and particularly with Ms. Cormier. He was greatly relieved that she was there to help him locate the housing he desperately needed and get his SSI benefits reinstated so he would not end up homeless on the streets. (Fleming)

Guardianship Advocacy Project Case Highlights

Sophia,* a woman in her early twenties, needed urgent help in her guardianship case. Sophia had been under a guardianship since she was eighteen years old. Choking back tears, Sophia explained that she was being physically and verbally abused at her group home, a residence chosen for her by her guardian, which she had no legal right to change so long as she was under guardianship. To make matters worse, the guardian, the person tasked with caring for and protecting Sophia, refused to listen to her. Instead, the guardian insisted that Sophia stop making trouble and return to the group home. Things had gotten so bad at the group home that Sophia had run away and was living on the streets.

Sophia's Legal Aid Center attorney immediately phoned the guardian, related Sophia's abuse at the hands of her purported care providers, and admonished the guardian for shirking her duties and failing to protect Sophia. Next, given the guardian's clear inability to manage Sophia's affairs, the Legal Aid Center attorney petitioned the court to remove the bad guardian and appoint, at least temporarily, one of Sophia's close friends who had asked Sophia to live with her.

At the hearing, Sophia's Legal Aid Center attorney not only asked the court to remove the bad guardian, the attorney also urged the court to terminate Sophia's guardianship entirely. Sophia's attorney provided the court with an opinion from a psychiatrist who had conducted a comprehensive evaluation of Sophia and had concluded that Sophia was perfectly capable of making her own choices and had no need for a guardian. Based on this opinion, Sophia's Legal Aid Center attorney argued that Sophia should be free from the guardianship and free to make her own decision, including where she wanted to live. Ultimately, the court agreed and terminated Sophia's guardianship.

Sophia has decided to live with her friend on a permanent basis, and they are now happy roommates. Sophia is eternally grateful to her Legal Aid Center attorney for aiding her when no one else would listen. The Nevada Department of Aging and Disability Services is investigating Sophia's former care providers, who face significant penalties, including revocation of their licenses and incarceration. (MacDonald)

*Names have been changed to protect confidentiality.

Family Justice Project Case Highlights

Rosalyn is a young mother, from the Philippines, with two boys ages 10 and 12. Her husband, George was physically, emotionally, verbally and financially abusive toward her. Rosalyn had often tried to keep the peace for the sake of her boys and would keep the pain and the abuse to herself. In the fall of 2017, George moved his parents into the family home and then a short time later forcibly moved Rosalyn out of the home and changed the locks. His parents supported him

after he falsely accused Rosalyn of having an affair. George then refused to allow Rosalyn back into the home to get any of her belongings or to have any contact with their sons. He told the boys that their mother abandoned them. She tried to go to the home on Christmas with presents for the boys but was turned away. Rosalyn was devastated and heartbroken.

Shortly thereafter, she applied for our services and her case was accepted. As the case progressed both George and his attorney continued to accuse Rosalyn of having an affair and with an attitude that she should be punished. Rosalyn only wanted to see her boys and share custody of them. We continued to push for a custodial arrangement that would satisfy Rosalyn and were eventually granted joint physical custody. George believed that the marital home was his and that the children should not be forced to move. His attorney continued to echo these sentiments. At a contentious court hearing, we argued that the home should be sold and Rosalyn given her fair marital share of the equity not the fraction that George wanted to give her, nor have her wait for her entire share if George refinanced the home and made payments to her as this was evidence of more financial abuse. The Court agreed with us and we were eventually able to settle the case and get Rosalyn her fair share of the equity, more than \$30,000. At the closing for the sale of the home, Rosalyn called me from the title company and asked me for my banking information so that she could share her portion of the equity with me. I politely declined and told her I couldn't accept. She stopped by a few months ago and thanked me for helping her. (Noyce)

Immigration Case Highlights

Client had a good job and good life in El Salvador. He worked for a government company. He exposed corruption at the company to protect the workers. His brave actions caused him to receive threats on his life. He tried to move to different locations, but they would find him and threaten him there. He realized that he was being targeted. He was threatened for over a year. His health began to decline as a result of the threats. One day he was kidnapped from his home and forced to watch a video of a man being tortured. Client was terrified after this incident. He went on vacation hoping things would calm down when he returned. When he returned, he was shot at by the government officials. Client fled El Salvador for the safety of him and his family. He came to our office mere weeks before his 1 year deadline to file for asylum. He waited so long because he couldn't afford to hire an attorney. We immediately began working on his case and got it filed before the deadline. We attended the interview with the client and he and his family were granted asylum. (Cetin)

Children's Attorneys Project Case Highlights

Angel and Maurice are two young children (five and three, respectively) who currently have no parents available to them. Angel's father is incarcerated on unrelated charges, and their mother is in jail awaiting trial for stabbing Maurice' father to death.

Angel, Maurice, and their mother had been living in an apartment complex just a few doors down from their close family friend Dora, who was very much like a grandmother to Angel and Maurice; they actually call her “Grandma.” When their family had been having difficulties the three of them even moved in with Dora for a while, so when Angel and Maurice’ parents were suddenly unavailable it seemed natural to place them with Dora, and the court did so. However, as the case progressed, Angel and Maurice’ biological grandparents became involved, each seeking placement of only their own grandchild; Angel’s grandparents even hired a lawyer to file a motion requesting their granddaughter be placed with them. At the same time, the Department of Family Services was pushing to have the children placed in Atlanta, GA, in the home of their aunt (who has custody of their brother).

Angel and Maurice’ CAP attorney visited the children regularly throughout this time to be sure of their wishes. They made it clear that they loved their grandparents and enjoyed spending time with them, but that it was more important to them to remain together. If living with their biological grandparents would mean being split up, it was not something they were interested in; they preferred to remain with “Grandma” Dora. They have never met their brother in Georgia, although Angel thinks she may have met her aunt once. She and Maurice definitely did NOT want to move to Georgia; they expressed a clear preference to remain in Las Vegas with the family they know and where visits with their incarcerated parents could be a possibility.

Based on this unequivocal position from his clients, the CAP attorney filed an opposition to Angel’s grandparents’ motion, arguing that the preferences and presumptions contained in Nevada law combined in such a way that required the court to leave Angel and Maurice placed together with Dora. He argued that both the DA and the grandparents’ attorney had incorrectly interpreted the law, and the judge explicitly agreed with the CAP attorney’s interpretation of the law on the record. As a result, the court agreed with the CAP attorney’s position that leaving Angel and Maurice placed with their “Grandma” Dora was the appropriate solution, and they remain there today. They continue to have visits with their grandparents on a regular basis, and we are working on helping them develop a relationship with their family in Atlanta. (Barr)

Education Advocacy Program Case Highlights

Student who has history of behavior issues at school was referred to us through the Autism Court program. Student is socially maladjusted and struggling in school. Parent had asked for 504 protections as a student with a disability for his ADHD but was told that “kids can’t get 504s in high school.” Student was expelled for taking a fire extinguisher out of the gym and tapping it causing it to discharge slightly. We filed due process citing failure to test and inappropriate manifestation determination meeting for a child suspected of disability. At due process, the manifestation determination meeting was determined to be faulty and student’s conduct was related to his suspected disability of autism and his recognized disability of ADHD. Expulsion overturned and child returned to class. MDT meeting scheduled for October 24, 2018 for disability determination and student temporarily protected with 504 plan. Compensatory education awarded for school’s failure to conduct an appropriate manifestation determination review. (Venci)

PRO BONO PROJECT

FISCAL YEAR 2017-2018 (Oct. 1 thru Sept. 30)

I. Case Placements:

During this quarter we placed 219 cases with 175 unique attorney volunteers.

- July – 61 cases
- August – 65 cases
- September – 93 cases

II. Pro Bono CLE Seminars:

- July 20: CAP Basics CLE
- July 25: Free Litigation and Trial Preparation Class taught by Gayle Nathan
- July 27: CAP Supplemental CLE
- August 24: CAP Basics CLE
- August 29: Free Litigation and Trial Preparation Class taught by Gayle Nathan
- August 31: CAP Supplemental CLE
- September 6: ADR CLE by Commissioner Turner
- September 7: CAP Ethics Jeopardy CLE
- September 20: On-site CAP CLE at Hutchison and Steffen
- September 21: CAP Basics CLE
- September 26: Free Litigation and Trial Preparation Class taught by Gayle Nathan (Heather Goodlett substituted)
- September 27: Family Law Discovery CLE Commissioner Turner
- September 28: CAP Supplemental CLE

III. Volunteer of the Month Recipients:

- July-Jessica Chong
- August- Jeanette “Jae” Barrick
- September-Cherie Fletter

IV. Pro Bono Firm and Bar Section Meetings:

- July 2: Firm Visit with Sklar Williams PLLC – Noah attended
- July 23: Firm Visit with Venetian – Noah and Cindy attended
- August 29: Firm Visit Solomon Dwiggin Freer – Noah and Cindy attended
- September 19: Firm Visit Caesar’s – Noah attended
- September 25: Firm Visit at Fennemore Craig
- September 27: Firm Visit at MGM

V. **Additional Events:**

- August 3: Justice Stiglitch Open House Summer Clerk event at LACSN – Cindy presented
- August 14: Building Bridges Human Trafficking Meeting – Noah attended
- August 17: NPABA Western Regional Conference – Noah presented a panel
- August 23: FOX5 CAP100 Morning Special Segment – Noah
- August 23: CAP100 Launch Event
- September 19: Partners in Pro Bono Orientation at Boyd – Noah and Cindy attended and presented
- September 14: “Firm Visit” with Nellis JAG – Noah and Josie attended
- September 26: 5th Annual Pro Bono Mixer

STATS

Consumer Rights Project - Cases Quarterly Stats				
	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr
Number of cases opened in quarter	574	591	591	
Number of cases closed in quarter	521	655	618	
Total Active cases through end of quarter	356	288	208	
Consumer Hotline Calls	385	1628	1328	
Bankruptcy Cases - Quarterly Stats				
	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr
Number of cases opened in quarter	46	48	52	
Number of cases closed in quarter	28	39	46	
Total Active cases through end of quarter	97	99	101	
Foreclosure Cases - Quarterly Stats				
	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr
Number of cases opened in quarter	58	39	37	
Number of cases closed in quarter	38	42	47	
Total Active cases through end of quarter	63	56	45	
Foreclosure Hotline	78	97	23	
Social Security Project Cases - Quarterly Stats				
	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr
Number of cases opened in quarter	46	61	61	
Number of cases closed in quarter	35	63	81	

Total Active cases through end of quarter	225	189	171	
Social Security Hotline Calls	377	371	78	
Guardianship Advocacy Project – Quarterly Stats				
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Number of cases opened in quarter	257	268	236	
Number of cases closed in quarter	26	55	54	
Total Active cases through end of quarter	578	766	950	

Family Justice Project Cases - Quarterly Stats				
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Number of cases opened in quarter	197	274	301	
Number of cases closed in quarter	198	177	328	
Total Active cases through end of quarter	242	209	191	
FJP Hotline Calls	150	134	136	

Immigration - Quarterly Stats				
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Number of cases opened in quarter	109	103	233	
Number of cases closed in quarter	97	72	167	
Total Active cases through end of quarter	568	599	673	
Immigration Hotline Calls	191	176	129	

Children’s Attorneys Project Cases Quarterly Stats				
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Number of cases opened in quarter	531	546	577	
Number of cases closed in quarter	373	633	448	
Total Active cases through end of quarter	2440	2310	2437	

Education Advocacy Program Cases Quarterly Stats				
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Number of cases opened in quarter	25	20	18	
Number of cases closed in quarter	6	46	1	
Total Active cases through end of quarter	70	44	63	

Volunteer Education Advocate Program Cases Quarterly Stats				
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Number of cases opened in quarter	38	20	20	
Number of cases closed in quarter	32	18	35	
Total Active cases through end of quarter	205	207	195	

Civil Law Self-Help Center Quarterly Statistics				
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Number of clients served	12,284	11,183	11,120	

Family Law Self-Help Center Quarterly Statistics				
	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr
Number of clients served	12,781	12,565	12,767	

Community Legal Education Program Attendance Statistics					
CLASS	JAN. - MAR.	APR. - JUNE	JULY - SEPT.	OCT. - DEC.	TOTAL FOR YEAR
Divorce	151	185	153		
Paternity/Custody	105	93	150		
Guardianship	71	87	87		
Spanish Family Law	48	36	38		
Bankruptcy	150	106	130		
Spanish Bankruptcy	12	28	19		
Small Claims	128	107	163		
Payday Loan	1	1	4		
Collection Proof	24	21	28		
Family Law Litigation & Trial Prep	56	54	46		
Record Sealing	128	140	142		
Immigration English	43	39	29		
Immigration Spanish	59	36	61		
TOTALS	976	933	1050		

Legal Aid Center in the News

New NV Hotline to Report Abuse by Court-Appointed Guardians

March 13, 2018

Public News Service

Suzanne Potter

After a rash of high-profile cases, a brand new hotline has just been established for Nevadans to report abuse or neglect by court-appointed guardians.

[Read Full Article](#)

Financial Advisors Provide Pro Bono Advice to October 1 Las Vegas Survivors and Victims' Families

February 6, 2018

Nevada Business

Nancy Katz

Fiduciary, fee-only advisors from around the country today volunteered free financial advice to Las Vegas Tragedy survivors and victims' families.

[Read Full Article](#)

1 October Survivors Urged To Fill Out Online Form

February 8, 2018

CBS Las Vegas

The Vegas Strong Resiliency Center is encouraging anyone who was present during the 1 October mass shooting at the Route 91 Harvest Festival or affected by it to fill out an online intake form posted on its website.

[Read Full Article](#)

Legal Aid Center offering help to local immigrants

January 30, 2018

13 Action News

Parker Collins

Tuesday, the President will give his first ever State of the Union address, and he's expected to touch on immigration.

[Read Full Article](#)

Legal Aid Center helping victims of Oct. 1 shooting put their lives back together

January 29, 2018

Las Vegas Sun

Sun Staff

Weeks after the Oct. 1 shooting, some survivors received letters from a lawyer saying he could help them file a claim for one of the victim compensation funds.

[Read Full Article](#)

Supreme Court rules Nevada payday lenders can't sue borrowers on second loans

January 14, 2018

Nevada Independent

Riley Snyder

Nevada's highest court has ruled that payday lenders can't sue borrowers who take out and default on secondary loans used to pay off the balance on an initial high-interest loan.

[Read Full Article](#)

Flood of frustration over leaky roofs: How to get landlords to repair damage

January 10, 2018

13 Action News

Joe Bartels

As the sun shines on the Las Vegas valley once again, many are left drying out and cleaning up damage left behind by leaky roofs and even ceiling collapses.

[Read Full Article](#)

Free help with DACA, TPS & more!



Get help with DACA renewals, TPS, learn if you have a path to citizenship, or speak with an attorney. Go to a free class or call our Immigration Hotline at 386-1070, x1756 (Spanish) or x1750 (English)

[READ MORE](#)

Our partnership with Vegas Strong Resiliency Center



Helping victims and their families navigate legal issues stemming from the Las Vegas strip tragedy.

[Read More](#)

Sheri Cane Vogel, Esq.
Executive Director

Elana T. Graham, Esq.
Deputy Director

Southern Nevada Senior Law Program's Access to Justice Report- Fiscal Year 1st Quarter

To the Members of the Access to Justice Commission:

We are a quarter through the fiscal year 2019. Our office would like to provide you with some updates on our office's educational outreaches and legal assistance in the senior community.

A. OUTREACH AND EDUCATIONAL SEMINARS

Our office continues to grow our outreach programs within Clark County and rural Nevada. Our office has expanded our Healthcare Initiative to assist seniors and families facing catastrophic illness and loss of a loved one. The expansion has resulted in an increase in the number of educational in-house seminars and outreach programs, providing a detailed explanation and review of Advance Directives and end-of-life wishes.

In the new year of 2018, our office expanded our educational seminars to include information and materials geared to the interaction between seniors, bankruptcy, and alternative bankruptcy options available to seniors. To help facilitate the educational message and reach more senior communities, recently our Deputy Director participated in a radio event that focused on the economic crisis facing seniors and their interaction with bankruptcy. The radio program reached over 10,000 listeners and provided a Q&A format to allow seniors to have alternative legal options and information related to their economic situation.

B. CASE STORIES

1. CONSUMER CASES

Our office assisted a senior client who had a dispute with a solar company regarding overcharging for solar services not performed. Our client hired the solar company to install an energy efficient fan, solar insulation, and service work related to the A/C unit. The solar company charged \$9,333 for solar painting, fans, and misc. items. However, our client refuted the final invoice price, due to the company not performing all the services listed on the invoice. Our office wrote several letters to both the solar company and finance company that financed the purchase of the solar services, identifying the multiple mistakes in the invoice related to the services and billing amount. After several months of negotiation, the solar company revised their billing invoice from \$9,333 to \$4,525, resulting in a savings of over \$5,000 to a senior citizen on a fixed income.

Our office assisted an eighty-eight-year-old senior citizen regarding the

unlawful collection of a debt by a retail company. Our client purchased shoes from a retail company. Dissatisfied with the purchase, our client returned the shoes within the store's return policy timeframe. Despite properly returning the purchase within the period of time, the retail company continued to charge our client every month at 28.49% interest rate. Our client is on a fixed income and could not afford to pay off the amount stated by the retail company. Our client attempted to resolve the situation without legal assistance; however, the company refused to zero out the account and stop the monthly charges. Our office challenged the collection of the debt under the Fair Debt Collections Practices Act. Through our efforts, the retail company acknowledged that our client returned the items within the period of time, zeroed out the account, and stopped the monthly charges, avoiding a potential lawsuit and collection efforts.

2. HOA CASES

Our office assisted a senior citizen whose condominium had been badly damaged by a rain, due to a leak in her roof. The water leak resulted in substantial damage to her condominium and personal property. Our client submitted a claim to the Homeowner's Association insurance company, which issued a check to our client in amount of just over \$17,000. However, the insurance company sent the check to the HOA Board and not to our client. Our client attempted to retrieve the check prior to coming to our office; however, the HOA Board kept stalling and refused to provide the check. The delay in repairs resulted in substantial loss and stress for our client. Our office engaged in substantial negotiations with the HOA Board in order to have the check returned to our client. After several months, the HOA Board agreed to release the check to our client. Without our attorney's efforts, our client may have been forced to pay a private attorney to litigate against the HOA Board (which she could not afford on a fixed income) or forgo the check in its entirety.

Our client had a dispute with her HOA regarding a "disabled" vehicle that is parked on her driveway. The vehicle was in a wreck and the front bumper was smashed, but the vehicle was operational. The senior received notices from the HOA that disabled vehicles are not allowed to stay visible on the property. The senior informed the HOA that, despite the appearance of the vehicle, it was operable. The HOA disagreed with her opinion that the vehicle does not fall into the category of "disabled" because the HOA began to fine the senior \$100 a week. The usual fine our office has seen is \$100 a month, not per week. Our client was unable to resolve the initial fining by the HOA. At the time the HOA started to fine our client, our client started to take care of an impaired adult daughter and an autistic young grandson and did not truly realize what was happening regarding this alleged HOA rule violation. Our client came to our office with a billing statement showing that the balance on the violation fine just exceeded \$60,000. This is the highest violation fine balance our office has ever seen against one person. Our office is in the process of negotiating a fine reduction/elimination on behalf of our client, due to the circumstances of the vehicle and limited financial means.

3. SOCIAL SECURITY CASES

A senior citizen came to our office due to a letter she received from the Social Security Administration requesting repayment of a \$11,370.00 alleged overpayment. Her Request for waiver of the overpayment was denied, as was her request for reconsideration. Our client

subsequently requested an ALJ (Administrative Law Judge) hearing and asked if our office could assist her at the hearing on February 27, 2018. Our office needed to show that 1) the overpayment was not her fault, and 2) she could not afford to pay back the overpayment. A detailed review of our client's social security file showed that the Social Security Department had made a previous decision stating that the overpayment was not our client's fault. At the ALG hearing, our social security attorney argued that the overpayment issue was barred based on "res judicata" and clarified our client's expenses to show that she couldn't afford to pay back any overpayment. The ALG Judge was not aware of the prior decision and based on the res judicata, the ALG Judge decided in favor of our client, stopped deducting repayment amounts from her monthly Social Security check, and returned previously withheld amounts totaling \$5,000.

4. LITIGATION/ELDER ABUSE CASES

Our office assisted in an elder abuse litigation case. Our client is a frail, ninety-year-old man who lived in his home for thirty years. Our client was convinced by his son and daughter-in-law to transfer title into their name to avoid probate upon his death. The transfer of title occurred without our client's understanding of the nature of the documents he signed because he trusted his family. Our client assumed that he would be able to live and eventually die in the house he had shared with his late wife for the last thirty years. However, the son and daughter-in-law forced our client out of his property and refused to allow our client to return to retrieve his precious mementos and personal items. Our office filed a lawsuit in the Eighth Judicial District Court seeking damages related to the actions of the son and daughter-in-law. The District Attorney prosecuted the daughter-in-law. After prosecuting the civil litigation for years, our office was able to obtain monetary damages for our client, retrieval of his personal and marital items, and end the exploitative influence of the son and daughter-in-law.

5. PROBATE CASES

Recently, our office has seen an increased demand among the senior community with regards to probate assistance.

Our office assisted a senior citizen in the probate case of her late husband. After the death of her late husband, our client assumed that everything would be "taken care of" and she would be able to obtain title to the house she shared with her late husband until her passing. However, she discovered that her late husband's children wanted her home to be sold and her husband died without a will. Plus, the deceased husband was the only name on title of the Property. Our office filed a probate petition and multiple legal documents, seeking to have the home set aside to the spouse based upon the homestead statute. The homestead statute would allow our client to live out the rest of her life in the home she shared with her late husband. The children of the deceased husband contested our client seeking the homestead statute. Our office argued in front of the Probate Commissioner and was able to have the home set aside to the spouse. The efforts by our office allowed our client to live in the property for the rest of her life and obtain a 1/3 interest upon her death.

Our office is in the process of assisting a seventy-six-year-old senior citizen in a probate case of his deceased brother. Our client came to our office after the sudden death of his brother. The

deceased brother had lived with our client and his wife for most of his life. While living with his brother the deceased individual's health and financial needs were taken care of by our client. The deceased brother would repeatedly say to our client that when he passed everything he saved would go to our client and his wife. However, the deceased brother had no estate planning when he suddenly passed. Our client's brother was suddenly killed in a tragic accident involving an escalator malfunction at a local casino. At the time of his death, the deceased brother had over \$100,000 in his bank account. Our office filed a probate action to seek to distribute the money from the deceased brother's bank account to our client and relatives in Mexico and United States. Our office is in the process of seeking a partial distribution of the money and facilitated the eventual filing of a wrongful death lawsuit on behalf of the estate of the deceased brother.

6. LANDLORD/TENANT CASES

Our office assisted in the recovery of a security deposit from a client that never took possession of her apartment. Our client executed a lease for tenancy and the next day attempted to take possession of the apartment. However, upon stepping into the apartment our client realized that the apartment had been trashed and the air quality was poor. Our client has medical issues that would necessitate a clean apartment with good air circulation. Due to the poor environmental conditions of the apartment, our client attempted to cancel the lease within two days after execution; however, the landlord refused to return the \$4,700 security deposit, despite being able to re-rent the property ten days after our client canceled the lease. Our office negotiated with the landlord and wrote a letter demanding the reimbursement of the security deposit pursuant to the circumstances of the case and statutory law. Through the continuous efforts of our office, our office was able to obtain a reimbursement of \$3,473.06. With the reimbursement of the money, our client was able to secure new housing more conducive to her health conditions.

C. WHAT'S ON THE HORIZON

It is the goal of SNSLP to purchase a building in fiscal year 2019, with room for future growth and expansion. With the purchase of a permanent residence, our office will be able to grow and increase services to the senior population.



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

October 31, 2018
Executive Director Report for November 9, 2018 ATJC Meeting

Washoe Legal Services has assisted over 8,300 individuals since January 1, 2018, and we are currently actively representing approximately 2,000 clients, including over 900 children, 560 protected adults (guardianship), and 135 victims of domestic violence. There continues to be a great need for our services at our new Center for Seniors and the Law, where we have served more than 800 seniors in just a few months. We have also assisted more than 1,000 individuals with self-help services in our main office.

WLS currently employs over 30 full-time employees, including 19 full-time attorneys. We have received several significant commitments toward our Equal Justice Ahead campaign, which is our fundraising campaign to renovate our building in order to accommodate our growing staff. We hope to make a major announcement regarding this campaign in the coming weeks/months regarding a significant donation, but it is currently premature to do so. WLS was recently awarded a \$600,000 grant (over a three-year cycle) from the Office of Violence Against Women's Legal Assistance for Victims (LAV) Program. The grant will allow us to provide more comprehensive services to victims of domestic violence, sexual assault and human trafficking. The program requires WLS to partner with other service providers, so we will partner with Awaken (which helps victims of human trafficking) and Safe Embrace (which assists victims of domestic violence and sexual assault). Both Safe Embrace and Awaken will provide case workers on-site at WLS to provide comprehensive advocacy services to WLS clients. We are excited to develop a closer working relationship with both of these great organizations.

WLS partnered with the National Judicial College and Safe Embrace in October to screen a documentary ("What Doesn't Kill Me") regarding the treatment of domestic violence survivors in family court. After screening the film, WLS led a panel discussion to discuss some of the issues raised by the film. The event, which we held in conjunction with Domestic Violence Awareness Month, had more than 50 guests. The panel included Family Court Judge Dixie Grossman, WLS attorney Jill Whitbeck and a current WLS client.



MEMO

To: Michael Sommermeyer, Public Information Officer, AOC & Nevada Courts

From: Brad Lewis, Director, Access to Justice Commission

Date: 9/7/18

Re: Access to Justice Commission Update for Nevada Supreme Court Annual Report

In 2006, the Access to Justice Commission was created to promote equal civil justice for all Nevadans, regardless of economic status. Co-chaired by Chief Justice Michael L. Douglas and Justice James W. Hardesty, the Commission is comprised of 24 members from various legal and non-legal backgrounds, all focused on the efficient delivery of legal services and access to justice for all Nevada residents.

Over the past year, the Commission has focused on completing the 2017-18 Nevada Statewide Study of Legal Needs and Economic Impacts, increasing pro bono activities, strengthening partnerships with Nevada IOLTA-participating financial institutions, and raising awareness of the nature and benefits of the Commission's work. A special note related to the October 1, 2017 Las Vegas mass shooting is included.

2017-2018 Legal Needs Assessment of Low Income Nevadans:

The recent primary focus of the Commission has been on the legal needs assessment. The last assessment was in 2008. Our statistically-relevant survey collection goal was 1000 surveys and we collected 1050. The first draft of the 2017-2018 study report is complete with the final report to be released in September. A unique element of the Commission's survey was that legal aid providers and trained volunteers conducted field surveys in person. This had three significant positive effects. One was to hear first-hand the legal problems encountered by economically challenged Nevadans. The second was that it has become increasingly difficult to survey low income residents for a variety reasons including wide adoption of cell phones (low shelf-life of numbers, pre-paid phones), "robo-calling", universal access to caller ID/call screening, fear of creditor harassment, hearing or language proficiency, and more. Finally, substantial dollars were saved, in excess of \$50,000. To validate the survey findings, several stakeholder feedback sessions were held at various locations throughout the State. Final results will be studied to translate the findings into action to improve legal aid delivery in Nevada. A media plan will be initiated in September. More than two dozen organizations have assisted with surveying and more than 100 volunteers acted as surveyors along with Nevada's five core legal aid providers. The legal needs study was funded by a generous grant from the Nevada Bar Foundation.

Key Study Findings

- 400,000 Nevadans are eligible for civil legal aid at 100% of the Federal Poverty Level (\$12,140 for a single)
- Nearly 1 million Nevadans (990,000) have incomes at or below 200% of the Federal Poverty Level
- The poverty population peaked after the Great Recession in 2012 67% above the level seen in 2007
- But poverty in Nevada has persisted, remaining 48% above the pre Great Recession level
- Despite the improving economy, there are 130,000 more Nevadans living in poverty now than in 2007
- The greatest poverty increases were seen among seniors (100%) and Native Americans (80%)
- The need for legal aid, and to grow funding, persists
- 35,000 legal cases for income-eligible clients were completed in 2017 by Nevada's legal aid providers
- There are 84 lawyers for 500,000 low-income Nevadans at 125% of the poverty rate
- This equates to 1 lawyer for every 6000 low income Nevadans
- For those who can afford to pay for civil legal services, there is 1 lawyer for every 400 people
- There were 147,000 civil legal problems experienced by low income Nevadans in 2017
- Nevada's legal aid providers closed 35,000 legal cases, meaning only 24% of legal problems arising in 2017
- The "Justice Gap" in Nevada is 112,000 cases (147,000-35,000) meaning 76% of legal needs are unmet
- With the help of legal aid, many outcomes are improved, including incoming Federal dollars
- For every \$1 spent on legal aid in Nevada, there is a \$7 Return on Investment (ROI)
- ROI comes from income, cost savings, and multiplier impact
- 376 non-legal aid, community-wide jobs for Nevadans are supported through benefits of legal aid
- Legal aid helps people stay in their jobs, keeps families safe, kids in school, and promotes social stability
- Providing legal services to those who cannot afford them is how we fulfill the promise of "justice for all"

Pro Bono and Legal Aid Support Update:

2017 Calendar Year Highlights

- \$91,276 donated to civil legal aid through State Bar of Nevada licensee dues check-off
- 2,170 licensees reported 130,563 hours of pro bono to persons of limited means
- 875 licensees reported 54,732 hours of reduced rate service to the community

Pro Bono Survey

A pro bono survey was conducted, is complete, and available from the Access to Justice Commission. Key findings included that, while most firms do not have a pro bono policy (76.5%), most firms do encourage pro bono (70.4%). It was also found that firms incentivizing pro bono show a 20% greater likelihood of encouraging it. The top four actions most effective in encouraging pro bono all involved personal requests, in the following rank order: support from the top, personal request from a supervisor, personal request from a colleague, personal request from legal aid. Two thirds of respondents said there is enough recognition for pro bono, while one third said there could be more. Actions include collecting pro bono policies for sharing, creating a pro bono policy template as those firms with a policy see more pro bono, and continuing to focus on recognition. The survey was developed in conjunction with Nevada's legal aid providers and UNLV William S. Boyd School of Law.

Celebrate Pro Bono Week 2017

More than 90 free sessions were offered throughout the state in Carson City, Henderson, Las Vegas, Pahrump, and Reno. The Access to Justice Commission developed a comprehensive statewide list of free legal advice sessions, clinics, Ask-A-Lawyer events and CLEs for Celebrate Pro Bono Week 2017. A media release was issued and the complete listing was made available on the Access to Justice Commission website at

www.onepromisenevada.org. This year, in addition to the State Bar of Nevada and its Young Lawyers Section and Nevada legal aid providers, sponsors included Vegas PBS, Clark County Law Library, Small Business Development Center, Las Vegas-Clark County Library District, and Ombudsman of Consumer Affairs for Minorities.

Other Events and Activities Benefitting Pro Bono and Legal Aid

- Nevada Bar Foundation Brunch Honoring Justice Michael Cherry - saw \$26,500 in donation pledges
- One Promise Nevada End-of-Campaign Party - to recognize inspired pro bono service from the State Bar of Nevada Family Law Section
- Family Law Section/Access to Justice Commission hosting the 2017 Bishop Family Law Conference - which included recognizing six pro bono champions from every region in the State, pitching available pro bono cases to the Section, and fundraising by selling commemorative glasses in support of the One Promise Nevada pro bono campaign. A total of 42 pro bono cases were placed and \$1510 was raised from the sale of glasses.
- Bank of Nevada Kentucky Derby Event - was a new event designed to raise funds for four of Nevada's southern legal aid providers. The Nevada Bar Foundation website was used to raise \$917 for each of four providers for a total of \$3668.
- Improved and updated the CLE perk for taking a pro bono case - the new promo code works for any State Bar of Nevada CLE On Demand program and offsets the purchase by \$45, the value of one (1) hour CLE credit. Pro bono lawyers can request their promo code from their legal aid provider's pro bono coordinator.

Interest on Lawyer Trust Accounts (IOLTA):

The conclusion of the 2017 calendar year saw a remittance of \$2,826,993 in funds (compared to \$2,607,092 in 2016) earmarked for granting to twelve legal services organizations in Nevada. At the close of calendar year 2017, 32 financial institutions participated in the IOLTA program and, among them, had a total of 3,032 IOLTAs.

IOLTA is a crucial funding source for legal service providers. IOLTA rules require that attorneys maintain their trust accounts in partnering financial institutions that agree to special interest rates that are earmarked specifically for the support of legal aid organizations in Nevada. Biannually, the Access to Justice Commission reviews the IOLTA fixed interest rate and maintained the fixed interest rate in 2017 at 0.70 percent.

IOLTA Subcommittee

In follow up to a Nevada IOLTA-participating bank discussion in the fall of 2017, an IOLTA Subcommittee was formed with the goal to advance our partnership toward mutual benefit. An important outcome was the recommendation through the Nevada Bankers Association to memorialize Nevada's .70% interest rate by rule.

Another discussion topic was to review Partnership Bank Programs in other states to investigate the potential to voluntarily obtain higher interest rates. A survey about interest in a Partnership Bank Program was conducted by the Nevada Bankers Association. The Access to Justice Commission is working with the Nevada Bar Foundation Trustees to hold liaison meetings with financial institution representatives over the next several months to gain feedback.

The biggest benefit of the early discussions came from Bank of Nevada. CEO John Guedry offered to fulfill the spirit of the Partnership Bank Program by being the first bank to voluntarily offer rates higher than the current program .70% interest on IOLTA accounts. Beginning September 1, 2018, Bank of Nevada began offering 1.20% interest on IOLTA accounts. This commitment will amount to a significant change in Bank of Nevada's IOLTA collections, estimated to increase their contribution to Nevada IOLTA by nearly \$525,000 per year.

The IOLTA Report: Justice for All?

The Access to Justice Commission now has a news item appearing in the newsletter of the Nevada Bankers Association. Each month a story appears featuring the benefits and positive outcomes of IOLTA dollars wisely spent. It is intended to educate banks on the benefits of IOLTA and the people it serves.

Partnering with the Nevada Financial Industry

The IOLTA Subcommittee of the Access to Justice Commission has opened new dialogue and more mutually beneficial opportunities for partnerships. In particular, the Nevada Bar Foundation and Nevada Bankers Association have become integrally involved in building a partnership. Phyllis Gurgevich, President and CEO, Nevada Bankers Association, has been participating in our meetings. Additionally, Randy Boesch, Executive Vice President, Nevada State Bank was appointed to the Commission.

The Las Vegas Shooting Tragedy:

The Nevada legal community was quick to respond to the October 1, 2017 Las Vegas mass shooting. Legal Aid Center of Southern Nevada (LACSN) provided immediate legal help onsite at the Family Assistance Center and acted as a clearinghouse for legal needs of victims and families. For matters outside of Nevada, the Access to Justice Commission helped out of state victims and families with matters in other states and Canada. We have assisted 15 victims/families with 21 issues. LACSN continues to facilitate legal assistance at the Vegas Strong Resiliency Center and the Access to Justice Commission has continued to work on needs as they arise.

Awareness Update:

ATJC has undertaken an effort to increase awareness of our initiatives and the value of legal aid. We have seen several relevant stories placed and have increased our social media presence via Twitter. Since August, 2017 we have moved from 22,629 to 84,708 impressions and from 1472 to 4029 profile visits. We encourage you to follow us @NevadaATJ.

Statewide Advocacy, Outreach and Policy Director

The Statewide Advocacy, Outreach and Policy Director provides support to all five members of the Nevada Coalition of Legal Service Providers. Accordingly, the Statewide Advocate will work with all five legal aid organizations to coordinate and support legislative advocacy efforts on behalf of the Coalition to ensure that civil legal aid is properly funded, that appropriate legal remedies are available to legal aid clients and that low-income Nevadans have a voice in government. In addition to addressing statewide legislative issues, the Statewide Advocate will be responsible for coordinating and executing other statewide initiatives that, in the unanimous opinion of the Coalition members, are likely to improve the delivery of civil legal aid.

CELEBRATE

PRO BONO

Nevada Statewide Celebrate Pro Bono 2018

October 21-27, 2018

Month of October Schedule of Events

*Information and advice generally related to civil (not criminal) law, except where outlined
Call ahead! Information is subject to change and registration and materials may be required to assist you!*

See “Ask-A-Lawyer” Events!

All Events Open to the Public! (Except Lawyer CLEs.)

(For Lawyers: Free CLEs when you take a new pro bono case
 or volunteer for an “Ask-A-Lawyer” Program. See last page.)

Day/Time	Topic	City/Location	Sponsor(s)/Info
Fri./Sat., Oct. 12-13 10:00am-2:00pm (Check-in by noon.)	Veterans Legal Assistance	North Las Vegas VA Medical Center Auditorium 6900 N Pecos Rd	Nevada Attorney General Office of Military Legal Assistance, Nevada Legal Services, Legal Aid Center of Southern Nevada, Department of Veterans Affairs 775-684-1100 Nvagomla.gov
Sat., Oct. 13 9:00am-11:00am	Divorce Class	Las Vegas UNLV Boyd School of Law 4505 S Maryland Pkwy	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Sat., Oct. 13 11:00am-1:00pm	Paternity/Custody	Las Vegas UNLV Boyd School of Law 4505 S Maryland Pkwy	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Mon., Oct. 15	Criminal Record	Las Vegas	Nevada Legal Services

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2:00pm-4:00pm	Sealing Forms Clinic	Clark County Law Library 309 S 3 rd St	Clark County Law Library 702-455-4696 (MUST have SCOPE and Criminal History Repository Report)
Mon., Oct. 15 3:00pm-5:00pm	Spanish Family Law Class	Las Vegas Legal Aid Center of Southern Nevada 725 E Charleston Blvd	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Tues., Oct. 16 10:00am-noon And 1:00pm-3:00pm	Small Claims Ask-A-Lawyer	Las Vegas Civil Law Self-Help Center Regional Justice Center 200 Lewis Ave	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Tues., Oct. 16 1:00pm-4:00pm	Senior Services Providers' Resource and Networking Event	Las Vegas Money Management International 2650 S Jones Blvd	Southern Nevada Senior Law Program 702-229-6596
Wed., Oct. 17 10:00am-11:30am	Protection Orders	Reno Washoe Legal Services 299 S Arlington Ave	Washoe Legal Services 775-329-2727
Wed., Oct. 17 10:00am-noon And 1:00pm-3:00pm	Landlord/Tenant Ask-A-Lawyer	Las Vegas Civil Law Self-Help Center Regional Justice Center 200 Lewis Ave	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Wed., Oct. 17 Noon-1:30pm	Family Law	Reno Washoe Legal Services 299 S Arlington Ave	Washoe Legal Services 775-329-2727
Wed., Oct. 18 1:30pm-3:30pm	Estate Planning Seminar	Las Vegas Southern Nevada Senior Law Program 411 E Bonneville Ave Ste 310	Southern Nevada Senior Law Program 702-229-6596
Wed., Oct. 17 3:00pm-5:00pm	Collection Proof Class	Las Vegas Legal Aid Center of Southern Nevada 725 E Charleston Blvd	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Wed., Oct. 17 4:00pm-6:00pm	Guardianship Class	Las Vegas UNLV Boyd School of Law 4505 S Maryland Pkwy	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Wed., Oct. 17	Divorce Class	Las Vegas	Legal Aid Center of

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6:00pm-8:00pm		UNLV Boyd School of Law 4505 S Maryland Pkwy	Southern Nevada 702-386-1070, Ext. 1
Thurs., Oct. 18 9:30am-11:30am	Spanish Bankruptcy Class	Las Vegas Legal Aid Center of Southern Nevada 725 E Charleston Blvd	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Thurs., Oct. 18 9:30am-11:30am	Immigration Class in Spanish	Las Vegas Legal Aid Center of Southern Nevada 725 E Charleston Blvd	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Thurs., Oct. 18 1:30pm-3:30pm	Estate Planning Seminar	Las Vegas Southern Nevada Senior Law Program 411 E Bonneville Ave Ste 310	Southern Nevada Senior Law Program 702-229-6596
Thurs., Oct. 18 2:00pm-5:00pm	Family Law Ask-A-Lawyer	Las Vegas Family Court 601 N Pecos Courtroom 8	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Thurs., Oct. 18 5:00pm-7:00pm	Small Business Project Ask-A-Lawyer	Las Vegas West Charleston Library 6301 W Charleston Blvd Auditorium	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Fri., Oct. 19 9:00am-11:00am	Record Sealing Class	Las Vegas Clark County Law Library 309 S 3 rd St	Nevada Legal Services Clark County Law Library 702-455-4696
Friday, Oct. 19 1:00pm– 3:00pm	Drafting a Civil Complaint	Las Vegas Clark County Law Library 309 S. 3 rd St.	Nevada Legal Services Clark County Law Library 702-455-4696
Fri., Oct. 19 1:00pm-3:00pm	Small Claims Class	Las Vegas Legal Aid Center of Southern Nevada 725 E Charleston Blvd	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Fri., Oct. 19 11:30am-1:00pm	Record Sealing Education Class	Carson City Nevada Legal Services 209 N Pratt Ave	Nevada Legal Services 775-883-0404
Fri., Oct. 19 3:00pm-5:00pm	Bankruptcy Class	Las Vegas Legal Aid Center of Southern Nevada 725 E Charleston Blvd	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Sat., Oct. 20	Divorce Class	Las Vegas	Legal Aid Center of

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9:00am-11:00am		UNLV Boyd School of Law 4505 S Maryland Pkwy	Southern Nevada 702-386-1070, Ext. 1
Sat., Oct. 20 10:00am-3:00pm	Law Fair	Reno Reno Town Mall 4001 S Virginia St	Nevada Legal Services 775-284-3491, Ext. 237
Sat., Oct. 20 11:00am-1:00pm	Paternity/Custody	Las Vegas UNLV Boyd School of Law 4505 S Maryland Pkwy	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Mon., Oct. 22 9:30am-11:30am	Family Law Seminar	Carson City Supreme Court Library 201 S Carson St Ste 100	Nevada Legal Services 775-883-0404
Mon., Oct. 22 10:00am-noon	Power of Attorney Education Class	Reno Nevada Legal Services 204 Marsh Ave Ste 201	Nevada Legal Services 775-284-3491, Ext. 237
Mon., Oct. 22 10:00am-noon	Wills Education Class	Yerington Nevada Legal Services 720 S Main St, #A	Nevada Legal Services 775-463-1222
Mon., Oct. 22 12:30pm-2:30pm	Power of Attorney Education Class	Yerington Nevada Legal Services 720 S Main St, #A	Nevada Legal Services 775-463-1222
Mon., Oct. 22 1:30pm-3:30pm	Bankruptcy Education Class	Carson City Supreme Court Library 201 S Carson St Ste 100	Nevada Legal Services 775-883-0404
Mon., Oct. 22 2:00pm-4:00pm	Criminal Record Sealing Forms Clinic	Las Vegas Clark County Law Library 309 S 3 rd St	Nevada Legal Services Clark County Law Library 702-455-4696 (MUST have SCOPE and Criminal History Repository Report)
Mon., Oct. 22 2:30am-4:00pm	Wills/Estate Education Class	Reno Nevada Legal Services 204 Marsh Ave Ste 201	Nevada Legal Services 775-284-3491, Ext. 237
Tues., Oct. 23 9:30am-11:30am	Ask-A-Lawyer Event	Las Vegas Neighborhood Recreation Center 1638 N Bruce St	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1421 lacs.org/aalevent
Tues., Oct. 23 10:00am-noon	TPO Education Class	Reno Second Jd. Dist. Court	Nevada Legal Services 775-284-3491, Ext. 237

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		Jury Room 75 Court St	
Tues., Oct. 23 10:00am-noon	Sealing Records Education Class	Yerington Nevada Legal Services 720 S Main St, #A	Nevada Legal Services 775-463-1222
Tues., Oct. 23 11:00am-1:00pm	Family Law Education Class	Elko Elko County Library 720 Court St	Nevada Legal Services 775-753-5880
Tues., Oct. 23 11:30pm-3:30pm	Ask-A-Lawyer	Carson City Supreme Court Library 201 S Carson St Ste 100	Nevada Legal Services 775-883-0404
Tues., Oct. 23 12:30pm-2:30pm	Bankruptcy Education Class	Yerington Nevada Legal Services 720 S Main St, #A	Nevada Legal Services 775-463-1222
Tuesday, Oct. 23 2:00pm– 4:00pm	Basics of Lawsuits and Legal Research	Las Vegas Clark County Law Library 309 S. 3 rd St.	Nevada Legal Services Clark County Law Library 702-455-4696
Tues., Oct. 23 2:00pm-4:00pm	Adult Guardianship Education Class	Reno Second Jd. Dist. Court Jury Room 75 Court St	Nevada Legal Services 775-284-3491, Ext. 237
Wed., Oct. 24 9:30am-11:30am	Estate Planning Seminar	Las Vegas Southern Nevada Senior Law Program 411 E Bonneville Ave Ste 310	Southern Nevada Senior Law Program 702-229-6596
Wed., Oct. 24 10:00am-11:30am	Protection Orders	Reno Washoe Legal Services 299 S Arlington Ave	Washoe Legal Services 775-329-2727
Wed., Oct. 24 10:00am-noon And 1:00pm-3:00pm	Landlord/Tenant Ask- A-Lawyer	Las Vegas Civil Law Self-Help Center Regional Justice Center 200 Lewis Ave	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Wed., Oct. 24 10:00am-noon	Law Fair	Yerington Nevada Legal Services 720 S Main St, #A	Nevada Legal Services 775-463-1222
Wed., Oct. 24 10:00am-3:00pm	Law Fair	Reno Second Jd. Dist. Court Jury Room 75 Court St	Nevada Legal Services 775-284-3491, Ext. 237
Wed., Oct. 24 Noon-1:30pm	Family Law	Reno Washoe Legal Services 299 S Arlington Ave	Washoe Legal Services 775-329-2727

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Wed., Oct. 24 1:30pm-2:30pm	Small Claims Seminar	Las Vegas Southern Nevada Senior Law Program 411 E Bonneville Ave Ste 310	Southern Nevada Senior Law Program 702-229-6596
Wed., Oct. 24 2:00pm-4:00pm	Wills & Powers of Attorney Education Class	Elko Nevada Legal Services 285 10th St	Nevada Legal Services 775-753-5880
Wed., Oct. 24 4:00pm-6:00pm	Guardianship Class	Las Vegas UNLV Boyd School of Law 4505 S Maryland Pkwy	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Wed., Oct. 24 6:00pm-8:00pm	Divorce Class	Las Vegas UNLV Boyd School of Law 4505 S Maryland Pkwy	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Thurs., Oct. 25 9:30am-11:30am	Immigration Class in English	Las Vegas Legal Aid Center of Southern Nevada 725 E Charleston Blvd	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Thurs., Oct. 25 11:30am-1:30pm	Appealing Social Security	Reno Nevada Legal Services 204 Marsh Ave Ste 201	Nevada Legal Services 775-284-3491, Ext. 237
Thurs., Oct. 25 2:00pm-5:00pm	Family Law Ask-A- Lawyer	Las Vegas Family Court 601 N Pecos Courtroom 8	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Mon., Oct. 29 9:30am-11:30am	Estate Planning Seminar	Las Vegas Southern Nevada Senior Law Program 411 E Bonneville Ave Ste 310	Southern Nevada Senior Law Program 702-229-6596
Mon., Oct. 29 2:00pm-4:00pm	Criminal Record Sealing Forms Clinic	Las Vegas Clark County Law Library 309 S 3rd St	Nevada Legal Services Clark County Law Library 702-455-4696 (MUST have SCOPE and Criminal History Repository Report)
Wed., Oct. 31 10:00am-noon	Protection Orders	Reno Washoe Legal Services 299 S Arlington Ave	Washoe Legal Services 775-329-2727
Wed., Oct. 31 10:00am-noon	Litigation Preparation Class	Las Vegas Legal Aid Center of	Legal Aid Center of Southern Nevada

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		Southern Nevada 725 E Charleston Blvd	702-386-1070, Ext. 1
Wed., Oct. 31 10:00am-noon And 1:00pm-3:00pm	Landlord/Tenant Ask- A-Lawyer	Las Vegas Civil Law Self-Help Center Regional Justice Center 200 Lewis Ave	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Wed., Oct. 31 Noon-1:30pm	Family Law	Reno Washoe Legal Services 299 S Arlington Ave	Washoe Legal Services 775-329-2727
Mon., Oct. 29 1:30pm-3:30pm	Estate Planning Seminar	Las Vegas Southern Nevada Senior Law Program 411 E Bonneville Ave Ste 310	Southern Nevada Senior Law Program 702-229-6596
Wed., Oct. 31 1:30pm-3:30pm	Estate Planning Seminar	Las Vegas Southern Nevada Senior Law Program 411 E Bonneville Ave Ste 310	Southern Nevada Senior Law Program 702-229-6596
Wed., Oct. 31 4:00pm-6:00pm	Guardianship Class	Las Vegas UNLV Boyd School of Law 4505 S Maryland Pkwy	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
Wed., Oct. 31 6:00pm-8:00pm	Divorce Class	Las Vegas UNLV Boyd School of Law 4505 S Maryland Pkwy	Legal Aid Center of Southern Nevada 702-386-1070, Ext. 1
SEE	BELOW	FOR	CLEs
CLEs	FOR	LAWYERS	ONLY

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Continuing	Legal	Education	(CLEs)
Free CLEs when you	take a new pro bono case	or volunteer for an	“Ask-A-Lawyer” Program
Wed., Oct. 17 Noon-1:00pm (Lunch provided)	Tips from the Bench for Practitioners in Family Cases	Las Vegas Legal Aid Center of Southern Nevada 725 E Charleston Blvd	Legal Aid Center of Southern Nevada 702.386.1422 1 CLE
Fri., Oct. 19 9:30am-11:00am (Breakfast provided)	Introduction to Representing Children in Abuse & Neglect Cases	Las Vegas Legal Aid Center of Southern Nevada 725 E Charleston Blvd	Legal Aid Center of Southern Nevada 702.386.1422 1.5 CLEs
Fri., Oct. 19 Noon-2:00pm (Bring your own lunch)	Special Education Law: A Refresher on IEPs/504s and Discipline	Las Vegas Legal Aid Center of Southern Nevada 725 E Charleston Blvd	Legal Aid Center of Southern Nevada 702.386.1422 2 CLEs (2 ethics)
Mon., Oct. 22 9:00am-11:00am	Landlord Tenant Law in Clark County	Las Vegas Clark County Law Library 309 S 3 rd St	Nevada Legal Services 702-386-0404 2 CLEs
Thurs., Oct. 25 9:00am-noon	Family Law	Reno Silver Legacy Resort Casino Silver Baron Room	Nevada Legal Services 775-284-3491 3 CLEs
Thurs., Oct. 25 10:00am-12:00pm	Name Changes and Representing Transgender and Minors : Ethical and Sensitivity Issues	Las Vegas Nevada Legal Services 530 S 6 th St	Nevada Legal Services 702-386-0404 2 CLEs (1 general, 1 ethics)
Thurs., Oct. 25 1:00pm-4:00pm	Adoptions	Reno Silver Legacy Resort Casino Silver Baron Room	Nevada Legal Services 775-284-3491 3 CLEs

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MEDIA RELEASE

Contact: Brad Lewis, Director, Access to Justice Commission | BradL@nvbar.org | 702-317-1409

Celebrate Pro Bono 2018 Offers 70 FREE Legal Help Sessions throughout Nevada in October

Thousands of Legal Questions will be Answered in Las Vegas, North Las Vegas, Reno, Carson City, Elko & Yerington

Las Vegas, Nevada, October 10, 2018 - Chances are if you have a legal need or question – and can't afford a lawyer – you may be able to get free help from a Nevada lawyer in October. As part of *Celebrate Pro Bono 2018*, Nevada lawyers will be offering assistance throughout the state with answers to legal questions during the month of October with even more events loaded into the week of October 21-27. Free seminars, clinics and Ask-A-Lawyer sessions will mostly focus on civil legal needs of Nevadans.

Whether you have a legal question about powers of attorney, wills and estate planning, veterans issues, divorce, employment, foreclosure, guardianship, family, child support or custody law, protective orders, landlord/tenant issues, small claims, collections, immigration, bankruptcy or many more topics, you'll likely find a Nevada lawyer willing to lend a hand during *Celebrate Pro Bono 2018*.

"Every year in Nevada, thousands try to navigate the court system without a lawyer," said Brad Lewis, Director of the Access to Justice Commission. "For those with limited means, 76% of people get inadequate help or no help at all. Getting free help from a Nevada lawyer during *Celebrate Pro Bono 2018*, for some, could positively impact the outcome of their issue. For others, it's great to have free access to experts for advice."

The Nevada Supreme Court Access to Justice Commission has assembled a complete list of these sessions and has made the list available on its homepage at www.onepromisenevada.org. Sessions will be offered by many legal aid providers along with a multitude of pro bono lawyers and supporting partners.

Session sponsors include Legal Aid Center of Southern Nevada, Nevada Legal Services, Southern Nevada Senior Law Program, Volunteer Attorneys for Rural Nevada (VARN), and Washoe Legal Services. Supporting organizations include Civil Law Self-Help Center, Clark County Law Library, Department of Veterans Affairs, Family Law Self-Help Center, Money Management International, Nevada Attorney General Office of Military Legal Assistance, UNLV William S. Boyd School of Law, and others.

Many of the programs offered during *Celebrate Pro Bono 2018* are made possible with support from Nevada financial institutions through their participation in the Interest on Lawyer Trust Accounts (IOLTA) program which raises approximately \$2.6 million dollars per year to help Nevada citizens living under 200% of the poverty rate with civil legal needs. Several sessions are also offered in Spanish. Sessions are open to all.

###

About Us - The Nevada Supreme Court Access to Justice Commission was created in 2006 to help coordinate and deliver access to justice in civil cases for persons of limited means in Nevada.

The Commission is responsible for assessing current and future needs of low income Nevadans, developing statewide policies designed to support and improve the delivery of legal services, improve self-help services, increase pro bono activities, recommend legislation or rules affecting access to justice, investigate and pursue increased funding and enhance the public awareness of the impact limited access to justice has on the courts, government and society.

In 2017, a coordinated Statewide Service Delivery Plan was produced. This year, the first Nevada Legal Needs Assessment to be completed in a decade is available.

More Access to Justice information is available on the State Bar of Nevada website under "Member Services" at www.nvbar.org, at www.onepromisenevada.org and at www.nevadabarfoundation.org/IOLTA.



Pro Bono Survey | August 2018

Jointly sponsored by the UNLV William S. Boyd School of Law & Nevada’s core legal aid providers
With special thanks to Samantha Scofield, Public Interest Fellow, UNLV William S. Boyd School of Law



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Background

As part of the Nevada Supreme Court Access to Justice Commission's ongoing efforts to encourage action in pro bono the Commission, in concert with UNLV William S. Boyd School of Law and Nevada's core legal aid providers, created a survey targeted to Nevada attorneys. The survey was created to gather data that could be used to drive potential action by the Commission to encourage participation in pro-bono activity within the community. Additionally, firms who do have a pro bono policy were asked if their policy can be collected as a resource for the Access to Justice Commission and UNLV William S. Boyd School of Law. To date, four policies have been shared.

Rule 6.1 Pro Bono Publico Service

The Nevada Rules of Professional Conduct lay out specific guidelines that attorneys should aspire to follow in regards to pro bono legal services. Section A, "Professional Responsibility," of Rule 6.1: Pro Bono Publico Service has been recited below.

Professional responsibility. Every lawyer has a professional responsibility to provide legal services to those unable to pay. A lawyer should aspire to render at least 20 hours of pro bono publico legal services per year. In fulfilling this responsibility, the lawyer should:

- (1) Provide a substantial majority of the 20 hours of legal services without compensation or expectation of compensation to:
 - (i) Persons of limited means; or
 - (ii) public service, charitable group, or organization in matters that are designed primarily to address the needs of persons of limited means; and
- (2) Provide any additional services through:
 - (i) Delivery of legal services at no fee or substantially reduced fee to individuals, groups or organizations seeking to secure or protect civil rights, civil liberties or public rights, or charitable, civic, community, governmental and educational organizations in matters in furtherance of their organizational purposes, where the payment of standard legal fees would significantly deplete the organization's economic resources or would be otherwise inappropriate;
 - (ii) Participation in activities for improving the law, the legal system, or the legal profession; or
 - (iii) Delivery of services in connection with law-related education sponsored by the State Bar of Nevada, the Nevada Bar Foundation, a county bar association, or a court located in Nevada.
- (3) As an alternative to rendering at least 20 hours of pro bono publico legal services per year as provided in subparagraphs (1) and (2), a lawyer may discharge the professional responsibility to provide legal services to those unable to pay by:
 - i) Providing at least 60 hours of professional services per year at a substantially reduced fee to persons of limited means; or
 - ii) Contributing at least \$500 per year to an organization or group that provides pro bono legal services to persons of limited means.
- (4) When pro bono legal service is performed for an individual without compensation or at a substantially reduced fee, the fee shall be agreed to in writing at the inception of the representation and refer to this Rule.
- (5) The following do not qualify as pro bono legal service under this Rule:
 - i) Legal services written off as bad debts;
 - ii) Legal services performed for family members; and
 - iii) Activities that do not involve the provision of legal services, such as serving on the board of a charitable organization.

Questionnaire

The survey questionnaire has a total of twenty-two questions, with a mixture of “Yes or No” questions, questions where respondents could provide additional, customized responses, and questions where respondents are asked to rank a provided list of options. The questionnaire was designed to take three minutes to complete.

Implementation and Sample Pool Makeup

The survey was distributed via email to all members of the State Bar of Nevada. The email was received by 15,434 member emails, opened by 4,860 readers (A 31.5% open rate. Average open rate is 24.5%). 589 clicked through to the email survey and 406 members responded by participating in the survey. Sample set sizes are mixed for each question, as only 310 respondents out of 406 (76 percent), completed the questionnaire in its entirety.

The first questions within the questionnaire gather basic details—the size of their firm and its area(s) of practice—from respondents. The largest percentage of respondents, 41.7 percent, belong to solo firms, while areas of practice varied widely among respondents. This data is shown graphically in Tables 1 and 2.

Table 1: A breakdown of respondent firm sizes shows that many respondents belong to solo firms.

Firm Size	Count	Percent
Solo	161	41.7%
2-4 attorneys	70	18.1%
5-14 attorneys	54	14.0%
15-49 attorneys	44	11.4%
50+ attorneys	57	14.8%
Total	386	100%

Table 2: A breakdown of respondent firm areas of practice shows which groups made up the largest and smallest percentages of the sample pool.

Firm Area of Practice	Count (out of 409)
Business Law (W...	25.9% 105
General Practice ...	23.2% 94
Probate & Trust (...)	21.7% 88
Other (What are y...	20.0% 81
Family Law (Wha...	19.2% 78
Criminal Law (Wh...	18.5% 75
Real Property (W...	18.2% 74
Personal Injury (...)	17.5% 71
Labor & Employm...	13.5% 55
Arbitration/Medi...	13.1% 53
Landlord/Tenant ...	12.8% 52
Construction (Wh...	10.8% 44
Bankruptcy (Wha...	10.6% 43
Insurance (What ...)	10.6% 43
Collections (Wha...	7.1% 29
Constitutional (W...	6.7% 27
Elder Law (What ...)	6.7% 27
Intellectual Prope...	6.7% 27
Civil Rights (Wha...	4.9% 20
Immigration & Na...	4.7% 19
Taxation (What ar...	4.2% 17
Environmental (...)	3.7% 15
Entertainment/S...	3.4% 14
Gaming Law (Wh...	2.5% 10

Results

Firm Outlook on Pro Bono

Several questions were geared toward understanding how different firms feel and act regarding pro bono. These results are further analyzed later in this report, but the basic findings are shown in Tables 3 through 6.

Table 3: Most firms do not have a written pro bono policy.

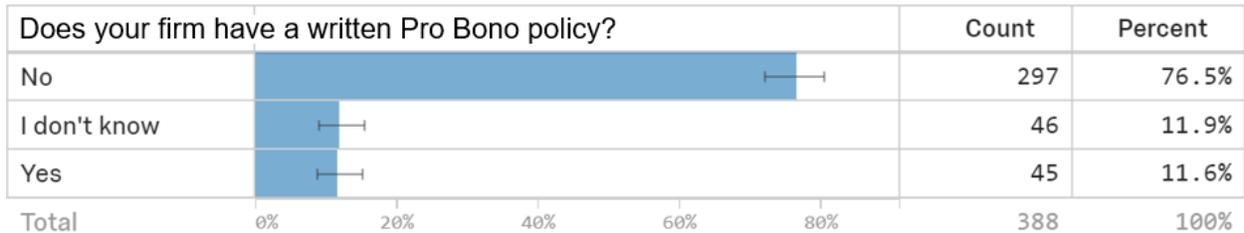


Table 4: Most firms encourage pro bono.

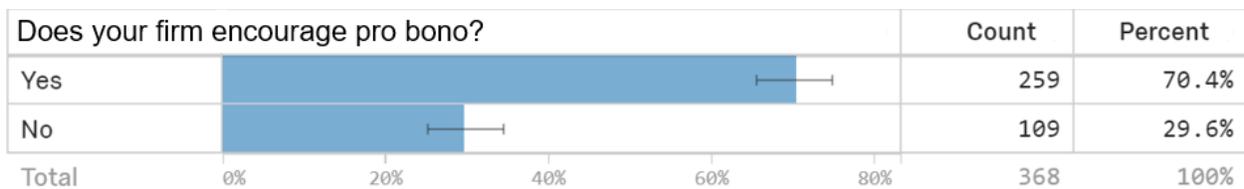


Table 5: Most firms do not specify pro bono hour goals.

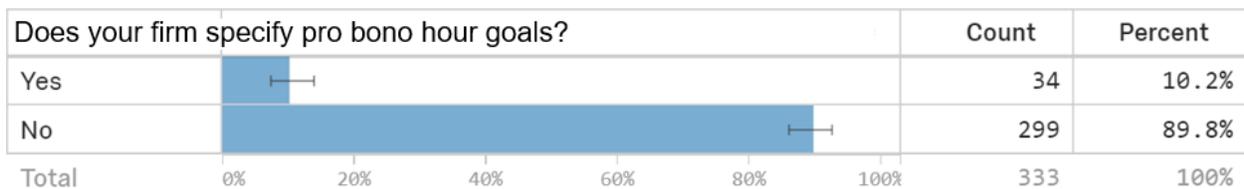
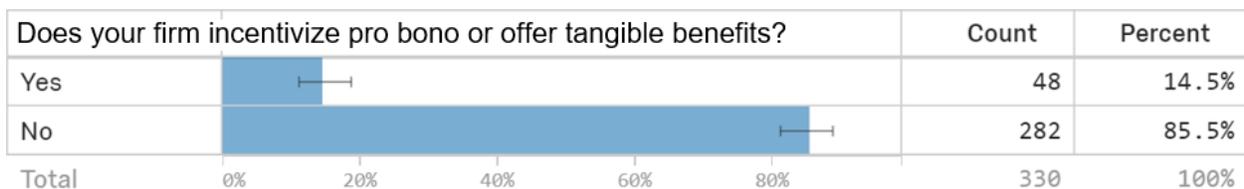


Table 6: Most firms do not incentivize pro bono or offer tangible benefits.



Which firms encourage pro bono?

A cross-analysis of firm size and firms' areas of practice with whether a firm encourages pro bono shows that firm size has no significant impact on a firm encouraging pro bono (see Table 7). About 70 percent of firms encourage pro bono, while about 30 percent do not, regardless of their size. On the other hand, a firm's area of practice likely does have an impact on whether a firm encourages pro bono (see Table 8).

Table 7: Firm size has no significant impact on whether the firm is likely to encourage pro bono.

		Firm Encourages Pro Bono?		Total
		Yes	No	
Firm Size	Solo	108 70.13%	46 29.87%	154 100.00%
	2-4 attorneys	50 71.43%	20 28.57%	70 100.00%
	5-14 attorneys	32 64.00%	18 36.00%	50 100.00%
	15-49 attorneys	30 76.92%	9 23.08%	39 100.00%
	50+ attorneys	37 71.15%	15 28.85%	52 100.00%
	Total	257 70.41%	108 29.59%	365 100.00%

Table 8: Area of practice makes a large difference on whether a firm encourages pro bono. The darkest red cells indicate the areas of practice where pro bono is encouraged the least.

		Firm Encourages Pro Bono?		Total
		Yes	No	
Firm Area of Practice	Arbitration/Mediation	41 83.67%	8 16.33%	49 100.00%
	Bankruptcy	35 85.37%	6 14.63%	41 100.00%
	Business Law	70 69.31%	31 30.69%	101 100.00%
	Civil Rights	15 75.00%	5 25.00%	20 100.00%
	Collections	19 70.37%	8 29.63%	27 100.00%
	Constitutional	21 77.78%	6 22.22%	27 100.00%
	Construction	32 78.05%	9 21.95%	41 100.00%
	Criminal Law	51 73.91%	18 26.09%	69 100.00%
	Elder Law	23 88.46%	3 11.54%	26 100.00%
	Entertainment/Sports	9 81.82%	2 18.18%	11 100.00%
	Environmental	13 86.67%	2 13.33%	15 100.00%
	Family Law	62 83.78%	12 16.22%	74 100.00%
	Gaming Law	7 77.78%	2 22.22%	9 100.00%
	General Practice	71 81.61%	16 18.39%	87 100.00%
	Immigration & Naturalization	13 72.22%	5 27.78%	18 100.00%
	Insurance	29 70.73%	12 29.27%	41 100.00%
	Intellectual Property	16 64.00%	9 36.00%	25 100.00%
	Labor & Employment	38 74.51%	13 25.49%	51 100.00%
	Landlord/Tenant	36 75.00%	12 25.00%	48 100.00%
	Personal Injury	55 79.71%	14 20.29%	69 100.00%
	Probate & Trust	69 82.14%	15 17.86%	84 100.00%
	Real Property	51 72.86%	19 27.14%	70 100.00%
	Taxation	12 80.00%	3 20.00%	15 100.00%
	Other	42 58.33%	30 41.67%	72 100.00%
Total		256 70.52%	107 29.48%	363 100.00%

Which firms make monetary donations to pro bono?

A cross-analysis of firm size and firms' areas of practice with whether lawyers make monetary donations to pro bono shows that firm size may have an impact on a lawyer donating to pro bono, (see Table 9). Lawyers belonging to firms with 5-14 attorneys are significantly more likely to donate to pro bono, while lawyers belonging to firms with 2-4 attorneys are significantly less likely to.

A firm's area of practice may make a difference in whether an attorney is likely to donate; for example, attorneys belonging to criminal law firms are significantly less likely to donate than most other areas of practice. See Table 10 for a full breakdown.

Note that some respondents found this question to be ambiguous and may have answered either on behalf of the firm or based upon their own personal actions.

Potential reasons why attorneys and/or firms do not make donations have been further analyzed in the section [Why Not Donate?](#)

Table 9: Firm size may have an impact on whether attorneys are likely to make monetary donations to pro bono. The darkest red cells indicate the firm sizes where the fewest attorneys donate.

		Do you make a monetary donation to pro bono?		Total
		Yes	No	
Firm Size	Solo	29 19.86%	117 80.14%	146 100.00%
	2-4 attorneys	8 12.50%	56 87.50%	64 100.00%
	5-14 attorneys	12 26.67%	33 73.33%	45 100.00%
	15-49 attorneys	8 21.62%	29 78.38%	37 100.00%
	50+ attorneys	8 16.67%	40 83.33%	48 100.00%
Total		65 19.12%	275 80.88%	340 100.00%

Table 10: Firms' areas of practice have a significant impact on whether attorneys are likely to make monetary donations to pro bono. The darkest red cells indicate the areas of practice where the fewest attorneys donate.

		Do you make a monetary donation to pro bono?		Total	
		Yes	No		
Firm Area of Practice	Arbitration/Mediation	14 29.79%	33 70.21%	47 100.00%	
	Bankruptcy	12 30.77%	27 69.23%	39 100.00%	
	Business Law	28 28.87%	69 71.13%	97 100.00%	
	Civil Rights	4 20.00%	16 80.00%	20 100.00%	
	Collections	4 17.39%	19 82.61%	23 100.00%	
	Constitutional	5 20.00%	20 80.00%	25 100.00%	
	Construction	9 24.32%	28 75.68%	37 100.00%	
	Criminal Law	8 12.50%	56 87.50%	64 100.00%	
	Elder Law	4 16.67%	20 83.33%	24 100.00%	
	Entertainment/Sports	2 22.22%	7 77.78%	9 100.00%	
	Environmental	4 30.77%	9 69.23%	13 100.00%	
	Family Law	13 19.40%	54 80.60%	67 100.00%	
	Gaming Law	3 42.86%	4 57.14%	7 100.00%	
	General Practice	21 25.00%	63 75.00%	84 100.00%	
	Immigration & Naturalization	2 13.33%	13 86.67%	15 100.00%	
	Insurance	5 12.50%	35 87.50%	40 100.00%	
	Intellectual Property	4 17.39%	19 82.61%	23 100.00%	
	Labor & Employment	13 26.53%	36 73.47%	49 100.00%	
	Landlord/Tenant	11 23.40%	36 76.60%	47 100.00%	
	Personal Injury	11 17.74%	51 82.26%	62 100.00%	
	Probate & Trust	18 22.50%	62 77.50%	80 100.00%	
	Real Property	16 24.24%	50 75.76%	66 100.00%	
	Taxation	4 30.77%	9 69.23%	13 100.00%	
	Other	12 17.14%	58 82.86%	70 100.00%	
	Total		64 18.82%	276 81.18%	340 100.00%

Which firms specify pro bono hour goals?

A cross-analysis of firm size and firms' areas of practice with whether firms specify pro bono hour goals shows that a firm's size may have a significant impact on whether it specifies pro bono hour goals (see Table 11). Firms with 2-4 attorneys are significantly less likely to specify pro bono hour goals, while lawyers belonging to firms with 50 or more attorneys are more likely to.

A firm's area of practice makes a large difference in whether the firm is likely to specify pro bono hour goals. For example, firms that practice family law and gaming law, among others, are significantly less likely to donate than most other areas of practice. See Table 12 for a full breakdown.

Table 11: A firm size may have a significant impact on whether it is likely to specify pro bono hour goals.

		Firm specifies pro bono hour goals?		Total
		Yes	No	
Firm Size	Solo	14 9.93%	127 90.07%	141 100.00%
	2-4 attorneys	2 3.17%	61 96.83%	63 100.00%
	5-14 attorneys	4 9.30%	39 90.70%	43 100.00%
	15-49 attorneys	5 13.16%	33 86.84%	38 100.00%
	50+ attorneys	8 17.78%	37 82.22%	45 100.00%
Total		33 10.00%	297 90.00%	330 100.00%

Table 12: Firms' areas of practice have an impact on whether they are likely to specify pro bono hour goals. The darkest red cells indicate the areas of practice where the fewest firms specify goals.

		Firm specifies pro bono hour goals?		Total
		Yes	No	
Firm Area of Practice	Arbitration/Mediation	6 12.50%	42 87.50%	48 100.00%
	Bankruptcy	7 18.42%	31 81.58%	38 100.00%
	Business Law	12 12.63%	83 87.37%	95 100.00%
	Civil Rights	2 10.53%	17 89.47%	19 100.00%
	Collections	2 8.33%	22 91.67%	24 100.00%
	Constitutional	4 16.00%	21 84.00%	25 100.00%
	Construction	5 13.51%	32 86.49%	37 100.00%
	Criminal Law	7 11.11%	56 88.89%	63 100.00%
	Elder Law	2 8.00%	23 92.00%	25 100.00%
	Entertainment/Sports	2 22.22%	7 77.78%	9 100.00%
	Environmental	1 8.33%	11 91.67%	12 100.00%
	Family Law	4 5.88%	64 94.12%	68 100.00%
	Gaming Law	0 0.00%	8 100.00%	8 100.00%
	General Practice	7 8.54%	75 91.46%	82 100.00%
	Immigration & Naturalization	1 7.14%	13 92.86%	14 100.00%
	Insurance	5 12.82%	34 87.18%	39 100.00%
	Intellectual Property	5 21.74%	18 78.26%	23 100.00%
	Labor & Employment	7 14.29%	42 85.71%	49 100.00%
	Landlord/Tenant	4 8.51%	43 91.49%	47 100.00%
	Personal Injury	4 6.35%	59 93.65%	63 100.00%
	Probate & Trust	8 10.13%	71 89.87%	79 100.00%
	Real Property	9 13.85%	56 86.15%	65 100.00%
	Taxation	1 7.69%	12 92.31%	13 100.00%
Other	6 9.23%	59 90.77%	65 100.00%	
	Total	32 9.70%	298 90.30%	330 100.00%

Which firms would consider donating in lieu of pro bono hours?

A cross-analysis of firm size and firms' areas of practice with whether a firm may consider making a donation in lieu of pro bono hours shows that firm's size may have an impact on whether it is likely to specify pro bono hour goals (see Table 13). Smaller firms (those with four attorneys or fewer) are significantly less likely to consider making a monetary donation, while larger firms, such as those with five or more attorneys, are more likely to do so.

A firm's area of practice makes a large difference in whether the firm is likely to consider a monetary donation. For example, firms that practice gaming law and civil rights law are significantly less likely to donate than most other areas of practice. See Table 14 for a full breakdown.

Table 13: Firm size may have a significant impact on whether attorneys are likely to make monetary donations to pro bono.

		Would you consider making a monetary donation for each lawyer in your firm in lieu of pro bono hours?		Total
		Yes	No	
Firm Size	Solo	16 13.91%	99 86.09%	115 100.00%
	2-4 attorneys	8 14.29%	48 85.71%	56 100.00%
	5-14 attorneys	8 25.81%	23 74.19%	31 100.00%
	15-49 attorneys	5 17.24%	24 82.76%	29 100.00%
	50+ attorneys	10 25.00%	30 75.00%	40 100.00%
	Total	47 17.34%	224 82.66%	271 100.00%

Table 14: Firms' areas of practice have a significant impact on whether they are likely to consider making a monetary donation. The darkest red cells indicate the areas of practice where the fewest firms would consider making a monetary donation in lieu of pro bono work.

		Would you consider making a monetary donation for each lawyer in your firm in lieu of pro bono hours?		Total	
		Yes	No		
Firm Area of Practice	Arbitration/Mediation	6 18.18%	27 81.82%	33 100.00%	
	Bankruptcy	6 22.22%	21 77.78%	27 100.00%	
	Business Law	12 17.65%	56 82.35%	68 100.00%	
	Civil Rights	1 6.25%	15 93.75%	16 100.00%	
	Collections	5 26.32%	14 73.68%	19 100.00%	
	Constitutional	2 10.00%	18 90.00%	20 100.00%	
	Construction	6 21.43%	22 78.57%	28 100.00%	
	Criminal Law	10 17.86%	46 82.14%	56 100.00%	
	Elder Law	3 15.00%	17 85.00%	20 100.00%	
	Entertainment/Sports	1 14.29%	6 85.71%	7 100.00%	
	Environmental	1 11.11%	8 88.89%	9 100.00%	
	Family Law	7 12.96%	47 87.04%	54 100.00%	
	Gaming Law	0 0.00%	4 100.00%	4 100.00%	
	General Practice	9 14.52%	53 85.48%	62 100.00%	
	Immigration & Naturalization	3 23.08%	10 76.92%	13 100.00%	
	Insurance	7 20.59%	27 79.41%	34 100.00%	
	Intellectual Property	4 21.05%	15 78.95%	19 100.00%	
	Labor & Employment	8 22.22%	28 77.78%	36 100.00%	
	Landlord/Tenant	5 13.89%	31 86.11%	36 100.00%	
	Personal Injury	9 17.65%	42 82.35%	51 100.00%	
	Probate & Trust	13 20.97%	49 79.03%	62 100.00%	
	Real Property	8 16.33%	41 83.67%	49 100.00%	
	Taxation	2 22.22%	7 77.78%	9 100.00%	
	Other	5 9.09%	50 90.91%	55 100.00%	
		Total	47 17.34%	224 82.66%	271 100.00%

Key Findings

Encouragement vs Incentivization

Firms that do encourage pro bono work are slightly more likely to incentivize it than firms that do not encourage pro bono work. Out of 230 responses that indicated their firm encourages pro bono, only 20 percent of firms incentivize it (compared to 2 percent of firms that do not encourage pro bono). See Table 15. *(Please note the percentages represent column totals only.)* However, the survey does not provide a way of gauging the effectiveness of incentives for pro bono. This is listed as a potential future improvement to the survey later in this report.

Table 15: Firms that encourage pro bono are only slightly more likely to incentivize it than firms that do not.

Firm Incentivizes Pro Bono	Firm Encourages Pro Bono	
	Yes	No
Yes	20.0%	2.0%
No	80.0%	98.0%
Total	100%	100%

Effective Pro Bono Encouragement

Respondents who answered that their firm encourages pro bono were asked which actions are most effective. Many of the respondents ranked the items in a similar fashion. Unquestionably, the strongest response from respondents was that they felt that support from the top is the most effective action. Various personal requests followed as the next three most popular choices. The remaining actions were ranked further down the list. Refer to Table 16 for a more specific breakdown of the responses.

Comments for “Other” responses were largely not provided or did not provide insight. A couple notable responses included billable credit hours or support from the firm.

Table 16: A breakdown of ranked responses shows which actions respondents feel are most effective in encouraging pro bono. The orange bars on the rightmost column show the distribution of ranking that were giving to each individual choice

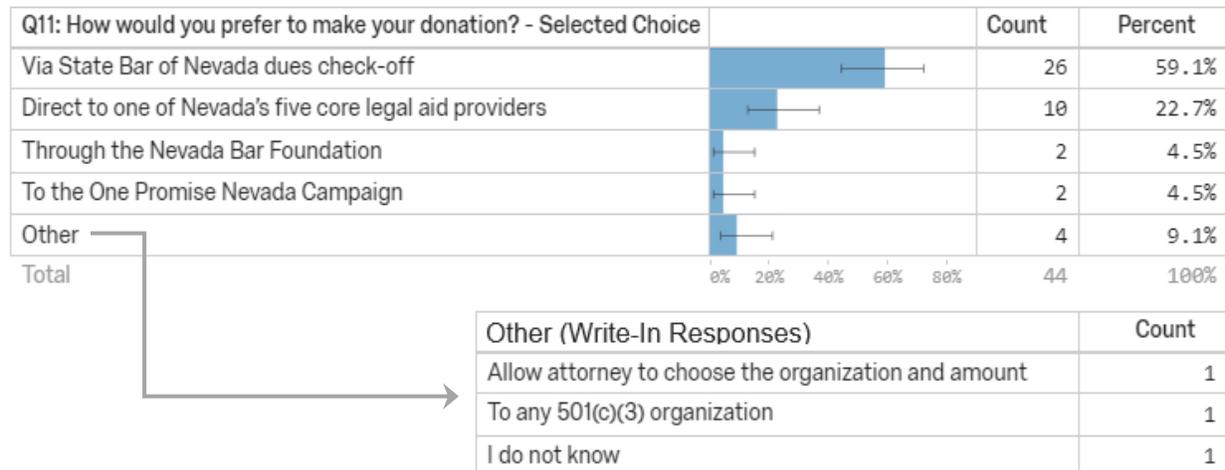
What actions are most effective in encouraging pro bono? (Drag and drop to rank.)

Variable	Average	Median	%	N
Support from the top	2.51	2.00		
Personal request from a supervisor	3.76	3.00		
Personal request from a colleague	3.77	4.00		
Personal request from legal aid	4.36	4.00		
Help running/clearing conflicts in advance	5.67	6.00		
Showcasing needs of case	5.78	7.00		
Setting first appointment	6.09	6.00		
Having a pro bono “champion” at the firm	6.73	9.00		
Preparing engagement letter	7.76	8.00		
Other	8.57	10.00		
Total (10)	(Based on 191 Responses)	5.50	5.50	1 2 4 6 8 11

Donation Preferences

If respondents specified that they would consider making donations in lieu of pro bono hours, they were presented with a question asking how they would prefer to make the donation. Responses are shown in Table 17. Most respondents specified that they prefer to make their donations via State Bar of Nevada dues check-off, and the second most-popular option was direct to one of Nevada’s five core legal aid providers.

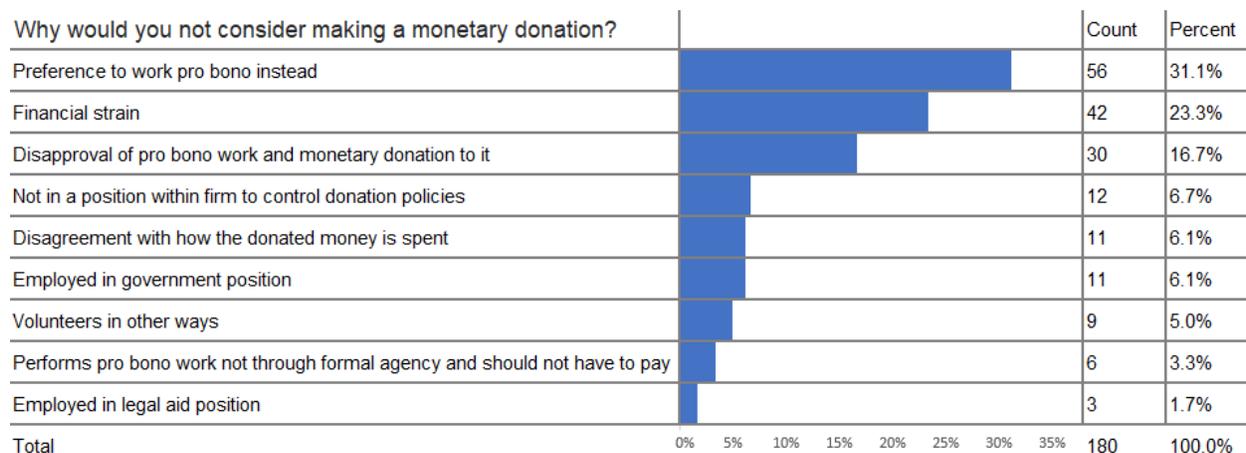
Table 17: A breakdown of responses showing how respondents prefer to make donations.



Why not Donate?

If respondents specified that they would *not* consider making donations in lieu of pro bono hours, they were presented with a question that asked the respondent to write-in why not. Responses were synthesized into the categories shown in Table 18. The top response was that respondents prefer to work pro bono instead of donating; these responses can be regarded as congruent with the Commission’s mission, but potentially supplemented by also encouraging a donation. The next most popular response was financial strain, followed by a response indicating that some respondents disapprove of pro bono work and feel that they should not be obliged to perform it or donate in lieu of it.

Table 18: Many respondents simply prefer to work pro bono instead. Others provide various reasons why they would not consider donating.



Why not Engage in Pro Bono?

If respondents specified that their firm does not encourage pro bono, they were directed to a question that asked the respondent to write-in their key reason for not engaging in pro bono. The results were synthesized into the categories shown in Table 19. The top reasons were shortage of time and money. This question was posed in an ambiguous manner which may have skewed the results, as discussed later in this report in the [Potential Revisions to the Questionnaire or Improvements](#) section.

Table 19: The top reasons for not engaging in pro bono are shortage of time and financial strain

What are the key reasons for not engaging in pro bono?	Count	Percent
Shortage of time	27	32.5%
Financial strain	18	21.7%
Employed in government position	9	10.8%
Employed as solo practitioner	7	8.4%
Employed in field not offering pro bono work (e.g. Intellectual Property)	4	4.8%
Potential conflicts of interest	3	3.6%
Lack of experience	3	3.6%
Liability concerns	3	3.6%
Employed as an in-house attorney	2	2.4%
Employed in public interest	2	2.4%
Firm does not provide pro bono hour credit	2	2.4%
Bad past experience	2	2.4%
Programs are administered poorly	1	1.2%
Total	83	100.0%

Is enough recognition provided?

When respondents were asked whether they feel enough recognition is given for pro bono work, exactly two-thirds of respondents answered that it is, while the other third answered that it is not. If the results are cross-analyzed against firm size, we find that the attorneys within firms with 2-4 attorneys are the most likely to respond yes, whereas attorneys within firms of 50 or more attorneys are the most likely to respond no. These results are displayed graphically in Table 20.

If the results of this question are cross-analyzed against firms' areas of practice, we find that attorneys' thoughts on the subject are widely varied. Attorneys in a few areas of practice, such as Civil Rights and Immigration, are much more likely to feel that enough recognition is *not* provided whereas attorneys in some other areas, such as bankruptcy and intellectual property are much more likely to feel that it *is*. Refer to Table 21 for a more specific breakdown of these results.

Table 20: Firm size may have a small effect on whether attorneys feel enough recognition is provided for pro bono work.

		Do you feel enough recognition is provided for pro bono work?		Total
		Yes	No	
Firm Size	Solo	88 65.67%	46 34.33%	134 100.00%
	2-4 attorneys	43 71.67%	17 28.33%	60 100.00%
	5-14 attorneys	27 67.50%	13 32.50%	40 100.00%
	15-49 attorneys	24 66.67%	12 33.33%	36 100.00%
	50+ attorneys	24 61.54%	15 38.46%	39 100.00%
	Total	206 66.67%	103 33.33%	309 100.00%

Table 21: Firms' areas of practice have a significant impact on whether attorneys are likely to feel that enough recognition is provided for pro bono work. The darkest red cells indicate the areas of practice where the fewest attorneys feel that enough recognition is provided.

		Do you feel enough recognition is provided for pro bono work?		
		Yes	No	Total
Firm Area of Practice	Arbitration/Mediation	27 58.70%	19 41.30%	46 100.00%
	Bankruptcy	31 79.49%	8 20.51%	39 100.00%
	Business Law	64 69.57%	28 30.43%	92 100.00%
	Civil Rights	9 50.00%	9 50.00%	18 100.00%
	Collections	17 73.91%	6 26.09%	23 100.00%
	Constitutional	13 54.17%	11 45.83%	24 100.00%
	Construction	23 63.89%	13 36.11%	36 100.00%
	Criminal Law	34 58.62%	24 41.38%	58 100.00%
	Elder Law	13 59.09%	9 40.91%	22 100.00%
	Entertainment/Sports	5 62.50%	3 37.50%	8 100.00%
	Environmental	7 70.00%	3 30.00%	10 100.00%
	Family Law	43 68.25%	20 31.75%	63 100.00%
	Gaming Law	5 83.33%	1 16.67%	6 100.00%
	General Practice	53 68.83%	24 31.17%	77 100.00%
	Immigration & Naturalization	7 50.00%	7 50.00%	14 100.00%
	Insurance	23 60.53%	15 39.47%	38 100.00%
	Intellectual Property	18 78.26%	5 21.74%	23 100.00%
	Labor & Employment	28 63.64%	16 36.36%	44 100.00%
	Landlord/Tenant	27 61.36%	17 38.64%	44 100.00%
	Personal Injury	41 67.21%	20 32.79%	61 100.00%
	Probate & Trust	54 71.05%	22 28.95%	76 100.00%
	Real Property	39 63.93%	22 36.07%	61 100.00%
	Taxation	7 63.64%	4 36.36%	11 100.00%
Other	39 63.93%	22 36.07%	61 100.00%	
	Total	209 67.42%	101 32.58%	310 100.00%

Attorney opinions on recognition

If attorneys specified that they felt not enough recognition is provided for pro bono work, they were asked to write-in what kinds of recognition they would like to see more of. The results were analyzed and tallied into several categories, as shown in Table 22. The most popular opinions were focused around recognition and publicity.

Table 22: Responses were varied when respondents were asked what kinds of recognition they would like to see. The most popular opinions focused largely on recognition and publicity.

What recognition would you like to see?	Count	Percent
Recognition from legal community	11	17.5%
Publicity in attorney magazines or state bar website	10	15.9%
Public announcements in local media	9	14.3%
No recognition needed	5	7.9%
Recognition for all pro bono, not only that which is through legal aid provider	5	7.9%
Unsure	5	7.9%
Reduced bar fees	4	6.3%
Free CLEs	4	6.3%
Recognizing more than big firm attorneys	3	4.8%
Recognition from clients	2	3.2%
Billable hour credits or internal recognition	2	3.2%
Pro bono cases called first by judges	1	1.6%
Awards	1	1.6%
Personal thank yous	1	1.6%
	63	100.0%

Several individual responses stood out as notable. One such response mentioned that it is “terrible” that pro bono recognition events do not get newspaper coverage, that lawyers are frequently cast as “greedy” and “ruthless,” and that the public never hears about good actions in the legal community such as pro bono work, which is discouraging.

Some respondents also mentioned, in one way or another, that they feel recognition should be provided for all pro bono, not only that which is through a legal aid provider. One attorney, for example, felt that he or she is unable to use a traditional pro bono channel to perform the work that they find the most meaningful.

Conversely, if attorneys specified that they *did* feel enough recognition is provided for pro bono work, they were asked whether internal or external recognition was the most meaningful, and then asked to write in additional information about their response. The responses were analyzed and tallied into several categories for each main choice, as shown in tables 23 and 24.

The results imply that respondents found the meaning of the question to be ambiguous; that is, internal or external in regards to *what*, the firm or the individual? A re-wording of the question is discussed later in this report as a possible improvement.

Table 23: Attorney opinions on the most meaningful external recognition were summed into several categories. The most popular choices included publication and thanks/appreciation from others, along with another large set of respondents who felt that no recognition is needed.

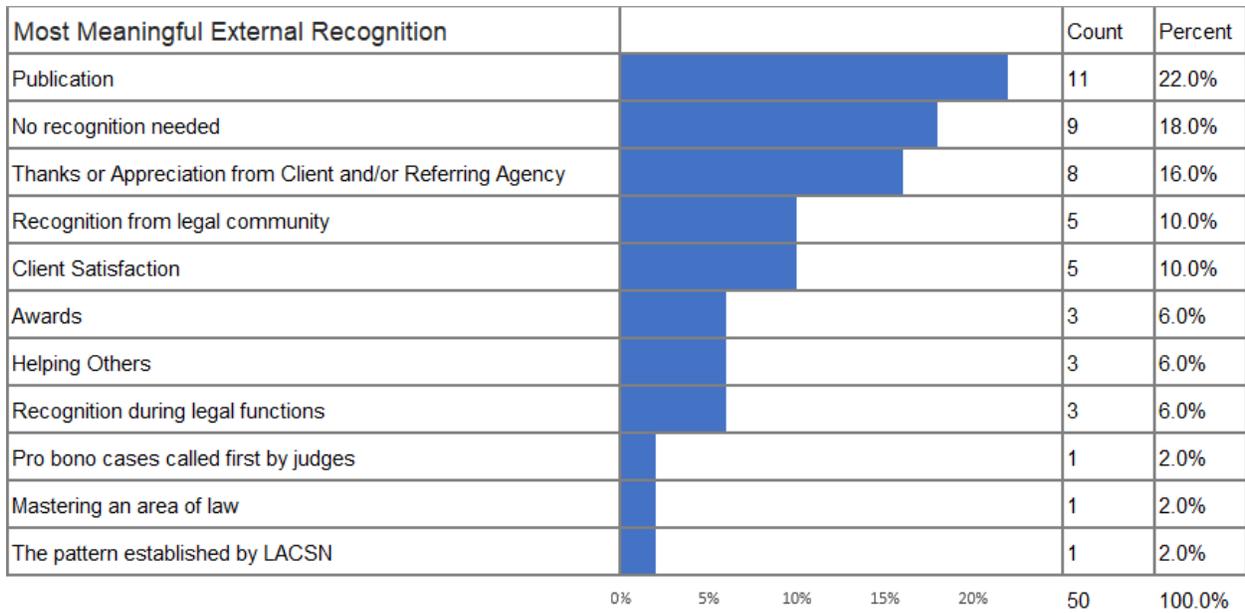
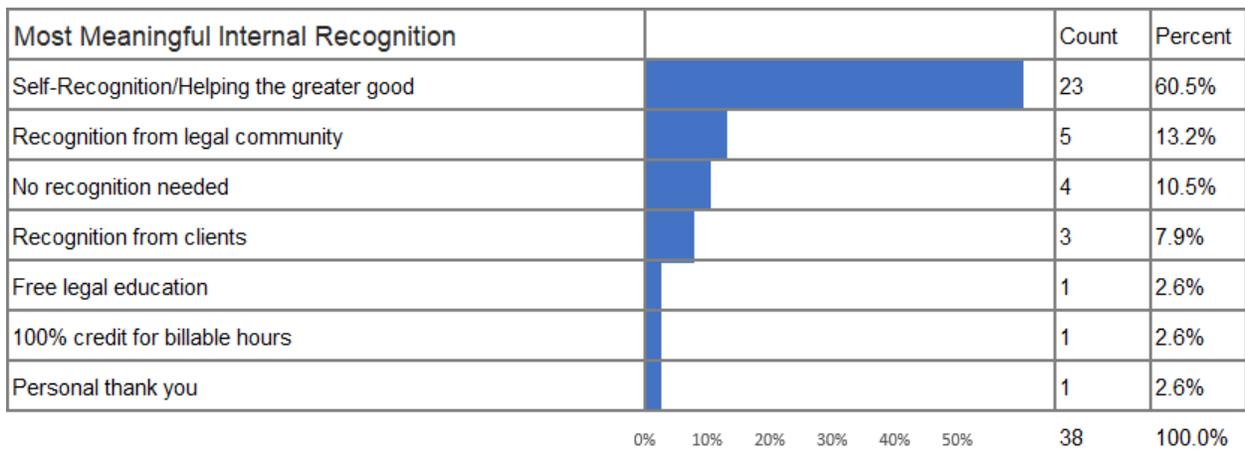


Table 24: Attorney opinions on the most meaningful internal recognition were summed into several categories. The most popular choice by far was self-recognition/helping the greater good.



Recommendations and Potential Actions/Best Practices

- Encourage firms to adopt pro bono policies/provide a sample policy template
 - On average, around 80 to 90 percent of respondents said that their firms do not specify pro bono hour goals or have pro bono policies. Many said that they would like to see in-firm incentives for pro bono work, such as billable hour credits. Drafting a standard pro bono policy that firms may choose to adopt or modify to suit their needs may provide firms with a good starting point to adopt policies that encourage pro bono. The template pro bono policy should specify hour goals and incentives. The most popular choice chosen by respondents for encouraging pro bono was “support from the top”; a formal policy that incentivizes pro bono work should include this concept and could help to satisfy this need.
- Develop pro bono materials outlining FAQs explaining how to contribute outside specialties
 - Firms in areas of practice with no pro bono need, such as Intellectual Property or Business law, were far less likely to encourage, participate in, or donate in lieu of pro bono. A campaign could be developed to reach out to these firms and inform them that 1) they can take on pro bono cases in other fields, and 2) that the required resources, such as training and mentorship, will be provided to them.
- Address “time and money” concerns
 - Most survey respondents work in firms with four or fewer attorneys. More often than all other firm sizes, these respondents cited lack of time and money as reasons for not taking pro bono cases or donating in lieu of them. Additional free CLE courses, bar discounts, or free publicity (though state bar website, Nevada Lawyer magazine, etc.) may provide enough value to attorneys to adequately offset the cost or time commitment that typically comes with pro bono work. This is an area for further discussion with Nevada’s core legal aid providers.
- Continue work on recognition
 - Some suggestions given by attorneys who felt that there was not enough recognition for pro bono work included publications in the local media. The state bar could reach out to try and get more recognition published regarding pro bono work. Some respondents were specifically adamant about publishing in local news outlets such as newspapers so that the general community is more aware of the good work done by attorneys. One idea surfaced several times of a simple thank you note from clients.
- Disapproval of pro bono work and financial contributions to pro bono
 - A surprising 16.7% of respondents said they disapprove of any requirement for pro bono work on financial contributions to it. This is likely a cultural issue beyond the ability to be addressed in our response to improve and encourage pro bono. However, it is a topic worth more discussion. It is possible that those self-selecting to take the pro bono survey skews this view negatively beyond the total lawyer pool.

Potential Revisions to the Questionnaire or Improvements

- If the question asking respondents whether they would be willing to contribute funds rather than performing work would be reconstructed into a format where the question is only presented to those who do not perform pro bono work, it would provide more actionable data. In its present state, many respondents answered “No” and specified that they already do pro bono work, which they prefer over contributing funds.
- The question “What are the key reasons for not engaging in pro bono?” was shown only when respondents selected “No” for the question “Does your firm encourage pro bono?” The question does not specify whether respondents should be commenting on their own personal reasons or the reasons of the firm resulting in a decrease in potential for obtaining significant responses.
- Many respondents specified that they practice an “Other” area of law. An additional question asking for clarification on this may help identify additional significant groups. Additionally, “Corporate & Securities” could be added as a significant area of law for respondents to choose from.
- Based on the responses received, it can be assumed that many respondents found the meaning of “external” and “internal” to be ambiguous. The responses imply that respondents took the terms to be in relation either to the firm or to themselves individually. Specifying the subject of the bounds, such as “...to the firm” would clear this up for respondents and provide the ability to extract more useful opinions.
- An additional question asking respondents whether they practice in public, private, or corporate environments would provide an additional level of data that may reveal differences in how practices in different environments feel about pro bono work.

Conclusion

Overall, the pro bono survey was successful in that several potential courses of action were identified that can be used to increase participation and/or donation to pro bono. A data set has been established regarding attorneys’ various thoughts regarding pro bono which can potentially be utilized for other purposes. The survey also provided a starting point that can be used for future studies to further encourage pro bono work and/or donation.



From the Access to Justice Commission:

Are you ready to gain experience, build your business and get connected? A time-honored, proven way for new lawyers to get a leg up on your competition is to volunteer pro bono.

Benefits of volunteering pro bono:

- Help someone in need who cannot afford an attorney
- Build your reputation with bench and bar
- Gain skills and experience, including in the courtroom
- Differentiate yourself from your peers
- Enhance your resume
- Develop networks
- Pursue passions...an enormous variety of cases are available
- See a case through from beginning to end

You'll not only make a difference in a real person's life, you'll get free CLE, be recognized in *Nevada Lawyer* magazine and more. And you're not alone, you'll get great guidance and support from your legal aid service provider.

So please reach out to learn about cases available. Legal aid providers can provide filing fee waivers, malpractice insurance coverage and a variety of ways to serve, such as "Ask-A-Lawyer" events.

Please reach out to your preferred provider to set up a time to talk.

Legal Aid Center of So. NV

Las Vegas & Clark County

[Cindy Morales](#)

Southern NV Senior Law Program

Las Vegas & Clark County

[Sugar Vogel](#)

Nevada Legal Services

Clark, Nye, Lincoln, & Esmeralda counties

[Martha Menendez](#)

Nevada Legal Services

All other counties

[Laura Cole](#)

Vol. Attys. For Rural NV

Carson City & rural counties

[Victoria Mendoza](#)

Washoe Legal Services

Washoe County

[James Conway](#)

The Nevada Supreme Court Access to Justice Commission Appreciates Your Efforts



NEVADA ATTORNEY GENERAL

Office of Military Legal Assistance

October, 2018 Report

Highlights:

- Expanded VA/OMLA partnership to include quarterly veteran resource events at both the Reno VA Medical Center and Vegas VA Medical Center.
- Held legal workshops for veterans in rural counties throughout Nevada providing legal assistance to underserved veteran communities.
- 52% increase in number of veterans served from 2017.
- Provided information and direction to 18 states who are interested in duplicating the program in their own state.

STATS

TOTAL SERVED

VETERANS SERVED THROUGH OMLA VETERAN RESOURCE FAIRS	1306
ACTIVE DUTY, GUARD, RESERVE MATTERS REFERRED	221
DIRECT INQUIRIES	677

The IOLTA Report: Justice for All?

Expressing Gratitude to Veterans

It is widely recognized that veterans are why we enjoy our freedoms, and we look forward to celebrating veterans' successes and sacrifices in November.

But did you know?

- Veteran unemployment is nearly twice the national average
- One of three Mideast veterans suffer from PTSD or Traumatic Brain Injury
- There remains a backlog of claims at the VA
- A third of all homeless citizens in America are veterans
- Veterans' risk of suicide is 22% higher than that of the general population

Veterans have done everything asked of them, and in return, our nation has voted to support them with basic benefits in honor of their service. These may include duty pay, disability income, education benefits, healthcare, and assistance with post-service employment, housing, and more.

But after battle, health issues – physical and mental – can persist, and are far more frequent than found in the general population. Veterans' benefits are designed to be there at the time of need. But what happens when veterans cannot access the benefits they have earned?

That's where legal aid steps in. Legal aid in Nevada is funded, in part, by IOLTA – Interest on Lawyer Trust Accounts – and is supported by leading Nevada financial institutions. Nevada's legal aid providers fight on behalf of veterans to get them the benefits they've earned. On their own, many veterans cannot obtain, or are not in a position to fight for their rights. In 2017, 1,800 legal problems were experienced by poor veterans in Nevada. But thanks to legal aid providers, virtually all obtained the benefits they've earned – and IOLTA dollars helped make it happen.

While time is set aside to thank veterans on Veterans Day, let's also remember that to honor their service, sometimes we need to fight for them. Nevada financial institutions can be proud of the important community service role played in helping veterans in need.

By Brad Lewis, Director, Nevada Access to Justice Commission

Justice for All? is a monthly series about *civil* legal needs experienced by the poor. Leading Nevada financial institutions pay favorable rates on IOLTA - Interest on Lawyer Trust Accounts - that, along with court filing fees, grants and other funding, help deliver access to justice for *all* Nevadans, regardless of their ability to pay.

Nevada's core legal aid providers include: Legal Aid Center of Southern Nevada, Nevada Legal Services, Southern Nevada Senior Law Program, Volunteer Attorneys for Rural Nevada and Washoe Legal Services.

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M E M O

To: Nevada Eighth Judicial District Court (EJDC) Rules Committee/All Judges Meeting

From: Nevada Supreme Court Access to Justice Commission

CC: Chief Justice Michael L. Douglas, Justice James W. Hardesty

Date: 8/22/18

Re: Recommendation to Adopt Electronic Signatures for Pro Se Litigants in EJDC

The Nevada Supreme Court Access to Justice Commission supports the proposal to adopt an e-filing acknowledgment form for pro se filers. Under this proposal, pro se filers will include a signed acknowledgment form with their initial filing that verifies their “original” signature and acknowledges that future filings will include their electronic signature. In practical terms, a pro se litigant can use the Tyler Guide & File system interview to produce the forms, print them out, sign them with pen, and take them to the clerk’s office with the signed acknowledgment form. Once those are accepted, all filings from that point forward can include the pro se filer’s electronic signature.

E-filing is an access to justice issue. Electronic filing interviews offer many benefits that are often not considered, such as:

- Reducing financial hardships
 - Eliminating unpaid time off required to make trips to the clerk’s office
 - Saving money on travel costs, parking, etc.
- Reducing the complexity for those untrained in law
 - Improving the accuracy of forms completion
 - Speeding filings, reducing delays, and improving reliability by eliminating paper transfer
- Improving the perception of courts as
 - Accessible
 - Customer friendly
 - Taxpayer efficient

In its 2013 “Principles and Best Practices for Access-Friendly Court Electronic Filing” the Legal Services Corporation (LSC) suggests that the number one e-filing practice is that “(t)he default rule should be that a litigant can e-file using “/s/” in a document, without further verification of identity in either the filing process or in the document e-filed”. However, the ATJC believes that the current recommendation under consideration is a good first step in improving access to justice. The full study, which outlines principles and best practices related to fraud, accompanies this memo, or search LSC and the title noted.

While we are aware that fraud has been a concern, we also know that Tyler Guide & File, Oregon Courts, and Nevada’s Second Judicial District (SJDC) court have seen few fraud concerns, and none greater than those experienced prior to e-filing. In fact, the Nevada SJDC has stated that their User Agreement acts as a further mechanism for assuring verification and provides for sanctions for false statements.

Additionally, Nevada SJDC Chief Judge Scott Freeman recently signed Administrative Order 2018-12 requiring all cases to be electronically filed beginning October 18, 2018 for both attorneys and self-represented litigants. The SJDC also requires an initial wet signature after which all documents must be filed electronically.

Among other priorities, the Nevada Supreme Court Access to Justice Commission is responsible for:

- Developing policies designed to support and improve the delivery of legal services
- Improving self-help services and opportunities for proper person litigants
- Recommending rules affecting access to justice

We urge the Eighth Judicial District Court to advance on electronic signatures for pro se litigants.

A single, low-income, working mother should not have to overcome more legal hurdles than an opposing party with an attorney.

Thank you for your consideration.



ACCESS TO JUSTICE COMMISSION

Nevada IOLTA Subcommittee Meeting
Highlights
Tuesday, April 17, 2018 – 10:00 p.m.

Present

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

Staff Present

Brad Lewis

This meeting of the IOLTA Subcommittee was primarily focused on early bank responses to the Nevada Bankers Association Partnership Bank Program survey feedback and to discuss next steps moving forward. The agenda is below.

- Welcome
- Legal Needs Study Bank Stakeholder Meeting Feedback
- Partnership Bank Program (PBP) Survey Highlights
 - Nevada Bankers Association Recommendation for Discussion
 - ATJC Recommendation for Discussion
 - Next Steps Discussion
- Draft Nevada Bankers Association IOLTA Editorial Calendar for Feedback
- Nevada Bar Foundation (NBF) Liaisons Update
- Adjourn

Legal Needs Study Bank Stakeholder Meeting Feedback

Brad briefly reviewed bank input from attendance at the stakeholder meetings for the 2017-18 Statewide Study of Legal Needs and Economic Impacts. The results accompany this recap for review.

Nevada Bankers Association Feedback on PBP and Other Survey Information and Recommendation

Phyllis Gurgevich of the Nevada Bankers Association (NBA) shared that in addition to surveying on the Partnership Bank Program (PBP) that the NBA also took the opportunity to gain further feedback on the IOLTA program in general and, specifically, on the rate. She shared that banks continue to be supportive of Nevada IOLTA and want to assure the important IOLTA revenue stream to Nevada's legal aid providers but that banks retain the view that they would like to narrow the gap between the market rate paid and the Nevada IOLTA rate.



It was mentioned that only 11 of the approximately 30 IOLTA-participating banks responded to the survey. Ms. Gurgevich shared that NBA did hear from additional banks at other meetings and through other conversations, and that while some banks do not want to get into any rate discussions at all, she felt what was submitted was representative of Nevada banks' view of the IOLTA program, and that the submission should not be viewed as a complaint or criticism of the program but simply the opportunity to comment. It was also noted that eight (8) financial institutions were present at the September 2017 IOLTA meeting at the Supreme Court in Las Vegas.

The full six page Nevada Bankers Association survey response document accompanies this recap. Ms. Gurgevich acknowledged that this represents input only.

It was further asked if the survey included the top six participating banks and inquired as to the nature of their responses. Ms. Gurgevich shared it included two of the top six banks and that she was aware that three of the others wanted the delta between the market rate and the current rate paid to narrow.

It was asked if "similarly situated" meant individual account sizes or the aggregated \$5MM, \$20MM, \$50MM, or \$100MM as seen in some of the IOLTA accounts. NBA was not certain on that point.

It is the view of the NBA that any PBP would be strictly voluntary and on top of the approved Nevada IOLTA rate program in place and that NBA is flexible on its final form.

ATJC Recommendation for Discussion

A brief discussion outlined and seconded that it was the view of the Access to Justice Commission that any PBP would be on top of the current rate and Nevada IOLTA program in place.

The proposed program is as follows:

- Platinum Partner Bank –
 - Pay 70% of Fed Funds Target Rate (high end, if range) or 1.00%, whichever is greater
- Use the "high end", if range – If the Fed Funds Rate is a range, banks essentially react based on the high end of the range. Most state PBPs base their formula on the high end, if rates are a range.
- Rates would be set/announced - On the current Rate Review schedule, twice yearly
- Recognition –
 - Selected based on bank survey high scoring (Scale: 1-5, response range: 2.2-3.2)
 - 3.2 – Flyer in SBN Annual Meeting bag
 - 3.0 – Letter to new lawyers/firms
 - 2.9 – Mentions/stage recognition at select SBN meetings and events
 - 2.9 - Mentions/stage recognition at select Legal Aid meetings and events
 - 2.9 – Customized publicity and marketing in concert with banks
 - 2.9 – Consider NV IOLTA-supplied CRA, FDIC and Comm. Dev. documents
- NBF liaisons to gain bank feedback on – Concept, formula, rate review model, recognition, program name



It was raised whether now is the right timing for a PBP. It was agreed that a slow approach, sharing with banks the concept adopted in other states for input and feedback at the upcoming Nevada Bar Foundation liaison meetings with any program start date further down the road, may be the best way to go for the time being.

Draft Nevada Bankers Association IOLTA Editorial Calendar for Feedback

Brad shared the draft IOLTA editorial calendar for the NBA newsletter. It was agreed the format is workable and articles should commence.

Nevada Bar Foundation Liaisons Update

Brad shared that early planning for the NBF liaison meetings was underway and dates would be set as early as May and June for the first flight of meetings.

It was determined that next steps for the IOLTA Subcommittee would be to continue with the IOTLA Rate Review in progress, the NBF liaison meetings for dialogue and program feedback, and that the next call would be set for late October or early November.



ACCESS TO JUSTICE COMMISSION

Quarterly Nevada Legal Aid Provider/ATJC Meeting - Highlights
Thursday, August 2, 2018 – 9:00 a.m.

Attendees Present

Julie Bobzien
Bailey Bortolin
Barbara Buckley
Venicia Considine
James Conway
Elana Graham
Annamarie Johnson
Sugar Vogel

ATJC Staff Present

Brad Lewis

This was a three hour meeting entirely dedicated to a **funding discussion**.

After going around the room to determine the desired **goals and outcomes** from the meeting, it was agreed the discussion would focus on the following:

- Discuss challenges and opportunities
- Taking a deep dive into a comprehensive funding discussion
- Determine the 2019 IOLTA funding distribution formula for the Nevada Bar Foundation
- Discuss the funding landscape for the next couple of years
- Discuss any anticipated changes in grant or LSC funding
- How to use the legal needs study to grow funding
- The future of legal service delivery

Note: The recent Wells Fargo \$2.09 billion settlement with DOJ was discussed. It is unclear if/how that funding will be spent in Nevada. Inquiries have been made, though no definitive information has been found.

We first began by going around the table related to **challenges and opportunities**:

- LACSN – The Justice Gap, LACSN has only 53 attorneys (8 guardianship, 23 children, 350 pro bono helping 3150 children). Their 10,000 sq. ft. building is becoming too small. Looking at the Willick Building. Risk – finding replacement funds after funding of round two of Bank of America and Attorney General funding ends.



- SNSLP – Seventh year outside of Las Vegas City government. Has become sustainable on its own. Has not seen much growth. Five years of free rent have helped but now are challenged with finding permanent housing.
- WLS – Echoed Attorney General and Bank of America funding sunset.
- VARN – Have been stable for many years. Amount of travel (time/cost) to cover territory is an issue. Few individual fundraising opportunities. Current employment environment, lawyers have options and losing people to higher paid positions. Possible space issues in future.
- NLS – Space in Las Vegas and Reno both tight. Reality of LSC funding uncertainty. Continuing to look for other more stable funding sources. Echoed that recruiting/retention are difficult.

The discussion then focused on the need for **regular, recurring sources of funding**:

- Mandatory and/or opt-out bar dues (including sections) was discussed. It was discussed the amount could be as low as \$5.00-\$10.00. Brad did share previous Board reluctance to enter into additional mandatory or opt-out fees, which continue now due to Bar de-unification.
- A separate discussion was held about the potential to do a private, direct campaign to bar licensees asking for a donation for \$75.00-\$100.00.
- Brad shared that, based on previous discussions related to dues check off during license fee renewal, the State Bar of Nevada will be returning to the earlier “ask” language noting the \$500.00 recommended donation amount. An historic review showed a drop off in donations after the change eliminating that language. The change may also have been affected by the added donation request for Mock Trial, which has now ended.
 - An improved campaign might support that effort. That effort could include key support from the Board of Governors, key members, and the Court.
 - Research what is happening nationally for good ideas.
- Brad shared efforts to promote the Partnership Bank Program concept which is being shared during the Nevada Bar Foundation bank liaison meetings. Encouraging banks to contribute a higher IOLTA interest would address “regular” and “recurring” funding.
 - Show IOLTA funds generated at various interest rates for comparison. (Sent 8/3/18.)
- Brad shared an “Innovative Fundraising Ideas for Legal Services” document (8/3/18) and asked that any ideas for pursuit be brought up.
- The Nevada Governor’s budget was discussed, to see if an appropriation may be able to be made in support of legal aid.
- Research national legal aid funding sources.

The discussion then turned to a **proposal shared by SNSLP related to a future IOLTA funding distribution formula**.



The idea was that rather than follow the historic formula, to simply do a five way split so that each organization would get 20% of IOLTA funds. The rationale was that the smaller programs would benefit greatly and the larger programs are in a better position to benefit from fundraising. As it would be a financial shock for some, one idea is that it could be phased in over multiple years.

A discussion ensued. The initial commentary related to how/why are we moving from working together to moving money from one provider to another. It was also shared that key considerations should be the percent of poverty by county, the percentage of population by person categories (E.g. seniors, etc.), populations, and ability to serve. It was felt that while anything and everything should be on-the-table for discussion as it relates to funding; simply dividing IOLTA dollars by five is overly simplistic. It does not reflect the number of people served, the critical needs served, priorities of the Nevada Bar Foundation and Access to Justice Commission, and who best delivers on those needs. Some thought the proposal was interesting but it felt that the equal split is not the most fair, though the fundraising potential of one organization versus another could be a consideration.

Discussion in support of the conversation was that some like the equal split.

It was discussed that the Nevada Bar Foundation is “not acting as a grantor”. Brad shared that it was his understanding that they would like more flexibility in awarding grants based on priorities and service delivered, but that the understanding is that the providers wanted to agree on the funding formula so the Foundation backed off that approach. It could be reconsidered should it now be desired by the group.

There was a brief exchange about eliminating or consolidating programs.

The IOLTA formula discussion, and meeting, ended by all agreeing to repeat the 2018 formula distribution for 2019 as there was not a consensus for a new direction/formula breakdown and the deadline for submitting the formula to the Nevada Bar Foundation was imminent.

It was decided that further discussions related to funding should continue in the future.



ACCESS TO JUSTICE COMMISSION

Quarterly Nevada Legal Aid Provider/ATJC Meeting - Highlights
Friday, October 12, 2018 – 10:00 a.m.

Attendees Present

Julie Bobzien
Bailey Bortolin
Barbara Buckley
Venicia Considine
James Conway
Elana Graham
Sugar Vogel

ATJC Staff Present

Brad Lewis

This was a one hour call focused on fleshing out and making early decisions on specific fundraising measures discussed at the 8/2/18 meeting. Below was the agenda:

- Feasibility/fleshing out of funding ideas from 8/2 discussion
 - Mandatory or opt-out bar dues
 - License fee renewal/dues check off
 - Form
 - Marketing support
 - Private, direct campaign
 - Partnership Bank Program
 - “Fundraising Ideas for Legal Aid”
 - Governor’s budget
 - Pro bono firm fundraising with Justices
 - National best practices
- Proposed Plan for 2019 for Discussion
 - Advance on Legal Needs Study Actions
 - Pursue Improved Justice Index Scores - <https://justiceindex.org/>
 - Complete NBF Bank Liaison Meetings (Pursue Partnership Bank Program, new bank interest rate formula rule)
 - Use ATJC Self-Assessment Tool - https://www.americanbar.org/content/dam/aba/administrative/legal_aid_indigent_defendants/l_s_sclaid_atj_commission_self_eval_intro_and_checklist.authcheckdam.pdf
- Support of E-Filing in EJDC
- ABA Free Legal Answers
- Nevada Bankers Association (ATJC) *The IOLTA Report* (guest writers)



Mandatory or Opt-Out Bar Dues

Brad again discussed this internally at the SBN sharing the new angle that the amount might be low, such as \$5.00 or \$10.00. While there is not a warm reception to any mandatory or opt-out initiatives, it remains under consideration. A major factor affecting this is the trending issue within mandatory bars about what is and is not appropriate to be required or even promoted in light of bar de-unification discussions nationwide. You can read more about this here - https://www.americanbar.org/groups/bar_services/publications/bar_leader/2013-14/may_june/deunification_challenge_michigan_big_changes_nebraska_part_trend/

From the LA Times:

“These issues seem to crop up every few years, but seldom with as much urgency as now. That’s because a 2015 decision by the U.S. Supreme Court has put professional licensing bodies on notice that they could be guilty of antitrust violations if a majority of their members are participants in the business they regulate.”

There was discussion that perhaps this could be added to voluntary section participation as an alternative route. Whatever is discussed, if something is agreed to be possible, an accompanying document outlining funds raised at various price points and participation levels should be part of the analysis and consideration. Brad will investigate the related issues further.

License Fee Renewal/Dues Check Off & Private, Direct Campaign

Brad briefly recapped last year’s discussion and actions taken including sharing the marketing plan, sample “ask” letter, ad, etc. Ideas suggested for improvement were to potentially include a short, illustrative client story. The example given was to lead with a catchy subject like, “Almost Homeless”, followed by a brief, real person story featuring a great outcome. It was further suggested to review and test how the option looks online/ease of use. That was done previously and will be reviewed again as it is being updated in a new SBN membership system. Finally, it was suggested to leverage the relationship with new Commission member Latoya Bembrey and The Ferraro Group seeing their suggestions on program marketing improvements as well as the “private, direct campaign” idea. Consider reviving the “100% Club” for firms who have all associates volunteer and/or donate.

Partnership Bank Program

Brad shared efforts related to working with banks to voluntarily increase IOLTA interest rates above the ATJC rate and sought input for making the best pitch moving forward. It was suggested that promoting Bank of Nevada’s efforts to specialty bars could assist. Brad did share that the announcement was promoted to all Nevada lawyers and special efforts/announcements are in place with both CCBA and WBA. Letters were also sent from The State Bar of Nevada and Nevada Bar Foundation to firms identified by Bank of Nevada not currently enrolled in their IOTLA program. We will update our investigation into other states PBPs and look into historic Nevada program rates during economic conditions similar to today. We should keep the rising rate environment in mind.



Cheat Sheet – “Fundraising Ideas for Legal Aid”

Brad shared above but none of the items listed seemed worth pursuing that weren’t already being undertaken.

Governor’s Budget

Bailey explained that we are past the current deadline for the current Governor’s budget but the concept is to place funding for legal aid in the Governor’s budget. Barbara shared that historically this has not been seen as a viable option. What may create the right circumstances in the future is if there is a hot button issue which needs to be addressed, it aligns with the Governor’s priorities and we have Justice and key legislator support. Areas of law which are getting national attention due to macro issues (the example was tenant protections during times of concern with affordable housing) may be the best options to keep in mind for opportunities.

Pro Bono Firm Fundraising with Justices

It was agreed leveraging results of the recent pro bono study combined with large firm visits from ATJC and Justices pitching firm donations support of legal aid would be a worthwhile fundraising effort.

National Best Practices

Very preliminary investigations have happened and will continue, potentially with UNLV assistance, specifically related to best practices in dues check off but a larger review of currently successful legal aid fundraising initiatives.

ATJC Proposed Plan for Advancement in 2019

Brad shared the preliminary concepts for pursuit in 2019 which included below. Additional ideas and suggestions are welcomed. Continuing to work cooperatively with the statewide team was reinforced.

- Advance on Legal Needs Study Actions
- Pursue Improved Justice Index Scores - <https://justiceindex.org/>
- Complete NBF Bank Liaison Meetings (Pursue Partnership Bank Program, new bank interest rate formula rule)
- Use ATJC Self-Assessment Tool - https://www.americanbar.org/content/dam/aba/administrative/legal_aid_indigent_defendants/ls_sclaid_atj_commission_self_eval_intro_and_checklist.authcheckdam.pdf



Continued IOLTA Funding Discussion

It was agreed that the first quarter 2019 meeting would again address the IOLTA distribution formula. It was suggested that those who are proposing a significant change should submit their suggestion in writing to the group in advance of the meeting for a more robust and detailed, specific conversation. Those documents should include the proposal, the rationale, and support for why the change should be considered/implemented.

Other Agenda Items

There was not time to cover the additional agenda items, however, if anyone has commentary or ideas, please feel free to suggest.

Brad does seek ghost writers for the new Nevada Bankers Association *IOLTA Report: Justice for All?* Offers to write one column during 2019 would be welcomed.

Memorandum

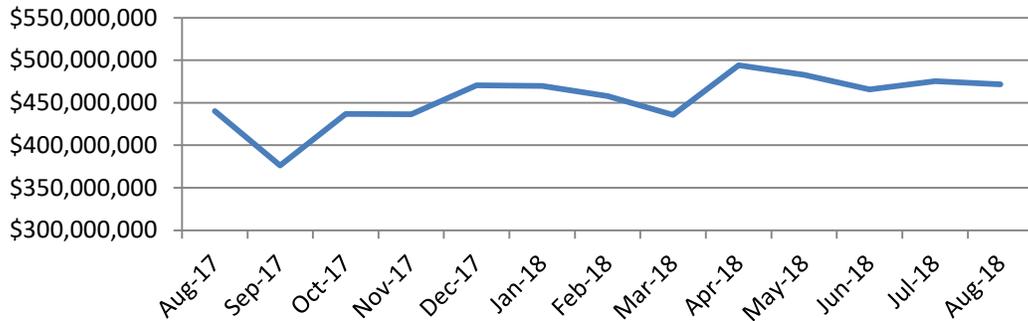
To: Access to Justice Commission and State Bar of Nevada
 From: Nevada Bar Foundation
 Date: October 16, 2018
 Prepared by: Matt Larson

Re: Monthly IOLTA Update

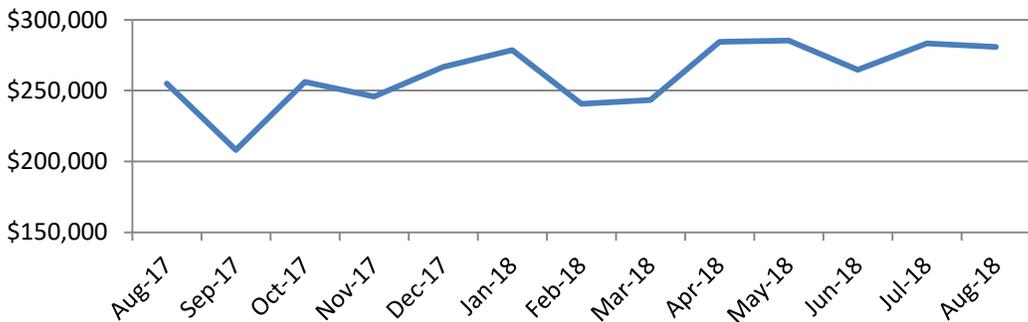
I. August 2018 IOLTA at-a-glance

	2018	2017
Total IOLTAs	3,035	3,053
Amount on deposit	\$471,469,519	\$440,371,742
Total reported interest accrued	\$280,801	\$254,974
Year-to-date remittance	\$2,159,936	\$1,850,305

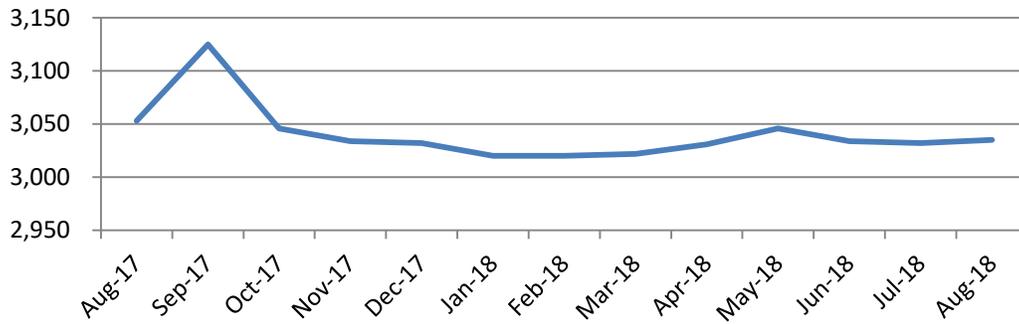
Amount On Deposit



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	555	0.70%	\$ 69,981,432.38	\$ 41,602.96	\$ 331,512.82
Bank of George	29	0.70%	\$ 14,435,136.69	\$ 8,297.73	\$ 59,958.09
Bank of Nevada/First Independent	371	0.70%	\$ 124,258,544.20	\$ 74,070.61	\$ 561,634.27
Bank of the West	42	0.70%	\$ 5,850,415.70	\$ 3,418.28	\$ 25,251.25
Chase Bank	171	0.70%	\$ 27,269,521.00	\$ 16,191.04	\$ 115,527.08
Citibank	63	0.70%	\$ 4,248,332.62	\$ 2,265.94	\$ 21,557.29
City National Bank	98	0.70%	\$ 27,699,433.00	\$ 16,447.40	\$ 142,460.38
Heritage Bank	55	0.70%	\$ 7,262,244.21	\$ 4,317.56	\$ 33,276.50
Meadows Bank	34	0.70%	\$ 4,981,411.74	\$ 3,242.64	\$ 46,162.87
Nevada State Bank	440	0.70%	\$ 61,887,362.94	\$ 35,692.81	\$ 260,818.42
U.S. Bank	228	0.75%	\$ 26,208,659.32	\$ 16,699.40	\$ 120,786.45
Wells Fargo	842	0.70%	\$ 81,271,097.25	\$ 47,665.74	\$ 366,677.93
TOTAL	2,928		\$ 455,353,591.05	\$ 269,912.11	\$ 2,085,623.35

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

Financial Institution	Accounts	Weighted Average Interest Rate	Total Bank Principal Balance	Remittance	YTD Remittance
American First National Bank	2	0.70%			\$ 34.27
Financial Horizons Credit Union	1	0.70%			\$ 502.56
First Foundation Bank	1	0.70%			\$ 1,876.79
First Savings Bank	5	0.75%			\$ 11,159.42
First Security Bank of Nevada	7	0.70%			\$ 3,276.29
Kirkwood Bank	2	0.70%			\$ 396.80
Mutual of Omaha	11	0.70%			\$ 825.72
Nevada Bank & Trust	8	2.75%			\$ 15,456.13
Northern Trust Bank, FSB	4	0.69%			\$ 1,347.81
Pacific Premier Bank	11	0.70%			\$ 9,356.76
Plumas Bank	4	0.70%			\$ 588.61
Royal Business Bank	2	1.19%			\$ 341.36
Silver State Schools Credit Union	6	0.70%			\$ 362.75
Town and Country Bank	6	0.70%			\$ 8,599.38
Umpqua Bank	14	0.70%			\$ 4,198.28
Valley Bank of Nevada	15	0.70%			\$ 15,753.58
Washington Federal Bank	8	0.70%			\$ 1,356.81
East West Bank*	0	0.00%			\$ -
TOTAL	107		\$16,115,928.35	\$10,888.79	\$75,433.32

*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.

Public Awareness:

Twitter - ATJC has increased its social media presence on Twitter. Since the August, 2018 report we have moved from 84,488 to 103,535 impressions and from 3,996 to 5048 profile visits. We encourage you to follow us @NevadaATJ.

Media placements included: "Pro Bono Week" – KKOH AM 780 10/17/18, "Legal Needs Study" – Nevada Independent, Nevada News Service (radio), Sparks Tribune 8/28/18.

CIVIL LAW SELF-HELP CENTER STATISTICS

September 2018
9/01/2018 to 9/30/2018 (19 operating days)

General

Total number customer interactions (for month)	3511	Total number served in 2018	34,587
Total number of intake forms collected	121	% of parties returning forms	3%
Total number of intake forms sampled	121	% of collected forms sampled	3%

Biographical Data

Ethnicity:

White	22		18%
Black	28		23%
Hispanic	20		17%
Asian	4		3%
American Indian			0%
Other	9		7%
No Response Provided	38		31%

Age:

60 and over	6		5%
No Response Provided	45		37%

Annual Household Income:

Unemployed	4		3%
Under \$10,000	14		12%
\$10,000 to \$20,000	6		5%
\$20,000 to \$30,000	12		10%
\$30,000 to \$40,000	10		8%
\$40,000 to \$50,000	6		5%
\$50,000 plus	18		15%
No Response Provided	51		42%

Court Case Pending In:

District Court	11		9%
Justice Court	21		17%
Las Vegas			0%
Henderson	2		2%
North Las Vegas			0%
Other			0%
No Case or No Response Provided	87		72%

Number of Visits to the SHC:

One	27		22%
Two	15		12%
Three	9		7%
More	10		8%
No Response Provided	60		50%

Reason for Visit to the SHC:

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

Guardianship			0%
Harassment or Protection Order	3		2%
Homeowner Eviction	4		3%
Judicial Review	1		1%
Landlord/Tenant Dispute or Eviction	28		23%
Mediation	1		1%
Mobile Home Sales, Repairs, or Eviction			0%
Personal Injury/Property Damage	1		1%
Probate	3		2%
Small Claims Case	9		7%
Other	4		3%
No Response Provided	61		50%

Satisfaction Data

Out of total providing satisfaction information:			
The staff was knowledgeable, helpful and understandable:			
Strongly Agree	37		31%
Agree	4		3%
Disagree			0%
Strongly Disagree	2		2%
No Opinion			0%
No Response Provided	78		64%
The forms and other written materials at the Self-Help Center were clear, helpful, and instructional:			
Strongly Agree	24		20%
Agree	14		12%
Disagree			0%
Strongly Disagree	1		1%
No Opinion			0%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	82		68%
Overall satisfaction:			
Very Satisfied			0%
Satisfied	7		6%
Unsatisfied	1		1%
Very Unsatisfied	33		27%
No Response Provided	80		66%
Other Comments and Suggestions			

A lot of repetition.
Kat and the entire staff are helpful. They are amazing :)
Kat was most helpful @ the Courthouse Help Desk
V Friendly
Friendly and fast
Good and efficient service
Good service
I wish Los Angeles California courts self help centers would follow your set up, Professionalism... and excellent helpful compassionate service
Kat and Marco were so helpful and restore my confidence to defend myself and family with our new landlord triumph prop mgmt. s wrongful actions
Kat was very helpful ! Every person in the office was so kind and good natured!
Kimberley, kat, pam, marco, where great please take the time to acknowledge their efforts.
Marco was very helpful
Mrs. Kat was amazing and gives lots of info. She makes sure you understand everything.

Not helpful at all, walked away from as I was asking questions, still do not understand. Very rude, they did not want to help you can see from the cameras the disrespect, sad.

Pam very helpful

Pam was awesome. Very knowledgeable and answered all questions.

Prescilla was extremely helpful. Kudos 2her

Receptionist was Kim

Staff was Extremely helpful. My problem was resolved.

Thanks for the help

They were very helpful

Very helpful staff

Very patience

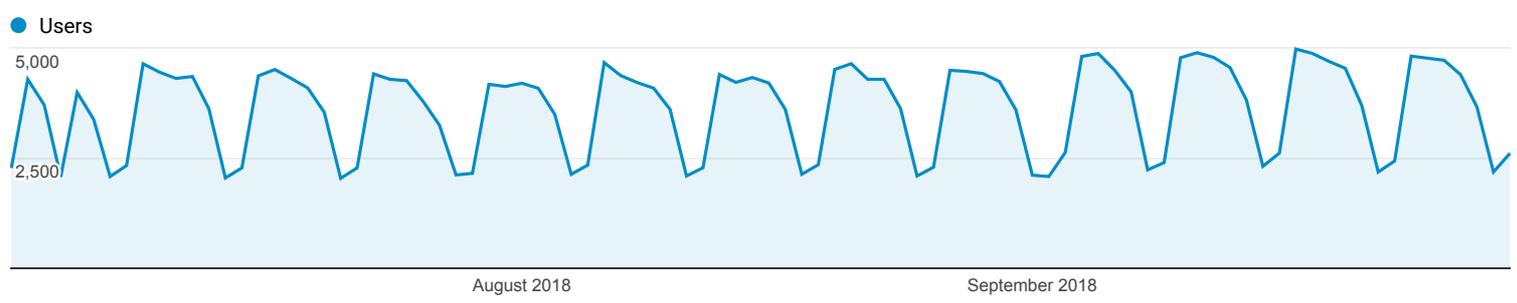


Audience Overview

All Users
100.00% Users

Jul 1, 2018 - Sep 30, 2018

Overview



Users
286,503

New Users
278,425

Sessions
366,052

Number of Sessions per User
1.28

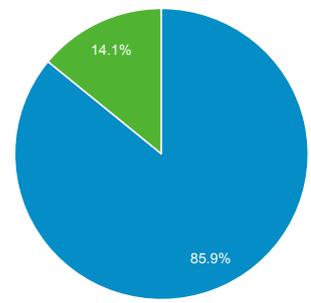
Pageviews
668,167

Pages / Session
1.83

Avg. Session Duration
00:01:45

Bounce Rate
73.53%

■ New Visitor ■ Returning Visitor



City	Users	% Users
1. (not set)	28,174	9.50%
2. Los Angeles	12,733	4.29%
3. Las Vegas	9,929	3.35%
4. New York	7,349	2.48%
5. Chicago	5,706	1.92%
6. Dallas	4,811	1.62%
7. Atlanta	4,139	1.40%
8. Houston	4,132	1.39%
9. Washington	3,300	1.11%
10. San Francisco	2,821	0.95%

FAMILY LAW SELF-HELP CENTER STATISTICS

September 2018

9/1/2018 to 9/30/2018 (19 operating days)

General

Total number customer interactions (for month)	3877	Total number served in 2018	38,113
Total number of intake forms collected	50	% of parties returning forms	1%
Total number of intake forms sampled	50	% of collected forms sampled	100%

Biographical Data

Ethnicity:

White	14	28%
Black	12	24%
Hispanic	16	32%
Asian	2	4%
American Indian	1	2%
Other	1	2%
No Response Provided	4	8%

Age:

60 and over	4	8%
No Response Provided	11	22%

Annual Household Income:

Unemployed	12	24%
Under \$10,000	4	8%
\$10,000 to \$20,000	3	6%
\$20,000 to \$30,000	8	16%
\$30,000 to \$40,000	8	16%
\$40,000 to \$50,000	5	10%
\$50,000 plus	7	14%
No Response Provided	3	6%

Number of Visits to the SHC:

One	18	36%
Two	8	16%
Three	9	18%
More	12	24%
No Response Provided	3	6%

Reason for Visit to the SHC:

Adoption	1	2%
Annulment	1	2%
Child Support	5	10%
Custody	19	38%
Divorce	19	38%
Domestic Partnership		0%
Foreign Judgment		0%
Guardianship	2	4%
Juvenile Matters		0%
Legal Separation	1	2%
Name Change	1	2%
Paternity		0%
Termination of Parental Rights		0%
Visitation		0%
Other	1	2%

No Response Provided			0%
Satisfaction Data			
Out of total providing satisfaction information:			
The staff was knowledgeable, helpful and understandable:			
Strongly Agree	48		96%
Agree	1		2%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
No Response Provided	1		2%
The forms and other written materials at the SHC were clear, helpful, and instructional:			
Strongly Agree	43		86%
Agree	5		10%
Disagree			0%
Strongly Disagree			0%
No Opinion			0%
Did Not Receive Forms or Materials this Visit			0%
No Response Provided	2		4%
I understand the court process and my situation better now than before I came to FLSHC			
Strongly Agree	37		74%
Agree	9		18%
Disagree	1		2%
Strongly Disagree			0%
No Opinion	3		6%
No Response Provided			0%
Overall Satisfaction			
Very Satisfied	44		88%
Satisfied	4		8%
Unsatisfied	2		4%
Very Unsatisfied			0%
No Response Provided			0%
Other Comments and Suggestions			

Keep up the great work.
 Guadalupe Rocks!
 Guadalupe was very polite and helpful
 Guadalupe was very helpful and pleasant.
 They have been very helpful and polite
 Thank you
 Keep smiling :)
 She was very helpful and very quick. She knew exactly where the packets of forms I needed were.
 Erin has helped me every time I came. She help me and helped me understand more of the paperwork and process. She is amazing.
 It would be great if there were more legal aid help in the area. Due to the heavy volume of clients going in. Erin and Guadalupe were outstanding! They both helped as much as they could. They smiled throughout the encounter, and made this a smooth visit! Thank you for your service!
 I visited the self help center and I was pleased with the help that I received from Guadalupe. She is very patient and kind.
 They were extremely helpful in all ways I needed it
 Always helpful very professional and great service
 Very helpful and nice
 Gicola was very nice and helpful. She did everything to help me have a better understanding of this process.

I thank God for Mrs. Gicola. She help me very much. She went beyond perfect customer service. Please give her a raise. She is excellent. As well as Mrs. Celina.

The staff was very helpful and explained things very clearly and made me feel very comfortable.

Explooyees were very knowledgeable & compassionate.

My unsatisfaction in no way was based on those persons whom provided me with documents that would best serve my purpose. I'm unsatisfied with what is available to me to remedy my situation without recourse.

She was really helpful and kind. Mrs. Guadalupe very polite thank you very much!

Celina knew what she was doing. She took the time to help and explained it very well, what I needed to do. She is great at her job!!!

Lupe is the most kind, courteous staff here and very helpful with our divorce process. She was so patient with walking us step by step. Much thanks Lupe!!!

Lady that assisted me was very helpful and knowledgeable on the material that I requested.



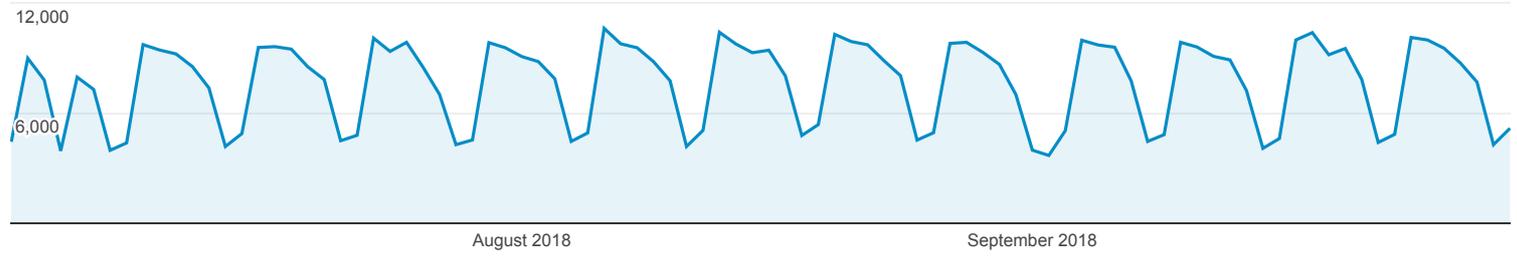
Pages

All Users
100.00% Pageviews

Jul 1, 2018 - Sep 30, 2018

Explorer

● Pageviews



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	702,947 % of Total: 100.00% (702,947)	581,137 % of Total: 100.00% (581,137)	00:01:40 Avg for View: 00:01:40 (0.00%)	314,146 % of Total: 100.00% (314,146)	62.50% Avg for View: 62.50% (0.00%)	44.69% Avg for View: 44.69% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
1. /	52,523 (7.47%)	39,021 (6.71%)	00:00:27	36,284 (11.55%)	15.04%	17.69%	\$0.00 (0.00%)
2. /courts-case-lookup/look-up-my-case	25,065 (3.57%)	20,138 (3.47%)	00:02:55	12,777 (4.07%)	74.12%	65.30%	\$0.00 (0.00%)
3. /self-help/guardianship/filing-for-guardianship-over-a-child/the-mother-and-the-father-will-both-consent-to-the-guardianship	24,285 (3.45%)	20,101 (3.46%)	00:02:43	18,291 (5.82%)	76.09%	71.09%	\$0.00 (0.00%)
4. /self-help/divorce	20,895 (2.97%)	16,316 (2.81%)	00:00:24	5,882 (1.87%)	18.09%	10.76%	\$0.00 (0.00%)
5. /courts-case-lookup	18,256 (2.60%)	15,932 (2.74%)	00:02:12	12,923 (4.11%)	63.64%	59.82%	\$0.00 (0.00%)
6. /self-help/guardianship/guardianship-forms	16,561 (2.36%)	14,003 (2.41%)	00:03:17	10,093 (3.21%)	76.05%	68.11%	\$0.00 (0.00%)
7. /self-help/custody-paternity-child-support/after-the-final-order-changing-or-appealing-an-order/140-file-a-motion-if-you-cannot-resolve-the-issue-with-the-other-party	16,118 (2.29%)	14,413 (2.48%)	00:04:30	11,584 (3.69%)	79.77%	74.09%	\$0.00 (0.00%)
8. /self-help/custody-paternity-child-support/responding-to-custody-or-paternity-case/136-completing-filing-the-answer-counterclaim	15,649 (2.23%)	13,552 (2.33%)	00:04:04	11,706 (3.73%)	73.53%	68.82%	\$0.00 (0.00%)
9. /self-help/custody-paternity-child-support	15,198 (2.16%)	11,555 (1.99%)	00:00:31	2,077 (0.66%)	27.92%	11.17%	\$0.00 (0.00%)
10. /self-help/custody-paternity-child-support/filing-for-custody-paternity-child-support/134-how-to-serve-the-custody-papers	14,436 (2.05%)	13,143 (2.26%)	00:04:44	11,824 (3.76%)	84.38%	80.06%	\$0.00 (0.00%)
11. /f-a-q	13,627 (1.94%)	12,273 (2.11%)	00:03:05	10,275 (3.27%)	77.68%	71.24%	\$0.00 (0.00%)
12. /self-help/divorce/filing-for-divorce-together	12,927 (1.84%)	10,564 (1.82%)	00:03:58	4,514 (1.44%)	74.83%	62.01%	\$0.00 (0.00%)
13. /self-help/divorce/filing-for-divorce-on-your-own	11,388 (1.62%)	8,658 (1.49%)	00:00:30	2,178 (0.69%)	29.02%	11.83%	\$0.00 (0.00%)
14. /self-help/getting-started/representing-yourself-in-court	10,078 (1.43%)	7,405 (1.27%)	00:00:34	5,536 (1.76%)	22.04%	27.56%	\$0.00 (0.00%)
15. /self-help/divorce/filing-for-divorce-on-your-own/126-completing-and-filing-the-divorce-papers	10,038 (1.43%)	8,232 (1.42%)	00:03:24	3,689 (1.17%)	74.95%	53.18%	\$0.00 (0.00%)
16. /self-help/custody-paternity-child-support/filing-for-custody-paternity-child-support	9,992 (1.42%)	7,556 (1.30%)	00:00:33	2,814 (0.90%)	37.95%	21.11%	\$0.00 (0.00%)
17. /self-help/adoption-termination-of-parental-rights/how-to-file-to-terminate-a-parents-rights/205-file	9,989 (1.42%)	8,451 (1.45%)	00:03:26	6,927 (2.21%)	78.06%	68.45%	\$0.00 (0.00%)
18. /self-help/guardianship	9,929 (1.41%)	7,435 (1.28%)	00:00:23	2,283 (0.73%)	13.84%	9.60%	\$0.00 (0.00%)
19. /self-help/guardianship/filing-for-guardianship-over-an-adult	9,716	7,339	00:00:51	4,785	40.36%	34.21%	\$0.00

		(1.38%)	(1.26%)		(1.52%)		(0.00%)
20.	/forms	9,670 (1.38%)	7,468 (1.29%)	00:00:20	2,448 (0.78%)	7.84%	6.43% \$0.00 (0.00%)
21.	/self-help/adoption-termination-of-parental-rights/overview-of-termination-of-parental-rights	9,330 (1.33%)	8,398 (1.45%)	00:03:55	7,592 (2.42%)	79.62%	75.77% \$0.00 (0.00%)
22.	/self-help/custody-paternity-child-support/after-the-final-order-changing-or-appelling-an-order/176-opposing-a-motion-filed-against-you	8,764 (1.25%)	7,671 (1.32%)	00:04:13	6,242 (1.99%)	77.00%	70.57% \$0.00 (0.00%)
23.	/forms/miscellaneous-forms	8,473 (1.21%)	7,270 (1.25%)	00:03:20	3,258 (1.04%)	66.18%	57.15% \$0.00 (0.00%)
24.	/forms/divorce-forms	8,433 (1.20%)	7,091 (1.22%)	00:03:28	2,550 (0.81%)	66.78%	56.86% \$0.00 (0.00%)
25.	/self-help/guardianship/filing-for-guardianship-over-a-child	7,825 (1.11%)	5,384 (0.93%)	00:00:17	464 (0.15%)	22.84%	6.50% \$0.00 (0.00%)

Rows 1 - 25 of 11850

SECOND JUDICIAL DISTRICT COURT STATISTICS

WASHOE COUNTY LAW LIBRARY IN PERSON VISITS JANUARY - SEPTEMBER 2018

TIME	GENERAL PUBLIC	ATTY OR OTH LGL PROF	TOTAL
8:00 AM - 10:00 AM	1165	112	1277
10:00 AM - 12:00 PM	3070	210	3280
12:00 PM - 3:00 PM	3421	166	3587
3:00 PM - 5:00 PM	3445	129	3574
5:00 PM - 7:00 PM	1792	27	1819
TOTAL			13537

WASHOE COUNTY LAW LIBRARY TELEPHONE CALLS

TIME	GENERAL PUBLIC	ATTY OR OTH LGL PROF	TOTAL
8:00 AM - 10:00 AM	381	17	398
10:00 AM - 12:00 PM	479	28	507
12:00 PM - 3:00 PM	444	25	469
3:00 PM - 5:00 PM	210	22	232
5:00 PM - 7:00 PM	16	2	18
TOTAL			1624

LAWYER IN THE LIBRARY

PROGRAMS	PARTICIPANTS	PARTICIPANTS TURNED AWAY
Family Law	635	17
General Law	336	53
Probate	65	2
TOTAL	1036	72

WASHOE COUNTY LAW LIBRARY ELECTRONIC USAGE

ELECTRONIC USAGE	TOTAL
Circulation of Books	293
EBSCO	84
Email- Ask a Librarian	56
Inhouse Usage	794
Internet/ Contexte	1071
Westlaw Searches	12392
TOTAL	14690

SECOND JUDICIAL DISTRICT COURT STATISTICS

WASHOE COUNTY LAW LIBRARY REFERENCE

JANUARY - SEPTEMBER 2018

REFERENCE QUESTIONS	GENERAL PUBLIC	ATTY OR OTH LGL PROF	TOTAL
Family Law			
Adoption/ Termination of Parental Rights	59		59
Answers	53		53
Child Custody	159	2	161
Child Support	58		58
Divorce/ Annulment/Separation	235	1	236
Domestic Violence/TPO/EPO	101		101
Family Court Procedures/Packets	364	2	366
Guardianships Adult/Minor	172		172
Name Change Adult/Minor	131		131
Motions/Notice/Emergency	252		252
Oppositions/Objections	21		21
Law Library Reference			
Appeals	22		22
Civil Complaints/Petitions	85		85
Civil Procedure/State/Federal	60	1	61
Civil Rights/Constitutional Law	8	1	9
Contract	7	2	9
Criminal Law and Defense	44	2	46
Employment/Labor	8	2	10
Immigration	9		9
Landlord/Tenant Rights	73	1	74
Medical	8		8
Military/Veterans Rights	6		6
Personal Injury/Damages	6	2	8
Probate/Wills/Trusts/Estate Planning	116	1	117
Rogue Title	85	1	86
Sealing of Criminal Record	107	4	111
Law Library Services			
Liberty Catalog/Circulation	165	165	330
Copier Use/ Change	1228	54	1282
Internet/ Contexte	1000	71	1071
Lawyer in the Library Info./Referrals	517	5	522
Westlaw	260	421	681
Other Functions			
Copies of Court Records	46	0	46
Referrals To Other Services/NLS/WLS	165	0	165
Other	521	74	595
TOTAL			6963

SECOND JUDICIAL DISTRICT COURT STATISTICS

SELF HELP CENTER IN PERSON VISITS JANUARY - SEPTEMBER 2018

DATE	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	TOTAL
1/1/18 - 9/30/18	1724	1564	1193	1211	596	6288
					TOTAL	6288

SELF HELP CENTER IN PERSON VISITS BY TIME

DATE	1/1/18 - 09/30/18					TOTAL
8:00 AM - 10:00 AM	127	273	277	280	148	1105
10:00 AM - 12:00 PM	220	485	427	483	248	1863
12:00 PM - 3:00 PM	210	546	525	510	321	2112
3:00 PM - 4:30 PM	136	310	277	305	180	1208
					TOTAL	6288

SELF HELP CENTER TELEPHONE CALLS

TIME	GENERAL PUBLIC	ATTORNEY OR OTHER LGL PROF	TOTAL
8:00 AM - 10:00 AM	1118	27	1145
10:00 AM - 12:00 PM	1110	16	1126
12:00 PM - 3:00 PM	1047	34	1081
3:00 PM - 4:30 PM	577	9	586
		TOTAL	3938
Downloads from Website	TOTAL	14583	

SECOND JUDICIAL DISTRICT COURT STATISTICS

SELF HELP CENTER QUESTION TYPE JANUARY - SEPTEMBER 2018

NATURE OF PROBLEM	GENERAL PUBLIC	ATTORNEY OR OTHER LGL PROF	TOTAL
Adoption - Adult	18	0	18
Adoption - Minor	87	1	88
Alimony / Spousal Support	20	0	20
Annulment	80	1	81
Answers / Oppositions	397	2	399
Case Management Conference	80	0	80
Child Support	391	4	395
Court Hearings	689	4	693
Default	104	1	105
Divorce - Complaint	706	6	712
Divorce - Joint Petition	584	0	584
Domestic Violence / TPO	655	2	657
Ex Parte Motions	467	6	473
Fee Waiver	363	0	363
Grandparent's Visitation	72	0	72
Guardianship - Adult	251	0	251
Guardianship - Minor Child(ren)	529	4	533
Jurisdiction- Child	40	1	41
Jurisdiction - Family	49	0	49
Mediation	321	5	326
Motion	1172	5	1177
Name Change - Adult	132	1	133
Name Change - Minor	199	1	200
Notary	248	0	248
Objection to Master's Recommendation	493	12	505
Other	1649	58	1707
Paternity	88	1	89
Petition to Correct Birth Certificate	27	0	27
Petition to Domesticcate a Foreign Decree	213	2	215
Petition to Establish Custody and Visitation	715	1	716
Settlement Conference	29	0	29
Spanish Speaking General Public	127	0	127
Stalking / Harassment	43	0	43
Stipulations	84	0	84
Subpoena / Deuces Tecum	33	1	34
Termination of Parental Rights	104	2	106
Trial	60	0	60
Nevada Legal Services Forms Clinic	85	0	85
Washoe Legal Services Forms Clinic	108	0	108
		TOTAL	11633