



August 22, 2012

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Janet LaBella, Director
Office of Program Performance
Tim Watson, Program Counsel
Legal Services Corporation
3333 K Street NW
Washington DC 20007

Re: Draft of Program Visit Report
Nevada Legal Services Recipient No. 829050

Dear Ms. LaBella and Mr. Watson:

Nevada Legal Services has had the time to review the draft report from your program visit last April. We do have a response to make to the draft report.

Two slight errors were found in the report. On page 1, in the first paragraph of the Program Overview, you state that the position in our Elko office is part time. That is incorrect. The position is full-time. The physical office may at times be closed during the business day because our employee in Elko is out in the community working. For example, our monthly pro se clinics are held at the local library because there is space to accommodate everyone. Our employee will close the office during the time she is at the library helping to conduct the pro se clinic.

On Page 2, paragraph 4, last sentence, the report states that the Family Law Self-Help Center is *near* the courthouse. It is actually in the Family Court Building, right across the hall from the Clerks' windows.

Nevada Legal Services has already begun to address some of the recommendations that you have included in the draft. My staff and I began discussion a few items before we received this draft report and based upon conversations that were had with the Team during the April visit.

The issue with the bathroom in the Las Vegas office that is actually the pass through from one side of the office to the other is being remedied. NLS had an unexpected donation from a retiring Judge who had campaign funds left over and could expend them by donating them to a non-profit. The donation will allow us to complete the needed remodeling. NLS has finished collecting bids for the remodeling work.

I have met with the Executive Director of the Family Law Self-Help Center to discuss the recommendations regarding the Center. The need for more telephones at the Center to handle the volume of callers is not entirely within our hands to resolve. The telephones and the telephone lines are the property of Clark County. The County must agree to purchase more telephones and to increase the number of lines that it provides the Center. This will have to be negotiated with the County. The remaining recommendations can be achieved on our own and we are working on them. Unfortunately, the Executive Director of the Center resigned recently and NLS will have to wait to follow up on these recommendations



after the new Executive Director is hired by the County.

Nevada Legal Services has begun creating a Spanish-language mirror content for our websites. We have set a goal of twelve months to have it all completed.

The staff and management have had a series of meetings to discuss the recommendations II.1.5.1 – II.1.5.7 (intake, case acceptance, etc.). NLS has already put into place recommendations II.1.5.2, II.1.5.3, II.1.5.4, II.1.5.5, and II.1.5.7. Discussions about how to structure intake (II.1.5.1) are on-going and will be greatly affected by a new grant opportunity that NLS has and that must be put into operation by December.

NLS has put recommendation II.2.6.1 regarding the e-filing clinics into operation, but in a way that is best for our clients. Having simply a pro se clinic about e-filing is not practicable in Nevada. Each court has its own system for e-filing and its own rules regarding e-filing. A pro se clinic just on e-filing would have to include instructions for all the courts and that would confuse attendees greatly, especially if they did not know for sure in which court they would be filing their actions. Instead, NLS has included an e-filing component to all of our regular pro se clinics. This way the attendee learns the e-filing procedure for the specific court that applies to the action they have come to NLS to learn about.

NLS advocates have begun having a monthly litigation meeting where they discuss systemic issues and major litigation and they have begun planning how to work together on issues. The first litigation meeting was in May. This is in response to recommendation III.1.8.1.

There are a number of recommendations that have not been specifically addressed in this response. NLS would just like to say that it has no objections to the recommendations and that we will be working on them in the coming months.

If you have any questions regarding this response or if you require more information from, please give me a call.

Sincerely,

Nevada Legal Services



AnnaMarie Johnson
Executive Director