



2018 ANNUAL REPORT



Greetings –

Michael is 14. He lives with his disabled grandfather. He is thriving and loves school. He is working in the cafeteria and finally feels he belongs. It wasn't always that way. Michael has autism. His grandfather had been asking for an evaluation and help for Michael, but Michael remained undiagnosed and untreated. Michael was miserable in school. He felt like he didn't belong. He was in a room with emotionally disturbed children and didn't feel he was like them. He loved to run away from the school. He was getting suspended constantly. Finally, Michael exploded at a staff member who was trying to keep him there – a common behavior for children with untreated autism – so Michael was arrested.

The criminal justice system was not the right place for Michael – he did not belong in criminal court. This child has a disability and was not receiving treatment. The system failed him. That's when Legal Aid Center stepped in. Our attorney met with the school personnel and arranged for an evaluation of his disability. He was diagnosed with autism and received a treatment plan. With our advocacy, Michael was placed in an appropriate school setting. If he continues to do well in school, all charges will be dismissed. His grandfather told us that no one paid attention to him or Michael before we got involved. He is so relieved and feels his child is now safe.

Representing kids like Michael and his grandfather is why Legal Aid Center of Southern Nevada exists. We step into legal crisis after legal crisis, resolving critical situations for the most vulnerable in our community. We right wrongs and change lives. In 2018, we helped more than 125,849 community members and saw significant milestones and achievements which are outlined in this report. Whether you are a staff member, a board member, pro bono attorney, funder, friend, or supporter, we thank you for your support in 2018. Without you, we could not do what we do. And we promise that we will work to make you proud in 2019.

With thanks from all of us,



Barbara Buckley



BARBARA BUCKLEY | Executive Director



GREETINGS FRIENDS AND SUPPORTERS

In our society, no one should be denied access to justice because they can't afford to hire an attorney to defend their rights.

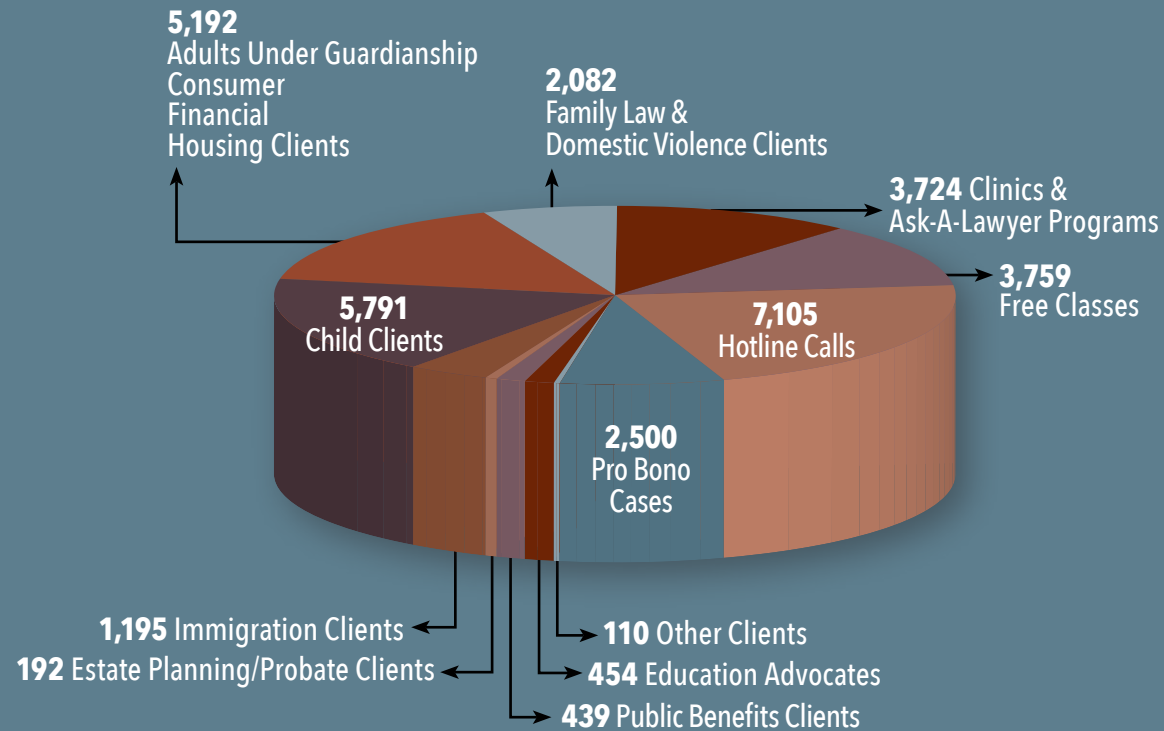
- Barbara Buckley



ALL SERVICES

(NOT SELF-HELP RELATED)

125,849 INDIVIDUALS ASSISTED THROUGH ALL PROGRAM AREAS



SELF-HELP CENTERS

95,805 INDIVIDUALS HELPED AT BOTH CENTERS!

OVER **2,085,176** USERS ACCESSED

LEGAL INFORMATION ON OUR WEBSITES | **2,878,585** SESSIONS

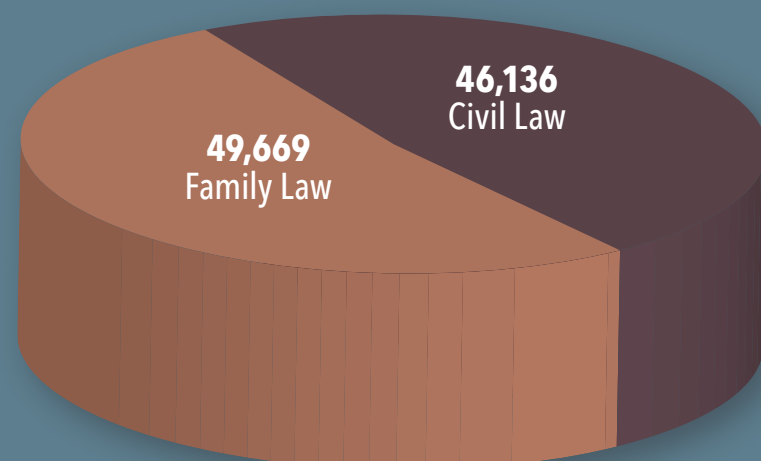
In 2018, **6,270** legal forms were completed using guide & file on-line interviews through the websites

USERS **859,601** SESSIONS **1,258,069** | FAMILY LAW SELF-HELP CENTER WEBSITE

USERS **1,110,773** SESSIONS **1,452,016** | CIVIL LAW SELF-HELP CENTER WEBSITE

USERS **102,165** SESSIONS **150,917** | LEGAL AID CENTER WEBSITE

USERS **12,637** SESSIONS **17,583** | PRO BONO WEBSITE



HOW
MANY
WE
SERVE

*"Steve Dahl was absolutely amazing!
He fought for Samantha's wishes and
made her feel as though she had a voice.
We cannot thank you enough, Steve!"*

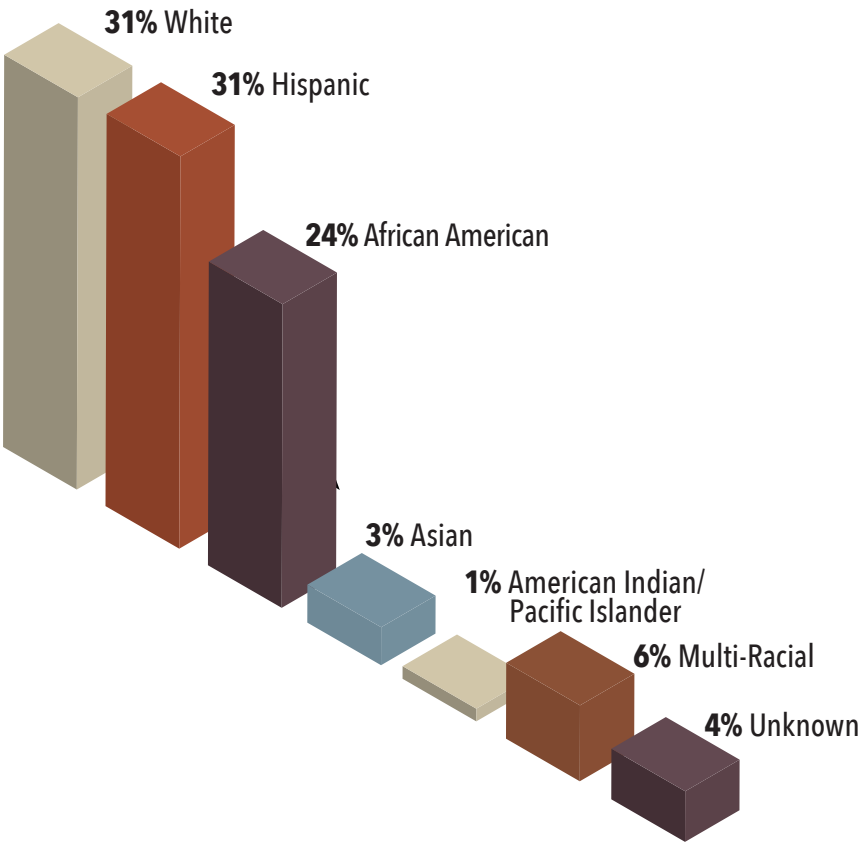




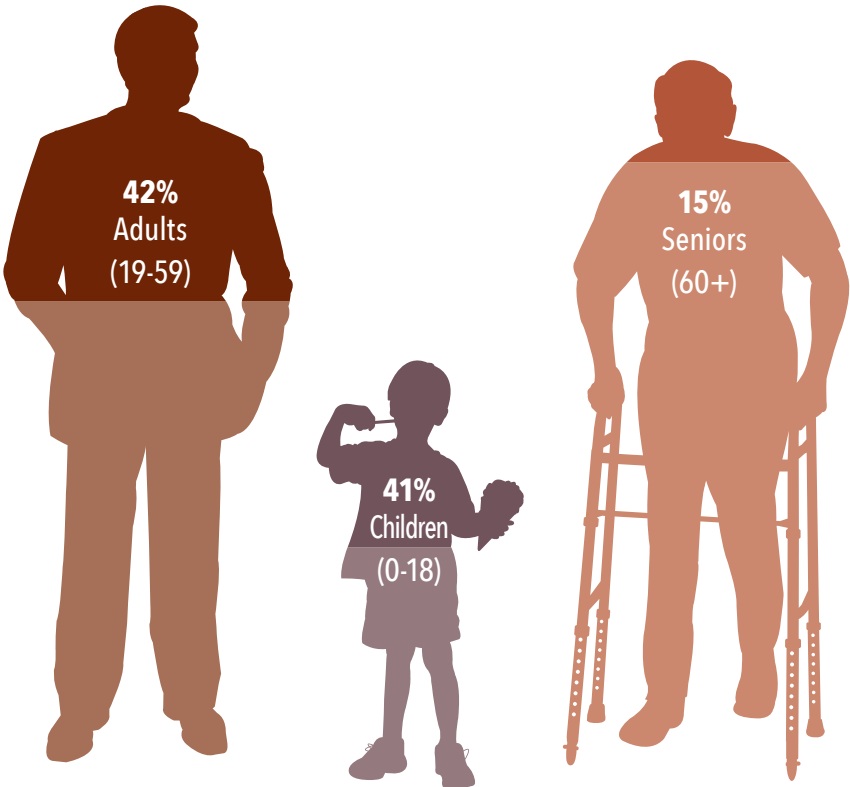
WHO WE SERVE

“Mr. Fleming literally saved my life when I thought my case to be hopeless! ...liberating me from a hopeless life of homelessness, he changed my life just when I needed help the most.”

ETHNICITY



AGE



2% Chose not to report

CHILDREN'S ATTORNEYS PROJECT

"Amy was nice. She helped me feel safe and she was very funny."

WHAT WE DO

- Giving children in foster care a voice in court
- Enforcing foster children's rights and desires for visitation with their siblings and for permanency
- Assisting low-income parents struggling to ensure their children with special needs receive the educational support they are entitled to under the law
- Recruiting and training volunteer education advocates to represent the child and protect the rights of disabled children within the school district
- Participating in Autism Court to ensure kids get the education support they need to be successful

STATS

- Represented 5,791 children in foster care
- Expedited the adoptions of 538 kids
- Obtained educational support services for 454 special needs students
- Started #CAP100 Campaign to reach 100% representation of all children in foster care in Clark County

How far would you walk to feel safe? Twin 9-year-old boys with autism and severe developmental delays decided they were willing to walk 500 miles to feel safe. Beaten and scarred by belt buckles, they ran away in the dead of night with \$5.00 and the hope of finding a bus to take them to Oakland, the last place they had felt safe. Two miles into their journey the boys were picked up by the police and turned over to the Department of Family Services.

My name is Jonathan and I am a CAP attorney. I first met the twin boys at Child Haven care facility. They sat on a bench by the playground staring at the ground. No smile, no frown, no crinkled eyebrow, no happiness, no sadness, just flat. I told them I was their lawyer. I told them about my job, about court, about my duty to them. Still nothing. I asked them questions to break their trance: about their favorite game, favorite toy and school. Every answer was "yes" or "no." I went back to the office.

I visited the boys again that week and twice the next week. At each visit they were a little looser, not talkative, but loose. They started giving me high-fives and running towards me when I visited. In week three, I asked them about their dad, who they had been living with, and all the somberness of our first meeting came back into their faces. Then I asked them about their mom, and their faces lit up. Their mom lived in Oakland. The boys wanted to be with their mother.

Mom took an overnight bus to appear in court in person. In Court, the DA and DFS presented reasons why the boys couldn't go home with their mother. The father didn't want the kids to be released to mom. The judge asked me what the boys wanted. I answered, voicing my client's wishes. What the boys wanted mattered to the court, and the judge released the kids to their mother.

I never saw the twins again. About a month after the case closed I received a phone call from Oakland. Granny, mom, and the boys were calling to say "thank you." Their voices were alive and I could hear the smile in their words. The boys said, "Hi, Jonathan how are you?" I knew that I had made an incredible difference in the lives of these kids.

*Names of all Legal Aid Center clients have been changed to protect their privacy.



FAMILY JUSTICE PROJECT

“The case was very important to me because I was with a man who never gave me the respect that I deserve. It is not right to live with a person who does not value you.”

WHAT WE DO

- Representing domestic violence victims and helping them obtain protective orders, divorce decrees, and custody of their children
- Teaching victims in domestic violence shelters about their legal right to live a life free of violence
- Representing those unable to navigate the divorce and custody court process
- Helping immigrant victims of crime obtain visas, work authorizations, and status adjustments
- Representing immigrant children eligible for special visas and deferred action to help families stay together
- Partnering with the community in the Family Justice Center (FJC), a one-stop-shop for domestic violence victims

STATS

- Over 1,400 new cases opened in 2018
- Helped over 1,060 victims of domestic violence
- Created High Risk Teams to identify and develop plans for legal and holistic needs
- Assisted 3,082 individuals across all Family Justice Project programs

Elizabeth is a young woman who sought Legal Aid Center's assistance with obtaining a divorce from her husband and primary custody of their 4-year-old son. Elizabeth and her husband were only married a short time when vicious acts of domestic violence began. The last incident of domestic violence resulted in two broken eye sockets, a broken jaw, and contusions. The beating was so severe that Elizabeth has permanent injuries. As a result of this savage beating, Elizabeth's husband, the father of her son, was convicted and imprisoned for five years.

Upon his release from prison, Elizabeth's husband contacted her and began making threats of future violence to her. Elizabeth came to Legal Aid Center for help. We obtained an Order of Protection for Elizabeth for one year and filed her divorce papers.

Elizabeth and her Legal Aid Center attorney focused on completing the divorce and resolving custody issues as quickly as possible. Elizabeth's husband had an attorney and was fighting for joint custody despite the severe level of domestic violence. An attempt was made to reach an agreement between the parties concerning custody but the soon-to-be ex refused anything less than joint custody. A trial was scheduled.

At the conclusion of the trial, Elizabeth was awarded primary physical custody of her son with visitation for his father. Because the father had been in prison for most of his son's life, visitation was set up in stages. Initial visits would be supervised and, provided there were no issues, the visits would move forward in continued stages. Elizabeth is happy to be free from her marriage and have custody of her son.



CONSUMER RIGHTS PROJECT

*“The outcome gave me hope —
that there really is justice and help out there!”*

WHAT WE DO

- Working against fraudulent sales practices
- Fighting abusive debt collection activities
- Helping people trapped in a debt cycle by payday, title, and high interest loans
- Representing workers in bankruptcy court after a job loss and homeowners through the foreclosure process
- Helping people with disabilities who have been denied social security benefits
- Protecting seniors and adults with disabilities from unnecessary guardianships and representing those who have been exploited by their guardians
- Sealing criminal records, filing name changes, and other legal assistance for survivors of sex trafficking

STATS

- Worked on 2,682 cases in 2018
- Guardian Advocacy Program represented over 1,300 individuals
- Assisted 202 families going through foreclosure
- Represented 386 people with disabilities seeking Social Security
- Settled a class action against an entity for breaching the Fair Debt Collection Protections Act
- Began transition for Legal Aid Center to become operator of the Vegas Strong Resiliency Center to ensure all survivors of 1 October have access to assistance they need

Ms. Pierce is a 33-year-old woman with a disability. Her sole source of income is her monthly Social Security check. Ms. Pierce shared a leased apartment with her boyfriend. Things went well in the beginning; however, just months after moving in together, her boyfriend became physically abusive. In October of 2018, Ms. Pierce filed a police report regarding the abuse. She also applied for a temporary restraining order, which was granted. Fearing for her safety, Ms. Pierce moved out of the apartment. However, she was still bound on the lease and could not get her deposit back, causing additional hardships in finding a new place to live.

Ms. Pierce sought Legal Aid Center's help to terminate her lease and sever the connection to her perpetrator. Ms. Pierce gave the landlord the proper notice, the police report, and the temporary restraining order required to be lawfully released from the lease. Instead of releasing her, the landlord gave her two options: one, sign an addendum to the lease acknowledging that she was still obligated for the rent and any damage her perpetrator did to the apartment for the remainder of the lease (he was staying in the apartment), or two, she would be released from owing rent on the remaining term but still be responsible for any damage done to the apartment by her perpetrator for the remainder of the lease. Neither of the options included returning her deposit and fully releasing her from liability under the lease, both of which are required by the law.

Ms. Pierce's Legal Aid Center attorney sent the landlord a letter requesting they release her from the lease, return her security deposit, and hold the remaining tenant liable for any damages as required by the law. The landlord responded within days and released Ms. Pierce from any liability under the lease and refunded her the security deposit. Ms. Pierce is happy to be free from the perpetrator and glad for the help she received.



SELF-HELP CENTERS

The litigant who was filled with fear, who didn't know where to go, what to file, or what her options were – she now goes to the courthouse and finds the Self-Help Center, where her questions are answered, the forms she needs are explained, and the procedure is described to her.



WHAT WE DO

- Providing trustworthy information, legal forms, and assistance to people representing themselves in civil matters such as evictions, small claims court, probate, and lawsuits to recoup losses
- Functioning as a legal emergency room for people struggling to navigate the court system and obtain accurate legal information

STATS

Family Law Self-Help Center assisted a record 49,669 people in person during 2018.

Family Law Self-Help Center website had a record year, with a total of 859,601 users, up by nearly 29%. Those users visited the site 1,258,069 times and viewed over 2.7 million pages!

Civil Law Self-Help Center helped 46,136 individuals in person in 2018.

Civil Law Self-Help Center website use increased by 26% with 1,110,773 users who visited the site 1,452,016 times in 2018 and viewed over 2.6 million pages!

6,270 online Guide & File interviews, designed to assist individuals fill out legal forms, were completed in 2018, nearly double the number from 2017. Currently, 23 online interviews are available.

- 4 new Guide & File interviews allowing litigants to complete forms online through a guided interview were introduced in 2018 at the Family Law Self-Help Center
- 7 new Guide & File online interviews for users filing probate matters and petitions for judicial review were introduced in 2018

-
- Providing self-help information, legal forms, and instruction to those representing themselves in family court matters
 - Hosting a free Ask-A-Lawyer program every week for people needing to speak with an attorney about landlord/tenant, foreclosure, small claims, probate, divorce, custody, guardianship, adoption, or child support issues

CIVIL LAW SELF-HELP CENTER

“I am glad that the court services are given. The self-help center helps with questions on the papers that I am not knowledgeable in. Thank you all for helping me understand.”

FAMILY LAW SELF-HELP CENTER

“The representative I spoke with was beyond knowledgeable and extremely helpful. She made me feel what I was trying to do wasn't as insurmountable as I originally supposed. Thank you!”



JUSTICE NANCY BECKER PRO BONO AWARD OF JUDICIAL EXCELLENCE:
Honorable Michael L. Douglas, Chief Justice Nevada Supreme Court

WHAT WE DO

- Recruiting private attorneys to represent clients in areas such as child abuse, consumer fraud, domestic violence, bankruptcy, and family law
- Training and mentoring volunteer attorneys in specialties of law outside their usual practice areas
- Placed 847 new cases
- 6,269 clients were helped by volunteer attorneys in 2018
- 197 different attorneys participated in Ask-A-Lawyer sessions, equaling nearly 2,000 hours of attorney time

LIED AWARD FOR MOST HOURS FOR LAW FIRM:
Lewis Roca Rothgerber Christie LLP

PRO BONO AWARD OF EXCELLENCE:
Daniel F. Polsenberg & Abraham Smith

LIED AWARD FOR MOST CASES FOR LAW FIRM:
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PUBLIC INTEREST LAW STUDENT OF DISTINCTION:
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ASK-A-LAWYER COMMUNITY COMMITMENT AWARD:
Arturo Sanchez

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Kathleen J. England

EDUCATION ADVOCATE AWARD:
Emily Strand



PRO BONO ATTORNEY OF THE YEAR:
Mona Kaveh



LAW FIRM OF THE YEAR:
Lewis Roca Rothgerber Christie LLP



WILLIAM S. BOYD AWARD OF EXCELLENCE:
Bank of Nevada



VINCE A. CONSUL MEMORIAL PRO BONO AWARD:
Michael Kind



LOUIS WIENER SERVICE AWARD:
Jason Onello



MYRNA WILLIAMS CHILDREN'S PRO BONO AWARD:
Kristopher S. Pre

PRO BONO PROJECT

18TH ANNUAL PRO BONO AWARDS LUNCHEON

Each year, our Annual Pro Bono Awards Luncheon honors local attorneys, who collectively provide over 25,000 hours of free legal services to low-income residents of Clark County. We are so fortunate to have the support of so many fine attorneys in the Southern Nevada legal community. Without their hard work and commitment to the cause, we would have to turn away thousands of our most vulnerable residents.



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THANK YOU TO OUR SPONSORS AND TABLE PURCHASERS

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Republic Services

“The outcome was very important due to the safety of my children. This outcome has now confirmed that my family and I will no longer be afraid since we were in a domestic abuse situation.”

COMMUNITY LEGAL EDUCATION

“My outcome was a blessing because I am a sex trafficking survivor. I now can see myself as a part of society. Thank you so much. I felt as my past was going to haunt me forever.”

3,759 people attended a free weekly class, in partnership with the UNLV William S. Boyd School of Law:

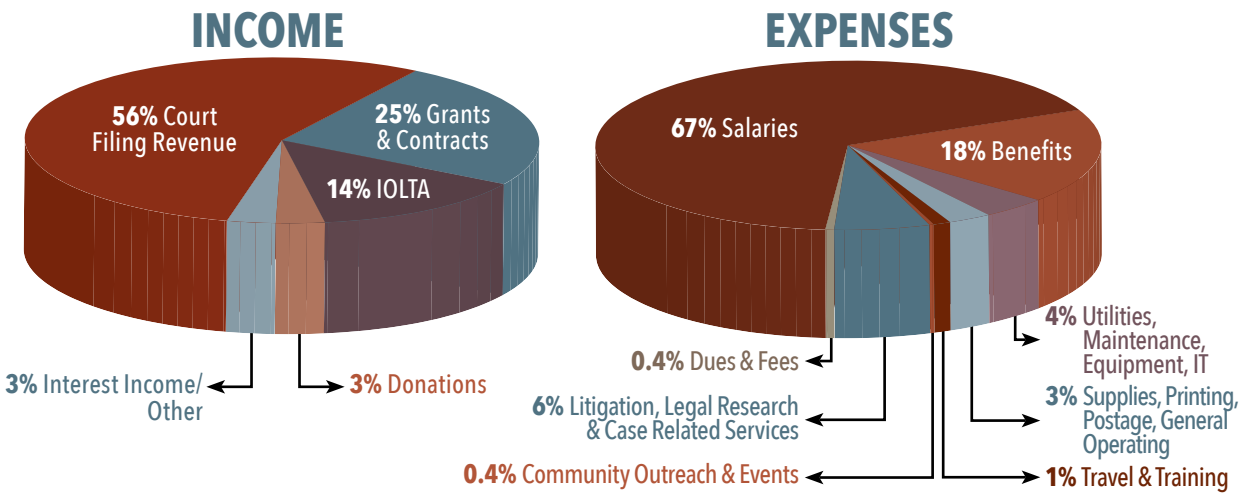
- Divorce
- Custody
- Guardianship
- Immigration
- Small Claims
- Bankruptcy
- Collection Proof
- Criminal Record Sealing
- Litigation and Trial Preparation
- Payday and Title Loans
- Classes in Spanish are available in Family Law, Immigration, and Bankruptcy
- Family Law classes are also taught at local shelters

ASK-A-LAWYER & OUTREACH EVENTS

Ask-A-Lawyer programs provide free 15-minute consultations with volunteer attorneys for unrepresented individuals. Over 3,700 people attended Ask-A-Lawyer programs in 2018. There are weekly and monthly sessions in:

- Family Law
- Landlord/Tenant Law
- Foreclosure
- Small Claims
- Probate
- Veterans
- Immigration
- Federal Law

Attorneys, pro bono attorneys, and staff volunteered for 89 outreach events around Clark County in 2018, including May Law Day, Pro Bono Celebration Week, Homeless Assistance Project, Community Law Day, and Veterans Service Fair, among others.



INCOME		2018	
Court Filing Revenue	\$7,758,381	56%	
Grants & Contracts	\$3,536,710	25%	
IOLTA	\$1,889,115	14%	
Donations	\$381,880	3%	
Interest Income/Other	\$369,267	3%	
Income Before Donated Pro Bono Services	\$13,935,353	100%	
Anonymous One-Time Gift	\$5,000,000		
Donated Pro Bono Services (23,705 hrs at \$300/hr)	\$7,111,500		
Endowment Contribution	\$4,622,512		
Total Income, Including Donated Services & Endowment	\$30,669,365		
EXPENSES			
PERSONNEL			
Salaries	\$8,332,427	67%	
Benefits	\$2,255,194	18%	
Personnel Subtotal	\$10,587,621	85%	
NON-PERSONNEL			
Utilities, Maintenance, Equipment, IT	\$517,129	4%	
Supplies, Printing, Postage, General Operating	\$361,098	3%	
Travel & Training	\$174,775	1%	
Dues & Fees	\$52,114	0.4%	
Litigation, Legal Research & Case Related Services	\$713,787	6%	
Community Outreach & Events	\$48,269	0.4%	
Non-Personnel Subtotal	\$1,867,172	15%	
TOTAL OPERATING EXPENSES	\$12,454,793	100%	
Expenses Before Donated Services & Endowment			
Anonymous One-Time Gift	\$5,000,000		
Donated Pro Bono Services	\$7,111,500		
Endowment Investment	\$4,622,512		
Total Income, Including Donated Services & Endowment	\$29,188,805		
NET OPERATIONS*	\$1,480,560		

*Income less expenses (including Donated Services, Endowment & One-Time gift)



2018 FINANCIAL STATEMENT

LEGAL AID CENTER OF SOUTHERN NEVADA ACCESS TO JUSTICE ENDOWMENT

SECURING THE FUTURE OF ACCESS TO JUSTICE FOR ALL

When there is a need in our community, Legal Aid Center of Southern Nevada responds. On any given day, Legal Aid Center staff have a stack of new cases on their desks and a lobby full of clients with urgent needs. Ten years ago, Legal Aid Center helped more than 13,000 people. In 2018, we assisted over 125,800! Our community continues to grow. We need to be sustainable, not just now, but for decades to come. We want to leave a stronger Legal Aid Center for the next generation.

In September 2017, we announced the second phase of our long-term growth plan: establishing an endowment fund to allow expansion of our vital existing programs, the addition of new legal specialties, and the creation of a “bridge” for those years when a past funding source may sunset.

THE ENGELSTAD FAMILY FOUNDATION’S \$10,000,000 CHALLENGE GRANT

To begin the endowment campaign, the Engelstad Family Foundation generously seeded the Access to Justice Endowment Campaign with a \$10,000,000 challenge towards the cause of equal justice; the largest single contribution ever given to Legal Aid Center of Southern Nevada.

- For each dollar raised (up to \$5,000,000), the Engelstad Family Foundation will match it \$2-for-\$1
- This 200% match will produce a \$15,000,000 endowment to assist some of Southern Nevada’s most vulnerable members: abused children, frail seniors, victims of predatory scams, and domestic violence survivors
- This endowment will provide a stable future for Legal Aid Center, allowing it the flexibility to respond to a crisis in the community efficiently and providing a steady stream of income to protect services during turbulent times

Our community’s response to the Legal Aid Center of Southern Nevada Access to Justice Endowment has been overwhelming. By the end of 2018, we have raised **\$4,401,747.50**. The Engelstad Family Foundation match of \$8,803,495 brings our total to **\$13,205,242.50**.

We are \$598,252.50 from obtaining the full match and our goal of a \$15,000,000 Endowment!



“She made me feel comfortable at all times. Everyone in Legal Aid Center was very courteous and polite. I will forever be grateful with everyone. This is an amazing organization that helps the community. Thank you so much.”

IN GRATEFUL APPRECIATION OF THE OVERWHELMING GENEROSITY OF OUR COMMUNITY. *Thank You!*

Engelstad Family Foundation

Kemp Jones & Coulthard

Wynn Resorts
Caesars Foundation
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Boyd Foundation
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David Belding
Mathewson Charitable
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As a non-profit law firm that provides legal assistance at no cost to our clients, Legal Aid Center is in fundraising mode year round. We are so thankful to have forged strong partnerships with the following groups, who support us in a variety of ways, ranging from monetary donations to marketing and communications advice to relationship-building. We could not serve the thousands that we do without their generosity.

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Bank of America	Southwest Gas Corporation –
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Clark County	U.S. Department of Justice
Federal Attorney Admission Fund	U.S. Vets
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“Janice, you were one of the biggest blessings in my life. Thank you for blessing me with the chance to redefine my destiny. I am forever grateful!”

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Opened and Staffed the Vegas Strong Resiliency Center:

- Worked side-by-side with community partners to provide seamless, wraparound type services for 1 October survivors and their families
- Assisted in planning outreach initiatives for one year anniversary of 1 October, supporting victims around the globe
- Published letters in over 30 cities informing survivors of the deadline to apply for Nevada Victim of Crime assistance, resulting in over 1,000 applications

Guardianship Advocacy Program:

- Developed and implemented a standardized system to accept, process, and litigate every new adult guardianship case, including a new paralegal visitation program to monitor clients
- Created a complete set of standardized guardianship forms approved by the Nevada Supreme Court for use in all Nevada district courts
- Barbara Buckley testified before the U.S. Senate’s Special Committee on Aging, emphasizing the critical role of counsel in protecting the rights of protected persons in guardianship cases

Started #CAP100:

The goal of #CAP100 is to provide legal representation to 100% of the children in the Clark County foster care system.

Statewide Legal Needs Study

Legal Aid Center coordinated meetings for legislators, judicial officials, the legal community, community partners, and the business sector and presented on the top-level findings of the first statewide legal needs study in 10 years.



STAFF

“This was very important to me because becoming a citizen opened doors for new opportunities. That changed my life!”



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