



**STATE BAR *of* TEXAS**

**ANNUAL  
REPORT**

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**2016-2017**

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STATE BAR OF TEXAS  
**MISSION STATEMENT**

*The mission of the State Bar of Texas is to support the administration of the legal system, assure all citizens equal access to justice, foster high standards of ethical conduct for lawyers, enable its members to better serve their clients and the public, educate the public about the rule of law, and promote diversity in the administration of justice and the practice of law.*

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It was a Sunday afternoon in late December, and Austin-area attorney Jeff Rusk had invited local foster families to his ranch for a holiday celebration. He was about to play Santa for the group of children, including some with severe disabilities, and his golf cart turned makeshift sleigh brimmed with toys.

I was a new lawyer, back in Austin after graduating from the University of Houston Law Center. A colleague had encouraged me to get involved with the local bar association and I did, joining some young lawyer committees and volunteering for public service projects like the one at the ranch that day. When Santa emerged and the kids raced to meet him, I saw the joy in their eyes and choked back tears. I was moved and inspired. In that moment, I was hooked on bar work.



All these years later, I am still hooked, because bar work brings us all together—not only to protect clients and assist fellow lawyers, but also to simply do good for others. There is no easy fix for many of the problems we face, but that doesn't stop us from tackling them. Sometimes it takes us years, but we keep going and we keep working. And that's what I see when I look at the State Bar of Texas—people working together, with heart and determination, to do good things for our profession and the public we serve.

Take the Texas Opportunity & Justice Incubator, or TOJI, as an example. This innovative program, launched in April 2017 under the leadership of President Frank Stevenson, is already equipping new lawyers to start successful practices while serving the unmet legal needs of low- and modest-income Texans. It usually takes two years to create a legal incubator program; thanks to the hard work of our staff and volunteers, TOJI was up and running in just 10 months. Soon, TOJI will be one of the largest incubators anywhere—and a model for similar programs throughout Texas and beyond.

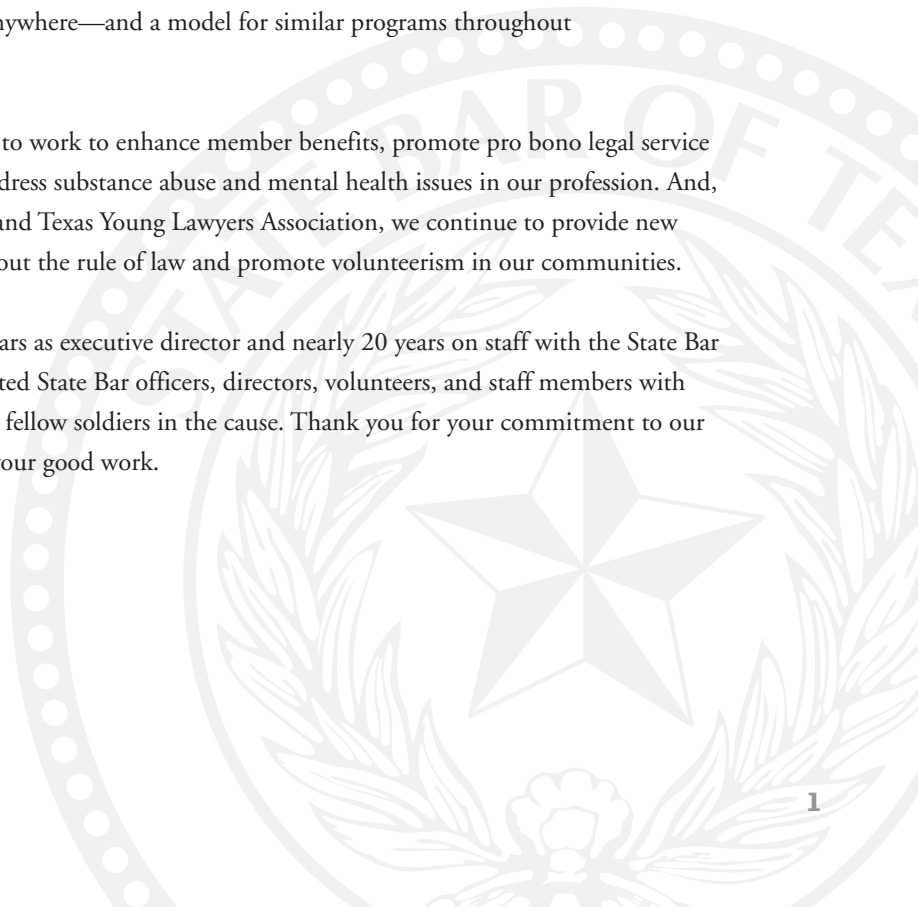
At the same time, the State Bar of Texas continues to work to enhance member benefits, promote pro bono legal service to military veterans and the general public, and address substance abuse and mental health issues in our profession. And, through our Law-Related Education Department and Texas Young Lawyers Association, we continue to provide new civics and service projects to educate the public about the rule of law and promote volunteerism in our communities.

On August 31, 2017, I retired after almost nine years as executive director and nearly 20 years on staff with the State Bar of Texas. I am forever grateful for the many dedicated State Bar officers, directors, volunteers, and staff members with whom I've worked over the years—my friends and fellow soldiers in the cause. Thank you for your commitment to our mission. The pages that follow are a testament to your good work.

Sincerely,

A handwritten signature in black ink that reads "Michelle Hunter".

Michelle Hunter  
Executive Director, 2008-2017



# 2016-2017 PRESIDENT

During his year as State Bar president, Frank Stevenson worked hard representing the lawyers of Texas during the Sunset review process. On June 9, 2017, Gov. Abbott



signed SB 302, continuing the State Bar for 12 more years. Other provisions of SB 302 include: requiring a referendum for any dues increase except for one not exceeding 10 percent, no more frequently than every six years; giving the State Bar access, going forward, to fingerprint-based criminal history information for bar examinees and new bar members; making various

enhancements to the grievance process, including new investigative tools, sanction guidelines, and greater opportunity to resolve complaints earlier; requiring the State Bar to post more data on its website about attorney disciplinary actions; maximizing the use of the informal dispute resolution program in the grievance system; and creating an independent ombudsman to answer questions regarding the grievance process and to ensure that the system is working.

Stevenson also focused on access to justice, part of the State Bar's mission. He spread the word about Texas Lawyers for Texas Veterans, a State Bar program started in 2010 that equips local bar associations with resources to run legal aid clinics for veterans. TLTV was modeled after the Houston Bar Association's Veterans Legal Initiative, and its volunteer attorneys, paralegals, and law students have served more than 28,000 veterans across Texas. But veterans are not the only ones who need access to our justice system. Studies have shown that only one in five low-income Americans and two in five middle-income Americans in need of civil legal services find the help needed. The situation is even more severe in Texas, where only one in 10 low-income residents get needed legal help. Stevenson realized that more could be done to connect lawyers with those in need of legal assistance. He supported the launch of Pro Bono Texas, a web portal at [probonotexas.org](http://probonotexas.org) that provides resources for attorneys who are interested in doing pro bono work, and he worked to implement changes to the lawyer directory at [texabar.com](http://texabar.com) that permit lawyers to indicate whether they offer flat- or sliding-scale fees and allow clients to search

for lawyers who accept these alternative fees by practice area and geographic location. During the year, a free online legal advice clinic, Texas Legal Answers, went live, and Stevenson's signature initiative, the Texas Opportunity & Justice Incubator, or TOJI, was established to help both new lawyers and low- and modest-income Texans.

## TEXAS LEGAL ANSWERS

TexasLegalAnswers.org allows individuals who meet certain financial guidelines and who need basic legal guidance to post online questions and have them answered by volunteer attorneys across the state. The format ensures that rural Texans and others who lack access to traditional legal aid can get help, and it also provides a flexible volunteer opportunity for lawyers across the state. Volunteers can answer as many or as few questions as they want from anywhere they have internet access. Those interested in volunteering can go to [TexasLegalAnswers.org](http://TexasLegalAnswers.org).



## TEXAS OPPORTUNITY & JUSTICE INCUBATOR

Launched in April 2017, TOJI is an innovative approach to legal access that helps new lawyers build sustainable practices serving low- and modest-income Texans. "Currently, the enormous need for justice and the enormous need for opportunity don't meet," said Stevenson. "TOJI will provide justice for our fellow Texans and opportunity for our fellow Texas lawyers." TOJI is an 18-month program that welcomes a new group of 10 recently licensed attorneys every six months and serves 30 entrepreneurial participants at full capacity, making it one of the largest legal incubators anywhere. The program offers training, mentoring, and coaching in the areas of business operations, marketing, and client relations. TOJI lawyers provide 100 hours of pro bono legal assistance and track their time, proving their services to low- and modest-income clients work. The second cohort is expected to start on October 2, 2017, in Austin. Learn more at [txoji.com](http://txoji.com).

# BRIDGING THE JUSTICE GAP IN TEXAS

The Texas Opportunity & Justice Incubator is an innovative approach to legal access that helps new lawyers build sustainable practices that serve low- and modest-income Texans. The 10 attorneys in TOJI's first cohort share their thoughts about the program.



*Basic legal services should be available to anyone regardless of income. TOJI is an important step in bridging the wide gap between the legal profession and underserved communities.*

—Andrew Bernick



*TOJI has made it easier for me to build a community with like-minded attorneys who are shaping the Texas justice system into a more accessible one.*

—Crystal Fletcher



*TOJI gave me the confidence to take risks with unconventional billing practices, which I hope take off because so many people can't afford traditional attorneys' fees.*

—Sarah J. Kelly



*The justice gap is real and the justice gap is huge, and the legal industry as it currently exists must evolve new models of practice to meet the needs of the underserved masses.*

—Koren Martin



*I appreciate the creative energy that drives the program and the opportunities it provides to collaborate with other like-minded attorneys and local experts as we learn from each other, create together, and experiment with new ways to address the justice gap in Texas.*

—Carolyn Cadena



*TOJI provides access to valuable resources, such as free access to TexasBarCLE programs, so that I can make sure that I am serving my clients armed with the most accurate and up-to-date knowledge.*

—Mary Chisolm Rios



*TOJI empowers entrepreneurs like me to develop new and sustainable models of legal practice to reduce costs and expenses while still providing high-quality and affordable legal services.*

—Mario Cantu



*Thanks to the incubator, I've been able to focus on growing my practice, serving vulnerable clients, and gaining the skills I need to become a better attorney without the burden of a high overhead.*

—Jackson F. Gorski



*TOJI is important because it provides people who are interested in stepping out on their own a place in which they can grow.*

—DeVondolyn Arrington



*This program has continued to inspire and empower me to use my legal skills for the good of our community.*

—Claire Vabo

# WHAT WE DO

## BUILDING YOUR PRACTICE

The State Bar of Texas offers tools to help attorneys grow their practices. One is the Lawyer Referral and Information Service, which connects clients in need of legal representation with attorneys who can help. LRIS makes referrals in the 246 Texas counties that do not have local referral programs and offers participating attorneys access to the largest potential client pool possible. Callers to the service are given a 30-minute consultation with a participating attorney for \$20, with the attorney charging regular fees afterward if retained. LRIS attorney members receive 20 percent off TexasBarCLE products and services. The bar also offers the State Bar of Texas Career Center, which is a great online tool for both employers and job seekers. Visit the Career Center to post open positions or search online for legal-related jobs. Every other week, State Bar of Texas members receive a Job Flash featuring the latest jobs posted to the Career Center.

## COMMUNICATIONS

The bar keeps members informed in a variety of ways. Each month, excluding August, members receive the *Texas Bar Journal*, which includes information and in-depth stories on current legal topics, human interest features, disciplinary actions, technology, and more. It can also be viewed online at [texasbar.com/tbj](http://texasbar.com/tbj). Members and the public can follow the bar on Facebook, Twitter, LinkedIn, Instagram, Pinterest, and Flickr for timely announcements on lawyers in the news, reminders about their membership, links to special articles, and information about events. The Texas Bar Blog provides more information about special events, award recipients, *Bar Journal* summaries, and attorney profiles, while Texas Bar Today offers curated legal news and commentary by Texas lawyer bloggers. Finally, the bar's YouTube channel, Texas Bar TV, showcases interviews with experts on the latest legal trends and hot topics.

## CONTINUING LEGAL EDUCATION

TexasBarCLE is one of the top providers of continuing legal education in the country and often sets the national standard for CLE content and delivery. During the 2016-2017 bar year, TexasBarCLE offered 183 webcasts, 858 online classes, 101 live courses, and 56 video replays. Most programs are filmed and archived for online viewing, with more than 2,400 hours available as online classes. Also,

more than 24,000 CLE articles are featured in the online library, including more than 2,000 ethics-related articles.

## DISASTER RELIEF RESOURCES

The State Bar of Texas legal hotline—(800) 504-7030—connects low-income residents with local legal aid providers following declared disasters. The State Bar also shares disaster relief resources and connects attorney volunteers to disaster-related service opportunities online at [texasbar.com/disasters](http://texasbar.com/disasters).

## DIVERSITY AND STATE BAR PARTICIPATION

Without its members' participation, the State Bar would be unable to meet its standards of excellence in service. In the 2016-2017 bar year, approximately 44 percent of State Bar members belonged to one or more sections. The Office of Minority Affairs serves the bar's women, minority, and other diverse members. Initiatives such as the Texas Minority Counsel Program and the Texas Minority Attorney Program offer CLE and networking opportunities for diverse attorneys. In the 2016-2017 bar year, TMCP participants included more than 449 attendees, 24 interviewing corporations, and 85 sponsoring organizations. Also in bar year 2016-2017, 146 attorneys, law firms, and legal departments attended and participated in the Texas Minority Attorney Program.

## EDUCATING THE PUBLIC

The State Bar, the Texas Young Lawyers Association, and the bar's Law-Related Education Department publish, in print and online, dozens of handbooks and pamphlets in both English and Spanish on such topics as health issues, senior citizen issues, employment law, veterans rights, family law, school law, and consumer and tenants rights. Law-Related Education holds teacher workshops and publishes educational materials for teachers and students. Law-Related Education's newest resource, *Liam Learns Seven Principles of the Constitution*, is a video program that features Liam, a newly naturalized citizen of the United States, who has been hired to act in a video series on the seven principles of the Constitution. As Liam tries to explain each principle, he needs help from students to get it totally correct. To learn more, go to [texaslr.org](http://texaslr.org).

## EDUCATING YOUNG LAWYERS

In addition to providing continuing legal education for all



lawyers, the bar plays an important role in educating young lawyers, helping them build a strong foundation for the practice of law. Programs include: *After the Bar Exam*, which offers links to more than 2,000 hours of CLE online classes and access to other helpful resources for students who have graduated from law school and are awaiting the results of the bar exam; Transition to Practice, a template mentoring program that is adaptable for bar associations of all sizes; and the Texas Young Lawyers Association's *Ten Minute Mentor*, a collection of 10-minute online videos of lawyers offering practical advice or tips on specific legal topics. Also, many State Bar sections offer free or discounted membership for first-year lawyers and law students. Sections often partner for law school seminars and mentoring programs. Finally, the State Bar of Texas Law Student Division provides an avenue for law students to connect to the bar before graduating, offering educational, networking, and scholarship opportunities.

### **ETHICS HELPLINE**

The Ethics Helpline at (800) 532-3947 is a free benefit to attorney-members of the State Bar of Texas. Two ethics attorneys provide non-binding, non-confidential guidance to Texas-licensed attorneys on a first-come, first-served basis. Guidance is limited to questions involving the Texas Disciplinary Rules of Professional Conduct, Texas Rules of Disciplinary Procedure, and ethics opinions. Some caselaw and additional resources are also provided.

### **LAW PRACTICE MANAGEMENT**

The Law Practice Management Program provides members with information on starting, maintaining, growing, or closing a practice. Free resources available at [texaslawpracticemanagement.com](http://texaslawpracticemanagement.com) include how-to brochures on topics such as setting billing rates and running a paperless office and links to the popular *Ten Minute Mentor* video series. Another guide to hanging out a shingle is the Texas Young Lawyers Association project *Office in a Flash*. This initiative provides useful materials for starting a practice, including information about business plans, firm structure, office logistics, technology, and how to obtain and manage revenue. Don't forget to look for the Solo and Small Firm column in each issue of the *Texas Bar Journal*.

### **LEGAL SERVICES FOR ALL TEXANS**

The State Bar of Texas is committed to ensuring that all Texans, regardless of income, have access to our courts. This year, the State Bar's Legal Access Division launched [TexasLegalAnswers.org](http://TexasLegalAnswers.org), a free, online legal advice clinic

where low-income Texans can log on to get their civil legal questions answered by volunteer attorneys. The format ensures that rural Texans and others who lack access to traditional legal aid can get help, and it also provides a flexible volunteer opportunity for lawyers across the state. The Legal Access Division also provides support to legal aid programs and pro bono attorneys by offering resources such as malpractice insurance, access to Westlaw, CLE, and language access services. It refers low-income Texans to local legal aid providers and works to expand the culture of pro bono in Texas. For more information, go to [texasbar.com/probono](http://texasbar.com/probono) and [probonotexas.org](http://probonotexas.org).

The Texas Access to Justice Commission works to expand access to justice for low-income Texans by advocating for systemic change, cultivating a culture of service, and increasing resources for legal aid. For example, in addition to raising more than \$1.3 million through its Justice for All Campaign, it works to pass legislation and reform policies, procedures, and rules to increase access to justice and coordinates Pro Bono Spring Break for law students each year. For more information, go to [texasatj.org](http://texasatj.org).

### **LOCAL BAR SERVICES**

The State Bar of Texas Local Bar Services Department fosters and maintains relationships between the State Bar and local bar associations, offering a number of support services. Each year, the Bar Leaders Conference offers education and networking for local bar executives, young lawyer affiliates, and other volunteer leaders. Outreach to local bars helps to fulfill one of the purposes outlined in the State Bar Act.

### **MEMBER BENEFITS**

The State Bar of Texas Member Benefits Program offers numerous resources to help attorneys with the everyday practice of law. The State Bar of Texas is the first and only bar association in the country to offer its members free access to both Fastcase and Casemaker legal research. Learn more about the hundreds of offerings available through the easy-to-navigate, one-stop shop for member benefits and services at [texasbar.com/benefits](http://texasbar.com/benefits).

### **PRESERVING HISTORY**

The State Bar Archives Department serves as the official home for the permanently valuable records of the State Bar of Texas and its predecessor, the Texas Bar Association. Archives staff preserves and provides access to these records to support the historical information needs of State Bar members, volunteers, staff, and the public. On behalf of

# WHAT WE DO

the Texas Bar Historical Foundation, the Archives Department also collects donated records and artifacts documenting Texas legal history.

## PROTECTING THE PUBLIC

The Client-Attorney Assistance Program answers the Grievance Information Helpline to assist clients in communicating with their Texas attorneys and to provide information about the grievance process and other programs and services of the State Bar of Texas. In the 2016-2017 bar year, CAAP assisted more than 24,000 consumers of Texas legal services and provided dispute resolution communication assistance to 994 Texas lawyers and their clients. The Texas attorney discipline system is administered by the Office of Chief Disciplinary Counsel, whose work is overseen by the Commission for Lawyer Discipline. CDC represents the commission in disciplinary litigation. In the 2016-2017 bar year, the CDC Ethics Helpline received more than 6,500 calls, and the State Bar disciplinary system issued a total of 342 sanctions, resolving 545 filed grievances. Also, the Client Security Fund assists clients whose lawyers take funds belonging to them. Clients can apply to the fund after disciplinary proceedings are completed. Payouts are funded through an annual appropriation from the bar, interest on the corpus, and any restitution received. In the 2016-2017 bar year, 157 applications were presented and 113 were approved, resulting in grants totaling \$976,114.94.

## TEXAS BAR CONNECT

Texas Bar Connect, a private social network launched in the 2014-2015 bar year, features single sign-on, which enables users to easily log in to the platform using their My Bar Page login information. Texas Bar Connect also features special communities designed to facilitate discussion of practice-area-specific legal questions; a resource library that allows users to upload and share documents and articles; and a directory to easily search for a colleague, or connect with an attorney in a specific field of law.

## TEXAS BAR PRIVATE INSURANCE EXCHANGE

The State Bar of Texas offers the Texas Bar Private Insurance Exchange, a multi-carrier private exchange designed for State Bar of Texas members, their staffs, and their dependents. Available to both individuals and

employer groups, the Texas Bar Private Insurance Exchange offers a variety of insurance choices. In the 2016-2017 bar year, the total number of individuals enrolled in one or more insurance products increased by 13 percent (from 12,370 to 13,927).

## TEXAS LAWYERS' ASSISTANCE PROGRAM

The Texas Lawyers' Assistance Program helps lawyers, judges, and law students whose professional performance and personal well-being is impaired because of mental health or substance abuse concerns, chronic stress, or cognitive decline. In the 2016-2017 bar year, TLAP provided direct assistance by answering 684 calls from members of the legal profession and made 140 presentations reaching 10,175 people at local bar association events, judicial conferences, TexasBarCLE events, and law schools. All communication with TLAP is confidential by statute. For more information, go to [tlaphelps.org](http://tlaphelps.org).

## TEXAS LAWYERS FOR TEXAS VETERANS

Texas Lawyers for Texas Veterans, a State Bar of Texas program to develop and assist pro bono legal advice clinics for military veterans and their families, continues to grow, and more than 25 local bar associations are now participating. Since its inception in 2010, over 28,000 veterans have been served by more than 9,000 volunteer attorneys, paralegals, and law students.

## TEXAS OPPORTUNITY & JUSTICE INCUBATOR

The Texas Opportunity & Justice Incubator, or TOJI, successfully launched in April 2017 with 10 attorneys. While incubator programs often take more than two years to implement, TOJI was up and running in 10 months. TOJI is the first legal incubator designed exclusively for Texas-licensed lawyers who want to build sustainable practices serving low- and modest-income Texans. Interest in this program continues to be strong. More than 40 qualified Texas lawyers applied for the 10 available spaces in the first cohort and again in the second, which starts in October 2017. A third cohort is scheduled to begin in April 2018. With 30 lawyers at capacity, TOJI will be one of the largest legal incubators of the roughly 70 programs operating around the world. For more information, go to [txoji.com](http://txoji.com).



# BY THE NUMBERS

*The following information is collected pursuant to section 81.0215 of the Texas Government Code chapter 81 (the State Bar Act), which requires the State Bar of Texas to adopt a strategic plan every two years that includes measureable goals and a system of performance measures. The State Bar Act further requires the bar to report to the Texas Supreme Court the outcomes of these strategic plan performance measures.*

*As the basis of its current strategic plan, the State Bar identified six broad strategic categories guiding its goals and performance measures: 1) Service to the Public; 2) Service to Members; 3) Protection of the Public; 4) Access to Justice; 5) Sound Administration and Resources; and 6) Financial Management. The following data reflect results and outcomes of State Bar core services for the 2016-2017 bar year.*

## SERVICE TO THE PUBLIC

*Distribution of printed information regarding legal issues and topics of particular relevance to the public: **31,673** pamphlets and posters*

*Distribution of multimedia information regarding legal issues and topics of particular relevance to the public: **48** news releases, media advisories, and op-eds*

*Distribution of online information regarding legal issues and related topics of particular relevance to the public: **34,387** pamphlets page hits and **1,305** media page hits*

*Visits to pages on State Bar-related websites containing legal information on legal issues of importance to the public: **34,387** pamphlets page hits, **1,305** media page hits, **1,166** unique hits to the SBOT website, **17,576,337** total hits to the SBOT website, and **12,693,284** unique page views to the SBOT website*

*Traffic to State Bar social media sites on legal issues of importance to the public: **84,305** engagements, **19,501** link clicks, and **4,463,199** impressions*

*Courses provided to teachers by the Law-Related Education Department: **156** Law-Focused Education teacher training sessions and **6,084** participants trained by LRE*

*Students taught by LRE-trained teachers: more than **255,200** students impacted by teacher training sessions*

*LRE/LFEI website hits: **125,037** visits to texaslre.org, **72,247** visits to texasbar.com/civics, **21,526** visits to texasbar.com/iwasthefirst, **8,359** visits to texaslregames.org/justiceville\_usa, and **103,934** visits to texaslre.org/liamlearns*

*Presentations by attorneys/judges using TYLA materials: More than **50** presentations to public school administrators, teachers, and students as well as other organizations*

*Number of those helped by Texas Lawyers for Texas Veterans: Since 2010, over **9,000** volunteer attorneys, paralegals, and law students have assisted more than **28,000** veterans through local bar associations and other attorney volunteer organizations*

*Number of Lawyer Referral and Information Service callers helped and referrals made: **65,600** callers helped and **72,400** referrals made*

## SERVICE TO MEMBERS

Attendance for TexasBarCLE webcasts:

FY 2016 Offerings—**183**, Attendance—**9,045**

Attendance for TexasBarCLE online CLE:

FY 2016 Offerings—**858**, Attendance—**74,844**

Attendance for TexasBarCLE video courses:

FY 2016 Offerings—**56**, Attendance—**2,958**

Attendance for TexasBarCLE live courses:

FY 2016 Offerings—**101**, Attendance—**15,557**

Number of publications and DVDs sold by

TexasBarBooks: **12,650**

Diversity of SBOT membership: **65%** male and **35%** female; **80%**

White, **9%** Hispanic/Latino, **5%** Black/African-American, **3%** Asian/Pacific Islander, less than **1%** American Indian/Alaska Native, and **2%** all others

Diversity of SBOT section membership:

**44,081** attorneys are members in sections; **65%** are males, **35%** are females; **18%** are racial/ethnic minorities

Diversity of SBOT committee membership: **57%** male, **43%** female, and **30%** ethnic minority

The State Bar remains committed to offering its members unique access to resources, goods, and services to help them in their professional as well as personal lives. In the 2016-2017 bar year, there were a total of **304** benefit providers featured through the State Bar Member Benefits Program. Goods and services offered include lawyer-specific programs, financial services, travel discounts, car rentals, office supplies, health insurance through the Texas Bar Private Insurance Exchange, and professional liability insurance through USI Affinity and TLIE.

Visits to SBOT Member Benefits homepage: **40,510**

Visits to Texas Bar Private Insurance Exchange website:

**171,850** page views

Number of members enrolled in one or more insurance products: **13,927**

Number of members enrolled in major medical insurance: **7,864**

Number of customer service complaints received via the “Contact Us” page on the SBOT website: **25** and all resolved successfully

Number of attorneys, law firms, and legal departments attending and participating in the Texas Minority Attorney Program: **146**

Number of attorneys, law firms, and legal departments attending and participating in the Texas Minority Counsel Program:

**449** attendees, **24** interviewing corporations, and **85** sponsoring organizations

The Texas Lawyers’ Assistance Program took a total of **684** calls—**49%** were related to mental health, **46%** were related to substance abuse, and **5%** were related to cognitive issues—and its webpage (texasbar.com/tlap—now tlaphelps.org) garnered **14,208** hits. TLAP made **140** presentations reaching **10,175** people.

Number of views of TLAP videos: **3,588** plays of Courage, Hope, Help—TLAP Is There; **1,365** plays of the four-minute excerpt of Courage, Hope, Help—TLAP Is There; and **796** plays of the short TLAP promo

Number of unique visitors to the Law Practice Management website: **14,639**

Number of registrations for live, video, and online CLE courses on law practice management topics: approximately **26,000**

Number who voted in the 2017 SBOT president-elect race: **27,527 (27.41%** of eligible voters); **72%** voted online, **28%** voted by paper ballot

Number who visited the SBOT president-elect runoff: **30,138 (30.13%** of eligible voters); **81%** voted online, **19%** voted by paper ballot

## PROTECTION OF THE PUBLIC

Contacts the Client-Attorney Assistance Program received:

**17,343** live calls from the public; more than **7,361** mail requests for forms, information, or resources

Dispute resolutions conducted by CAAP: **994**, with productive communication successfully re-established in **87%** of the cases

BAR YEAR 2016-2017

	Total Sanctions	Total Complaints Resolved
Disbarments	<b>20</b>	<b>59</b>
Resignations	<b>28</b>	<b>121</b>
Suspensions	<b>126</b>	<b>182</b>
Public Reprimands	<b>30</b>	<b>37</b>
Private Reprimands	<b>89</b>	<b>97</b>
Grievance Referral Program	<b>49</b>	<b>49</b>
Total	<b>342</b>	<b>545</b>

Eligible applications considered by the Client Security Fund: **157**

Eligible applications approved by the Client Security Fund: **113**

Total amount of grants approved by the Client Security Fund: **\$976,114.94**

The two ethics attorneys on the Ethics Helpline handled more than **6,500** calls.

Number of ethics publications by TexasBarBooks: **17** books and **2** DVDs

## ACCESS TO JUSTICE

Legal aid referrals made by SBOT to members of the public and to inmates: **5,014**

Legal aid and pro bono attorneys using free legal research: **475** attorneys, **90** paralegals

Legal aid and pro bono programs using free malpractice insurance: **63**

Legal aid and pro bono attorneys who received scholarships to TexasBarCLE events in conjunction with the Legal Access Division: **200**

Organizations participating in the Language Access Fund and work accomplished: **60** organizations;

**8,212** phone calls interpreted; more than **64** languages

Legal aid attorneys who received help through the Student Loan Repayment Assistance Program: **173**

Attendees at Legal Access Division annual seminars:

**340** attended the Poverty Law Conference, **65** attended the Pro Bono Coordinators Retreat, and **30** attended the Pre-Trial Academy

Texas Lawyers for Texas Veterans: Since 2010, over **9,000** attorneys, paralegals, and law students have assisted more than **28,000** veterans through local bar associations and other attorney volunteer organizations

Number of sections that have pro bono initiatives (including grants, CLE scholarships, and internships): **18**

Total voluntary ATJ contributions through dues statements: **\$1,323,295** from **9,363** attorneys (**9.4%** of total attorneys)

Total amounts funded to legal assistance to the poor: federal funding—**\$31.4** million to the Legal Services Corporation, state funding—**\$8.78** million in general revenue

## SOUND ADMINISTRATION AND RESOURCES

Trainings provided to staff: all employees offered extensive online training through the Employees Assistance Program service; customer service training offered to **33** employees with direct customer service responsibilities; all new hires and current employees received EEO/harassment training; **3** full staff meetings were held

Ethnic and gender diversity of SBOT staff: **69 (24%)** male and **221 (76%)** female; **182 (63%)** White, **24 (8%)** African-American, **76 (26%)** Hispanic, **6 (2%)** Asian, and **2 (0.7%)** Native American

## FINANCIAL MANAGEMENT

Financial audit: The result of the most recent financial audit (FY 2016) was an unmodified auditor's opinion, considered the highest and best opinion; the FY 2017 financial audit began August 1, 2017

Amount SBOT has set aside in general fund reserves: **\$9,215,384**

# THE TEXAS LAWYER'S CREED

*A lawyer owes to the administration of justice personal dignity, integrity, and independence. A lawyer should always adhere to the highest principles of professionalism.*

- 1. I am passionately proud of my profession. Therefore, "My word is my bond."*
- 2. I am responsible to assure that all persons have access to competent representation regardless of wealth or position in life.*
- 3. I commit myself to an adequate and effective pro bono program.*
- 4. I am obligated to educate my clients, the public, and other lawyers regarding the spirit and letter of this Creed.*
- 5. I will always be conscious of my duty to the judicial system.*

*—The Texas Lawyer's Creed, Article I*

*To request a copy of the complete Texas Lawyer's Creed, go to [texasbar.com/ethics](http://texasbar.com/ethics).*

# THE LAWYER'S OATH

*I do solemnly swear that I will support the Constitutions of the United States, and of this State; that I will honestly demean myself in the practice of law; that I will discharge my duties to my clients to the best of my ability; and, that I will conduct myself with integrity and civility in dealing and communicating with the court and all parties. So help me God.*

**STATE BAR of TEXAS**  
texasbar.com