



BY THE NUMBERS

2016-2017

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, **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 2017 Offerings—**183**, Attendance—**9,045**

Attendance for TexasBarCLE online CLE:

FY 2017 Offerings—**858**, Attendance—**74,844**

Attendance for TexasBarCLE video courses:

FY 2017 Offerings—**56**, Attendance—**2,958**

Attendance for TexasBarCLE live courses:

FY 2017 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 voted in the 2017 SBOT president-elect runoff: **30,250** (**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	20	59
Resignations	28	121
Suspensions	126	182
Public Reprimands	30	37
Private Reprimands	89	97
Grievance Referral Program	49	49
Total	342	545

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**