



Performance Measures

BASED ON THE STATE BAR OF TEXAS STRATEGIC PLAN 2010–11

INTRODUCTION

As required by Texas Government Code, Chapter 81, the State Bar of Texas has adopted the following performance measures as part of its 2010–11 Strategic Plan. Data regarding these measures of performance are collected through the following means:

- Random, statistical, and point of service surveys of State Bar members and the public to determine the utilization and effectiveness of, and the satisfaction with, the services the State Bar provides.
- Tracking of “hits” on the various websites used to convey information and educate the public.
- Data collected by departments of the State Bar indicating utilization of its programs, publications, public service videos, and services by its members and the public.
- Internal oversight of performance.

SERVICE TO THE PUBLIC

Statement Of Purpose

The State Bar of Texas serves the public by:

1. Educating the public on the American and Texas system of justice and the role of judges and lawyers in the system;
2. Helping lawyers provide the highest quality legal and community service; and
3. Working for equitable access and participation in all aspects of the justice system by diverse groups within our society.

Performance Measures

1. Measure the distribution by the State Bar of printed information regarding legal issues and related topics of particular relevance to various sections of the public.
2. Assess the utilization of State Bar websites, by measuring the number of visits to pages containing information regarding legal issues of particular relevance to various sections of the public.
3. Monitor the training of public school teachers by the Law Related Education department of the State Bar, measuring the number of courses provided, the number of teachers trained, the number of classroom hours provided such teachers, and the utilization of the Law Focused Education website, as well as the degree of satisfaction with such services among the participants.
4. Measure the number of presentations by volunteer attorneys and judges in public schools utilizing teaching and presentation materials prepared by the Texas Young Lawyers Association.

SERVICE TO MEMBERS

Statement of Purpose

The State Bar of Texas seeks to provide all of its members superior services (including continuing legal education, online resources, publications, networking and leadership opportunities, and member benefits) to assist them in offering ethical, high-quality legal services and in building and maintaining efficient, effective, and productive law practices.

Performance Measures

1. Assess the success and impact of alternative methods and media for delivery of continuing legal education seminars, trainings, and publications to the State Bar members, including measuring trends in the attendance at and participation in TexasBarCLE webcasts, online TexasBarCLE seminars and training, TexasBarCLE video seminars and training, and live TexasBarCLE seminars and training, and sales of edited books.
2. Measure the trend in diversity among State Bar sections, committees, divisions, and other State Bar entities, and compare those trends to those seen among the State Bar membership as a whole.
3. Assess the success of the State Bar in disseminating information regarding State Bar member services, including measuring the amount of such information given to local, minority, and specialty bar associations through published materials and through presentations by State Bar leadership and staff as well as the level of satisfaction with the information expressed by the members of such bar associations.
4. Assess the success of the State Bar's initiatives to meet the requests of its members to increase the number of member benefits provided Texas attorneys by measuring the number of member benefits and the number of attorneys accessing information from the State Bar concerning such member benefits, as well as the number of attorneys taking advantage of the various member benefits offered.
5. Measure the utilization of the online "Ten Minute Mentor" offerings.
6. Measure the number of attorneys, law firms, and legal departments participating in the Texas Minority Counsel Program and the Texas Minority Attorney Program, and the effectiveness of these programs.
7. Measure the effectiveness of the LeadershipSBOT program in increasing the ethnic, gender, geographical, and practice diversity among the volunteers participating in State Bar leadership, committees, sections, and CLE events.
8. Monitor and report on the implementation of the State Bar mentor program and the utilization of www.afterthebalexam.com resources.
9. Monitor and assess the State Bar's development of services and referrals to resources that can be accessed by members in times of disasters that affect their practices by tracking and coordinating requests for assistance and utilization of resources by members.
10. Monitor the utilization of the Texas Lawyers Assistance Program by measuring the number of lawyer contacts and cases, and concerned-others consultations, as well as the number of educational outreach

presentations and distributed publications it makes throughout the year.

PROTECTION OF THE PUBLIC

Statement of Purpose

The State Bar of Texas works to protect the public through its powers to regulate the conduct of lawyers and by promoting ethics and professionalism.

Performance Measures

1. Monitor the utilization of the Client-Attorney Assistance Program by measuring the number of contacts the program receives and the number of dispute resolutions conducted by the program.
2. Monitor the utilization of the Client Security Fund Program by measuring the number of eligible applications considered, the number of eligible applications approved, and the total amount of grants made.
3. Monitor the effectiveness of efforts to publicize the Client Security Fund Program to eligible recipients and of efforts to discourage theft of clients' funds by their attorneys.
4. Measure the utilization of the State Bar Ethics Hotline.
5. Measure the number of continuing legal education ethics offerings and publications offered by TexasBarCLE and Texas Bar Books.

ACCESS TO JUSTICE

Statement of Purpose

The State Bar of Texas works to ensure access to justice for all.

Performance Measures

1. Measure the number of legal aid referrals made by the State Bar of Texas to members of the public seeking low-income or free legal assistance and to inmates seeking legal advice, in the form of letters, email, and telephone inquiries.
2. Measure participation of legal aid and pro bono attorneys utilizing support resources, including the Legal Research Network, Malpractice Insurance Network, joint TexasBarCLE and Texas Lawyers Care tuition waiver program, DVD CLE presentation requests, Student Loan Repayment Assistance Program, the Legal Services Intern Program, and Texas Lawyers Care annual training programs.
3. Monitor the involvement of State Bar sections in assisting attorneys in providing pro bono legal services by measuring the number of sections that have pro bono initiatives, including grants, CLE scholarships,

law student internships, and other programs, and by measuring the number of lawyers and law students utilizing these initiatives and programs.

4. Assess statewide pro bono contributions by measuring the number of pro bono hours voluntarily reported by Texas attorneys annually and through a statistically valid, bi-annual pro bono survey, and by measuring the voluntary dues contributions for access to justice by total dollar amounts and the number of attorneys contributing.
5. Monitor the outreach and education of attorneys on access to justice issues by measuring the number of presentations made to attorney groups.
6. Measure the utilization of the “Clinic-In-A-Box” and “Pro Bono Toolkit” resources provided by Texas Lawyers Care and the Texas Access to Justice Commission.
7. Monitor state and federal access to justice funding fluctuations to anticipate and be prepared to respond to potential decreases in federal and state funding of pro bono and legal aid programs and measure and assess the State Bar’s efforts to assist in mitigating the impact of any such funding decreases.

SOUND ADMINISTRATION AND RESOURCES

Statement of Purpose

The activities and services of the State Bar of Texas shall be administered at a high level of efficiency and professionalism, in conformance with best practices observed by Texas state agencies and by bar associations of similar size and scope.

Performance Measures

1. Measure the number and effectiveness of training provided to the State Bar staff over the course of the fiscal year.
2. Measure the number of customer service complaints received by the State Bar and the satisfactory resolution of those complaints.
3. Monitor the implementation of a disaster preparedness plan to assure continuity of State Bar administration and services in the event of any disaster affecting the State Bar and measure its effectiveness by conducting periodic testing of that plan and assessing the results of such tests.
4. Subject to legal restrictions, monitor and measure the ethnic and gender demographic make-up of the State Bar staff.

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FINANCIAL MANAGEMENT

Statement of Purpose

The State Bar of Texas shall conduct its fiscal affairs in conformance with the best management practices observed by Texas state agencies and by bar associations of similar size and scope.

Performance Measures

1. Measure the amount and adequacy of State Bar funds dedicated to reserves.
2. Monitor and report on the results of the annual financial audit for the current fiscal year.
3. Monitor and report on the results of the annual internal control audit for the current fiscal year.
4. Measure the success of cost-saving measures implemented by the State Bar.