

ANNUAL REPORT**2019****24,803**

Total members
including
judicial, retired,
inactive
and in-house
counsel

18,923

Total active
membership

15,826

Calls handled by
Phoenix
Resource Center

16,194

Attendance
at CLE
seminars

2,965

Out-of-state
active
members

Dear Fellow Members:

My time as president of the State Bar came with a purpose. Three in fact. The importance of enhancing access to justice, refocusing on the Bar's mission, and examining the delivery of legal services.

The annual report you're about to read provides a glimpse into the value and relevance of services for State Bar members and the public, including Find-a-Lawyer. The online consumer application helped to advance the Bar's efforts of closing the access to justice gap—nearly 250 members addressed more than 4,700 legal cases posted by the public.

One of the most eye-opening learning experiences came from a state-wide Listening Tour where we sat with members to get their feedback on the next strategic plan and updated them on the Supreme Court's Delivery of Legal Services Task Force report and recommendations. There's no better way to plan than by listening.



Brian Y. Furuya
State Bar of Arizona President

While there's more work to be done, I'm confident that Arizona lawyers will continue their legacy of devotion to their clients while upholding the core values of the State Bar – integrity, diversity, professionalism, promoting justice, and leadership.

It has been an honor to serve the legal community and the citizens of Arizona this past year.

Sincerely,

STATE BAR BOARD OF GOVERNORS

PRESIDENT *Brian Y. Furuya*
PRESIDENT-ELECT *Denis M. Fitzgibbons*
VICE PRESIDENT *Jennifer Rebbholz*
SECRETARY-TREASURER *Jessica S. Sanchez*

District 2 (Yavapai County)

Sharon M. Flack

District 3 (Gila, Graham, Greenlee Counties)

Hector M. Figueroa

District 4 (Cochise County)

D. Christopher Russell

District 5 (Pima, Santa Cruz Counties)

*Sandra Bensley
Leticia Marquez
Dee-Dee Samet*

District 6 (Maricopa County)

*Mark I. Harrison
Robert J. McWhirter
John W. Moody
David B. Rosenbaum
Samuel J. Saks*

District 6 (Maricopa County continued)

*Sara A. Siesco
Benjamin P. Taylor, II*

District 7 (La Paz, Yuma Counties)

Jimmie Dee Smith

Ex-Officio Members

*Jeffrey Willis
(Board Advisor)
Dean Marc L. Miller
Dean Douglas J. Sylvester*

Public Members

*Robyn M. Austin
John W. Gordon
Jonathan F. Martone
Anna C. Thomasson*

At-Large Members

*David K. Byers
Lori A. Higuera
Doreen N. McPaul*

YLD President

Amanda Salvione



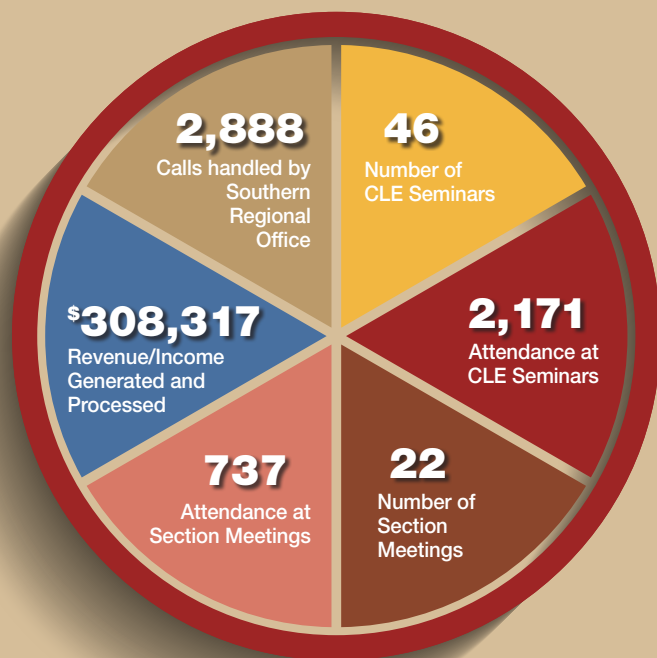
Access to Justice: Lawyers Answer the Call

- ▶ Lawyers helped the public address their legal issues through their participation in the first full year of the Find-a-Lawyer online platform. 245 lawyers with premium memberships had access to 4,737 legal cases posted by the public.
- ▶ Volunteer lawyers provided the public with 259 free legal consultations via legal clinics hosted by the State Bar at its *Law Day Legal Aid Clinic*, and the *Arizona StandDown* and *Glendale Stand Up* veteran events.
- ▶ 25 volunteer lawyers were showcased on ABC15 as they answered 508 calls at three ABC15 *Let Joe Know Ask a Lawyer Phone Banks*, providing free legal advice on family law, bankruptcy law, and landlord/tenant issues.
- ▶ Lawyers in southern Arizona demonstrated their commitment to access to justice through the first-ever KOLD Cares Phone Bank that was broadcasted live. Seven volunteers answered 178 calls from the public.
- ▶ Collaborated with Arizona Foundation for Legal Services & Education on the Modest Means Project by providing low-cost training to legal aid attorneys and volunteers who provide low-cost legal assistance to individuals who do not qualify for free legal services.

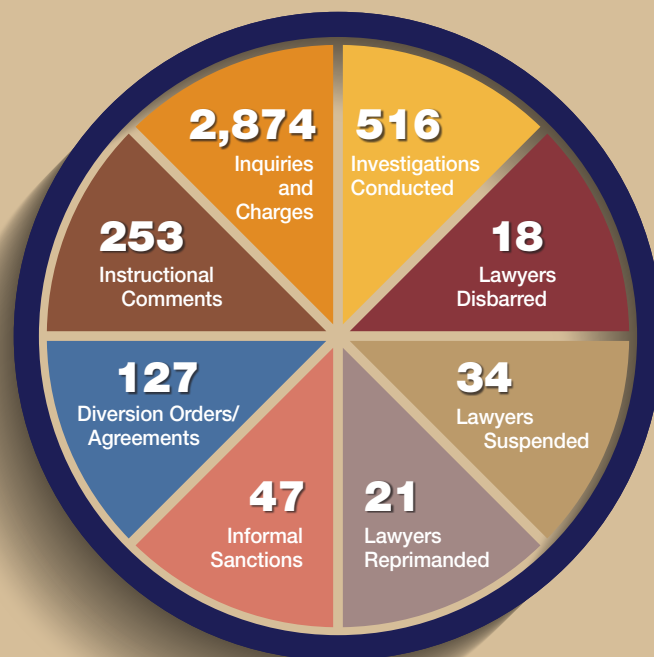
STATE BAR OF

Competency: Raising the Bar

- ▶ 7,049 State Bar members attended one or more AZCLE® programs offered live in-person, via webcast and on-demand resulting in a total attendance of 16,194.
- ▶ The State Bar's Continuing Legal Education Department continues to lead the way in education and training with 126 new live in-person seminars.
- ▶ 933 Young Lawyer Division members attended live in-person, simulcast and webcast programming.
- ▶ AZCLE® helped improve member skills in areas ranging from emerging law practice management and technology to oral advocacy and legal writing and specific practice areas from Administrative Law to Workers' Compensation.
- ▶ The State Bar's 2019 CLE catalog offered 394.75 hours of live and in-person seminars, including 134.75 hours of ethics training. AZCLE® eliminates the guess work of taking qualified CLE and automatically tracks hours for members.
- ▶ AZCLE® partnered with organizations including Tribal In-House Counsel Association; Arizona Chapter of American Academy of Matrimonial Lawyers; Arizona Foundation for Legal Services & Education; ASU Sandra Day O'Connor College of Law; Arizona Asian American Bar Association; National Asian Pacific American Bar Association; American Planning Association, Arizona Chapter; Rocky Mountain Land Use Institute; Navajo County Bar Association; Apache County Bar Association; Federal Bar Association; Arizona Black Bar; Southern Arizona Legal Aid; and Florence Immigrant & Refugee Rights Project, resulting in diverse and inclusive programming.
- ▶ 696 professionals volunteered to act as faculty and share their expertise for the various CLE programs the Bar has to offer
- ▶ 572 members enhanced their practice with the support of Practice 2.0. Members who needed assistance with the business side of helping clients, choosing and using technology and running their practices called Practice 2.0, our free, confidential practice management hotline, for advice by phone (an increase of approximately 50% over 2018); an additional 82 lawyers received in-depth personal consultations (an increase of approximately 40%)
- ▶ 381 attorneys called to get help from the Bar's free, confidential Trust Account Hotline.
- ▶ Members continue to rely on the top-quality legal publications the State Bar creates and publishes. In 2019, members purchased more than 2,800 titles. To ensure our publications are current, 13 Arizona attorneys volunteered to update three existing publications.



SOUTHERN REGIONAL OFFICE



LAWYER REGULATION

ARIZONA ANNUAL REPORT 2019

Ethics: Practicing with Principle

- Members benefit from our Ethics Hotline that is accessible every day, free of charge—it's an invaluable resource to lawyers needing outside ethics advice, including solo and small-firm practitioners. In 2019, in-house and volunteer attorneys responded to 2001 calls and answered 309 questions pertaining to client confidentiality and addressed 230 conflict of interest conundrums. Other trending topics included terminating representation, reporting professional misconduct, and duties owed by lawyers to their former clients. In 2019, a concerted effort was made to help members calling the hotline by providing better screening and optimal use of the Practice 2.0 Program and the Trust Account Hotline.
- In-house attorneys provided the ethics component in more than 25 CLE seminars, providing ample CLE options for members to comply with MCLE requirements.

Professionalism: Enhancing Competency

- The Bar Leadership Institute helps develop future leaders in the legal community. In 2019, 15 graduates completed two community service projects designed to support the Bar's mission to serve and protect the public. Graduates continue to serve through participation in the Board of Governors, judiciary, legislature and other community organizations.
- Engaged over 9,894 members by supporting 30 Sections, organized around substantive practice areas, and the Young Lawyers Division which has 4,818 members. State Bar sections produce hundreds of hours of continuing education, provide networking and engagement opportunities and provide a forum for the ongoing discussion of law.
- Members struggling with substance use disorder, mental health challenges, stress, depression and anxiety accessed the State Bar's Member Assistance program where staff and peer support volunteers provided support and resources.
- The Arizona Supreme Court requires the State Bar to ensure all members have met their mandatory continuing legal education requirement. In 2019, Bar staff processed 17,653 affidavits, with more than 87% of members filing on time—avoiding late fees.

Notable Highlights

- AZCLE® offered two new products: AZCLE Anytime Pass annual subscription and Quick Reference Guides in the practice areas of Bankruptcy, Business Law, Probate Law, Family Law, and Real Property Law.
- Partnered with the Arizona Supreme Court and InReach, the Bar offered a 3-part series, *Are We Okay? Wellness and Well-Being*, to more than 600 registrants.
- The Client Protection Fund reimburses people who have sustained losses caused by the dishonest conduct of lawyers admitted and licensed to practice in Arizona. In 2019, 51 claims from clients were paid totaling \$296,293.

STATE BAR ANNUAL AWARD RECIPIENTS

AWARD OF APPRECIATION	<i>Coconino County Board of Supervisors</i>
AWARD OF SPECIAL MERIT.....	<i>Hon. Dan R. Slayton</i>
DIVERSITY AND INCLUSION LEADERSHIP AWARD	<i>Hon. Randall M. Howe and James P. O'Sullivan</i>
HON. JOHN R. STICHT EXCELLENCE IN DISABILITIES ACCESSIBILITY AWARD.....	<i>Bridget O'Brien Swartz</i>
JAMES A. WALSH OUTSTANDING JURIST AWARD	<i>Chief Justice W. Scott Bales</i>
MEMBER OF THE YEAR AWARD.....	<i>Hon. Patricia K. Norris (ret.)</i>
MICHAEL C. CUDAHY CRIMINAL JUSTICE AWARD	<i>Ryan P. Green</i>
OUTSTANDING IN-HOUSE COUNSEL OF THE YEAR AWARD	<i>Nona M. Lee</i>
SHARON A. FULLMER LEGAL AID ATTORNEY OF THE YEAR AWARD.....	<i>Deonissa Cañez-Anderson</i>
TOM KARAS CRIMINAL JUSTICE AWARD	<i>Dwane M. Cates and Thomas N. Crowe</i>
PRESIDENT'S AWARD	<i>Chas Wirkin and Laura Zeman-Mullen</i>

For a complete report of the
Bar's finances, go to:

[http://www.azbar.org/
AboutUs/
FinancialStatements](http://www.azbar.org/AboutUs/FinancialStatements)

\$16,514,678

Bar's
expenses in
2019

STATE BAR OF ARIZONA ANNUAL REPORT 2019

*The Bar has a reserve policy which requires that at the end of each year, any surpluses shall be added to a reserve account to pay for capital improvements and avoid increases to annual member fees.

Bar's
income in
2019

\$17,324,546*

FINANCES

How the State Bar serves the public
on your behalf...

The Conservatorship Program

The State Bar maintains the Conservatorship Program to protect clients of attorneys who have died, been disbarred or abandoned their practice without an adequate succession plan. The program takes possession of client files for safekeeping and return, and it assumes responsibility of IOLTA funds to ensure proper disbursement. In 2019, the program wound down 7 law practices, returned over \$164,627.09 in IOLTA funds, and properly safeguarded 740 client files. It cost the State Bar \$230,483 to operate, including storage fees, contract labor for moving/retrieval services, and other overhead expenses.

The Fee Arbitration Program

The State Bar of Arizona's Fee Arbitration Program is a proven valuable resource for attorneys and consumers. This is a free and voluntary service that allows Bar members and their clients to reach an agreement when fees over \$500 are the primary issue. 157 cases were handled by the Fee Arbitration Program in 2019. The program is staffed by one fulltime employee and a 70-member volunteer group, with each member working independently on a specific case. The total cost of the Fee Arbitration Program, including overhead, was \$135,277.

What Does It Cost the State Bar to...

Publish *Arizona Attorney* Magazine?

Arizona Attorney magazine is published 12 times per year by the State Bar of Arizona. It has long been considered one of the Bar's most valuable member benefits with its award-winning legal content and appealing design. In 2019, it cost \$772,273 to produce the magazine—including overhead. Advertising revenue totaled \$966,760, resulting in \$194,487 in revenue for the Bar.



serving and protecting the public