

2020

ANNUAL REPORT

25,998

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

18,973

Total active members

13,990

Calls handled by Phoenix Resource Center

13,062

Attendance at CLE seminars

6,080

Out-of-state active members

Dear Fellow Members:

I'm going to guess that none of us expected 2020 to be a year of historic proportions. COVID-19 presented plenty of uncertainties for us personally and professionally. Despite the challenges, perseverance was key in making sure our families stayed healthy and our practices intact.

Our continued mission of providing the tools attorneys need to practice ethically and professionally didn't skip a beat thanks to technology and the not-so-new, but sudden full-time virtual environment. Your State Bar activated all available resources to ensure the services you need remained intact without compromising the safety of you or our staff.

From award-winning CLE programs to the Ethics Hotline, many of the Bar's resources and services were already available online or telephonic—only to be amplified and enhanced by the pandemic. And while we missed the in-person Annual Convention, the online version was a virtual hit with more than 850 attorneys in attendance.

We also didn't let the pandemic distract us from providing access to justice services to the public. Onsite legal events had to be paused, but we launched the highly successful *Arizona Attorneys Respond* Legal Help video series and hotline, which is still running strong due to the dedication of member volunteers and organizers.



Denis M. Fitzgibbons
State Bar of Arizona President

Thankfully we made our way through the first year of the pandemic and this 2020 Annual Report illustrates that some of our greatest successes are born out of extraordinary challenges.

Cheers to perseverance!



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Access to Justice

- Lawyers helped the public address a multitude of legal issues unleashed by the global pandemic through their participation in the Find-a-Lawyer platform. 285 lawyers with premium memberships had access to 4,606 legal cases posted by the public to the platform.
- Volunteer lawyers provided the public with approximately 800 free one-on-one legal consultations and 2,802 resource calls through the *Arizona Attorneys Respond* Free Legal Hotline. 74 lawyers offered consultations in various practice areas including landlord/tenant, employment and family law.
- Legal events where the Bar plays a major role were cancelled due to the pandemic, including the *Arizona StandDown*, *Law Day Legal Aid Clinic*, and *Glendale Stand Up*. Focus shifted to recruiting lawyers for virtual access to justice programs.
- Collaborated with the 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.
- The Bar made cash and in-kind contributions to the Foundation for pro bono legal services, their Mock Trial Competition, and office space within the Bar's building among other programs and services. The total contribution for 2020 was \$116,166.

Competency

- The State Bar's Continuing Legal Education Department continues to lead the way in education and training with 141 new live in-person seminars.
- AZCLE® helped members navigate pandemic-related challenges by providing educational topics including stress management, remote working basics, eviction actions, and federal and state Covid assistance programs.
- The State Bar's 2020 CLE catalog offered 398.25 hours of live and in-person seminars, including 175.5 hours of ethics training.
- AZCLE® partnered with organizations including Academy for Justice – Arizona State University, Arizona Attorneys for Criminal Justice (AACJ), Arizona Cannabis Bar Association, Arizona Chapter of the American Academy of Matrimonial Lawyers, Arizona Foundation for Legal Services and Education, Criminal Justice & Vulnerable Adult Workgroup, Tribal In-House Counsel Association, and the United States Holocaust Memorial Museum.
- 536 professionals volunteered to act as faculty and share their expertise for the various CLE programs the Bar has to offer.
- 907 calls from 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 59% over 2019); an additional 79 lawyers received in-depth personal consultations.
- An additional 352 calls from attorneys seeking help from the Bar's free, confidential Trust Account Hotline.
- The State Bar creates and publishes top-quality legal publications. In 2020, members purchased more than 553 titles print and 651 titles in electronic format. To ensure State Bar publications are current, 42 Arizona attorneys volunteered to update three existing publications.

Ethics

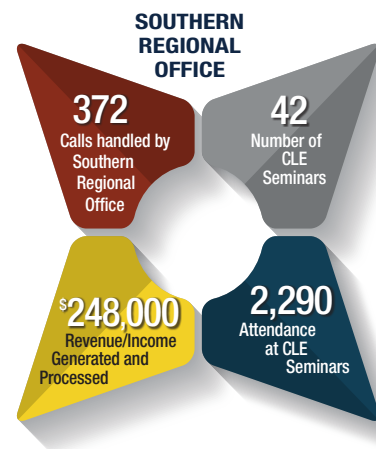
- The Ethics Hotline is accessible to members every day, free of charge—an invaluable resource to lawyers needing outside ethics advice, including solo and small-firm practitioners. In 2020 the Ethics Hotline received 1,973 calls; 590 of the calls were routed to Practice 2.0 or the Trust Account Hotline (a concerted effort was made to help members calling the hotline by providing better screening and optimal use of other hotlines) and 1,383 calls were handled by the Ethics Hotline. Trending topics included confidentiality, terminating representation and conflicts.

Ethics (cont.)

- ♦ In-house attorneys provided the ethics component in more than 16 CLE seminars, providing ample options for members to comply with MCLE requirements.
- ♦ For greater accessibility, the Ethics Advisory Group began publishing its Best Practices series on azbar.org.

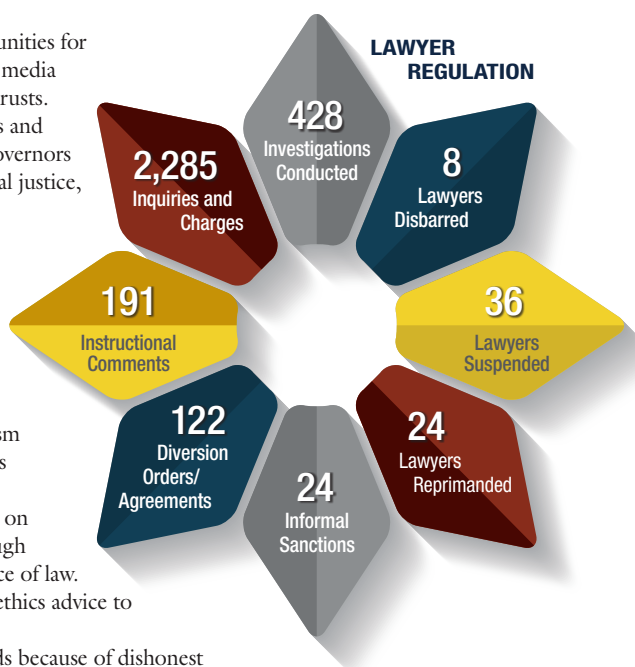
Professionalism

- ♦ The State Bar's Member Assistance Program staff and peer support volunteers provided support and resources to members struggling with substance use disorder, mental health challenges, stress, depression and anxiety.
- ♦ The Bar Leadership Institute helps develop future leaders in the legal community. The 2020 class of 16 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 13,600 members by supporting 30 Sections, organized around substantive practice areas, including the Young Lawyers Division which has around 2,700 members, and the newly formed Senior Lawyers Division, with approximately 4,500 members. State Bar Sections produce hundreds of hours of continuing education, networking and engagement opportunities as well as provide a forum for the ongoing discussion of law.
- ♦ The Arizona Supreme Court requires the State Bar to ensure that all members have met their mandatory continuing legal education requirement. In 2020, Bar staff processed 17,945 affidavits, with more than 91% of members filing on time—avoiding late fees.



Notable Highlights

- ♦ The *Arizona Attorneys Respond* video series was launched in response to limited opportunities for in-person clinics during the Covid-19 pandemic. Seven videos were produced for social media where attorneys offered legal information including knowing your rights and wills and trusts.
- ♦ On July 24, 2020 the State Bar of Arizona created the Task Force on Social Justice, Bias and Inclusion. The group began studying and making recommendations to the Board of Governors regarding current and future programs, as well as services and initiatives addressing social justice, bias, and inclusion consistent with the State Bar of Arizona's mission.
- ♦ AZCLE® delivered 47.25 hours of pandemic-related education to 3802 members, including 8.5 hours regarding protecting clients' access to justice during the pandemic. This also includes four hours of free programming to 1478 members.
- ♦ AZCLE® partnered with the Arizona Pro Bono Network to offer two free CLE programs: Ethically Providing Pro Bono Services & The New Rule 38 and How it Affects Retired Attorneys with a total of 93 attendees for both seminars. The seminars highlighted a rule change allowing retired attorneys to provide pro bono legal services.
- ♦ After the Arizona Supreme Court issued an order allowing the mandatory Professionalism Course to be held electronically, AZCLE® offered five virtual courses and 446 members attended.
- ♦ The Senior Lawyers Division was formed in 2020. The Division is focusing its attention on keeping retired lawyers engaged with the Bar and its mission of serving the public through pro bono opportunities, as well as assisting lawyers transitioning out of the active practice of law.
- ♦ Ethics Counsel published guidance related to remote/pandemic practice and provided ethics advice to individuals staffing the new AAR Covid-19 Legal Hotline.
- ♦ The Client Protection Fund put money back into the hands of consumers who lost funds because of dishonest lawyers. In 2020, 18 clients received a total of \$106,793.



STATE BAR ANNUAL AWARD RECIPIENTS

AWARD OF APPRECIATION	<i>Rick DeBruhl</i>
AWARD OF SPECIAL MERIT	<i>Stacy Rupprecht Butler & Denice R. Shepherd</i>
DIVERSITY AND INCLUSION LEADERSHIP AWARD	<i>Hon. David B. Gass & Ashley Villaverde Halvorson</i>
HON. JOHN R. STICHT EXCELLENCE IN DISABILITIES ACCESSIBILITY AWARD	<i>Rose-Daly-Rooney</i>
JAMES A. WALSH OUTSTANDING JURIST AWARD	<i>Hon. Diane M. Johnsen (ret.)</i>
MEMBER OF THE YEAR AWARD	<i>Gregory R. Gautam</i>
MICHAEL C. CUDAHY CRIMINAL JUSTICE AWARD	<i>Bill R. Hughes</i>
OUTSTANDING IN-HOUSE COUNSEL OF THE YEAR AWARD	<i>Lisa Bossard Funk & Michael J. Minnaugh, II</i>
SHARON A. FULLMER LEGAL AID ATTORNEY OF THE YEAR AWARD	<i>January Contreras & The Florence Immigrant & Refugee Rights Project</i>
TOM KARAS CRIMINAL JUSTICE AWARD	<i>Richard B. Lougee, Jr. & Randall S. Papetti</i>
PRESIDENT'S AWARD	<i>Dr. Kolette Butler & Hon. Donn Kessler (ret.)</i>

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Financial Information

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 2020, the program wound down four law practices, returned over \$112,700 in IOLTA funds, and properly safeguarded 521 client files. It cost the State Bar \$230,356—or an average of \$442 per client 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. The program is staffed by one fulltime employee and a 70-member volunteer group, with each member working independently on a specific case. The program received 157 petitions in 2020. The total cost of the Fee Arbitration Program, including overhead, was \$ 143,968.

What Does It Cost the State Bar to...

Publish *Arizona Attorney Magazine*?

Arizona Attorney magazine is published 11 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 2020, it cost \$779,050 to produce the magazine—including overhead. Advertising revenue totaled \$1,038,796, resulting in \$ 259,746 in net revenue for the Bar.

Bar's income in 2020: \$16,144,237*

Bar's expenses in 2020: \$15,386,308

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

COVID-19 Impact Summary

In 2020 the State Bar of Arizona's operations and financial results were impacted by COVID-19. It actively began transitioning to remote operation in March 2020. As a result, the State Bar experienced a reduction in Professional Development revenues. The reduction was mainly related to continuing legal education, convention and section meetings and conferences, as well as a reduction in Compliance revenue related to the deferral of the MCLE filing deadlines. In addition, the State Bar realized significant savings in 2020, largely due to the cancellation of in-person meetings and travel. It plans to continue to adjust operations utilizing a hybrid operations model (both on-site and remote) based upon guidance and information received from the Centers for Disease Control and Prevention (CDC) and state health officials.

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

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



Serving and Protecting the Public