The 2013 Tennessee Pro Bono Report

Executive Summary

The efforts of the Tennessee Supreme Court and the Access to Justice Commission to increase pro bono services and pro bono reporting are having an impact on Tennessee’s licensed attorneys.

Based on information and statistics collected, attorneys have provided most of their pro bono assistance by directly helping low-income Tennesseans with their legal needs. Since 2010, when attorneys were first asked to voluntarily report their pro bono hours, Tennessee attorneys have shown they are generously responding to the civil legal needs gap by donating more time to pro bono projects.

In 2011, the Access to Justice Commission recommended and the Tennessee Supreme Court approved a streamlined Voluntary Pro Bono Reporting Form that has aided in the reporting of pro bono activity hours by attorneys. Continuing its support of pro bono reporting by attorneys, the Tennessee Supreme Court sent a letter to all licensed attorneys in their 2012 annual attorney license renewal packets from the Board of Professional Responsibility, encouraging the voluntary reporting of pro bono hours.

In 2013, 42.13% of Tennessee’s licensed attorneys reported 672,976 hours of pro bono work, for an average of 73.80 hours per attorney reporting pro bono work. This is significantly above the national average. The pro bono legal services were provided and reported in four categories:

- Legal services without a fee or at a substantially reduced fee to persons of limited means;
- Legal services without a fee to non-profit organizations serving persons of limited means;
- Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship; and
- Legal services to improve the law, the legal system, or the legal profession.
Since 2010, the number of hours of pro bono work reported more than doubled from 294,672 hours to 672,976 hours. While there was a decrease in the average hours per attorney from 2010 to 2013 by 5.88 hours, there has been a dramatic increase in the overall amount of pro bono legal service in Tennessee. Forty-two percent of all attorneys voluntarily reported providing pro bono services during 2012. For those who reported, the average number of pro bono services provided per attorney was significantly higher than 50 hours during the year. In a short period of time, the Commission has come close to achieving this goal.

The pro bono services reporting data for this report was obtained from the Tennessee Board of Professional Responsibility. Organizations involved in providing legal services or non-legal services, such as mediation, were surveyed on the amount of pro bono conducted through their organization. The Commission on Continuing Legal Education and Specialization also contributed to this report.

The members of the Supreme Court of Tennessee and the Access to Justice Commission, thank the Tennessee licensed attorneys, legal services organizations, bar associations, mediators, judges, and all those involved in providing legal assistance or working with those that provide legal assistance to low-income members of their communities. You have made access to justice a reality for countless Tennesseans.

Janice M. Holder, Justice
Supreme Court of Tennessee
Liaison to the Access to Justice Commission

George T. “Buck” Lewis, Chairperson
Tennessee Access to Justice Commission

Questions regarding this report may be addressed to:

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The 2013 Tennessee Pro Bono Report

This 2013 Tennessee Pro Bono Report contains information about and statistics on the hours devoted to pro bono activities of legal aid providers, bar associations, and law schools in 2013. It contains information and statistics on pro bono work done by individual attorneys in 2012 and reported in 2013. Comparisons with previous years' statistics have also been completed.

The following definitions apply to the breakdown of the reporting groups:

“All Attorneys” - all attorneys licensed to practice law in Tennessee regardless of the location of their primary address

“All Government Attorneys” - all attorneys licensed to practice law in Tennessee and employed by Tennessee state government regardless of the location of their primary address

“All In-House Counsel” - all attorneys licensed to practice law in Tennessee and employed by a Tennessee employer as in-house counsel regardless of the location of their primary address

“Out-of-State Attorneys” - all attorneys licensed to practice law in Tennessee whose primary address is outside of Tennessee

“Out-of-State Government Attorneys” - all government attorneys licensed to practice law in Tennessee whose primary address is outside of Tennessee

“Out-of-State In-House Counsel” - all attorneys licensed to practice law in Tennessee, employed as in-house counsel for a Tennessee employer, and whose primary address is outside of Tennessee

“Tennessee Attorneys” - all attorneys licensed to practice law in Tennessee whose primary address is in Tennessee

“Tennessee Government Attorneys” - all attorneys licensed to practice law in Tennessee whose primary address is in Tennessee

“Tennessee In-House Counsel” - all attorneys licensed to practice law in Tennessee, employed as in-house counsel for a Tennessee employer and whose primary address is in Tennessee
Attorney Voluntary Pro Bono Reporting Statistics

The Tennessee Supreme Court adopted Supreme Court Rule 9, Section 20.11 on November 2, 2009. The Rule requests that every attorney who is required to file an Annual Registration Statement with the Board of Professional Responsibility (“BPR”) voluntarily file a statement reporting the attorney’s pro bono service and activity during the last calendar year. The Voluntary Pro Bono Reporting Form was first included in the 2010 BPR Registration Statement and reported data for the 2009 calendar year.

The Tennessee Supreme Court approved a change in BPR Registration procedures to require renewals on the first day of each attorney’s birth month. Under this new procedure, pro bono reporting data for the previous calendar year is not available until all reporting for that year has been received.

The Access to Justice Commission now has pro bono reporting data for pro bono work reported in four calendar years, 2010 to 2013. The Access to Justice Commission is pleased to provide an analysis of the 2013 data and a comparison to that of the previous three years.

Beginning in the 2013 Pro Bono Report and in all future Pro Bono Reports, the data will be labeled to correspond with the year the pro bono work was reported, not the year the pro bono work was performed. For example, the pro bono work reported in 2013 and completed in 2012 will be labeled as the 2013 Voluntary Pro Bono Reporting Statistics.

2013 Statistics

Pursuant to the Access to Justice Commission’s 2012 Strategic Plan, the Access to Justice Commission is focused on pro bono work that aids Tennesseans. The 2013 statistics reflect pro bono work performed in 2012 and reported during the 2013 annual registration period. The 2013 reporting form asked for feedback from attorneys in four categories of pro bono service.

- Legal services without a fee or at a substantially reduced fee to persons of limited means;
- Legal services without a fee to non-profit organizations serving persons of limited means;
- Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship; and
- Legal services to improve the law, the legal system, or the legal profession.
1. Pro Bono Hours Reported by All Attorneys

The group of All Attorneys subject to the 2013 annual registration process totaled over 21,000 attorneys.

Chart 1(a): Total Pro Bono Hours Reported by All Attorneys

<table>
<thead>
<tr>
<th>Total number of All Attorneys subject to the annual registration</th>
<th>Number of Attorneys Reporting</th>
<th>Total Number of Reported Hours</th>
<th>Average Hours per Attorney</th>
<th>Percent of Attorneys Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>21,645</td>
<td>9,119</td>
<td>672,976</td>
<td>73.80</td>
<td>42.13%*</td>
</tr>
</tbody>
</table>

*Rounded to the nearest 100th of a decimal point.

Chart 1(b): Pro Bono Categories - All Attorneys

<table>
<thead>
<tr>
<th>Pro Bono Category</th>
<th>Number of Attorneys Reporting*</th>
<th>Total Number of Reported Hours</th>
<th>Average Hours per Attorney**</th>
<th>Percent of Total Hours Reported**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal services to persons of limited means without a fee or at a substantially reduced fee</td>
<td>7,418</td>
<td>450,845</td>
<td>60.78</td>
<td>66.99%</td>
</tr>
<tr>
<td>Legal services to non-profit organizations serving persons of limited means without a fee</td>
<td>3,073</td>
<td>100,638</td>
<td>32.75</td>
<td>14.95%</td>
</tr>
<tr>
<td>Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship</td>
<td>1,163</td>
<td>41,367</td>
<td>35.57</td>
<td>6.15%</td>
</tr>
<tr>
<td>Legal services to improve the law, the legal system, or the legal profession</td>
<td>2,100</td>
<td>80,126</td>
<td>38.16</td>
<td>11.91%</td>
</tr>
</tbody>
</table>

* The total of this column will be greater than the total number of attorneys reporting pro bono work because attorneys can report pro bono service in multiple categories.

** Rounded to the nearest 100th of a decimal point.

In addition to providing pro bono services, 4,510 (20.84%) of All Attorneys reported voluntary contributions of financial support to organizations providing legal services to persons of limited means.
2. Pro Bono Hours Reported by Tennessee Attorneys

Tennessee Attorneys, which includes 186 in-house counsel and 241 government attorneys, reported over 575,000 hours of pro bono services, averaging over 74.13 hours per attorney.

Chart 2(a): Total Pro Bono Hours Reported by Tennessee Attorneys

<table>
<thead>
<tr>
<th>Total number of Tennessee Attorneys subject to the annual registration</th>
<th>Number of Attorneys Reporting</th>
<th>Total Number of Reported Hours</th>
<th>Average Hours per Attorney</th>
<th>Percent of Attorneys Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>17,527</td>
<td>7,767</td>
<td>575,760</td>
<td>74.13</td>
<td>44.31%</td>
</tr>
</tbody>
</table>

Chart 2(b): Pro Bono Categories: Tennessee Attorneys

<table>
<thead>
<tr>
<th>Pro Bono Category</th>
<th>Number of Attorneys Reporting*</th>
<th>Total Number of Reported Hours</th>
<th>Average Hours per Attorney**</th>
<th>Percent of Total Hours Reported**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal services to persons of limited means without a fee or at a substantially reduced fee</td>
<td>6,401</td>
<td>407,486</td>
<td>63.66</td>
<td>70.77%</td>
</tr>
<tr>
<td>Legal services to non-profit organizations serving persons of limited means without a fee</td>
<td>2,567</td>
<td>74,478</td>
<td>29.01</td>
<td>12.94%</td>
</tr>
<tr>
<td>Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship</td>
<td>1,000</td>
<td>35,521</td>
<td>35.52</td>
<td>6.17%</td>
</tr>
<tr>
<td>Legal services to improve the law, the legal system, or the legal profession</td>
<td>1,763</td>
<td>58,275</td>
<td>33.05</td>
<td>10.12%</td>
</tr>
</tbody>
</table>

* The total of this column will be greater than the total number of attorneys reporting pro bono work because attorneys can report pro bono service in multiple categories.

** Rounded to the nearest 100th of a decimal point.

In addition to providing pro bono services, 3,851 (21.97%) of All Attorneys reported voluntary contributions of financial support to organizations providing legal services to persons of limited means.
3. Pro Bono Hours Reported by Tennessee Government Attorneys

The Board of Professional Responsibility (“BPR”) was requested to break down the hours reported by Tennessee Government Attorneys. The BPR also disclosed the number of attorneys who indicated they were in-house counsel; however, we did not request that the BPR break down the number of hours this category of attorneys provided. In the 2010 and 2011 data, the hours reported by Tennessee Government Attorneys and Tennessee In-House Counsel were simply included in total attorney hours noted in chart 2(b) above.

Chart 3(a): Comparison of Number of Hours Reported by Tennessee Government Attorneys, 2010-2012

<table>
<thead>
<tr>
<th>Year</th>
<th>Total number of Tennessee Government Attorneys Reporting Pro Bono Hours</th>
<th>Total Number of Hours Reported*</th>
<th>Average Number of Hours per Tennessee Government Attorney*</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>241</td>
<td>9,557</td>
<td>39.66</td>
</tr>
<tr>
<td>2012</td>
<td>269</td>
<td>12,446</td>
<td>46.27</td>
</tr>
<tr>
<td>2011</td>
<td>286</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>2010</td>
<td>218</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

* Not available in 2010 and 2011.

Most of the Tennessee Government Attorneys' pro bono services were provided to persons of limited means without a fee or at a substantially reduced fee.

Chart 3(b): Pro Bono Categories: Tennessee Government Attorneys

<table>
<thead>
<tr>
<th>Pro Bono Category</th>
<th>Total Number of Reported Hours</th>
<th>Percent of Total Hours Reported*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal services to persons of limited means without a fee or at a substantially reduced fee</td>
<td>3,405</td>
<td>35.63%</td>
</tr>
<tr>
<td>Legal services to non-profit organizations serving persons of limited means without a fee</td>
<td>2,254</td>
<td>23.58%</td>
</tr>
<tr>
<td>Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship</td>
<td>175</td>
<td>1.83%</td>
</tr>
<tr>
<td>Legal services to improve the law, the legal system, or the legal profession</td>
<td>3,723</td>
<td>38.96%</td>
</tr>
</tbody>
</table>

* Rounded to the nearest 100th of a decimal point
4. Pro Bono Hours Reported by all Out-of-State Attorneys

Out-of-State Attorneys reporting pro bono service hours compose 6.25% of All Attorneys. Twenty-five attorneys whose primary address is outside of Tennessee indicated that they are in-house counsel, and 19 attorneys residing outside of Tennessee indicated that they are government attorneys. The reporting data from attorneys residing outside Tennessee reflect the same trends as to category and number of hours reported in each category by Tennessee Attorneys residing in Tennessee.

Chart 4(a): Total Pro Bono Work Reported by All Out-of-State Attorneys

<table>
<thead>
<tr>
<th>Total number of Out-of-State attorneys subject to the annual registration</th>
<th>Number of Attorneys Reporting</th>
<th>Total Number of Reported Hours</th>
<th>Average Hours per Attorney</th>
<th>Percent of Attorneys Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>4,118 *</td>
<td>1,352</td>
<td>97,216</td>
<td>71.91</td>
<td>32.83%</td>
</tr>
</tbody>
</table>

* Total number of attorneys with an active Tennessee law license less the total number of attorneys residing in Tennessee with an active law license

Chart 4(b): Pro Bono Categories: All Out-of-State Attorneys

<table>
<thead>
<tr>
<th>Pro Bono Category</th>
<th>Number of Attorneys Reporting*</th>
<th>Total Number of Reported Hours</th>
<th>Average Hours per Attorney**</th>
<th>Percent of Total Hours Reported**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal services to persons of limited means without a fee or at a substantially reduced fee</td>
<td>1,017</td>
<td>43,359</td>
<td>42.63</td>
<td>44.60%</td>
</tr>
<tr>
<td>Legal services to non-profit organizations serving persons of limited means without a fee</td>
<td>506</td>
<td>26,160</td>
<td>51.70</td>
<td>26.91%</td>
</tr>
<tr>
<td>Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship</td>
<td>163</td>
<td>5,846</td>
<td>35.87</td>
<td>6.01%</td>
</tr>
<tr>
<td>Legal services to improve the law, the legal system, or the legal profession</td>
<td>337</td>
<td>21,851</td>
<td>64.84</td>
<td>22.48%</td>
</tr>
</tbody>
</table>

* The total of this column will be greater than the total number of attorneys reporting pro bono work because attorneys can report pro bono service in multiple categories.

** Rounded to the nearest 100th of a decimal point.
5. Comparison of 2013 Data with Previous Years

In four years, the highest category for both the number of attorneys and the number of hours is the provision of legal services without a fee or at a substantially reduced fee to persons of limited means. The ranking of all categories is set out in the table below.

Chart 5(a): Comparison of All Attorneys Reporting and Hours reported, 2010-2013

<table>
<thead>
<tr>
<th>Pro Bono Category</th>
<th>2013 Data</th>
<th>2012 Data</th>
<th>2011 Data</th>
<th>2010 Data</th>
<th>Change from 2010-2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ATTORNEYS</td>
<td>HOURS</td>
<td></td>
<td>ATTORNEYS</td>
<td>HOURS</td>
</tr>
<tr>
<td>Legal services to persons of limited means without a fee or at a substantially reduced fee</td>
<td>7,418</td>
<td>450,845</td>
<td>8,022</td>
<td>524,670</td>
<td>7,690</td>
</tr>
<tr>
<td>Legal services to non-profit organizations serving persons of limited means without a fee</td>
<td>3,073</td>
<td>100,638</td>
<td>3,345</td>
<td>129,578</td>
<td>2,499</td>
</tr>
<tr>
<td>Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship</td>
<td>1,163</td>
<td>41,367</td>
<td>1,365</td>
<td>60,341</td>
<td>1,590</td>
</tr>
<tr>
<td>Legal services to improve the law, the legal system, or the legal profession</td>
<td>2,100</td>
<td>80,126</td>
<td>2,202</td>
<td>90,372</td>
<td>1,872</td>
</tr>
</tbody>
</table>
### Chart 5(b): Comparison of Data Reported by All Attorneys, 2010-2013

<table>
<thead>
<tr>
<th>Category</th>
<th>2013 Data</th>
<th>2012 Data</th>
<th>2011 Data</th>
<th>2010 Data</th>
<th>Change from 2010-2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of All Attorneys subject to annual registration process</td>
<td>21,645</td>
<td>21,111</td>
<td>19,878</td>
<td>20,255</td>
<td>+1,390</td>
</tr>
<tr>
<td>Total number of All Attorneys who reported pro bono</td>
<td>9,119</td>
<td>9,736</td>
<td>7,745</td>
<td>3,698</td>
<td>+5,421</td>
</tr>
<tr>
<td>Percentage of All Attorneys who reported pro bono</td>
<td>42.13%</td>
<td>46.11%</td>
<td>38.96%</td>
<td>18.26%</td>
<td>23.87%</td>
</tr>
<tr>
<td>Total number pro bono hours reported by All Attorneys</td>
<td>672,976</td>
<td>804,961</td>
<td>567,374</td>
<td>294,672</td>
<td>+378,304</td>
</tr>
<tr>
<td>Average number of hours per reporting Attorney</td>
<td>73.80</td>
<td>82.88</td>
<td>73.25</td>
<td>79.68</td>
<td>-5.88</td>
</tr>
</tbody>
</table>

### Chart 5(c): Comparison of Data Reported by Tennessee Attorneys, 2011-2013*

* Since data on Tennessee Attorneys was not collected until 2011, change will be measured from 2011.

<table>
<thead>
<tr>
<th>Category</th>
<th>2013 Data</th>
<th>2012 Data</th>
<th>2011 Data</th>
<th>Change from 2010-2013*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of Tennessee Attorneys subject to annual registration process</td>
<td>17,527</td>
<td>17,352</td>
<td>16,391</td>
<td>+1,136</td>
</tr>
<tr>
<td>Total number of Tennessee Attorneys who reported pro bono</td>
<td>7,767</td>
<td>8,190</td>
<td>6,598</td>
<td>+1,169</td>
</tr>
<tr>
<td>Percentage of Tennessee Attorneys who reported pro bono</td>
<td>44.31%</td>
<td>47.20%</td>
<td>40.25%</td>
<td>+4.06</td>
</tr>
<tr>
<td>Total number of pro bono hours reported by Tennessee Attorneys</td>
<td>575,760</td>
<td>689,845</td>
<td>490,996</td>
<td>+84,764</td>
</tr>
<tr>
<td>Average number of hours per reporting Tennessee Attorney</td>
<td>74.13</td>
<td>84.23</td>
<td>74.41</td>
<td>-2.28</td>
</tr>
</tbody>
</table>
Overall Results

Access to justice cannot be achieved without collaboration. The multiple partners of the Court and the Commission include but are not limited to the many volunteers on the Commission's numerous committees and work groups, attorneys, legal services organizations, bar associations, law schools and law students, mediators, judges, and countless volunteers involved in providing day-to-day assistance to those needing legal services within their communities. The results of these efforts are over 650,000 pro bono service hours reported in 2013.

Tennesseans have responded to the civil legal needs gap by donating time, talent, and treasure to pro bono services, programs, and projects. They have provided pro bono assistance by directly providing legal services at no cost or at substantially reduced rates to low-income Tennesseans, by providing legal services to non-profit organizations serving persons of limited means, by providing legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship, and by providing legal services to improve the law, the legal system, or the legal profession.

Thanks to the generosity of so many, Access to Justice has become a reality for many low-income Tennesseans.
Additional Information, Data and Survey Highlights

Bar Association Pro Bono

Using www.surveymonkey.com, the Pro Bono Coordinator surveyed regional and local bar associations about the pro bono initiatives and efforts sponsored by each bar association. Bar association presidents were emailed a link to complete the survey. The Pro Bono Coordinator followed up with phone calls and emails to encourage additional responses.

To date, 23 responses were received from bar associations. Highlights and insights obtained from some of the survey responses are listed below. A chart detailing pro bono opportunities and pro bono statistics for the bar associations is attached as Exhibit A.

Bar Association Survey Highlights

- Five bar associations indicated that 25% of their members participated in pro bono activities.
- Eight bar associations indicated that 50% of their members participated in pro bono activities.
- One bar association indicated that 75% of its members participated in pro bono activities.
- Three bar associations indicated that 99-100% of their members participated in pro bono activities.

Many of the rural and some suburban bar associations do not have formal organized pro bono programs but do accept referrals from their local legal aid offices.

Several bar associations noted specific pro bono initiatives or are working on developing pro bono initiatives:

- Claiborne County asked for information from the ATJ Commission on how to start a legal clinic in their area.
Greene County Bar Association served over fifty members of the community with a variety of civil issues through its bi-monthly pro se divorce clinics and monthly pro-se days in circuit and chancery court.

Hamblen County Bar Association organized successful pro bono clinics that helped thirty community members with civil legal issues.

Maury County Bar Association served over forty clients through participation in a Wills for Heroes Clinic and through volunteer work with Legal Aid Society of Middle Tennessee and the Cumberlands.

Memphis Bar Association (Shelby County) helped 1500 people through its pro bono programs.

Montgomery County Bar Association participated in a Will for Heroes Clinic and also has a Pro Bono Program that provides a list of attorneys for referrals of pro bono cases.

Tipton County held legal clinics every other month and sponsored an attorney of the day program in general sessions court.

Washington County provided free legal assistance to over 450 local Tennesseans through its attorney of the day program, monthly legal clinics, and Wills for Heroes clinics.

The 15th Judicial District Bar Association is interested in getting more information from the ATJ Commission on starting a legal clinic.

The TBA Young Lawyers Division created a library education project where they go to at least one library in every county to teach the librarians about www.OnlineTNJustice.org, 1-888-aLEGALz, and Legal Information for Tennesseans (LIFT). The YLD also served 600 clients through their Wills for Heroes project.

Law School Pro Bono

In its 2012 Strategic Plan, the Access to Justice Commission acknowledged the importance of introducing pro bono services to future attorneys while they are still in law school. The Access to Justice Commission committed to convening meetings with law school deans, law school pro bono directors, and students at least annually to explore
increasing the participation of law students in pro bono activities. The Commission also compiled the pro bono policies of Tennessee law schools into one document, a Pro Bono Policy Compilation, as a resource for Tennessee law schools and for law schools nationwide.

The ATJ Commission partnered with the Tennessee Bar Association’s Access to Justice Committee to sponsor two statewide meetings for law school Deans, faculty, and students to discuss issues specific to pro bono work done by law students. The first meeting was held at Belmont College of Law in Nashville and the second was held at the University of Tennessee College of Law in Knoxville. As a result of these meetings, the ATJ Commission developed a proposal for the Supreme Court to recognize law student pro bono work which the Court subsequently adopted. In addition, the ATJ Commission added law students to its Pro Bono Advisory Committee. The Pro Bono Coordinator and ATJ Coordinator surveyed the six law schools in Tennessee on their pro bono work done in 2013.

**Law School Survey Highlights**

- **Belmont College of Law**: Thirty-five percent of students registered pro bono hours through the Belmont Legal Aid Society. All law school student organizations must conduct one public service project each academic year to remain chartered as a student organization. Belmont has partnered with Magdalene House, a residential program for women who have survived lives of prostitution, trafficking, addiction and life on the streets. The Magdalene House Legal Clinic endeavors to remove financial burdens that impede graduates from restarting their lives. The Clinic guides the participants through the process of appealing to the court for consolidation, reduction or forgiveness of any outstanding court fees. Law students assist attorneys as they draft motions and appear with the client in court to request debt forgiveness or reduction.

- **Duncan School of Law**: Law students are required to complete 30 hours of pro bono services to graduate. Each member of the faculty is required to complete 20 hours of pro bono per year to be considered for tenure.

- **University of Tennessee**: This law school offers seven different clinical programs. UT Pro Bono, a student-run organization, handles pro bono projects with faculty and administrative support. Thirty-eight percent of students participated in pro bono activities in 2013. All students are encouraged to give at least 50 hours of pro bono service over the course of their law school careers. The school is planning to implement AccessKnoxville, a program designed to offer analysis and advice on the Americans with Disabilities Act (ADA).
• **University of Memphis:** The Cecil C. Humphreys School of Law has a graduation requirement of 40 hours of pro bono work. The school defines pro bono service as law-related public service that a student provides without compensation or academic credit. The law school partnered with a host of organizations in Memphis including but not limited to Memphis Area Legal Services, the Community Legal Center, the Public Defender’s and District Attorney’s offices, the MidSouth Peace and Justice Center, the Volunteer Income Taxpayer’s Assistance Program (VITA), and Youth Court. Memphis law students assisted the ATJ Commission directly by drafting plain language scripts for videos on how to complete plain language divorce forms and translation the Supplemental Guidelines and Helpful Information for People with a Case in General Sessions Court into Spanish.

• **Vanderbilt University:** This law school offers five different clinical programs. Pro bono organizations include Vanderbilt Legal Aid Society and Law Students for Social Justice. Externship programs, stipends for internships, and post-graduate stipends are available, as well as loan repayment assistance.

**Legal Service Providers – Legal Services Corporation (“LSC”)- Funded**

In Tennessee, there are four legal aid providers that receive federal funding from the Legal Services Corporation (“LSC”): Legal Aid of East Tennessee, Legal Aid Society of Middle Tennessee and the Cumberlands, Memphis Area Legal Services, and West Tennessee Legal Services. In October 2011, the Access to Justice Commission Chair and the Access to Justice Coordinator met with the executive directors of these organizations to begin an ongoing discussion about how the Access to Justice Commission and the LSC-funded legal aid providers can collaborate to increase the pro bono assistance provided by Tennessee attorneys. The Access to Justice Commission Chair now holds quarterly conference calls with these directors.

According to federal regulations, LSC-funded legal aid providers must use at least 12.5 percent of their LSC funds for Private Attorney Involvement (pro bono). Each of the four LSC-funded organizations has a Pro Bono Coordinator/Director. The coordinators provide a wide range of services and interact with a variety of partners to provide assistance to substantial numbers of clients. These services range from arranging classic attorney-client representation to providing unbundled services. The coordinators also provide support services for pro bono activities such as intake, referrals to a variety of programs, continuing legal education, malpractice coverage, legal clinics, partnering
General information gathered from the four LSC-funded organizations’ directors and websites is provided below. A chart detailing pro bono opportunities and pro bono statistics for the organizations is attached as Exhibit B.

- **Legal Aid of East Tennessee (LAET):** LAET has been part of the community structure of East Tennessee for over 40 years, serving 26 counties from Hamilton County to Johnson County. LAET has six offices with locations in Chattanooga, Maryville, Johnson City, Morristown, and two offices in Knoxville (Family Justice Center and LAET office). There are Pro Bono Directors in the Knoxville and Chattanooga offices.

- **Legal Aid Society of Middle Tennessee and the Cumberlands (LAS):** LAS serves 48 Tennessee counties with its eight offices: Clarksville, Columbia, Cookeville, Gallatin, Murfreesboro, Nashville, Oak Ridge, and Tullahoma. To qualify for assistance from the Legal Aid Society of Middle Tennessee and the Cumberlands, clients must be at least 60 years of age or from a low-income household. People living outside the Nashville office’s service area are instructed to call the LAS office serving their county to find out about pro bono opportunities. LAS has a full-time Pro Bono Director in the Nashville office.

The Nashville office has the most pro bono resources. In addition to providing legal counsel for nonprofit organizations, LAS will accept cases in the following areas: domestic violence, family law, employment (federal income tax disagreements, wage claims, discrimination, job training courses), health (TennCare, Medicaid, Medicare, nursing home issues, living wills, powers of attorney), housing (Section 8 or public housing, evictions, foreclosures, rental issues, unfair loans, homeowner counseling), and money (illegal collection methods, bankruptcy, SSI, Families First, TANF, SNAP, unemployment, simple wills for individuals over 60 years of age and the seriously ill). LAS generally does not accept immigration issues or divorce cases unrelated to domestic violence.

- **Memphis Area Legal Services (MALS):** MALS provides civil legal assistance to low-income individuals and the elderly in southwestern Tennessee, anchored by its office in Memphis. Its Covington office serves three smaller rural communities: Tipton, Fayette, and Lauderdale counties. MALS has a full-time Pro Bono Coordinator. Priorities include cases involving issues related to family and
children, housing and real property, consumer issues, individual and civil rights, health and income maintenance, and seniors.

- **West Tennessee Legal Services (WTLS):** WTLS serves Benton, Carroll, Chester, Crockett, Dyer, Decatur, Gibson, Hardeman, Hardin, Haywood, Henry, Henderson, Lake, McNairy, Madison, Obion, and Weakley counties. Its main office is in Jackson, with offices in Dyersburg, Huntingdon, and Selmer. It has one part-time Pro Bono Director/Coordinator. WTLS accepts the following types of civil cases: access to health/medical care, securing or retaining housing, ensuring compliance with Fair Housing Laws, securing or retaining income, personal freedom and security rights, parental rights with state action, rights of persons in institutions, freedom of all persons from abuse, family issues, education rights, consumer rights, and community education. WTLS does not accept cases with the potential of a high monetary judgment or adult criminal cases.

### Legal Service Providers – Non-LSC-Funded

In Tennessee, there are many legal service providers that do not receive funding from the Legal Services Corporation. The Tennessee Access to Justice Commission considers any organization that does not receive funding from the Legal Services Corporation a non-LSC-funded legal service provider. Non-LSC-funded organizations can serve segments of the population and handle legal matters that LSC-funded providers cannot. Non-LSC-funded organizations do not have to follow federal income guidelines to determine if a person is eligible to receive legal services.

The Commission has gathered data from the following non-LSC providers: Community Legal Center, Disability Law & Advocacy Center, Southeast Tennessee Legal Services, Southern Migrant Legal Services, Tennessee Coalition to End Domestic and Sexual Violence, the Tennessee Justice Center, and Tennessee Volunteer Lawyers and Professionals for the Arts. A chart detailing the pro bono opportunities and pro bono statistics of each provider is attached as Exhibit C.

### Tennessee Faith & Justice Alliance Members

The Tennessee Faith and Justice Alliance (TFJA) is a program developed by the ATJ Commission to support and encourage faith-based groups in Tennessee who commit to providing legal resources to their congregations and communities. It’s one of the first programs of its kind in the country created to align needs seen at the local church level.
with possible legal resources that are nearby, perhaps even within the same congregation. The notion is to connect with people in need in a place they already go to seek help with a problem. That place is quite often their place of worship.

The pilot project involved the Tennessee Conference of the United Methodist Church. Church leaders and volunteer attorneys gathered to learn more about the program, assign attorneys to congregations, and receive training on how the program works. The United Methodist Church’s TFJA project is designed to pair an attorney with a place of worship. When a leader or clergy member of that congregation learns of a member’s legal need, that leader can then refer the person to the local attorney who has volunteered to serve as a resource to that congregation. That attorney in turn will provide the legal advice needed, or make connections with other resources that can provide the necessary services.

The TFJA program, which has plans to expand to all faiths and geographic areas of the state, is flexible to meet the needs of a particular community. The UMC model is just one way to offer services. Other organizations may consider monthly legal clinics or other offerings. For example, a church in Nashville organized legal teams that partner with addiction rehabilitation organizations. These legal teams work with program graduates to deal with outstanding legal issues that may impede the graduates’ success after their rehabilitation. Another example is a clinic started at Lipscomb University, a Christian institution. The Lipscomb Institute for Law, Justice and Society recruited alumni attorneys to serve at bi-monthly free walk-in legal clinics. The Pro Bono Coordinator surveyed member organizations of the TFJA about the pro bono initiatives and efforts sponsored by each organization. A chart containing information about each TFJA member, including its pro bono statistics, is attached as Exhibit D.

**TFJA Survey Highlights**

- Compassionate Counsel, a 501(c)(3) organization based out of Nashville, operated legal clinics in Davidson County and serve clients who contact them directly with civil legal issues.

- Cross Point Church Legal Program has twenty-five volunteers and served over twenty clients during its first two legal clinics. The Church also has Legal Teams that partner with addiction rehabilitation organizations and work with program graduates to deal with outstanding legal issues that may impede the graduates’ success after rehabilitation.
- Lipscomb University Legal Clinic helped twenty clients in its first two legal clinics. The legal clinics specialize in civil and immigration issues. The Clinic is held at the University and is staffed by faculty attorneys and alumni attorneys.

- United Methodist Church – Nashville District has twenty-four volunteer attorneys and has helped twenty-five clients in its first year. This project involves more time commitment from the volunteer attorneys as they agree to meet with the client and to make sure the client gets help, including providing full representation in the legal matter.

**Law Offices with Pro Bono Policies**

For the first time, law offices that have adopted pro bono policies were surveyed for the annual pro bono report. As part of its 2012 Strategic Plan, the Commission set a goal to increase the number of law offices with pro bono policies by fifteen. When the Commission set this goal, there were approximately fifty law offices across the state with pro bono policies. As of December 31, 2013, sixty-six law offices in Tennessee have adopted pro bono policies. The Pro Bono Coordinator surveyed the law offices with pro bono policies and seventeen law offices responded to the survey.

These seventeen law offices reported the following:

<table>
<thead>
<tr>
<th>Number of Attorneys Employed:</th>
<th>1,777</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Attorneys Participating in Pro Bono Policy:</td>
<td>842</td>
</tr>
<tr>
<td>Number of Clients Served:</td>
<td>5,155</td>
</tr>
<tr>
<td>Number of Hours Given to Pro Bono Efforts:</td>
<td>41,197.55</td>
</tr>
</tbody>
</table>

**Supreme Court Rule 31 Mediator Pro Bono and Mediation Center Pro Bono**

Supreme Court Rule 31 is a system where litigants, courts, and attorneys can locate qualified alternative dispute resolution mediators and other neutrals and enlist their assistance in resolving matters pending before courts of record. Rule 31 does not affect dispute resolution programs or individual cases that are resolved outside the Rule 31 system. The Rule was set up to assist the court in obtaining a mediator or other neutral when the court or the parties want one. Rule 31 also established the Alternative Dispute Resolution Commission that devised a way that ADR neutrals could be trained and approved for use by the courts. The Rule provides required credentials and training for mediators who wish to be listed as a Supreme Court Rule 31 Mediator. Rule 31
Mediators are required to file a report after every mediation they conduct providing general information on the mediation. The mediator must report whether the mediation was done pro bono. In 2013, Rule 31 Mediators reported conducting 350 pro bono mediations. There were four additional court-ordered pro bono mediations reported in 2013.

In Tennessee, some counties have mediation centers offering free or reduced-fee mediation services to people who cannot afford a mediator. The Administrative Office of the Courts has limited funding from the General Assembly to assist mediation centers that apply for and meet grant criteria. The grants are designed to help low-income Tennesseans access mediation services.

The Commission has gathered data from the following mediation center providers: Community Mediation Center, Family Court Services of East Tennessee, Nashville Conflict Resolution Center, Southeast Tennessee Human Resources Agency, The Mediation Center (Columbia).

A chart containing information about each provider, including its pro bono statistics, is attached as Exhibit E.

**Continuing Legal Education (“CLE”) Credit Attorneys Received for Pro Bono Work in 2013**

Supreme Court Rule 21, Section 4.07(c) permits the Continuing Legal Education (“CLE”) Commission to give Ethics & Professionalism credit at the rate of one hour of credit for every five billable hours of pro bono legal representation provided through court appointment or an organized bar association program or legal services organization, or of pro bono mediation services as required by Supreme Court Rule 31 or the Federal Court Mediation Programs.

As of March 1, 2014, the CLE Commission has posted 3,384.15 hours of CLE credit given to attorneys for pro bono work done in 2013.
<table>
<thead>
<tr>
<th>Year</th>
<th>Number of CLE Hours for Pro Bono Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>3,384.15</td>
</tr>
<tr>
<td>2012</td>
<td>3,780.84</td>
</tr>
<tr>
<td>2011</td>
<td>2,080.93</td>
</tr>
<tr>
<td>2010</td>
<td>3,635.29</td>
</tr>
</tbody>
</table>

www.OnlineTNJustice.org
The Tennessee Alliance for Legal Services and the Tennessee Bar Association, with support from the Tennessee Access to Justice Commission, has developed an online legal resource that allows those with legal questions to email their questions to a central website. (www.OnlineTNJustice.org). These questions are then answered by volunteer attorneys. Information and statistics regarding this pro bono resource as of December 31, 2013, are below.
This Month  Last Month
Total Volunteer Attorneys  372  369
Have Answered Questions  179  178
50+ questions answered  16  16
10+ questions answered  37  37
< 9 questions answered  126  125

This Month  Last Month
Total Client Accounts  5445  5298
1 Question Accounts  4019  3910
2+ Questions Asked  508  494
Ineligible Applicants  2568  2495
Ineligible by income/assets  1853  1803

<table>
<thead>
<tr>
<th>QUESTION CATEGORIES</th>
<th>Program Lifetime</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Questions Asked</td>
<td>5193</td>
<td>100%</td>
</tr>
<tr>
<td>Family</td>
<td>2337</td>
<td>45%</td>
</tr>
<tr>
<td>Other</td>
<td>966</td>
<td>19%</td>
</tr>
<tr>
<td>Housing</td>
<td>655</td>
<td>13%</td>
</tr>
<tr>
<td>Debt and Purchases</td>
<td>554</td>
<td>11%</td>
</tr>
<tr>
<td>Work</td>
<td>266</td>
<td>5%</td>
</tr>
<tr>
<td>Disaster Legal Services</td>
<td>124</td>
<td>2%</td>
</tr>
<tr>
<td>Health Care</td>
<td>84</td>
<td>2%</td>
</tr>
<tr>
<td>Benefits</td>
<td>72</td>
<td>1%</td>
</tr>
<tr>
<td>School/Juvenile</td>
<td>65</td>
<td>1%</td>
</tr>
<tr>
<td>Seniors</td>
<td>35</td>
<td>1%</td>
</tr>
<tr>
<td>Immigration/Citizenship</td>
<td>18</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Inheriting Property</td>
<td>17</td>
<td>&lt;1%</td>
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<tbody>
<tr>
<td>2013</td>
<td>289</td>
<td>241</td>
<td>231</td>
<td>191</td>
<td>216</td>
<td>148</td>
</tr>
</tbody>
</table>

Updates
- A Training/Resource Materials tab has been added to the site to provide volunteer attorneys with introductory information on the most frequently asked question categories.
- TALS submitted OTJ volunteer attorneys' hours for CLE credit through November 30th in early December.
- 48% of all registered volunteers have answered at least one question.

Online Justice Model Adoption
- South Carolina and Indiana have launched their own online justice sites using Online TN Justice software. Four additional

Notes:
The "Other" category is comprised of questions that do not fit into another category and questions that were answered by an attorney before the administrator could assign the question to the appropriate category.
Conclusion

Tennessee is making great strides in encouraging more attorneys to provide more hours of pro bono each year. This pro bono report demonstrates the impact of pro bono initiatives and documents the great work of our access to justice partners. The Commission urges attorneys to continue to track and report the many activities in which they have provided pro bono representation.