

Pro Bono Report 2017

JUSTICE FOR ALL
A TENNESSEE SUPREME COURT INITIATIVE

Introduction

The 2017 Tennessee Pro Bono Report is a publication of the Tennessee Supreme Court Access to Justice Commission (the “ATJ Commission”). This latest edition of this report compiles and analyzes data collected by the ATJ Commission and others. The 2017 Report features revised surveys intended to measure consistent data points between partners both statewide and nationally.

The ATJ Commission provides collaborative leadership to create solutions and resources that address and eliminate barriers to justice for all. The ATJ Commission is responsible for developing strategic planning focused on educating the public about legal needs, identifying priorities for improving access to justice, and recommending projects and programs to improve access to justice across the state. One focus of the ATJ Commission is pro bono work that aids disadvantaged Tennesseans. The annual pro bono report educates about existing pro bono work happening in Tennessee and inspires future initiatives.

The 2017 Tennessee Pro Bono Report covers pro bono initiatives and data including but not limited to the following:

- Information and statistics on pro bono work that was completed by individual attorneys in 2016 and reported in 2017, as voluntarily submitted on the Tennessee Board of Professional Responsibility’s Annual Registration Statement, which is required of active attorneys on or before the first day of the attorney’s birth month.
- Information and statistics on a sample of pro bono work that was completed by individual attorneys in 2016 and reported in 2017, as reported by the American Bar Association Standing Committee on Pro Bono and Public Service in its April 2018 report “Supporting Justice: A Report on the Work of America’s Lawyers.”
- Information about and statistics on pro bono activities of legal aid providers, bar associations, law schools, mediation centers, and other organizations regarding work performed in 2017.

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Executive Summary

Each day in Tennessee, people confront desperate circumstances that threaten to unsettle their lives and livelihoods.

Some find themselves on the verge of eviction. Some lose access to needed benefits. Others have difficulty securing employment because of a criminal record. The list goes on. In many instances, there are legal solutions to these problems that can help people regain control of their situations. Unfortunately, though, there is a wide gulf between those who need that help and those who actually get it.

This year's Access to Justice Pro Bono Report is another record of the Tennessee legal community's noble effort to bridge that gap and ensure that every citizen is afforded the same opportunity to seek relief under the law. As the report shows, Tennessee's attorneys have hit several significant milestones this year and are more impassioned than ever in their determination to reach the most vulnerable members of society. **Rather than retreat in the face of so vast a problem, they have redoubled their efforts, making great strides in the quest to pursue justice for all.**

As a result, pro bono in the state has increased to record highs, impacting thousands of lives for the better.

The Tennessee Supreme Court and its Access to Justice Commission have aided this progress through outreach efforts, but also through a willingness to come up with innovative new ways to tackle this complex issue. You can read about the work of ATJ partners in this report, as well as the work of Tennessee bar associations and law firms who have expanded their efforts to provide Tennesseans with legal relief. Several bar associations, for instance, hosted their first expungement clinics in 2017, while law firms assisted with naturalization clinics, participated in projects to fight human trafficking, helped the elderly with legal issues, and much more.

One of the most impressive numbers in the report (and there are many) represents a huge achievement for pro bono work in the state.

For the first time, more than 50 percent of Tennessee attorneys reported completing pro bono hours.

In all, 51.5 percent of Tennessee attorneys reported that they did pro bono work in 2017. The greater percentage of attorneys doing pro bono work also led to **a new high in total pro bono hours reported by Tennessee attorneys.** In 2017, Tennessee attorneys reported volunteering 652,555 pro bono hours the previous year. That is the highest number of total pro bono hours recorded in the past five years. **That number represents a one-year, 10.4 percent jump in total reported hours.**

When the number of total pro bono hours is multiplied by an average billable rate of \$200 per hour, the figure is staggering. By that calculation, **Tennessee attorneys performed over \$130 million of pro bono work in 2017,** again the highest number recorded in the past five years.

When broken down to an individual level, 8,869 Tennessee attorneys provided an average of 73.58 hours each of pro bono assistance in 2017. Most of those hours were devoted to helping persons of limited means without a fee or at a substantially reduced fee.

Tennessee attorneys helped the access to justice effort with direct financial support as well. According to this year's report, 23.99 percent, or 4,490 Tennessee attorneys, made voluntary contributions to organizations providing legal services to persons of limited means. This too is an increase from last year's numbers.

Our 2017 Pro Bono Report also highlights other information that speaks to the outstanding commitment of Tennessee's legal community to access to justice issues. For example, the report points to American Bar Association findings released this year that show **Tennessee ranked second out of the 24 states surveyed in terms of the average hours.**

By the Numbers

\$130,511,000

in free legal services provided to Tennesseans in need.

This number reflects an increase of \$12 million of pro bono from the prior year.

51.50%
of Tennessee Attorneys
provided pro bono legal
services.

652,555
hours of pro bono legal services
provided.

4,490

Tennessee Attorneys made a monetary
donation to an organization that
provides legal services to persons of
limited means.

5,879

clients were matched with
an attorney for limited scope
representation through TALS
programs in 2017.

73.58
average number of hours
donated in 2017 by Tennessee
Attorneys.

100%
of law schools report
recognition programs for
students who participate in pro
bono and school-sponsored pro
bono opportunities.

77

Tennessee law firms employing
more than 2,000 attorneys reported
providing **36,292** hours of pro bono.

80%

of bar associations reported that
Access to Justice is a priority for
their bar association and that
10% or more of their members
participated in pro bono in 2017.

“ Participation in the **TJC Pro Bono Network** can take different forms depending on the particular interests and resources of participating firms and attorneys. Some firms organize pro bono projects around distinct legal issues, such as setting up Qualified Income Trusts (QITs) for older Tennesseans seeking to establish their eligibility for the TennCare CHOICES program, which provide long-term care for low-income seniors. Others offer pro bono assistance to TJC clients on a wide range of issues as clients’ needs arise. Some firms volunteer to co-counsel with TJC on class action suits or other federal litigation. In each case, TJC attorneys provide training and ongoing technical assistance to pro bono attorneys. ”

—Tennessee Justice Center

From Our Partners

“ The **Magdalene Clinic** helped women who are part of the Magdalene program to have court costs waived so as to enable them to obtain or keep their driver’s licenses. Belmont Law created a new partnership with the Legal Aid Society for Middle Tennessee and the Cumberland to help indigent women have legal representation in obtaining orders of protection with students assisting under limited licenses. ”

—Belmont Law School

“ Awareness of the program increased in 2017. This was a major accomplishment as it encouraged increased participation from new and existing pro bono volunteers. The program began offering regular training opportunities for pro bono attorneys, which also increased participation and ensured that our pro bono attorneys were providing the best service to our clients. ”

—Memphis Area
Legal Services

“ Our Immigration Pro Bono Coordinator was very successful in leveraging the staff at CLC, Latino Memphis, and MIA by placing cases with volunteers who could be educated and mentored by lawyers at the respective agencies. Our **Know Your Rights** events were very successful. ”

—Community Legal
Center in Memphis

“ Our program continued to see good participation from **attorney volunteers** in 2017... One client obtained assistance to expedite his naturalization application so that his benefits would not lapse; this client obtained his legal citizenship with the assistance of our attorney volunteers and was able to keep receiving benefits without interruption. ”

—Cross Point Pro Bono Clinic

“ In 2017 LAS was able to serve clients from more than 1/3 of our service area with free legal help clinics. We were able to enhance the assistance available to veterans in our Nashville, Murfreesboro, Gallatin and Clarksville service areas by expanding the legal clinic offered through **Operation Stand Down TN** from one each month to a weekly Attorney for the Day, and coupled this with providing resources for extended representation through the Nashville Bar Association.”

—Legal Aid Society of Middle Tennessee and the Cumberland’s Pro Bono Program

“ A — 100% satisfaction rate on feedback surveys from parent and youth. B — Victims calling to thank us for giving the opportunity to actually talk and ask questions of the offending youth.”

—Community Reconciliation Inc.

“ We seek to improve access to justice for Tennesseans who would otherwise not qualify for legal assistance and cannot afford legal counsel. We recognize the important connection between the **faith community** and opportunities to provide greater access to justice to those in need. We host clinics and partner with area churches in Hamilton County (primarily White Oak United Methodist Church in Red Bank) and other community organizations to expand access to justice. The partnership with churches allows the faith community to serve spiritual needs and provides an opportunity for individuals to get plugged into a faith body and greater support community. We also partner with Legal Aid of East Tennessee in order to serve those who would not otherwise qualify for such assistance.”

—White Oak UMC/GJI TFJA Partnership

“ We helped many people facing criminal charges for reduced fees. One of the best cases was helping an elderly gentleman with **debt collection** issues relating to the costs from his two heart attacks so that he could still have enough money to keep his home.”

—Griffin & Davis PLLC, a law firm in Warren County

“ We had a legal aid clinic for those who cannot afford representation. We participate in a Know your Rights campaign where we gave Know Your Rights lectures to college students at Tennessee Tech University and we hold a Wills For Heros clinic.”

—Putnam County Bar Association

“ The legwork done in 2017 led to the successful launch of a Legal Aid Society that will reap thousands of hours of pro bono service in the next year.”

—Nashville School of Law

We asked our partners to write us a few words for the 2017 Pro Bono Report about the impact of their programs in the state and have featured those responses here.

“It is not hard to convince Tennessee attorneys to volunteer in our initiatives once they are reminded of the obvious. The people who need our help are those most at risk and most underserved in our society: children, victims of domestic violence, the elderly, the physically or mentally challenged, veterans, those who do not speak or understand our language, and others who have no place else to turn when they are facing critical legal problems. The problems faced by these persons affect the most critical aspects of their lives — income, employment, adequate housing, personal safety, access to health care, custody of children, sometimes even life itself — the most basic guarantees in a land of plenty. If we do not help them, no one else can. We are part of a profession which imposes on us the responsibility to help others as a condition of enjoying the privilege of our right to practice law. **Giving back can change the life of another person or family. How can we not want to help?**”

—Justice Cornelia Clark

Find Your Inspiration

“Our clinic meets at St. James Missionary Baptist Church every other month. For the better part of two years, a woman attended the clinic every month. She had been involved in a three-car accident where the car sustained minor damage and could not get the insurance company to reimburse her for the repairs. For three years she talked to a variety of our attorneys who helped her navigate the process. **A few months ago, she came to the clinic again to thank our lawyers for helping her feel confident enough to deal with the issue herself.**”

—Randy Spivey

“I learned that we can make a huge difference in someone’s life by just giving them the opportunity to tell their story and feel appreciated. **Sometimes we just need to be reminded that we are all in this world together and we all need someone to “hear” us.** I also felt humbled by the experience and blessed that someone trusted me to hear her story.”

—Mary Rose Zingale

“A few years ago, I was at the grocery store and the cashier said “I want to thank you.” I asked “For what?” She said “about 15 years ago you helped me get custody of my grandchild and now she is graduating from high school **You made a difference in our lives.**” I did not recall the case or the client. Very likely it was pro bono. I was gratified that I was able to help these people just in the normal day-to-day practice of law.”

—Justice Sharon Lee

“I learn something new with every pro bono experience. Most of my pro bono work is vastly different from my typical commercial litigation practice. My pro bono work allows me the opportunity to work in areas such as expungements, divorces, and probate. **I am able to add something new to my practice toolkit with every case and/or clinic.**”

—Amber Floyd

“Representing a distressed child in juvenile court, enabling a young mother to divorce her abusive husband, representing a family about to be evicted from their home - **this kind of work is done daily** by Tennessee attorneys who volunteer their expertise to give a voice to those who otherwise would be on their own. Pro bono work may not be glamorous, but it is rewarding. Each hour given in service is another child rescued, another domestic violence victim protected, another family saved from foreclosure. Try it!”

—Justice Holly Kirby

“I would tell any lawyer who has not done pro bono yet to just try it once. I predict that you will be hooked. It is one of the most rewarding experiences to give someone legal advice who cannot afford to hire a lawyer. The clients are so grateful for your time. And, doing pro bono has never been easier. You can sign up to volunteer for a free clinic after work or on a Saturday morning, or you can help others right from your desk using a website like TN Free Legal Answers. **Being a lawyer is an incredible privilege that carries a responsibility to serve those who cannot afford legal help. Pro bono is a way we can give back.**”

—Joy Radice

“I strongly encourage every new lawyer to do pro bono work through an appointment or by participating in a free legal clinic. **I assure the lawyer that he or she will get more out of the service than the client.** To see the relief on a client’s face, or to hear that restored voice of hope on the phone when you successfully help a pro bono client is something that stays with you forever.”

—Chief Justice Jeff Bivins

“I grew up borderline poor and I know that there is a personal satisfaction as a lawyer helping someone who is desperate that is different. You won’t know the feeling until you try.”

—David Rogers

“What I would say to a lawyer who has never done pro bono is, “You are truly missing out.” If you are in need of a pick-me-up, working with a pro bono client will renew your spirit. The humility and appreciation alone will remind you why you wanted to be a lawyer to begin with. **In their eyes, you instantly become a superhero.**”

—Stef Brake

“Debbie” is [a] single mom who came to us seeking help. She came in with an 8-inch-thick binder of pleadings produced after several years attempting to resolve her divorce and child support/custody issues with her ex-husband. She had represented herself pro se during most of the matter against her ex-husband’s lawyer. She felt alone and was worn out and wanting resolution for the sake of her children... We were able to get the parties to mediation and represent her through that process so that an agreement was reached between the parties and is now pending final court approval. **Debbie felt free when the matter was resolved and thankful that someone cared to stand by her and support her.**”

—Nancy Cogar

“I signed up for the pro bono project of WTLS in 1987 when I moved to Tennessee. My office was next door to WTLS. Many people wandered into my office after leaving WTLS. I always tried to help whether they were eligible for legal aid services or not. One of my first cases was helping a tenant farmer in a dispute with his landlord. He was not being allowed to harvest hay that he claimed on the other person’s land. Of course, nothing was in writing. **I was able to help him work it out to his satisfaction.**”

—Justice Roger Page

These stories and others were collected through the Tennessee Supreme Court’s Stories of Pro Bono in Tennessee initiative. We collect stories from across Tennessee in order to unite the pro bono experience and remind us all of the power of the legal community to come together for good. You can submit your own pro bono stories for consideration in next year’s report here: <https://www.surveymonkey.com/r/ProBonoStories>

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Conclusion

Attorney Voluntary Pro Bono Reporting – Tennessee Board of Professional Responsibility

In Tennessee, Supreme Court Rule 8, Section 6.1 defines pro bono service and provides the aspirational goal that attorneys should provide 50 hours each of pro bono service per year. The Voluntary Pro Bono Reporting Form surveys pro bono service in the following 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.

Supreme Court Rule 9, Section 10 requests (but does not require) that every attorney who is required to file an Annual Registration Statement with the Board of Professional Responsibility (“BPR”) also voluntarily file a statement reporting the attorney’s pro bono service and activity during the last calendar year. The BPR provides this voluntary pro bono reporting data to the ATJ Commission for the purposes of this report.

This report separates data regarding the self-reported pro bono work of attorneys into two major categories: attorneys whose primary address is located in Tennessee, and attorneys whose primary address is located outside of Tennessee. The rationale for analyzing the two sets of data separately is that attorneys whose primary address is located outside of Tennessee are also more likely to have completed their pro bono hours outside of Tennessee.

As the ATJ Commission is most interested in reviewing and measuring the pro bono work making a positive impact inside the state of Tennessee, this report first reviews the pro bono hours reported by Tennessee Attorneys, and then considers pro bono hours reported by All Attorneys, both Tennessee Attorneys and Out-Of-State Attorneys.

Further definitions are provided below.

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

The BPR collects data over the course of a given year during its annual registration period, and this data includes voluntary reporting on pro bono completed during the prior year. Attorneys report the pro bono work they performed in 2016 in 2017. Therefore, the 2017 Pro Bono Report considers pro bono work performed by attorneys in 2016 but reported in 2017. For the purposes of this report, the data is labeled to correspond with the year the pro bono work was reported (“Reporting Year”), not the year the pro bono work was performed.^{1,23}

¹ The ATJ Commission has acquired pro bono reporting data for pro bono work reported in seven calendar years, 2010 to 2016. However, in 2012, 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 calendar year has been received. Due to the changes in reporting requirements in 2012, comparison data is not reliable until approximately 2013.

² In 2018, the Tennessee Board of Professional Responsibility (BPR) upgraded its database, which changed the way the BPR generates its reports on annual Pro Bono Reporting data. Because of the changes to the new database, some of the information which was previously captured and reported in Tennessee’s Annual Pro Bono Report is no longer available. One significant difference is missing information under the categories “Government” and “In-House Counsel.” For this reason, the 2017 Pro Bono Report omits specific consideration of Government Hours Reported and In-House Hours Reported by Tennessee, Out-of-State, and All Attorneys.

³ This report only considers attorneys who completed their Annual Registration Statement by or before December 31, 2017. It does not consider attorneys who failed to complete their Annual Registration Statement by or before December 31, 2017. There may be additional attorneys who did not file their Annual Registration Statement by or before December 31, 2017, whose information is not included in this report.

Tennessee Attorneys

For the first time since the Tennessee Supreme Court began requesting pro bono reporting data, more than half of Tennessee attorneys reported completing pro bono hours in 2017. Tennessee saw an increase in the number of attorneys and the number of hours reported in each major category of pro bono, marking the highest numbers in nearly every major category in the last five years. Tennessee also saw increases in the number of attorneys voluntarily contributing to organizations that provide legal services, contributing to Access to Justice Initiatives, and waiving confidentiality of pro bono hours for award recognition.

In 2017, 51.50% of Tennessee Attorneys who completed their Annual Registration Statement for the year reported that they provided 652,555 hours of pro bono service in 2016.¹ This means that 8,869 Tennessee Attorneys averaged 73.58 hours per reporting attorney. Assuming an average billing rate of \$200 per hour, this amounts to more than \$130 million of pro bono services provided by Tennessee Attorneys in 2017.

In addition to providing pro bono services, 23.99 percent, or 4,490, of Tennessee Attorneys reported voluntary contributions of financial support to organizations providing legal services to persons of limited means.

Highlights from Tennessee Attorneys include:

- In 2017, Tennessee met a long-standing goal of the ATJ Commission of having more than 50 percent of Tennessee Attorneys reporting pro bono hours annually. The number and percentage of active Tennessee Attorneys who reported and declined to report pro bono hours is set out in Table One.

Table One	
Active TN Attorneys who Reported Completing Pro Bono Hours in 2017	8,869 51.5%
Active TN Attorneys who did NOT Report Completing Pro Bono Hours in 2017	8,354 48.5%
Total TN Active Attorneys	17,223 100%

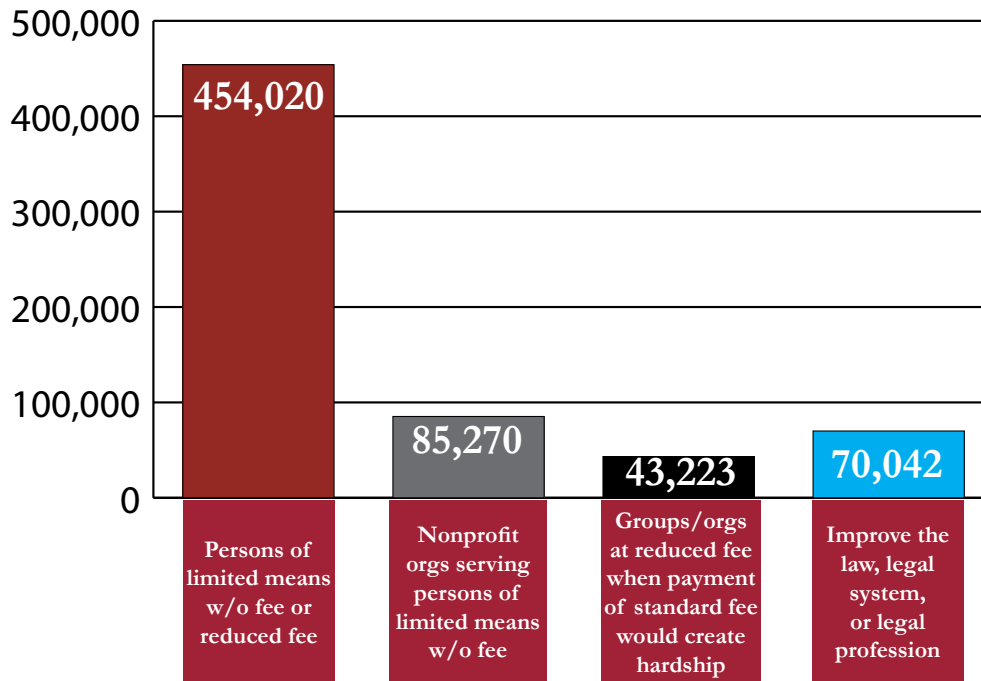
- 2017 reflects an increase of 747 Tennessee Attorneys who reported pro bono from the prior year, and an increase of 61,491 hours performed from the prior year. These numbers reflect an increase of approximately 2% more attorneys performing pro bono work and approximately 10% more hours performed than in the prior year
- Attorneys provided the most pro bono hours to persons of limited means without a fee or at a reduced fee. Specifically, in 2017, 7,299 attorneys provided 454,020 hours of pro bono services to persons of limited means. Assuming an average billing rate of \$200 per hour, these hours would amount to approximately \$90.8 million of free or reduced fee legal services provided to disadvantaged Tennesseans by Tennessee Attorneys. Chart Two (next page) shows the breakdown of pro bono hours by type as reported by Tennessee Attorneys during the 2017 Reporting Year.

1 In 2017, 18,646 total Pro Bono Reports were submitted to the Tennessee Board of Professional Responsibility by 17,223 Tennessee Attorneys. Of these 18,646 reports, there were approximately 1,423 duplicate reports. Where an attorney submitted one or more duplicate Pro Bono Reports that were identical, the duplicates were removed from the data. Where an attorney submitted duplicate Pro Bono Reports that differed, we retained the report that contained the higher amount of Pro Bono, and discarded any other Pro Bono Reports submitted.

2 A few attorneys submitted Pro Bono Reports that reported an unusually high amount of Pro Bono (more than 2,080 hours). We addressed these reports two ways: (1) if the attorney submitted duplicate reports that substantially differed, the unusually high amount of pro bono was determined likely to be a typographical error, and we discarded the higher report and retained the lesser report; (2) we counted all other Pro Bono Reports above 2,080 but denoted as outliers. After removing duplicate reports, three Tennessee attorneys reported more than 2,080 hours of Pro Bono, totaling 10,000 hours. Those hours are included in this report.

Tennessee Attorneys

Chart Two



- Of attorneys who reported providing legal services to persons of limited means without a fee or at a reduced fee, the average number of hours reported per attorney was 62 hours. The average number of hours provided to groups and organizations at a reduced fee and to improve the law, legal system, or the legal profession were both around 35 hours of pro bono for each category. The average number of hours provided to non-profit organizations serving persons of limited means without a fee was the lowest average at 27 hours. Table Three shows a breakdown of the number of Tennessee Attorneys reporting per pro bono category for the 2016 Reporting Year.

Table Three

Pro Bono Category	Number of Attorneys Reporting*	Total Number of Reported Hours	Average Hours per Reporting Attorney	Percent of Total Hours Reported
Legal services to persons of limited means without a fee or at a substantially reduced fee	7,299	454,020	62	69.57%
Legal services to non-profit organizations serving persons of limited means without a fee	3,133	85,270	27	13.06%
Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship	1,214	43,223	35	6.62%
Legal services to improve the law, the legal system, or the legal profession	1,935	70,042	36	10.73%

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

Tennessee Attorneys

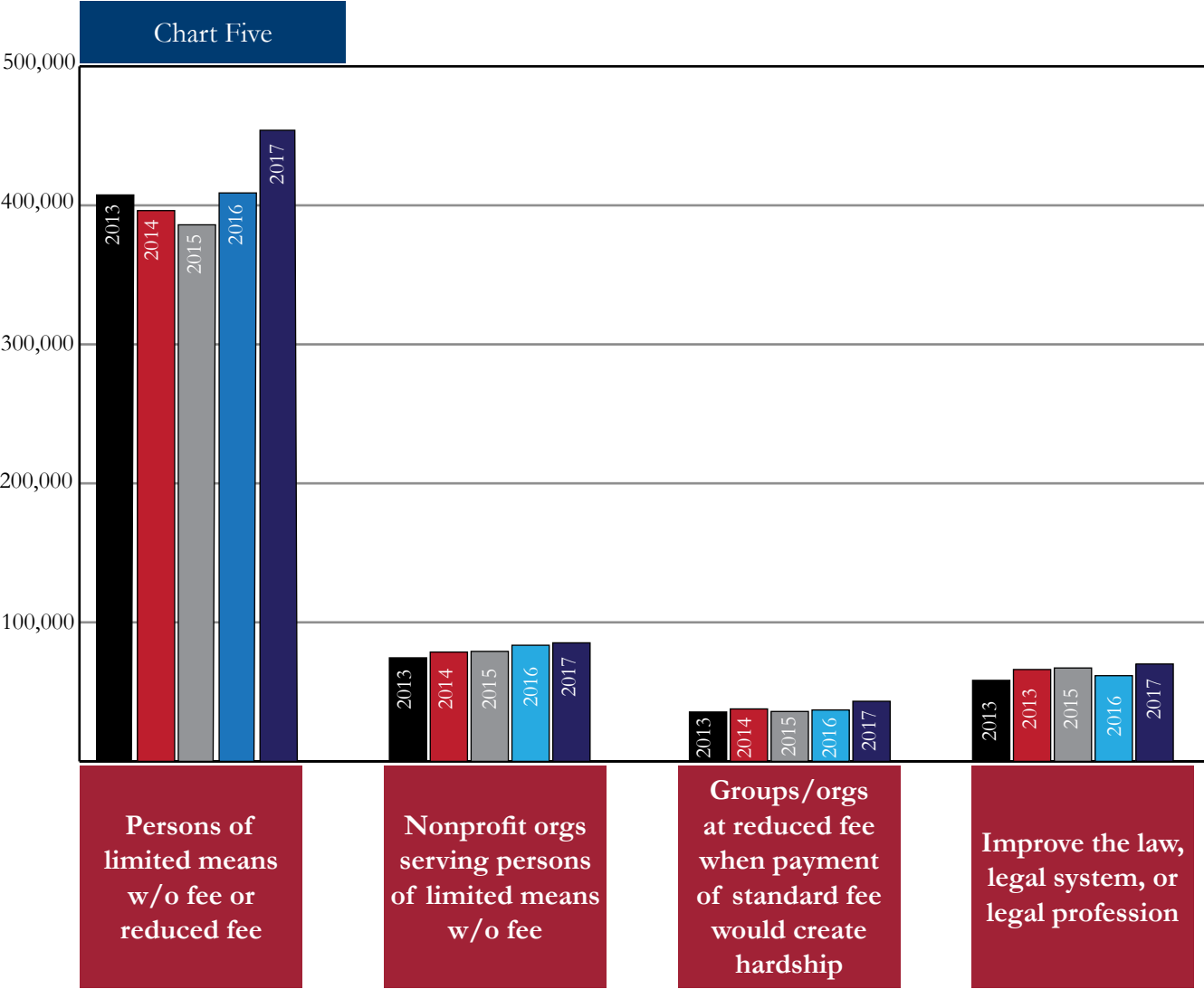
- The 2017 data marks the highest number of hours provided of pro bono in each major category in the past five years. The total hours reported in 2017 by Tennessee Attorneys reflects an increase from the prior year of 45,081 hours provided to persons of limited means without a fee or at a reduced fee. This percent increase of 11.02% nearly doubles the percent increase of 5.9% from the prior year. The 2017 data also reflects an increase from the prior year of 6,263 hours to groups and organizations, 8,405 hours to improve the law, legal system, or legal profession, and an increase of 1,742 hours to non-profit organizations.
- Table Four shows a comparison of Tennessee Attorneys' reported hours from the 2013 through 2016 Reporting Years.

Table Four

Hours Reported by TN Attorneys Per Reporting Year	Persons of limited means w/o fee or reduced fee	Non-profit orgs serving persons of limited means w/o fee	Groups/orgs at reduced fee when payment of standard fees would create hardship	Improve the law, legal system, or legal profession	Total for All Categories
2013 Total Hours Reported	407,486	74,478	35,521	58,275	575,760
2014 Total Hours Reported	396,239	78,619	37,717	66,069	578,644
2015 Total Hours Reported	386,009	79,114	35,883	67,164	568,170
2016 Total Hours Reported	408,939	83,528	36,960	61,637	591,064
2017 Total Hours Reported	454,020	85,270	43,223	70,042	652,555

Tennessee Attorneys

- Chart Five shows a comparison of hours reported by Tennessee Attorneys for each pro bono category for the 2013-2016 Reporting Years.



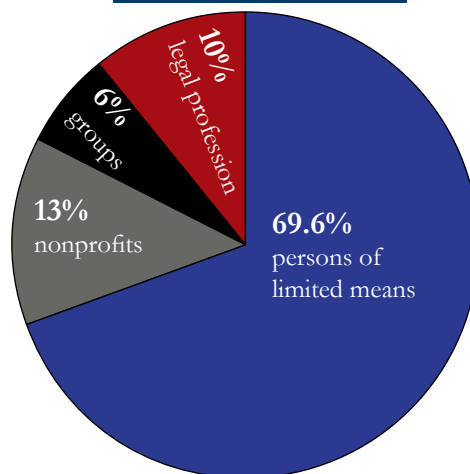
Tennessee Attorneys

- Of the total pro bono hours reported by Tennessee Attorneys in 2017, the percent distribution for each major category remains largely consistent from the prior year. Table Six and Chart Seven show a comparison of the percentage of hours reported by Tennessee Attorneys for each pro bono category for 2013 through 2017 Reporting Years.

Table Six

Percentage of Hours Reported by TN Attorneys Per Reporting Year	Persons of limited means w/o fee or reduced fee	Non-profit orgs serving persons of limited means w/o fee	Groups/orgs at reduced fee when payment of standard fees would create hardship	Improve the law, legal system, or legal profession
2013 Total Hours Reported	70.77%	12.94%	6.17%	10.12%
2014 Total Hours Reported	68.48%	13.59%	6.52%	11.42%
2015 Total Hours Reported	67.94%	13.92%	6.32%	11.82%
2016 Total Hours Reported	69.18%	14.13%	6.25%	10.42%
2017 Total Hours Reported	69.58%	13.07%	6.62%	10.73%

Chart Seven



All Attorneys

In 2017, 47.11% of All Attorneys who completed their Annual Registration Statement for the year reported that they provided 698,403 hours of pro bono service in 2016.¹ This calculation is determined by compiling the data for both Tennessee Attorneys and Out-of-State Attorneys who completed their Annual Registration Statement for the year.

Highlights from All Attorneys and Out-of-State Attorneys include:

- All Attorneys reported providing the vast majority of their pro bono hours to persons of limited means without a fee or at a reduced fee. Specifically, in 2017, 8,511 of All Attorneys provided 476,599 hours of pro bono services to persons of limited means. Assuming an average billing rate of \$200 per hour, this would amount to approximately \$95,319,800 of free or reduced fee legal services provided to disadvantaged persons by All Attorneys. Table Eight shows a breakdown of the number of All Attorneys reporting per pro bono category for the 2017 report:

Table Eight				
Pro Bono Category	Number of Attorneys Reporting*	Total Number of Reported Hours	Average Hours per Reporting Attorney	Percent of Total Hours Reported
Legal services to persons of limited means without a fee or at a substantially reduced fee	8,511	476,599	55	68.25%
Legal services to non-profit organizations serving persons of limited means without a fee	3,746	94,426	25	13.52%
Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship	1,444	56,559	39	8.09%
Legal services to improve the law, the legal system, or the legal profession	2,318	70,819	30	10.14%

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

- Of attorneys who reported providing legal services to persons of limited means without a fee or at a reduced fee, the average number of hours reported per attorney was 55 hours.

¹ A few attorneys submitted Pro Bono Reports that reported an unusually high amount of Pro Bono (greater than 2080 hours). These reports were handled two ways: (1) if the attorney submitted duplicate reports that substantially differed, the unusually high amount of pro bono was determined likely to be a typographical error and the higher report was discarded, and the lesser report retained; (2) all other Pro Bono Reports above 2080 were counted but denoted as outliers. After removing duplicate reports, one Out-of-State Attorney reported more than 2080 hours of Pro Bono, by reporting 2,800 hours. This totals 4 outlier reports for All Attorneys totaling 12,800 hours which are included in this report.

All Attorneys

- 39.62% of Out-of-State Attorneys for the year reported that they provided 105,549 hours of pro bono. This means 1,638 Out-of-State Attorneys averaged 64.44 hours of pro bono per reporting attorney. Table Nine shows a breakdown of the number of Out-of-State Attorneys reporting per pro bono category for the 2017 reporting year.

Table Nine				
Pro Bono Category	Number of Attorneys Reporting*	Total Number of Reported Hours	Average Hours per Reporting Attorney	Percent of Total Hours Reported
Legal services to persons of limited means without a fee or at a substantially reduced fee	1,212	60,478	49	57.29%
Legal services to non-profit organizations serving persons of limited means without a fee	613	22,579	36	21.39%
Legal services to groups and organizations at a reduced fee when payment of standard fees would create a financial hardship	230	9,156	39	8.67%
Legal services to improve the law, the legal system, or the legal profession	383	13,336	34	12.63%

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

- In addition to providing pro bono services, 777 (18.80%) of Out-of-State Attorneys reported voluntary contributions of financial support to organizations providing legal services to persons of limited means.

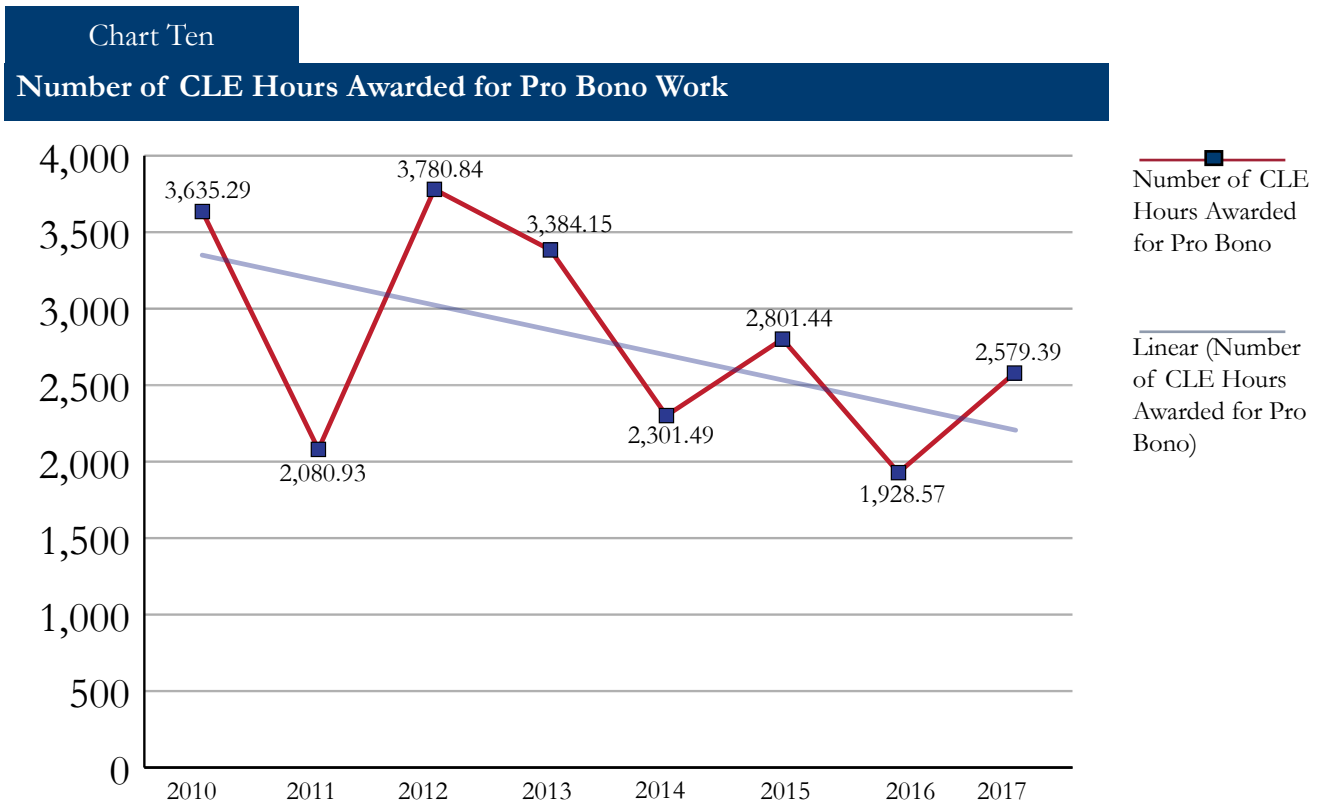
Continuing Legal Education

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

The CLE Commission awarded 2,579.39 hours of CLE credit to 1,491 attorneys for pro bono work in the 2017 Reporting Year. It is important to note that as opposed to the BPR reporting data, the CLE data is for pro bono work both performed and reported in 2017.

Highlights of CLE hours awarded include:

- The 2017 data reflects that a decreased number of attorneys received credit for an increased amount of CLE Credit for pro bono work in comparison to the 2016 year. Specifically, an average of one hour of CLE credit was awarded per attorney in 2016. That number increased to 1.7 hours of CLE credit awarded per attorney in 2017.
- The 2017 data helps stabilize a trend for a declining number of CLE hours awarded for pro bono work. In fact, 2017 saw nearly 600 more CLE hours awarded for pro bono work than in the prior year. Chart Ten shows the breakdown of CLE hours awarded for pro bono work in the prior years:



American Bar Association Report

In 2017, the American Bar Association Standing Committee on Pro Bono and Public Service conducted a web-based survey of national pro bono participation completed in 2016 (the “ABA Survey”). Twenty-four states participated in this survey, including Tennessee. The sample of surveys from Tennessee included 240 attorneys, 238 of whom had active licenses.¹

Our 2016 Tennessee Pro Bono Report previewed some of the highlights from the ABA survey data and preliminary analysis before the release of the full report. This 2017 report will consider some of the highlights from the published ABA Report where Tennessee reported ahead of the national averages.

In April 2018, the ABA released the full report titled Supporting Justice: A Report on the Work of America’s Lawyers (“ABA Report”). The entire report can be viewed here: https://www.americanbar.org/content/dam/aba/administrative/probono_public_service/ls_pb_supporting_justice_iv_final.authcheckdam.pdf

Highlights from the ABA Report include:

- The ABA Report features several key findings from attorneys nationwide who responded to the ABA Survey. There were several categories where Tennessee attorneys came in above the national averages in several categories of note.
 - The ABA Report found that 52% of attorneys nationwide provided pro bono services in 2016. By comparison, 70.2% of Tennessee attorneys reported they provided pro bono services in 2016.
 - The ABA Report found that attorneys nationwide provided an average of 36.9 hours of pro bono services in 2016. By comparison, Tennessee attorneys provided an average of 53.1 hours of pro bono services in 2016. Among those who had provided pro bono in 2016 (excluding those attorneys who reported having completed no pro bono in 2016), the average was 75.5 hours.
 - The ABA Report found that 81% of attorneys nationwide provided pro bono services to individuals, as opposed to a class of individuals or organizations. By comparison, 91.6% of Tennessee attorneys reported providing services to individuals, and 39.3% reported providing services to organizations.
- The ABA Report specifically acknowledged Tennessee attorneys for reporting the second highest average of pro bono hours provided in 2016 among all the states that participated in the survey.
- The ABA Report also noted that Tennessee had the second lowest percent of attorneys who had never performed pro bono, with only 10.1% making this claim.
- According to the ABA Report, Tennessee had the highest percentage of attorneys (19.5%) who performed 80 or more hours of pro bono in 2016.
- The ABA Report concluded that Tennessee was one of the leading states in terms of the percent of attorneys providing pro bono to individuals.

¹ As Tennessee does not have a mandatory pro bono reporting requirement, the most comprehensive data regarding the pro bono completed by individual attorneys in Tennessee in any given year comes from the Board of Professional Responsibility Annual Reporting data collected through the annual licensing renewal process, which is required of all active attorneys. The American Bar Association Survey data presented a smaller sample of pro bono work completed in 2016. This sample size of 240 is notably smaller than the BPR sample size of more than more than 16,000; however, this data is valuable to Tennessee for the purposes of national comparison and for analyzing self-reported data trends on a smaller scale.

² “Supporting Justice: A Report on the Work of America’s Lawyers”, ABA Standing Committee on Pro Bono & Public Service, Copyright 2018 American Bar Association. Reprinted by permission.

Survey Responses

Using www.surveymonkey.com, the Pro Bono Coordinator surveyed the following organizations about their pro bono initiatives and efforts completed in the 2017 calendar year: Bar Associations, LSC-Funded Legal Service Providers, Non-LSC Funded Legal Service Providers, Pro Bono Legal Clinics, Law Schools, Law Firms, Tennessee Faith and Justice Alliance Members, and Mediation Providers. Through these surveys, the ATJ Commission collected 130 responses from partners across the state.

The 2017 Pro Bono Report Surveys were strategically redesigned using revised questions modeled from prior Tennessee Pro Bono Reports, partner feedback, and new questions introduced by the ABA Standing Committee on Pro Bono & Public Service’s publication *Supporting Justice: A Report on the Work of America’s Lawyers* (the “ABA Report”).¹ The new surveys prioritize tracking consistent data points and common reporting language for future Tennessee reporting and future national reporting.

The information and corresponding charts that follow highlight several questions consistently asked of all or nearly all of our partners. Notably, for the first time, in our 2017 Pro Bono Report Survey, we asked the same specific free-response questions of all or nearly all partners, and we have highlighted some of that information in the pages that follow. These questions included asking all, or nearly all, partners to provide us with their mission or primary purpose, major accomplishments or successes of their pro bono work, any new pro bono work with which they were affiliated, and any plans to expand pro bono impact in the future.

We also specifically asked four questions taken either directly or indirectly from the ABA Report of all or nearly all of our partners in order to continue to track and dig more deeply into the work originally considered by that report. These specific results are considered in the aggregate for each category of partner, and then specifically considered by category of partner through the remainder of the report. Companion Charts for these questions help illustrate some of the responses we observed, and are intended to specifically help us identify what types of pro bono participation our partners are doing, who we are serving, and who is doing specific types of pro bono tasks in Tennessee.²

We are pleased to provide the compilation data for multiple partners in this report. Our compilation data reveals some interesting trends

¹ “Supporting Justice: A Report on the Work of America’s Lawyers”, ABA Standing Committee on Pro Bono & Public Service, Copyright 2018 American Bar Association.

² In the interest of space, we have shortened many of the indexes for the Charts in this section and the sections that follow; however, the full survey data is available by request.

Chart 11

Types of pro bono activities performed by all groups surveyed:

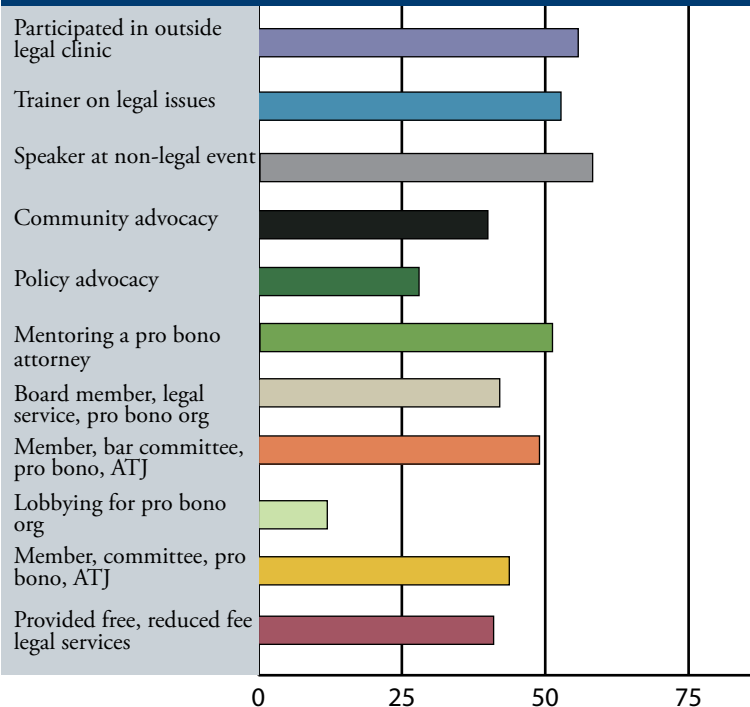
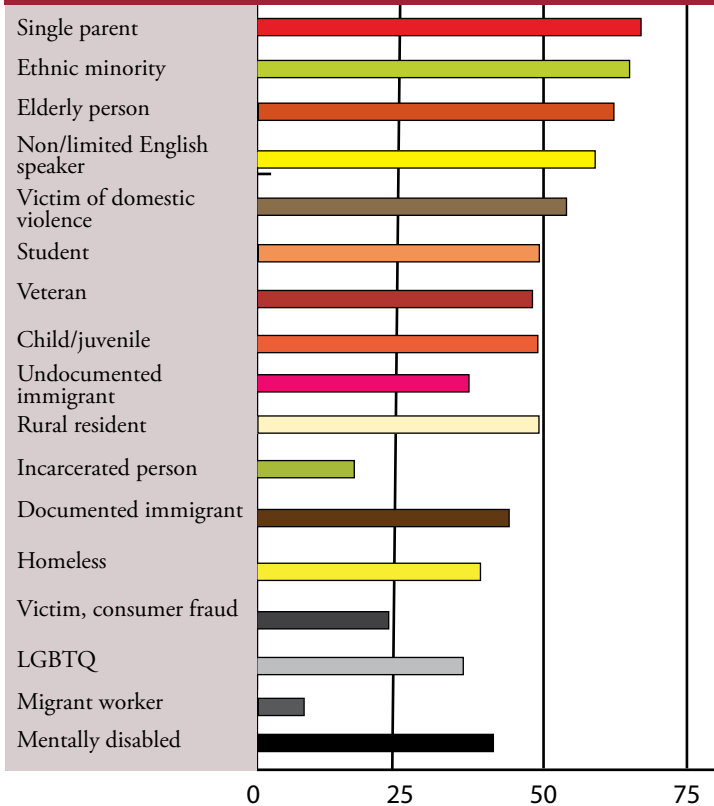


Chart 12

Types of people served by all groups surveyed in 2017:



Survey Responses

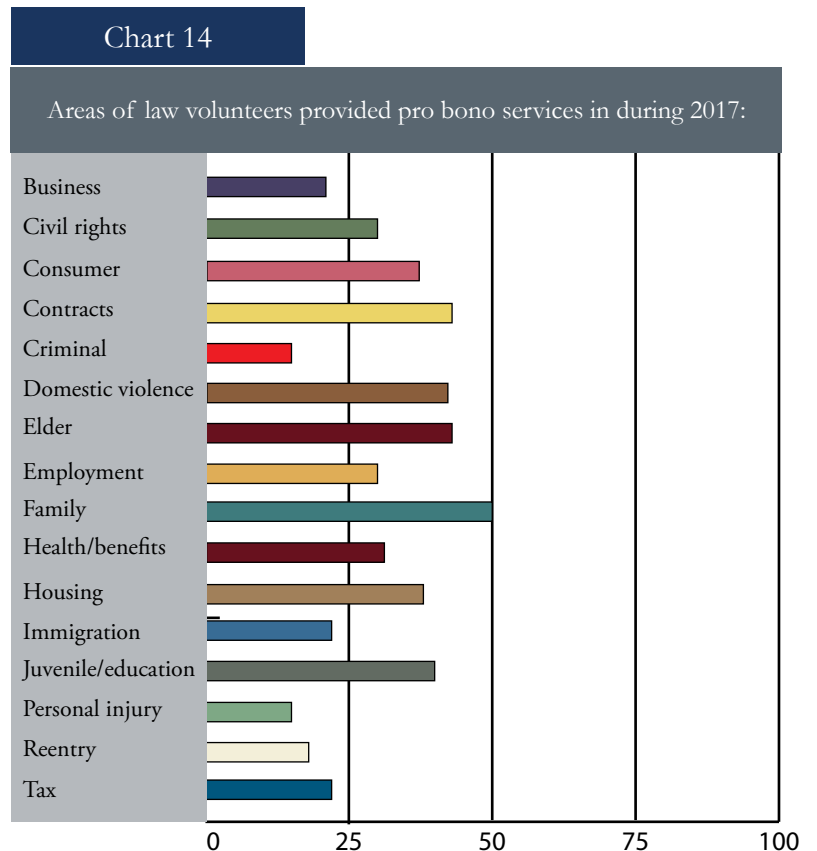
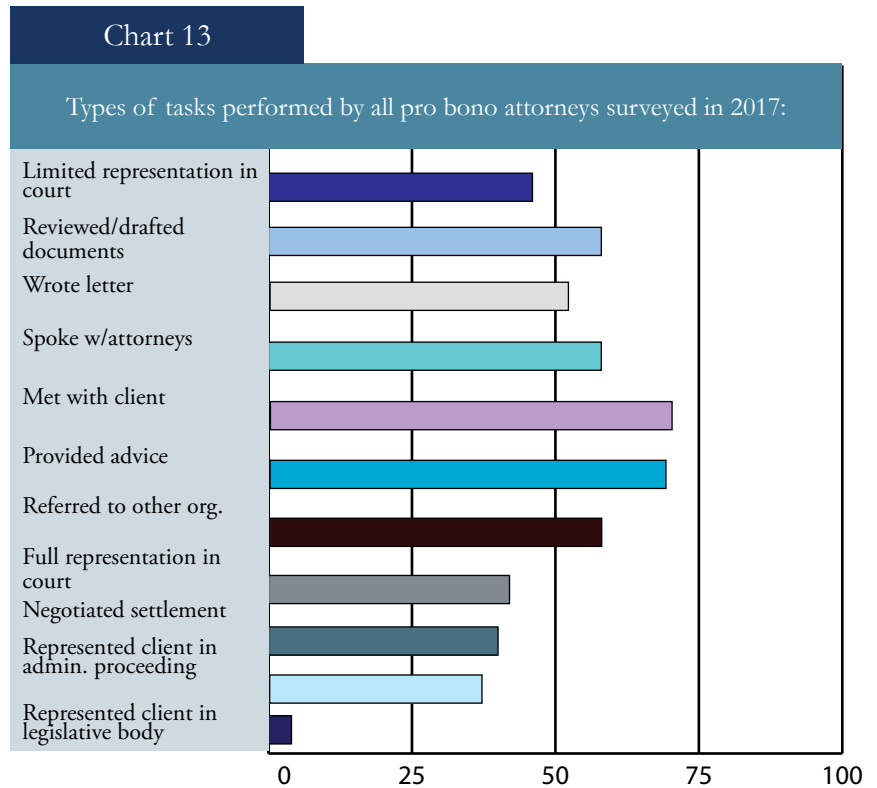
highlighted below:

We asked six out of eight categories of partners to describe the types of pro bono completed by their members in 2017, and more than half of all respondents indicated that they participated in a legal clinic outside of their regular job duties, attended a legal clinic, served as a trainer or teacher on legal issues, and supervised or mentored another attorney providing pro bono representation. Additionally, just under fifty percent of respondents indicated that one or more of their members served on a bar committee that related to pro bono or access to justice. Chart 11 (previous page) shows the breakdown of partners reporting that their membership participated in various categories of pro bono activities.

We also asked all eight of our partners to identify several categories of underserved, disadvantaged, or vulnerable Tennesseans served by their organizations, agencies, or firms in 2017. Our data revealed that the most frequent responses were a single parent, an ethnic minority, or an elderly person, with more than sixty percent of respondents selecting each category. Other frequently served Tennesseans were non or limited English speakers, victims of domestic violence, students, children/juveniles, and rural residents. Chart 12 (previous page) highlights some of the people served by our partners through pro bono services in 2017.

We asked seven of our eight categories of partners to identify specific types of pro bono legal tasks performed by their members in 2017. Here, approximately seventy percent of respondents indicated that they interviewed or met with the client and provided advice. Other frequently selected answers were reviewing and drafting documents, writing letters on behalf of the client, speaking with other attorneys, and referring to other organizations. Chart 13 highlights some categories of pro bono service reported by partners through pro bono services in 2017.

Finally, we asked five of our eight partners to let us know if they specialized in any particular areas of law so that we could get a better idea of the types of services being performed across Tennessee by various categories of partners. The most frequently selected category was family law, followed by contracts, domestic violence, and elder law. Chart 14 shows the breakdown of partners reporting that their staff and volunteer attorneys provide services in specific categories of law.



Bar Associations

Most counties, metro areas, and many communities across Tennessee have bar associations that serve as resources for local attorneys, courts, and the public. Across the state, Tennessee bar associations (“Bar Associations”) prioritize advancing the highest values of the legal profession. In response to our 2017 survey, one local bar association described its primary service as “to advance standards of professional excellence, facilitate equal access to justice, serve the community, take interest in governmental affairs, contribute to the spirit of cooperation among attorneys, and maintain a high degree of ethics in practice.” Other Bar Associations said that they promote “the betterment of the law and the people,” “working for the betterment of the legal profession and the administration of justice,” and “improving the practice of law through education, service, and fellowship.”

Many Bar Associations offer volunteer opportunities for attorneys to provide pro bono and/or reduced fee services. Bar Associations are particularly valuable resources to pro bono initiatives statewide as each Bar Association has unique knowledge about its community and ways to mobilize the local bar for initiatives such as clinics, pro se days, and larger statewide initiatives.

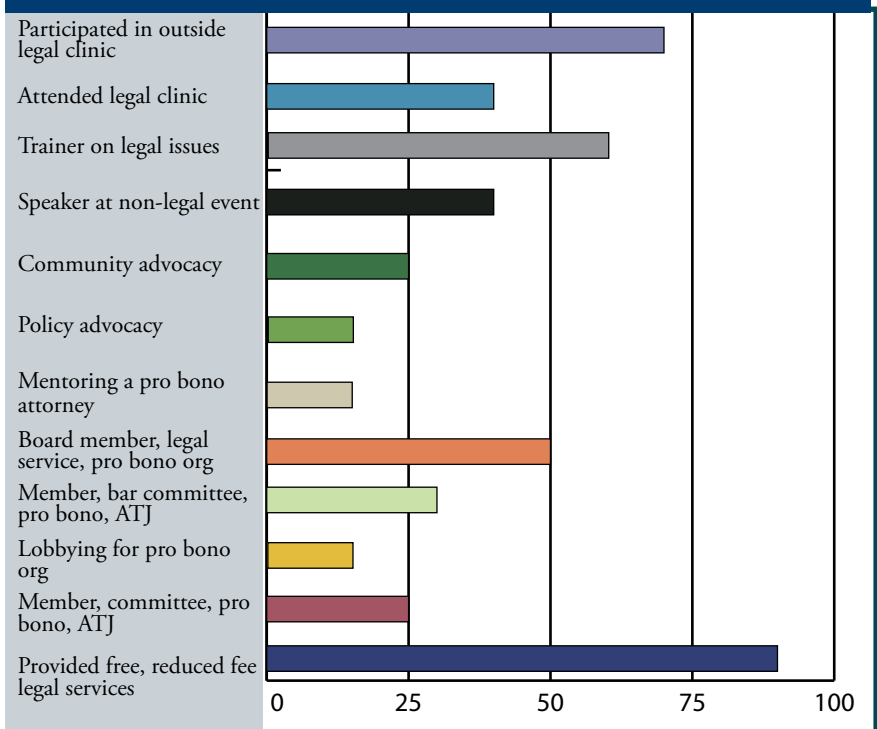
This report considers responses from 20 Bar Associations across Tennessee.

Highlights from Bar Associations include:

- Seventeen Bar Associations reported an estimated average of 160 volunteer attorneys for pro bono programs and 168 volunteers for pro bono programs, totaling approximately 2,850 total volunteers for pro bono programs through reporting Bar Associations.
- Twelve Bar Associations reported that at least 25% of their membership participated in pro bono activities, and eight Bar Associations reported that at least 50% of their membership participated in pro bono activities.
- Nineteen Bar Associations reported that one or more of their members participated in some form of pro bono in 2017. The majority of Bar Associations reported that their members participated in or supported a legal clinic or provided legal services without a fee or at a substantially reduced fee to persons of limited means. Chart 15 shows the breakdown of Bar Associations reporting that their membership participates in pro bono activities.
- 10 Bar Associations estimated a total of 1,158 hours of pro bono to individuals, eight Bar Associations estimated a total of 494 hours of pro bono to organizations, seven Bar Associations estimated a total of 145 hours of limited scope representation, and six Bar Associations estimated a total of 225 hours of full representation.
- Twelve Bar Associations identified one or more categories of disadvantaged or vulnerable Tennesseans served by their membership in 2017. Bar Associations most frequently reported serving a single parent, an ethnic minority, or an elderly person. Chart 16 (next page) highlights some of the people served by Bar Associations through pro bono services in 2017.
- Seventeen Bar Associations identified one or more categories of legal tasks provided by their

Chart 15

To your knowledge, did one or more members of your Bar Association participate in any of the following pro bono activities in 2017?



Bar Associations

memberships in 2017. The most frequent type of pro bono legal tasks provided were providing advice and interviewing or meeting with the client. Chart 17 highlights some categories of pro bono service reported by Bar Associations through pro bono services in 2017.

- Fourteen Bar Associations reported that they actively encourage pro bono participation to their memberships. The most frequent way Bar Associations report encouraging pro bono participation is through pro bono recognition programs, Bar Association pro bono programming, and by providing lists of available opportunities.

Chart 16

Please select if you served one or more of the following persons through pro bono programs in 2017:

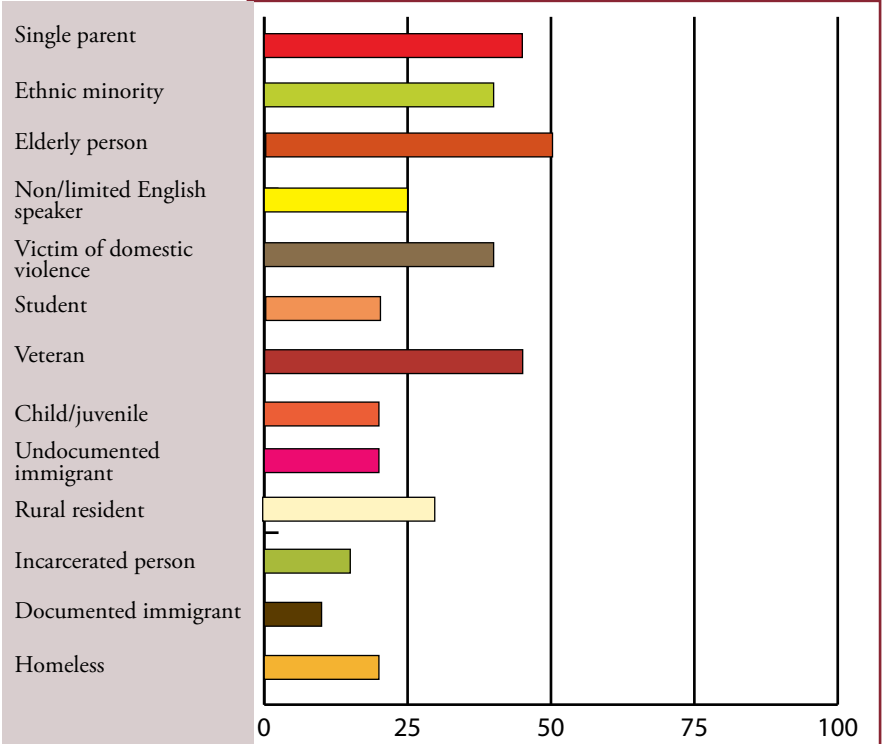
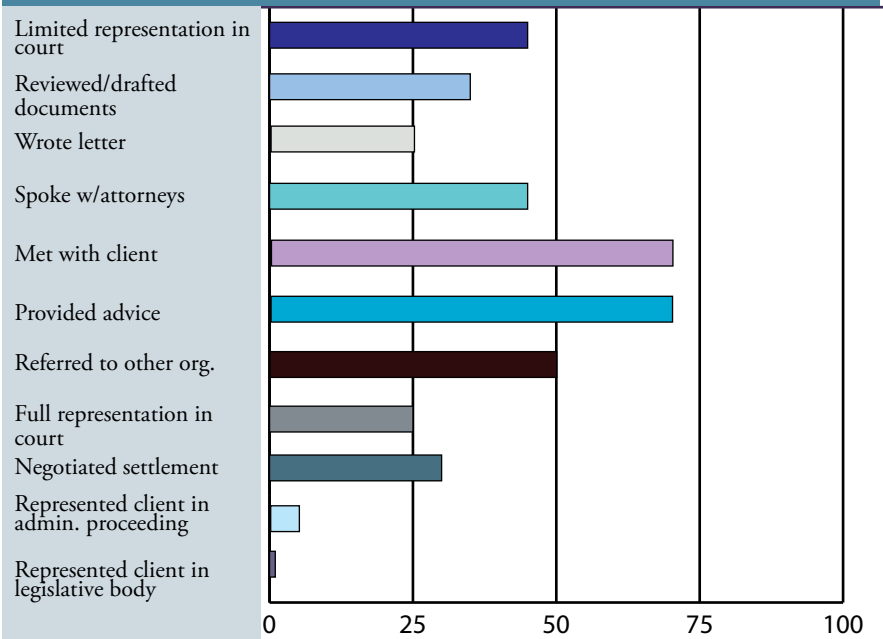


Chart 17

What types of pro bono legal tasks did attorneys in your Bar Association provide in 2017?



Bar Associations

We specifically asked Bar Associations to tell us about major accomplishments or successes of their pro bono work in 2017, any new pro bono work with which they were affiliated in 2017, and any plans to expand pro bono impact in the future. Here is some of what they told us:

- **15th Judicial District Bar Association** reported that its members participated in a **Wills for Heroes Clinic** for the first time in 2017. The Bar Association is planning to continue to participate in Legal Aid Society Clinics in future initiatives.
- **DeKalb County Bar Association** reported that its pro bono program was successful in assisting those in need at reduced fees, or at no fee, which was one of the main accomplishments of the program in 2017.
- **Knoxville Bar Association** reported that it expanded its work to include **debt relief clinics** and partnership with other organizations on **clinics for immigrants** in 2017. The Bar Association reported that its clinics grew in 2017 and attracted new volunteers who had not participated previously. The Bar Association is planning **expungement clinics** and **driver's license reinstatement programs** as future initiatives.
- **Memphis Bar Association** reported hosting a **non-conviction expungement clinic** for the first time in 2017. It noted that a major accomplishment of its program was 2SLAC (**2nd Saturday Free Legal Aid Clinic**) which is now in its 11th year. The Bar Association reported that it is planning a **Pro Bono Summit** in the future to determine what gaps may exist between current programs/projects in the Memphis area.
- **Montgomery County Bar Association** reported that it hosted its first **expungement clinic** in 2017, which served more than 34 people in need of expungements. The Bar Association reported that it was planning to host another expungement clinic in the future because of the success of the first clinic.
- **Nashville Bar Association** reported that it hosted a **Truancy Training** CLE in 2017 where the Bar Association trained 50 attorneys to help represent students with truancy issues pro bono. This was the Nashville Bar Association's second time hosting the Truancy Training, and the event was very successful.
- **Putnam County Bar Association** reported hosting a legal aid clinic for those who could not afford representation and participating in a **Know Your Rights Campaign** in partnership with Tennessee Tech University where Bar Association members provided legal information to approximately 50 students. The Bar Association reported thriving **Wills for Heroes** and **Packs for Pints** programs.
- **Sevier County Bar Association** reported that its membership is working to develop a legal clinic for the area, since the closest legal clinics operate in Blount and Knox Counties.
- **Williamson County Bar Association** reported local pro bono clinics in partnership with Legal Aid and Mercy Health and **Wills for Heroes** projects.

Legal Services Corporation Funded

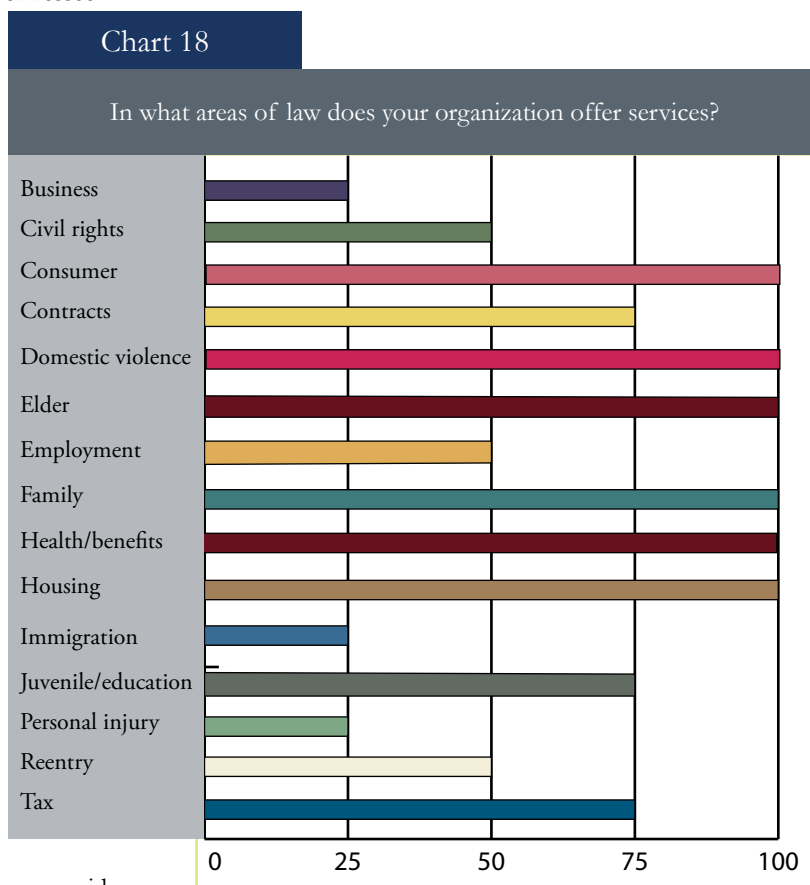
In Tennessee, there are four primary legal aid providers (“LSC Providers”) that receive federal funding from the Legal Services Corporation (“LSC”). These organizations are Legal Aid of East Tennessee, Legal Aid Society of Middle Tennessee and the Cumberland, Memphis Area Legal Services, and West Tennessee Legal Services.¹ These LSC Providers play an integral role in providing Access to Justice in the state and in matching pro bono clients with attorneys through their staff and pro bono networks. In response to our 2017 Survey, one LSC Provider described their primary service as “to advance, defend, and enforce the legal rights of low-income and vulnerable people in order to secure for them the basic necessities of life. We provide high quality, free, civil legal services, and community education for people to protect their livelihoods, their health, and their families.” Other LSC Providers provided similar descriptions of their work including “providing excellence in legal advocacy for those in need” and giving “free help to people in need.”

In addition to direct services provided by LSC Provider staff, many LSC Providers offer pro bono clinic programs and opportunities for attorneys to provide pro bono and/or reduced fee services. LSC Providers provide critical services and leadership to the state of Tennessee, both through their staff and pro bono programs.

This report considers responses from all LSC Providers in Tennessee.

Highlights from LSC Providers include:

- LSC Providers reported 226 staff members including 99 attorneys. The organizations reported 1,748 volunteers for pro bono programs, including 1,582 pro bono attorneys for programs in 2017.
- All LSC Providers reported that their staff provided legal services in the areas of consumer law, domestic violence, elder law, family law, health and benefits, and housing law. Chart 18 shows the breakdown of LSC Providers reporting that their staff and volunteer attorneys provide services in specific categories of law.
- Three LSC Providers reported that their pro bono programs served 3,324 clients through legal clinics in 2017, with 801 clients matched with limited scope representation, 781 clients matched with an attorney for full representation, and 636 clients served another way. All LSC Providers reported that their staff or volunteers participated in or supported legal clinics outside of their regular job duties. All four LSC Providers also reported that their staff or volunteers served as trainers or teachers on legal issues, as speakers at legal education events, as members of boards and bar committees, and as members committees related to pro bono or access to justice. Those providers also reported that their staff or volunteers provided supervising or mentorship to other attorneys providing pro bono representation. Chart 10 (next page) shows the breakdown of LSC Providers reporting that their membership participates in pro bono activities.



¹ There is one additional LSC-Funded Provider, Southern Migrant Legal Services, which serves Tennessee as well as other states in the Southeast region. As Southern Migrant Legal Services is specialized in its services, for the purposes of this report, Southern Migrant Legal Services will be considered in the “Other Legal Service Providers – Non-LSC Funded & Specialized” category of this report.

Legal Services Corporation Funded

- When asked about total hours provided through their pro bono programs in 2017, two LSC Providers reported a total of 4,741 hours to individuals, 5 hours to organizations, 585 hours of limited scope representation, and 1,816 hours of full representation.
- All LSC Providers identified one or more categories of disadvantaged or vulnerable Tennesseans served by their pro bono programs in 2017. All LSC Providers reported serving a single parent, an ethnic minority, an elderly person, a non- or limited English speaker, a victim of domestic violence, a student, a veteran, a child/juvenile, a rural resident, a homeless person, a victim of consumer fraud, and a person with a physical or mental disability. Chart 20 highlights some of the people served by LSC Providers through pro bono services in 2017.
- All LSC Providers identified one or more categories of legal tasks provided through their pro bono programs in 2017. Every LSC Provider reported providing pro bono legal tasks in nearly every category. Chart 21 (next page) highlights some categories of pro bono reported by LSC Organizations through pro bono programs in 2017.
- When asked what other resources are needed by LSC Providers, the most common answers provided were increased financial support, additional attorney volunteers, the support of the community outside the bench and bar for LSC's mission and work to build support for LSC clients.

Chart 19

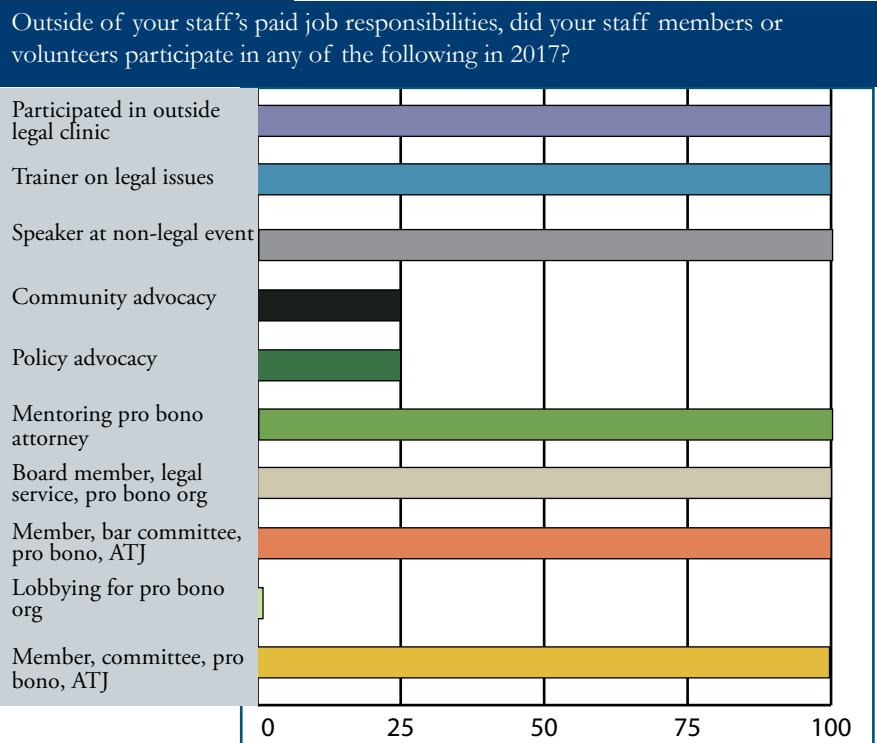
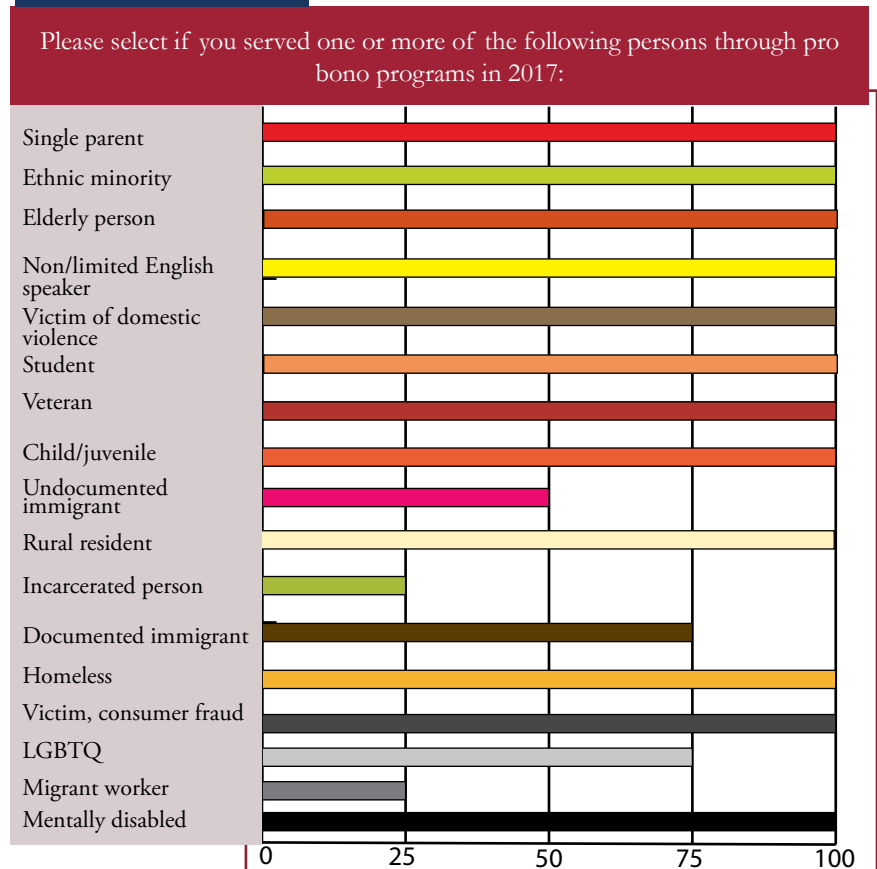


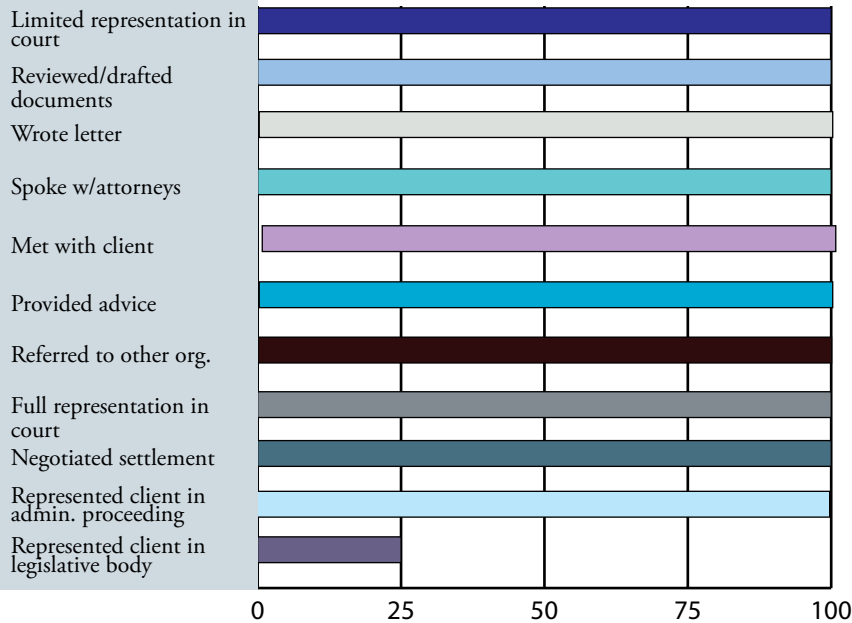
Chart 20



Legal Services Corporation Funded

Chart 21

What types of pro bono legal tasks did attorneys provide through your pro bono programs in 2017?



We specifically asked LSC Providers to tell us about major accomplishments or successes of their pro bono work in 2017, any new pro bono work with which they were affiliated in 2017, and any plans to expand pro bono impact in the future. Here is some of what they told us:

- Legal Aid of East Tennessee (LAET)** reported 61 staff members including 25 attorneys. It reported 380 volunteers for pro bono programs, including 331 pro bono attorneys for 2017. LAET did not report the number of clients served in 2017.

 - LAET reported several successes with its pro bono program in 2017. For example, LAET collaborated with a **Habitat for Humanity and Eastman Legal Department** to provide **estate planning** documents to low-income families. LAET also developed a clinic with the local **Disabled American Veterans** post to provide another outlet for hospitalized veterans.
 - LAET reported new projects including providing general advice in collaboration with local legal bars, assistance in completion of pro se divorce forms, and estate planning clinics.
- Legal Aid Society of Middle Tennessee and the Cumberlands (LASMTC)** reported 76 staff members, including 34 attorneys. It reported 1,046 volunteers for pro bono programs, including 973 pro bono attorneys for 2017. LASMTC pro bono programs served 1,322 clients through legal clinics, 668 clients through limited scope representation, 654 clients through full representation, and 632 clients another way.

 - LASMTC reported that, in 2017, it expanded services in the Gallatin service area through a monthly general advice legal help clinic. LASMTC also collaborated with the **Family Justice Center** in Putnam County and the **Jean Crowe Advocacy Center** to provide legal help to victims of **Domestic Violence**. It worked with the Nashville Bar Association to develop

Legal Services Corporation Funded

a Veterans Project in partnership with **Operation Stand Down Tennessee**. It also extended volunteer resources from Nashville firms across our service area through the work of pillar firms and through an urban-rural partnership.

- LASMTC reported new projects including pro se divorce clinics in Sumner and Maury County, partnerships with **Tennessee Senior Law Alliance** and **Nashville School of Law**, providing access to legal representation for seniors in preparation of wills and POA's, and extending the use of Vidyo technology to connect Nashville firms with clients in rural counties.
- **Memphis Area Legal Services (MALS)** reported 47 staff members including 21 attorneys. It reported 260 volunteers for pro bono programs, including 230 pro bono attorneys for 2017. MALS pro bono programs served 1,980 clients through legal clinics, 111 clients through limited scope representation, and 73 clients through full representation in 2017.
 - MALS reported that awareness of its pro bono program increased in 2017, which was a major accomplishment as it encouraged **greater participation** from new and existing pro bono volunteers. The program began offering regular training opportunities for pro bono attorneys, which also increased participation and ensured that pro bono attorneys were providing the best service to clients.
 - MALS reported new projects including **video conferencing at its weekday advice clinics** to encourage attorneys to participate remotely.
- **West Tennessee Legal Services (WTLS)** reported 42 staff members including 19 attorneys. It reported 62 volunteers for pro bono programs, including 48 pro bono attorneys for 2017. WTLS pro bono programs served 22 clients through legal clinics, 22 clients through limited scope representation, 54 clients through full representation, and 4 clients another way in 2017.
 - WTLS reported several successes from its program in 2017, including developing a monthly clinic at the local **RIFA Soup Kitchen** in Jackson. WTLS also held successful **expungement clinics** in Dyer County and Madison County. WTLS held the Madison County expungement clinic in conjunction with HELP4TN Day to bring awareness to the statewide website and telephone help line that Tennesseans can access to obtain free legal help. WTLS also partnered with the Jackson-Madison County Bar Association and Starbucks to hold a monthly **"Military Monday" legal clinic** for veterans and began a quarterly legal clinic at the Reelfoot Rural Ministries thrift store in Ridgely, Tennessee.
 - WTLS reported new projects including the expansion of its pro bono program to include a full-time Managing Attorney & Pro Bono Coordinator, which is a significant expansion of the program since that position has been part-time for approximately 14 years. WTLS describes clinic programs in Haywood County, Obion County, Benton County, and Henry County planned for 2018.

Non-LSC Funded & Specialized Providers

Like LSC Providers, non-LSC funded and specialized legal service providers (“Legal Providers”) play an integral role in providing Access to Justice in the state, particularly by focusing on providing specialized services and advocacy that LSC Providers are unable to provide. In response to our 2017 Survey, one Legal Provider described their primary service as providing “civil legal services (including immigration) to those of modest means, including those not served by other legal aid agencies. We charge low sliding scale fees based on family size and income. We place some cases with pro bono attorneys for those unable to pay.” Other Legal Providers provided similarly specific descriptions of their work including ending “domestic and sexual violence through public policy, education and direct legal services,” “protecting and improving the laws, policies, and programs which provide dignity and opportunity, including access to health care and food,” and providing “free legal services to low-income eligible migrant farmworkers, with emphasis on employment-related representation.”

Legal Providers serve an especially valuable role in Tennessee Access to Justice Initiatives because they can often serve segments of the population and handle legal matters that LSC 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, and are not subject to the same restrictions that an LSC funded organization must observe in case selection. This allows many Legal Providers to provide enhanced access to legal care to many disadvantaged and vulnerable populations who might not otherwise get help.

This report considers responses from six Legal Providers across Tennessee.

Highlights from Legal Providers include:

- Legal Providers reported 77 staff members including 26 attorneys. The organizations reported 906 volunteers for pro bono programs including 862 pro bono attorneys for their programs in 2017.
- Legal Providers reported that their staff provided legal services in various areas of various areas of law, most frequently including civil rights and immigration—two areas of law that are subject to limitations for LSC Providers. Chart 22 shows the breakdown of LSC Providers reporting that their staff and volunteer attorneys provide services in specific categories of law.

Chart 22

In what areas of law does your organization offer services?

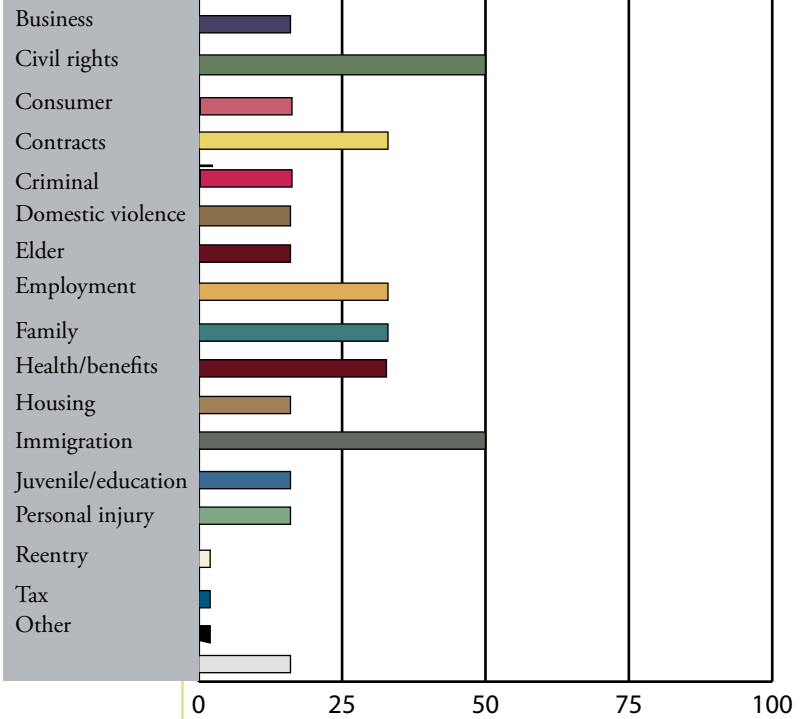
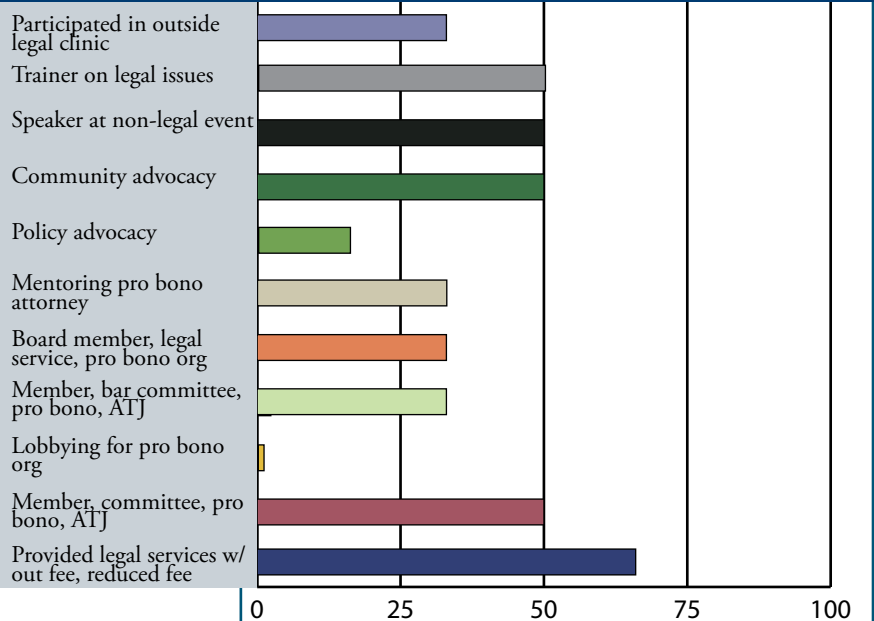


Chart 23

Outside of your staff’s paid job responsibilities, did your staff or volunteers participate in the following pro bono activities in 2017?



Non-LSC Funded & Specialized Providers

- Five Legal Providers reported that their pro bono programs served 1,001 clients through legal clinics in 2017, with 6,228 clients matched with limited scope representation, 189 clients matched with an attorney for full representation, 18 clients matched with an attorney for reduced-fee representation, thousands of clients served through class action litigation, and 304 clients served another way.
- All Legal Providers reported that their staff or volunteers participated in or supported legal clinics outside of their regular job duties. The most frequent types of participation were trainings on legal issues and speaking at legal education events, grassroots community advocacy, and serving on a committee related to pro bono or access to justice. Chart 23 (previous page) shows the breakdown of LSC Providers reporting that their membership participates in pro bono activities in 11 major categories.
- When asked about the total hours provided through their pro bono programs in 2017, six Legal Providers reported a total of 8,144 hours to individuals, 5,037 hours to organizations, 11,683 hours of limited scope representation, and 1,198 hours of full representation.
- Five Legal Providers identified one or more categories of disadvantaged or vulnerable Tennesseans served by their pro bono programs in 2017. Legal Providers most frequently reported serving a single parent and an elderly person. Chart 24 highlights some of the people served by LSC Providers through pro bono services in 2017.
- Five Legal Providers identified one or more categories of legal tasks provided through their pro bono programs in 2017. The most commonly occurring legal tasks reported were providing advice and referring to another organization. Chart 25 highlights some categories of pro bono reported by LSC Organizations through pro bono programs in 2017.
- When asked what other resources are needed by Legal Providers, the most common answers are increased financial support and funding, additional staff and space, and more pro bono attorneys willing to take complex cases.

Chart 24

Please select if you served one or more of the following persons through pro bono programs in 2017:

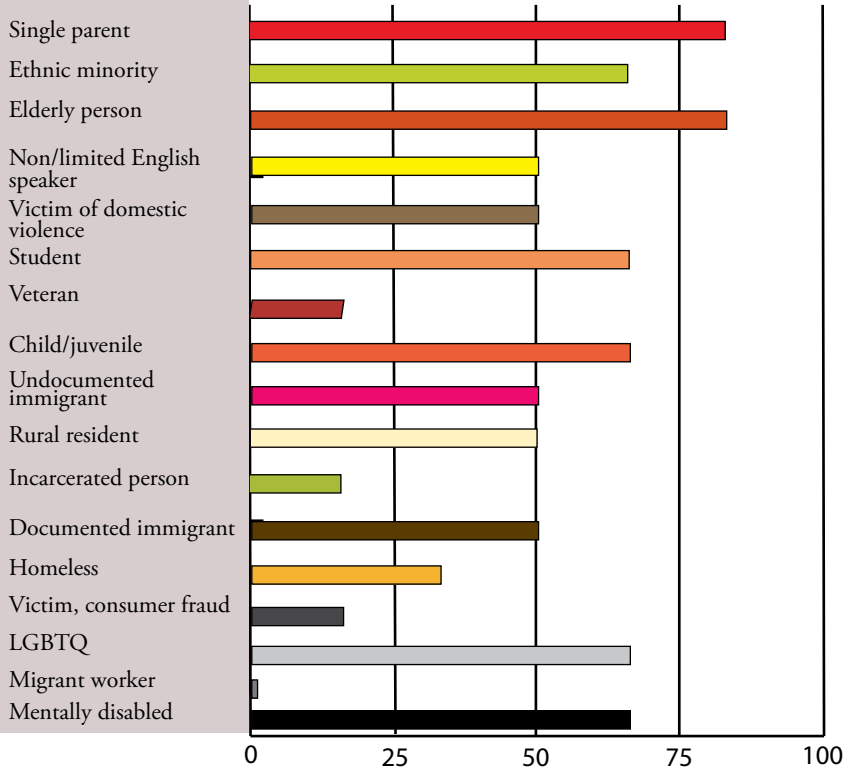
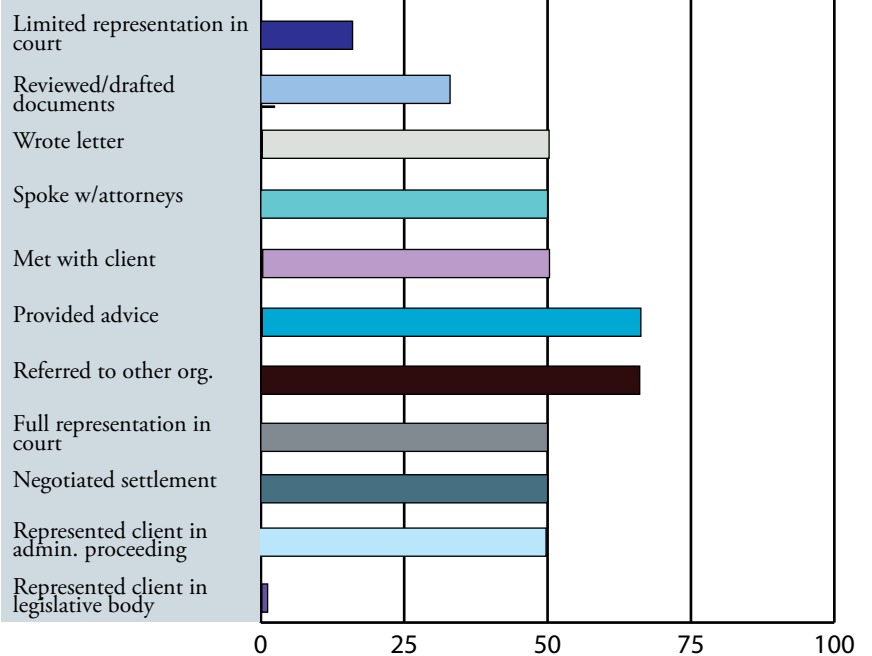


Chart 25

What types of pro bono legal tasks did attorneys through your pro bono programs provide in 2017?



Non-LSC Funded & Specialized Providers

We specifically asked Non-LSC Funded and Specialized Providers to tell us about major accomplishments or successes of their pro bono work in 2017, any new pro bono work with which they were affiliated in 2017, and any plans to expand pro bono impact in the future. Here is some of what they told us:

- **The Arts and Business Council of Greater Nashville** (Volunteer Lawyers & Professionals for the Arts) (VLPA) reported three staff members including one attorney and reported 85 volunteers for pro bono programs including 75 pro bono attorneys for 2017. VLPA pro bono programs served 10 clients through legal clinics, 75 clients through limited scope representation, 14 clients through reduced fee representation, and 304 clients another way in 2017.
 - VLPA reported that its 2017 program provided pro bono legal services to low-income artists of all disciplines, as well as legal and business assistance to emerging nonprofit arts organizations through the **Volunteer Lawyers & Professionals for the Arts** (VLPA) program.
 - VLPA provided legal services for artists and arts organizations, including: drafting and reviewing contracts; protecting your work with copyright and trademark; resolving arts-related disputes; and nonprofit formation. VLPA reported that its ongoing and future programs include or will include legal clinics for underserved populations and CLE programs.
- **Community Legal Center** (CLC) reported 13 staff members including six attorneys. It reported 125 volunteers for pro bono programs including 100 pro bono attorneys for 2017. CLC pro bono programs served 743 clients through legal clinics, 274 clients through limited scope representation, and 171 clients through full representation in 2017.
 - CLC reported that its Immigration Pro Bono Coordinator Project commenced January 1, 2017. The Immigration Pro Bono Coordinator leveraged staff at CLC, Latino Memphis, and MIA by placing cases with volunteers and coordinating education and mentorship programs at the respective agencies. CLC also reported that its **Know Your Rights** events were very successful.
 - CLC reported new programs including assisting with placement of recent immigration needs in Tennessee and helping find volunteers to take other hardship cases arising from **separating children from parents** at the southern border. Once a week a civil staff attorney screens applicants at the lowest income level and assigns cases to pro bono attorneys. Once a week another civil staff attorney screens families who might qualify on a sliding scale fee.
- **Southern Migrant Legal Services**, a project of Texas RioGrande Legal Aid, Inc. (SMLS) reported seven staff members including four attorneys. It reported 10 volunteers for pro bono programs for 2017. SMLS did not report clients served by pro bono programs in 2017.
 - In describing its pro bono program, SMLS told us, “If an attorney contacts us with interest, we will respond. It is hard to work pro bono attorneys into our practice, given the need for Spanish language capability, and we do lots of extended litigation, where [it is] difficult to insert pro bono lawyers on small tasks.”

Non-LSC Funded & Specialized Providers

- **Tennessee Alliance for Legal Services (TALS)** reported nine staff members, including six attorneys. It reported 665 volunteers for pro bono programs including 665 pro bono attorneys for 2017. TALS pro bono programs served 5,879 clients through limited scope representation in 2017.
 - TALS provides pro bono legal services in two primary forms: 1) Providing limited scope advice and referrals virtually via TN Free Legal Answers, and 2) Providing limited scope advice and referrals telephonically via **1-844-HELP4TN**, including the disaster helpline during the **wildfires of East TN** and the **Senior Helpline**. The helpline is open Mon-Fri and the virtual legal advice service, TN Free Legal Answers, is a 24/7 opportunity to get and receive help. In 2017, TALS continued to grow volunteer attorney participation in TN Free Legal Answers and on the helpline. TALS also participated in #HELP4TN day programming in 2017, bringing awareness of free legal resources across the state.
 - In 2017, TALS continued the development of its **Online Legal Wellness Check Up** to identify users' top legal risk areas and connect them with local resources to help address their particular issues, developing online, automated divorce forms for uncontested divorces with no children and few assets, and adding bot technology to www.HELP4TN to make search/navigation process and forms completion conversational and much more user friendly
- **Tennessee Coalition to End Domestic and Sexual Violence (TCDSV)** reported 20 staff members, including four attorneys. It reported two volunteers for pro bono programs and three pro bono attorneys for 2017. TCDSV pro bono programs served four clients through full or reduced fee representation in 2017.
 - TCDSV provides free legal representation and advice to survivors of sexual assault and domestic violence with regard to their civil legal needs relating to the victimization. TCDSV was able to serve a number of clients because several members of its staff are bilingual in English and Spanish. Without these language services, TCDSV reported that it would not be able to serve as many clients.
 - TCDSV reported new projects including legal staff **traveling to rural communities**, and establishing a two-day “pop up” legal clinic to serve rural communities on a quarterly basis.
- **Tennessee Justice Center (TJC)** reported 25 staff members including five attorneys. It reported 19 volunteers for pro bono programs, including 19 pro bono attorneys for 2017. TJC pro bono programs served 14 clients through full representation and thousands of clients through class action litigation in 2017.
 - TJC reported that its 2017 program was successful in leveraging over \$100,000 in pro bono legal services for its clients. TJC worked with law firms to organize pro bono projects around distinct legal issues, such as setting up **Qualified Income Trusts (QITs)** for older Tennesseans seeking to establish their eligibility for the TennCare CHOICES program, which provide long-term care for low-income seniors. TJC also collaborated with firms for other pro bono projects including co-counseling on class action suits or other federal litigation. In each case, TJC attorneys provided training and ongoing technical assistance to pro bono attorneys.
 - TJC reported new projects including developing ongoing pro bono partnerships with law firms and corporate counsel statewide.

Pro Bono Legal Advice Clinics

A legal clinic is an excellent opportunity for attorneys with limited time or experience to provide pro bono services and to network with other attorneys. Across the state, legal clinics (“Clinic Providers”) provide limited scope legal assistance to those in need, often on a walk-in basis. In response to our 2017 survey, one Clinic Provider described their primary service as providing “legal services one evening per month, without a fee, to persons who have limited resources in an effort to address their civil legal needs. We partner with Legal Aid of East Tennessee to take advantage of the knowledge, dedication, and resources of those persons who work for LAET.” Other Clinic Providers provided similar descriptions of their work including “providing mediation services to low-income and other legally underserved groups,” serving “indigent clients age 55 and over who are seeking assistance with civil legal matters,” and providing “holistic civil legal representation to low income elderly.”

Clinics serve a dual triage purpose: they provide limited scope legal counsel and advice as well as more extended legal representation to those who might not otherwise be able to find legal assistance. Clients who participate in a legal clinic are able to sit with an attorney to receive legal advice and information and discuss their needs, remedies, and next steps.

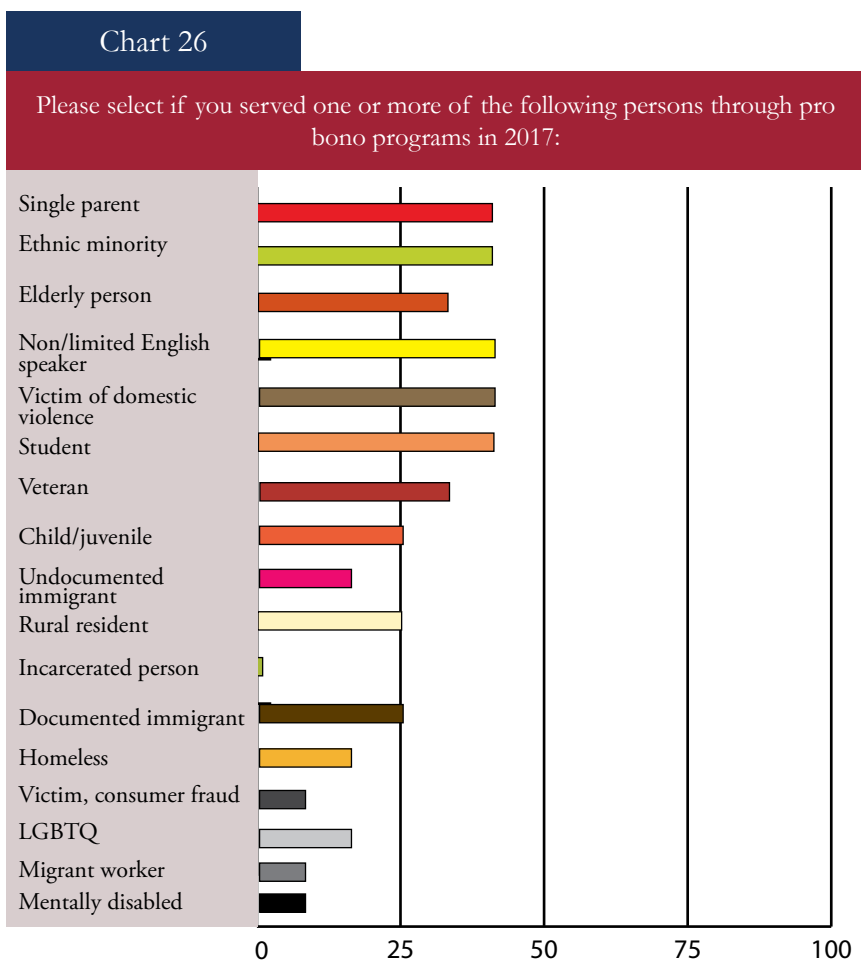
The ATJ Commission maintains a list of clinics across the state. The list is available online on the Access to Justice Website, www.justiceforalltn.com. Some of the Clinic Providers also fall into other report categories such as Bar Associations, Law Schools, and LSC-Funded Legal Service Providers.

This report considers responses from twelve Clinic Providers across the state.

Clinic Provider responses were from three general civil legal clinics, six specialized clinics, and two legal clinics with both general and specialized services. Of those responses, three responses were from clinics serving West Tennessee, four were from clinics serving Middle Tennessee, and six were from clinics serving East Tennessee. Four responses were clinics affiliated with a university or law school, four were clinics affiliated with a LSC-funded organization, two were clinics affiliated with a Bar Association, one was a clinic affiliated with a court, and three were clinics affiliated with a non-profit not previously identified.

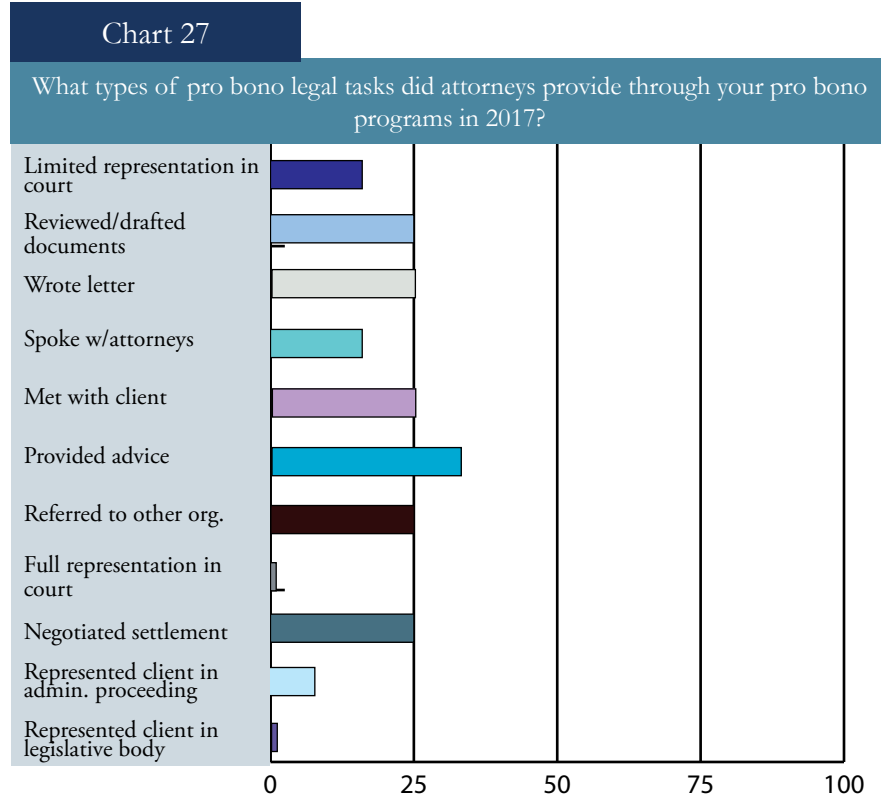
Highlights from Clinic Providers include:

- Twelve Clinic Providers reported an average of 47 volunteers and 63 attorneys for pro bono programs. The Clinic Providers reported approximately 514 volunteers and 663 volunteer attorneys for pro bono and clinic programs.
- Ten Clinic Providers estimated serving approximately 5,250 clients through legal clinics, 300 through limited scope representation, 141 through full representation, 43 through reduced fee services, and over 1,400 served another way.
- When asked about the total hours provided through legal clinics in 2017, seven Clinic Providers reported that they provided an estimated 2,872 hours of pro bono provided to individuals, 600 hours of limited scope representation, and 383 hours of full representation.



Pro Bono Legal Advice Clinics

- Ten Clinic Providers identified one or more categories of disadvantaged or vulnerable Tennesseans served through their legal clinics in 2017. Clinic Providers most frequently reported serving an ethnic minority or non- or limited English speaker. Chart 26 (previous page) highlights some of the people served by Clinic Providers through bono services in 2017.
- Eleven Clinic Providers identified one or more categories of legal tasks provided through their programs in 2017. The most frequent pro bono legal tasks provided were providing counsel and advice, reviewing and drafting documents, and referring to other organizations. Chart 27 highlights some of the categories of pro bono service reported by Clinic Providers in 2017.
- Several Clinic Providers reported collaborating with other organizations in 2017. Four clinics partnered with a community center, six clinics partnered with a house of worship, and three clinics partnered with a bar association.



We specifically asked Clinic Providers to tell us about major accomplishments or successes of their pro bono work in 2017, any new pro bono work with which they were affiliated in 2017, and any plans to expand pro bono impact in the future. Here is some of what they told us:

- **Catholic Charities of TN, Inc.** reported holding a **free immigration clinic**, which provided clients free consultation with an immigration attorney to determine their eligibility for immigration benefits. The clinic helps prevent clients from making errors in their paths to legal status. The organization hopes to expand to two clinics in 2018.
- **The Community Economic Development Clinic of the University of Tennessee College of Law** reported providing free **transactional legal representation to small businesses, nonprofit organizations, entrepreneurs, and artists**. The clinic also conducts “pop-up” clinics related to expungement and powers of attorney for undocumented families.
- **Coparenting Solutions** reported holding a **family clinic** that operates a “clinic in a box” program one Saturday of each month with two to four attorneys, a family mediator, and a few non-attorney volunteers. Attorneys also offer limited telephone assistance. The clinic began a new partnership with a **domestic violence intervention program**, expanded its ability to work with veterans and military families, and grew its attorney pool in 2017.
- **The Dial-A-Lawyer Program of the Nashville Bar Association** reported serving over 450 people seeking help in 2017. The Dial-A-Lawyer Program is a free clinic service in which licensed volunteer attorneys are available to answer legal questions from members of the public who call in to the Dial-A-Lawyer phone line during a two-hour period on recurring Tuesdays in Davidson County.

Pro Bono Legal Advice Clinics

- **The Elder Clinic of University of Memphis School of Law** reported providing holistic representation in a variety of civil legal matters, ranging from **public benefits eligibility, execution of wills and powers of attorney to consumer issues to grandparent adoption, uncontested divorce, restoration of voting rights, and elder abuse** and beyond. The Elder Clinic reported that one of its success stories of 2017 was reuniting a client with her cognitively impaired nephew through necessary legal assistance.
- **The Kingsport Bar Association, the Johnson City Office of Legal Aid of East TN (“LAET”), and the Tennessee Bar Association Young Lawyers Division of the Kingsport Bar Clinic** reported cohosting a recurring clinic in the Tri Cities area, the Kingsport Bar Association Free Legal Clinic. The clinic assisted with **domestic issues, debt, leases, employment and workers’ compensation rights, and estate planning**. It also provided printed LAET materials depending on the type of matter.
- **The Legal Aid Society of Middle Tennessee and the Cumberland (“LASMTC”)** reported that in 2017 LASMTC was able to serve clients from more than one-third of its service area with free legal help clinics. LASMTC was able to enhance the assistance available to veterans in the Nashville, Murfreesboro, Gallatin, and Clarksville service areas by expanding the legal clinic offered through **Operation Stand Down Tennessee** from once a month to a weekly Attorney for the Day program, LASMTC coupled this with providing resources for extended representation through the Nashville Bar Association.
- **The Juvenile Court of Shelby County** reported providing legal advice and help with filling out form pleadings to self-represented litigants regarding **child support related issues** to help them understand and navigate the Juvenile Court.
- **The University of Tennessee College of Law Family Mediation Clinic** reported teaching UT law students in the Family Mediation Clinic to mediate family law and other legal disputes. The students study and develop **mediation skills** through readings and simulations and by serving as mediators in the Knox County General Sessions and Juvenile Court and other settings. In 2017, the clinic expanded its training to include **domestic violence** as well as other family issues.

Law School Sponsored Pro Bono Programs

Tennessee is proud to report that every law school in the state reported that Access to Justice is a top priority at their institution, and this priority is evident in Tennessee law school (“Law School”) sponsored pro bono programs throughout the state. One Law School described its primary service as “to provide an affordable, intellectually rigorous, and practice-oriented legal education. As the sole Law School in the heart of one of America’s great cities, we commit ourselves to community engagement and to empowering our diverse community to pursue justice as a moral virtue and a social good.” Other Law Schools provided similar descriptions of their work including connecting “law students with area attorneys representing indigent clients,” “educating leaders who contribute to the advancement of justice,” and ensuring “that the knowledge and values that we transmit to our students serve[s] the ends of justice.”

In its 2012 Strategic Plan, the ATJ Commission acknowledged the importance of introducing pro bono services to future attorneys while they are still in Law School. Attorneys who perform pro bono work in Law School report that it made them more likely or far more likely to participate in pro bono once they were licensed. Further, attorneys from clinic programs report that law student participation in clinics brings valuable energy and enthusiasm to their programs.

This report considers responses from all Law Schools in Tennessee.

Highlights from Law Schools include:

- Law Schools reported 2,022 law students enrolled in their institutions in 2017, and a total of 856 law students involved with pro bono in 2017. Law Schools in Tennessee reported 438 faculty members, and 66 faculty members involved with pro bono.
- All Law Schools reported that their faculty and staff participated in pro bono activities in 2017 outside their regular job duties. Chart 28 shows the breakdown of Law Schools reporting that their membership participates in pro bono activities in 14 major categories.
- Law Schools did not consistently track how many clients were served through pro bono programs at their institutions, with only two Law Schools

Chart 28

Outside of your staff’s paid job responsibilities, did your staff or volunteers participate in the following pro bono activities in 2017?

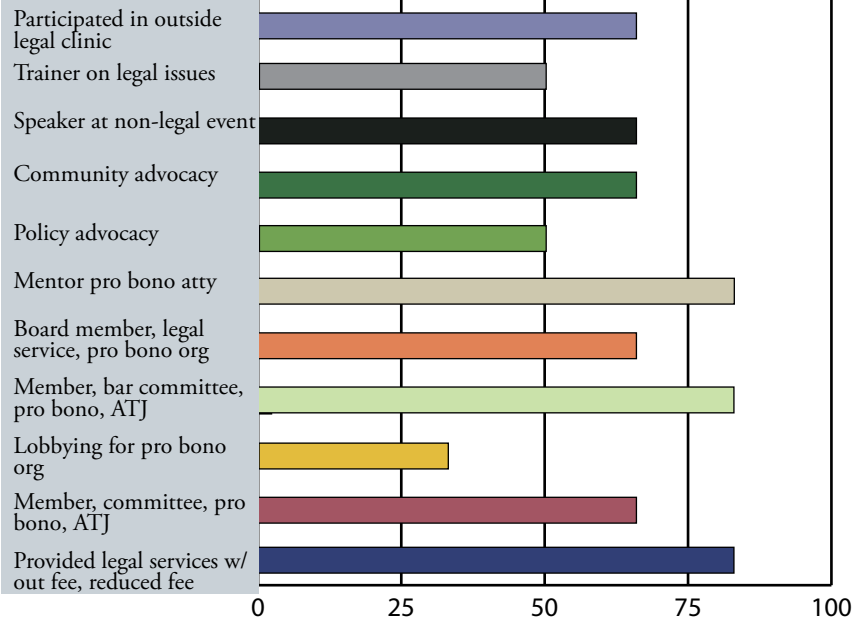
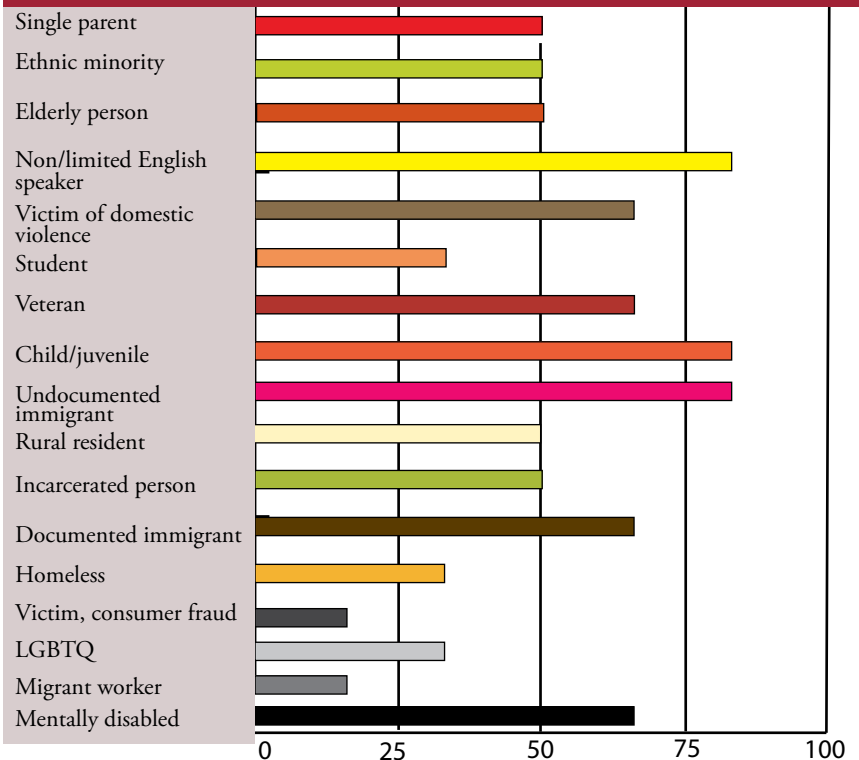


Chart 29

Please select if you served one or more of the following persons through pro bono programs in 2017:



Law School Sponsored Pro Bono Programs

reporting an estimated number of clients served. However, despite the limitations of the data, Law Schools reported more than 500 clients served through clinic programs and approximately 200 clients matched with an attorney for limited scope representation. No Law School was able to accurately report any clients served another way. One Law School was able to report a total of 2,200 hours of pro bono provided to individuals and organizations, and another Law School reported 984 hours of full representation.

- Law Schools reported varying levels of student engagement with pro bono programs, from less than 25% of students to greater than 98% of law students participating in pro bono programs. The majority of Law Schools reported that at least 50-74% of their faculty participated in pro bono programs, and one Law School reported that 99-100% of its faculty participate in pro bono programs.

- Five Law Schools identified one or more categories of disadvantaged or vulnerable Tennesseans served by their membership in 2017. Law Schools most frequently reported serving non- or limited English Speakers, children or juveniles, and undocumented immigrants through their pro bono programs. Chart 29 (previous page) highlights some of the people served by Law Schools through pro bono services in 2017.

- Five Law Schools identified one or more categories of legal tasks provided by their students in 2017. The most frequent types of pro bono legal tasks provided were interviewing and meeting with clients or speaking with other attorneys about the matter. Chart 30 highlights some of the categories of pro bono service reported by Law Schools through pro bono services in 2017.

- 100% of Law Schools reported that they actively encourage students to participate in pro bono activities through recognition programs for pro bono participation, school sponsored pro bono programs, and providing lists of available pro bono opportunities. Chart 31 highlights some of the ways that Law Schools encourage students to participate in pro bono programs.

Chart 30

What types of pro bono legal tasks did attorneys provide through your pro bono programs in 2017?

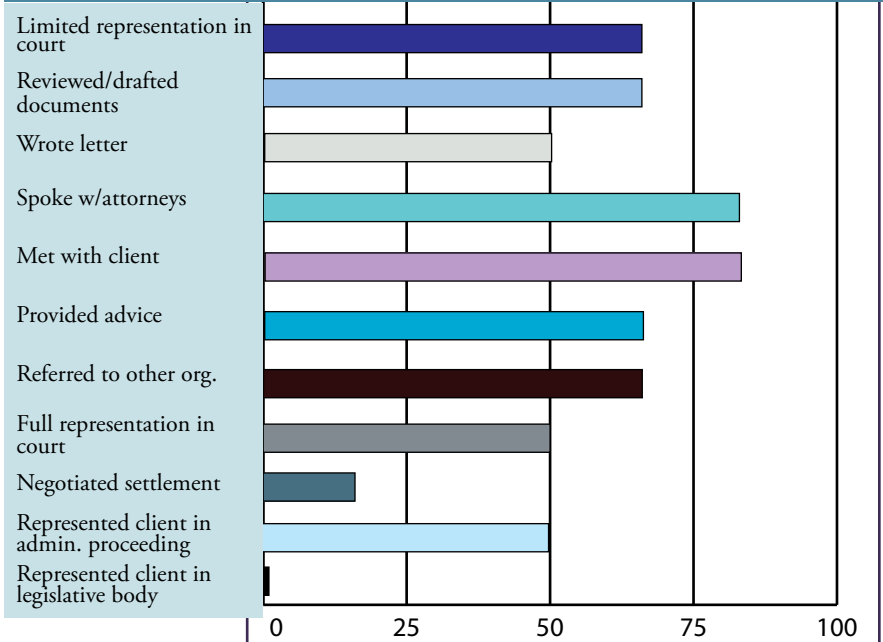
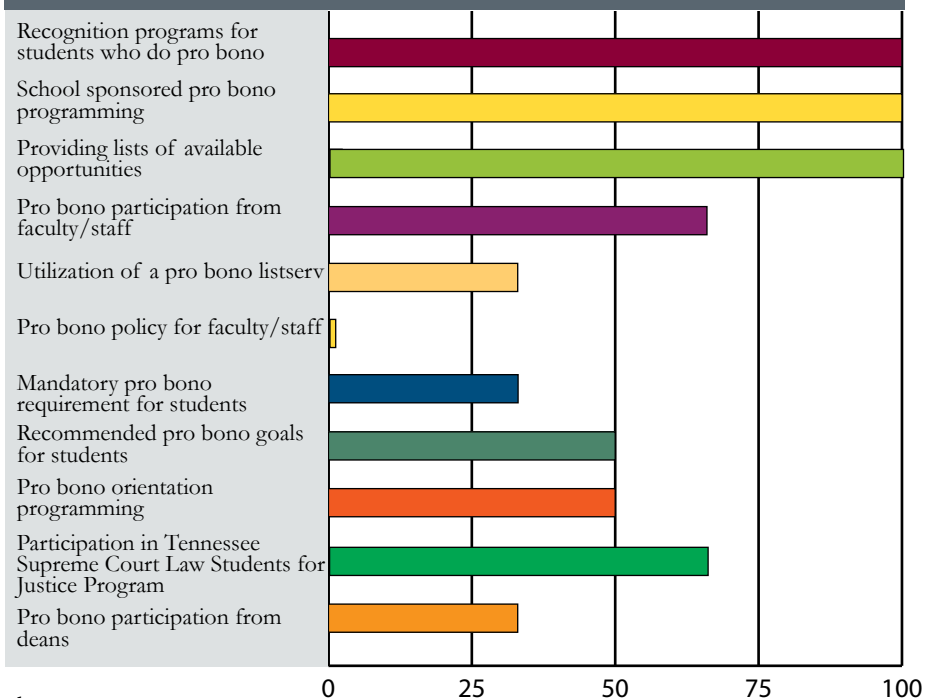


Chart 31

If you actively encourage students to participate in pro bono activities, how do you do so?



Law School Sponsored Pro Bono Programs

We specifically asked Law Schools to tell us about major accomplishments or successes of their pro bono work in 2017, any new pro bono work with which they were affiliated in 2017, and any plans to expand pro bono impact in the future. Here is some of what they told us:

- **Belmont University College of Law (BCL)** reported 25-49% of students and 50-74% of faculty participated in pro bono in 2017. BCL reported that it encourages but does not require students to perform pro bono.
 - BCL reported several initiatives in partnership with outside organizations including Compassionate Counsel, Justice For Our Neighbors, Legal Aid Society of Middle Tennessee and the Cumberland, Magdalene Clinic, Tennessee Bar Association, Tennessee Alliance for Legal Services, and Tennessee Immigrant & Refugee Rights Coalition.
 - Through Magdalene Clinic partnership, BCL students helped women who are part of the Magdalene program to have court costs waived to **obtain or keep their driver's licenses**. BCL also created a new partnership with Legal Aid Society of Middle Tennessee and the Cumberland to help **indigent women** have legal representation in obtaining **orders of protection** with students assisting under limited licenses.
- **Lincoln Memorial University Duncan School of Law (LMU)** reported 99-100% of students and 99-100% of faculty participated in pro bono in 2017. LMU reported that it requires students complete at least thirty hours of pro bono work prior to graduation.
 - LMU reported that it collaborated with several outside organizations for pro bono programs in 2017 including Legal Aid Society of East TN, as well as other legal nonprofits and bar associations.
 - LMU's relationship with Legal Aid of East TN ("LAET") became closer in 2017, when the LAET moved its Knoxville office into a historic building located on the Law School campus, **facilitating pro bono partnership opportunities** for LMU students. The renovation and use of the new LAET building marked the implementation of a long-term partnership intended to serve the community and train future lawyers.
- **Nashville School of Law (NSL)**: reported 10-24% of students and 50-74% of faculty participated in pro bono in 2017. NSL reported that it encourages but does not require pro bono.
 - During 2017, NSL reported that its students were primarily involved in existing legal clinics, unpaid internships with DAs or PDs (not for credit), and hours in excess of those required for NSL's **Wills Clinic and Juvenile Court Clinic**.
 - NSL reported that the legwork done in 2017 led to the successful launch of a Legal Aid Society. With the launch of the Legal Aid Society, the School will play a more active role in existing clinics and will host clinics of its own.
- **The University of Memphis Cecil C. Humphreys School of Law (UML)** reported 75-98% of students and 50-74% of faculty participated in pro bono in 2017. UML reported that it requires students complete at least forty hours of pro bono work prior to graduation.

Law School Sponsored Pro Bono Programs

- UML reported that its students participated in numerous pro bono projects in 2017 including Memphis Area Legal Services clinics, Community Legal Center clinics, Alternative Spring Break, JustCity Expungement Clinics, Veterans' Clinics, Wills for Heroes, Adverse Childhood Experiences Community Workshops, Pro-Se Divorce Clinic, Neighborhood Preservation Clinic, and the Children's Defense Clinic.
- **Alternative Spring Break** also offered a new "Health Law Track" in which many students participated in clinics for legal and physical wellness. UML reported that its **Project Mass Incarceration** would work on wrongful conviction/innocence cases in partnership with lawyers in the community.
- **University of Tennessee College of Law (UT)** reported 25-49% of students participated in pro bono during 2017. UT reported that it does not track the percentage of faculty who participate in pro bono. UT reported that it encourages but does not require students to perform pro bono.
 - UT reported that its 2017 **Alternative Spring Break Program** was a huge success. Thirty-two students gave up their spring break and gave more than 900 hours of pro bono service during spring break. UT sent students to six sites to provide pro bono service. UT Pro Bono is also very proud to have been a part of the **expungement clinic** hosted at the Beck Cultural Center. UT Pro Bono students were able to assist with intakes while clinic students provided advice under the limited practice license.
 - UT reported other partnerships including a **Virtual Legal Advice Clinic**, partnership with Legal Aid of East Tennessee, partnership with the Community Coalition Against Human Trafficking, and partnership with the Children's Hospital Health Law Partnership with Legal Aid of East Tennessee
- **Vanderbilt Law School (VLS)**: reported 10-24% of students participated in pro bono in 2017 and reported that VLS does not track the percentage of faculty who participate in pro bono. VLS reported that it encourages but does not require students to perform pro bono.
 - In 2017, VLS formed many new relationships with community pro bono partners. Its pro bono spring break trip in March 2017 resulted in a number of low-income Mississippians receiving legal services they would not otherwise receive. VLS students also provided legal information and screening to patients through the **Vanderbilt Shade Tree Medical Legal Partnership**. Other VLS students worked remotely on bond motions for detained immigrants in partnership with Southern Poverty Law Center's Southeastern Immigrant Freedom Initiative.
 - In addition VLS students provided community legal education presentations to high school students and **homeless individuals** through their Street Law program. VLS students also developed a partnership with **Project Return** (the Re-entry Entrepreneurship Project).

Law Offices with Pro Bono Policies, Pillar Law Firms, Attorney for Justice Law Offices

Tennessee law firms play a special role in supporting pro bono programs in Tennessee. From the smallest to largest, law firms (“Law Firms”) across the state serve their communities and facilitate the pro bono work of their attorneys. In response to our 2017 Survey, one Law Firm explained that it recently hired two “new lawyers and the firm is actively encouraging them to take cases through Legal Aid to gain experience and get involved immediately in pro bono work.” Other firms provided similar descriptions of their work including reporting, “Our main push has been to get the new associates to take more pro bono or reduced fee cases.” Other firms described goals “to encourage and support more involvement in pro bono with our Chattanooga attorneys,” to provide “more opportunities for non-attorney staff,” and to “continue and expand our efforts through the Pillar Model with Legal Aid of East Tennessee, and explore opportunities for in-house training.”

Among many other ways to encourage pro bono, Tennessee’s Pillar Law Firm model formalizes a more efficient way for Law Firms to accept referrals for pro bono services by training specific Law Firms to accept pro bono assignments within particular high-demand areas of law. The ATJ Commission is interested in understanding the particular needs and resources of Law Firms in order to continue to maximize the impact that firms provide in equal access to justice efforts in the state.

The Pro Bono Coordinator surveyed law offices including those with pro bono policies, Pillar Law Firms, and offices with attorneys recognized as 2017 Attorneys for Justice on their pro bono efforts.

This report considers responses from nearly eighty Law Firms in Tennessee.

Highlights from Law Firms include:

- Seventy-nine Law Firms responded to the survey, with 14 Law Firms reporting primary services in West TN, 39 Law Firms reporting primary services in Middle TN, 23 Law Firms reporting services across the entire state.
- Of the Law Firms who responded to our 2017 survey, firms indicated practice specializations in all surveyed categories of law except for reentry services. Chart 32 shows the breakdown of Law Firms reporting that their attorneys provide services in specific areas of law.

Chart 32

In what areas of law does your organization offer services?

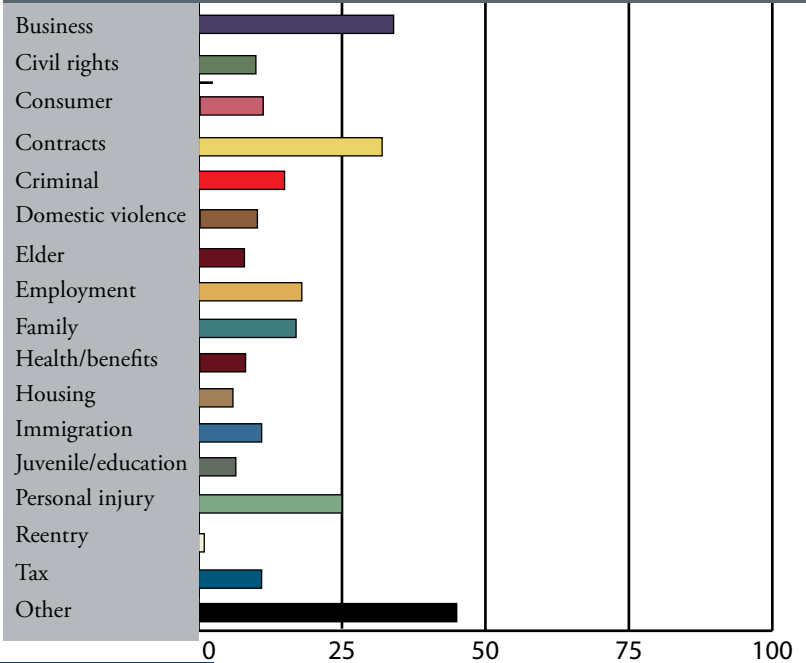
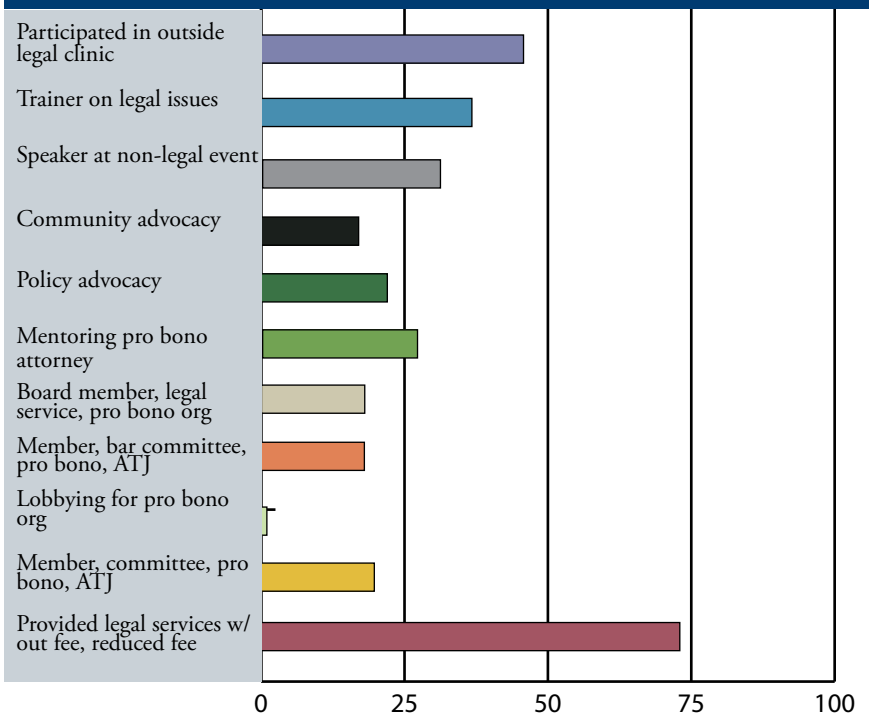


Chart 33

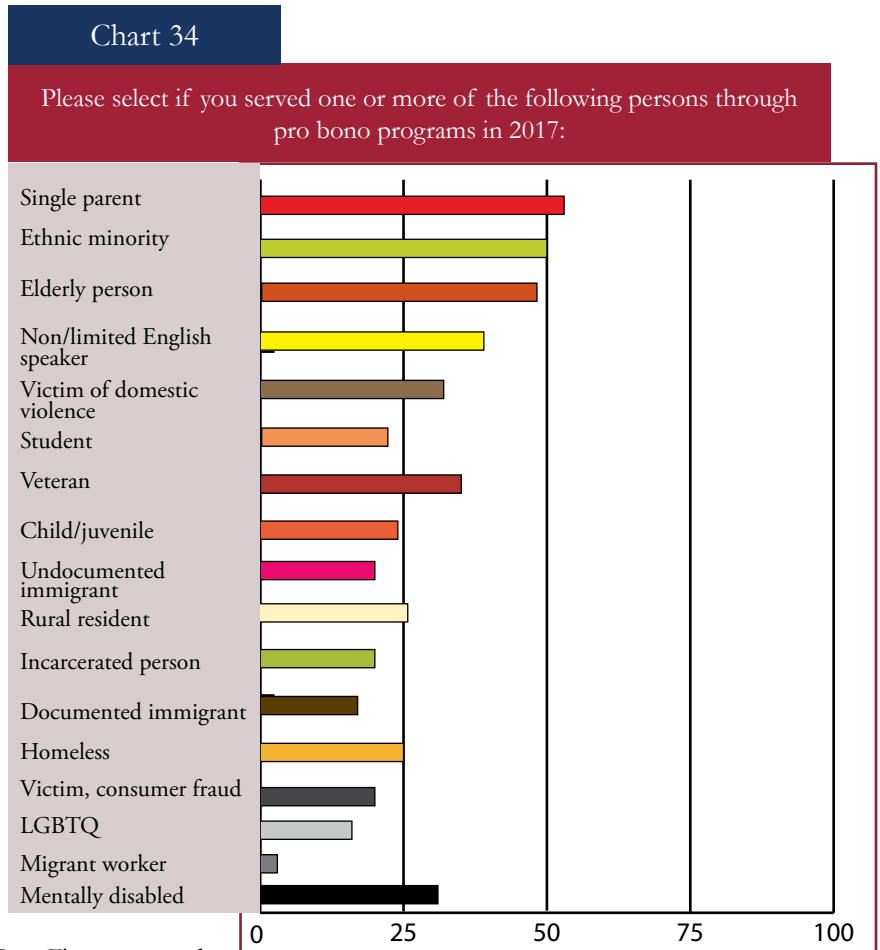
To your knowledge, did one or more members of your firm participate in any of the following pro bono activities in 2017?



Law Offices with Pro Bono Policies, Pillar Law Firms, and Attorney for Justice Law Offices

The responding Law Firms reported employing more than 2,000 attorneys in the state, and reported that more than 675 of their attorneys participated in pro bono activities, with 78 attorneys recognized as Tennessee Supreme Court Attorneys for Justice. In addition, Law Firms reported more than one hundred non-attorney staff who also participated in pro bono programs.

- Five Law Firms reported that their firm was a Pillar Law Firm, 25 Law Firms reported that their firm has a formal pro bono policy in place, 8 Law Firms reported that their entire firm had been recognized for its pro bono work by the Tennessee Supreme Court¹, and 43 firms reported that one or more attorneys at their firm were recognized as an Attorney for Justice.
- Sixty-two Law Firms reported that their attorneys participated in one or more specific pro bono activities in 2017. The vast majority of those respondents reported providing legal services without a fee or at a substantially reduced fee to persons of limited means. Chart 33 (previous page) shows the breakdown of Law Firms reporting that their attorneys participate in pro bono activities in fourteen major categories.
- Fifty five Law Firms reported serving more than 500 clients through legal clinics, more than 230 clients through limited scope representation, more than 380 clients through full scope representation, more than 2,000 clients through reduced fee services, and more than 500 clients another way. Further, fifty-four Law Firms reported providing a total of 28,966 hours of pro bono to individuals, 6,384 hours to organizations, 657 hours of limited scope representation, and 5,539 hours of full representation.²
- Forty-nine Law Firms reported that more than half of their attorneys provided pro bono services, and more than half of respondents reported that 99%-100% of their attorneys provide pro bono services. Law Firms report similar numbers of partners in the firm who do pro bono, which could be a result of a large number of small firms reporting 100% pro bono participation.³
- Fifty-nine Law Firms identified one or more categories of disadvantaged or vulnerable Tennesseans served by their firms in 2017. Law



¹ Notably, only two firms were recognized as Tennessee Supreme Court Law Firms for Justice in 2017, so it is likely that this question is being misinterpreted by those completing the survey, and may need to be rephrased in future years.

² Responding firms who did not provide an estimated number or reported that the estimated number was “unknown” are recorded as 0 for the purposes of this calculation. Responding firms who responded with “hundreds” or “over 100” are recorded as 100 for the purposes of this calculation. For responding firms who provided an estimated range, the highest number of the range is recorded. For responding firms who provided a response with a number “+” or “greater than, more than, etc.” the number provided is recorded without consideration of the “greater than.”

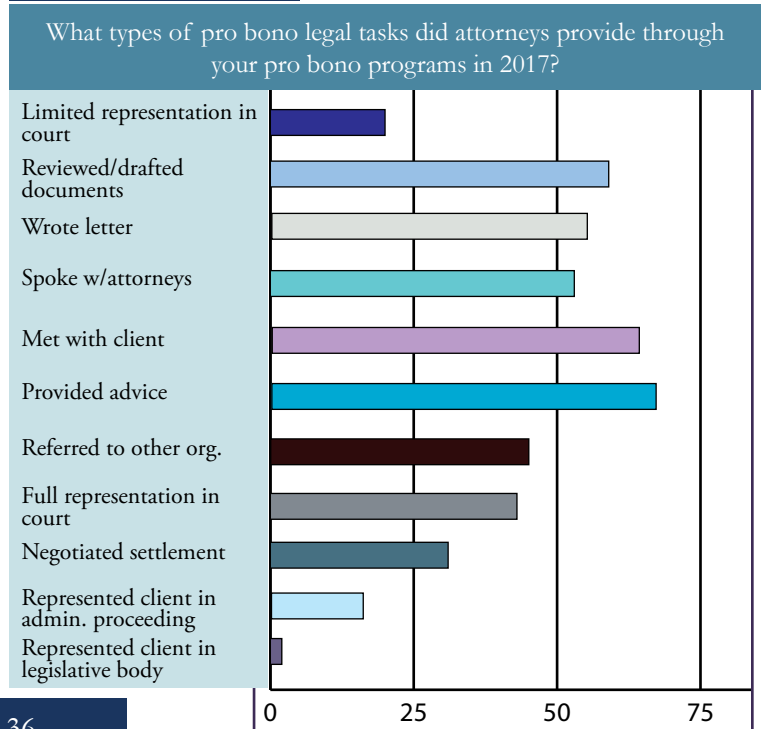
³ Some of the feedback provided in the 2017 Pro Bono Report Surveys indicated that law firms wanted a survey better optimized for solo practitioners. As a result, future reports will consider solo practitioners separately in survey data.

Law Offices with Pro Bono Policies, Pillar Law Firms, and Attorney for Justice Law Offices

Firms most frequently reported serving a single parent, an ethnic minority, or an elderly person. Chart 34 (previous page) highlights some of the people served by Law Firms through pro bono services in 2017.

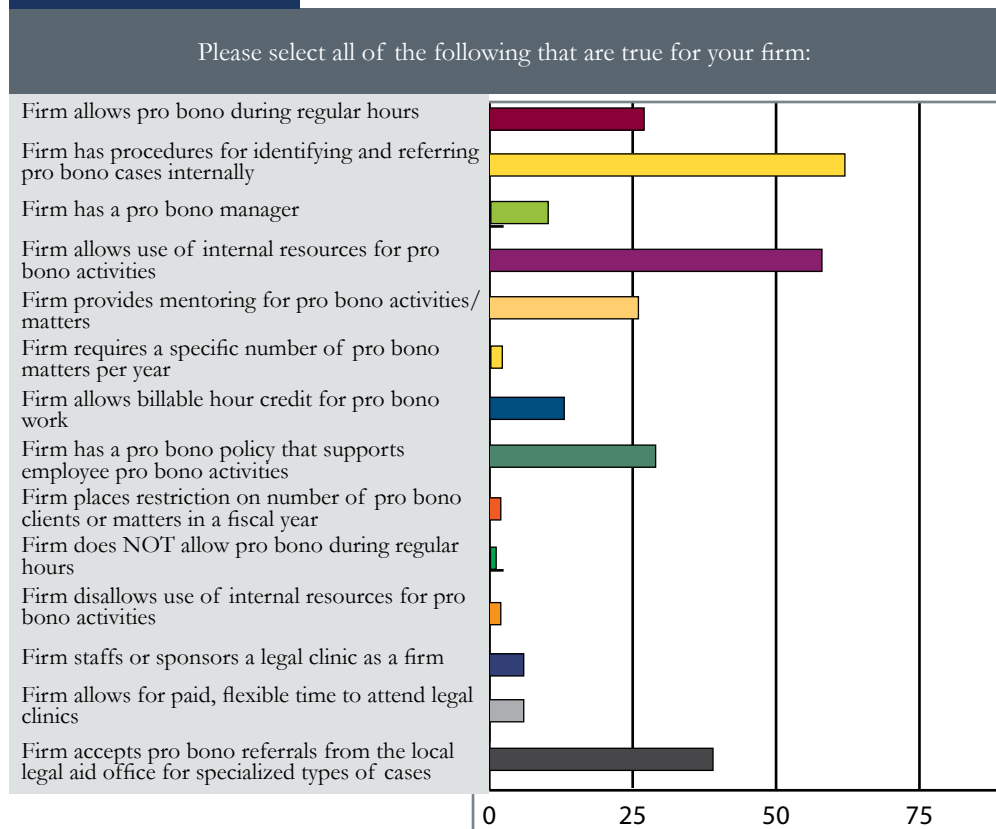
- Sixty-one Law Firms identified one or more categories of legal tasks provided by their attorneys in 2017. The most frequent type of pro bono legal tasks provided were providing advice and interviewing or meeting with a client. Chart 35 (next page) highlights some categories of pro bono service reported by Law Firms in 2017.
- Fifty-eight firms answered questions about whether their firm had formalized or informal pro bono policies. The majority of firms responding noted that their firm allows pro bono during regular business hours and allows use of internal resources for pro bono activities. Chart 36 highlights some of the ways that employers encourage pro bono activities in 2017.
- Of firms who responded to our survey, more than half of the responding Law Firms reported that Access to Justice was a priority to their firm, and more than a quarter rated Access to Justice as a top priority or the most important priority to their firm.

Chart 35



We specifically asked law firms to tell us about

Chart 36



Law Offices with Pro Bono Policies, Pillar Law Firms, and Attorney for Justice Law Offices

major accomplishments or successes of their pro bono work in 2017, any new pro bono work with which they were affiliated in 2017, and any plans to expand pro bono impact in the future. Here is some of what they told us:

- **Bradley Arant Boult Cummings LLP** reported seeing a growth in the number of attorneys doing pro bono work, the number of pro bono hours completed by attorneys, and the amount of charitable donations to organizations that provide legal services free of charge to those of limited means in 2017.
- **Dempsey Law Office** reported providing **criminal justice defense** pro bono with 20 people acquitted of invalid criminal charges.
- **Global Intellectual Property Asset Management** reported advising a single parent on general legal matters regarding a child, and **protecting nonprofit brands against infringement**. Its work included helping a memorial foundation guard against potential fraud.
- **Griffin & Davis PLLC** reported that it **helped many people facing criminal charges** for reduced fees. They told us, “One of the best cases was helping an elderly gentleman with debt collection issues relating to the costs from his two heart attacks so that he could still have enough money to keep his home.”
- **Guyton & Frere** reported that they assisted **elderly persons or persons with disabilities** to obtain public assistance benefits.
- **Haynes, Freeman & Bracey, PLC** reported that they represent two **nonprofits** which educate impoverished children in a third world country.
- **Husch Blackwell** reported that it had a variety of pro bono work in 2017 from **litigation to transactional matters** allowing more attorneys to get involved.
- **Johnson and Johnson, PLLC** reported that it **assisted the elderly** and those with limited resources in receiving legal services through advice, consultation and limited representation.
- **Kinnard, Clayton, & Beveridge** reported that it **represented a single mother in juvenile court** charged with educational neglect due to child’s truancy from school. The firm represented her and counseled her on importance of requiring her child to attend school. The firm also **represented an immigrant** involved in a hit and run while driving for Uber. It negotiated a settlement with the carrier and obtained compensation from the state Victim Compensation Fund. It assisted people who may not have had access to an attorney.
- **Miller & Martin PLLC** reported that it provided pro bono services on a **human trafficking project** through a firm-wide Women’s Network Group. It also provided free advice to organizations and schools including the Children’s Advocacy Center of Hamilton County, Northside Neighborhood House, and Causeway.
- **Parke Morris** reported that it settled several **consumer fraud** cases. Handled appeal from order of protection resulting in trial and

Law Offices with Pro Bono Policies, Pillar Law Firms, and Attorney for Justice Law Offices

victory in Shelby County Circuit Court.

- **Patterson Intellectual Property Law, PC** reported that it negotiated a settlement favorable to one of our pro bono clients who manages a website for **sexual assault survivors**. The dispute involved ownership of information shared on the website, including survivors' stories.
- **Phillips & Associates** reported that it successfully represented **childcare licensees** in administrative/Chancery proceedings, and assisted with **grandparent adoption**.
- **Podis & Podis** reported that it provides pro bono **bankruptcy services**, and reported that it has discharged thousands of dollars in debt for pro bono clients.
- **Saev Hernandez Immigration Practice, PLLC** reported that it facilitated **Welcoming Tennessee Naturalization Clinics**, held quarterly with the Tennessee Immigrant and Refugee Rights Coalition (TIIRC). The firm also represented **active duty military** personnel seeking permanent residence for immediate family members on a pro bono basis.
- **Sengkhoumany Law** reported that it provided mentorship for other attorneys and assisted in a Board of Immigration Appeal for a **detained asylum seeker**.
- **Smith & Hirsch, PLC** reported that it represented a **community development corporation** in contract negotiations and a local church in real estate and other legal matters.
- **Supportive Services for Veterans** reported that it serves Nashville's most vulnerable with their legal issues. The firm settled many **eviction cases** that allowed the client to rent another place by classifying the case as "possession only" and enrolling the client in a payment plan. The firm also expunged many charges from client's records, which was helpful when seeking employment. The firm provided limited scope and full representation, and participated in local legal clinics.
- **Waller Lansden Dortch & Davis PLLC** reported that it represented many individuals in **Order of Protection hearings** in state courts and partnered with LASMTC on Order of Protection hearings and with **Operation Stand Down**.

Faith-Based Providers – Tennessee Faith and Justice Alliance

The Tennessee Faith and Justice Alliance (“TFJA”) is an alliance of faith-based groups (“Faith-Based Providers”) in Tennessee who commit to providing legal resources to their congregations and communities. In response to our 2017 Survey, one Faith-Based Provider described their primary service recognizing “the important connection between the faith community and opportunities to provide greater access to justice to those in need” and allowing “the faith community to serve spiritual needs and provides an opportunity for individuals to get plugged into a faith body and greater support community.” Other Faith-Based Providers provided similar descriptions of their work including hosting “a monthly walk-in legal clinic in an underserved area of West Nashville,” providing “a bi-weekly clinic at [a community] kitchen for low-income people,” and providing “free legal advice clinic bi-monthly to answer legal questions and provide legal referrals to those who cannot afford an attorney.”

The ATJ Commission created the TFJA on the premise that many individuals with legal issues will first seek assistance at their local houses of worship. The TFJA connects religious communities with legal communities in various forms across the state on a case by case basis; developing and planning clinic projects, assisting with pro bono referral projects, connecting resources, conducting trainings for pastoral leadership and CLE opportunities, conducting interpreter and mediator trainings, and more. The TFJA not only expands and complements the existing network of pro bono services provided in the state, in some cases, the TFJA can be effective in providing pro bono resources to communities in new ways that might not be effective otherwise.

This report considers responses from seven Faith-Based Providers in Tennessee.

Highlights from Faith-Based Providers include:

- Seven Faith-Based Providers reported serving more than 1,000 clients through pro bono programs in 2017. Faith-Based Providers reported serving approximately 680 clients through clinic programs, 475 clients through limited scope representation, 45 clients through full representation, and 140 clients another way.
- Responding Faith-Based Providers estimated

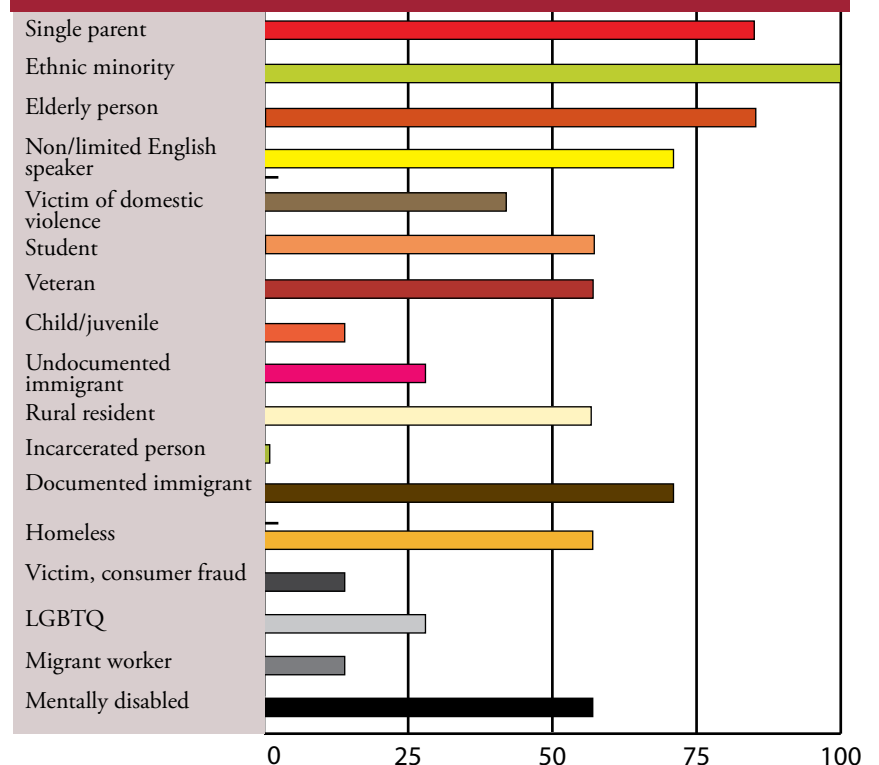
Chart 37

Did your organization, or a representative, participate in any of the following programs through the Tennessee Faith & Justice Alliance in 2017?



Chart 38

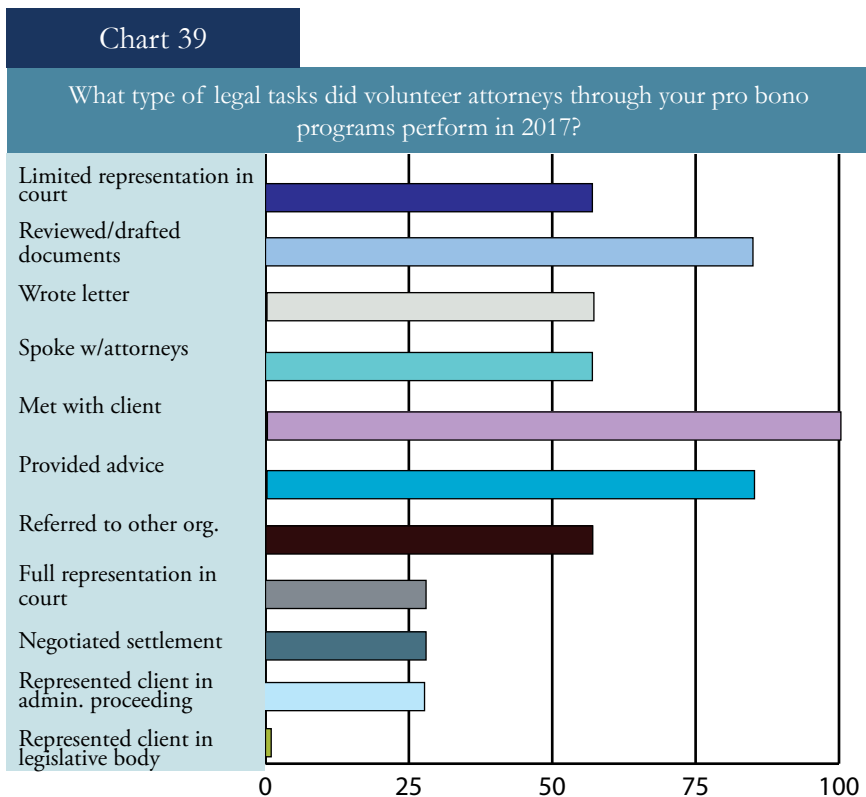
Please select if you served one or more of the following persons through pro bono programs in 2017:



Faith-Based Providers – Tennessee Faith and Justice Alliance

providing over 1,000 hours of pro bono, including 418 hours to individuals, 669 hours to organizations, 205 hours of limited scope representation, and 579 hours of full scope representation.

- All Faith-Based Providers reported participating in TFJA free legal advice clinics in 2017, and more respondents reported participating in Community Legal Education Programs and the Tennessee Access to Justice Commission Faith-Based Committee. Chart 37 (previous page) shows the breakdown of Faith-Based Providers reporting that they participated in TFJA programs in 2017.
- All seven Faith-Based Providers identified one or more categories of disadvantaged or vulnerable Tennesseans served by their programs in 2017. Faith-Based Providers most frequently identified serving an ethnic minority or elderly person through their programs. Chart 38 (previous page) highlights some of the people served by Faith-Based Providers in 2017.
- All seven Faith-Based Providers also identified one or more categories of legal tasks provided by their membership in 2017. The most frequent type of pro bono legal tasks were providing advice and interviewing or meeting with the client. Chart 39 highlights some categories of pro bono service reported by Faith-Based Providers in 2017.



Faith-Based Providers

We specifically asked Faith-Based Providers to tell us about major accomplishments or successes of their pro bono work in 2017, any new pro bono work with which they were affiliated in 2017, and any plans to expand pro bono impact in the future. Here is some of what they told us:

- **American Muslim Advisory Council** (“AMAC”) reported partnering with the TFJA for an **expungement clinic** in Bolivar, a **clergy training** in Memphis, a **Small Business Legal Workshop** in Jackson, a **Know Your Rights/ Legal Training** in Murfreesboro, and one-on-one attorney sessions at the annual **Women’s Conference** in Nashville. Many individuals got their record and tickets expunged through these programs and were able to gain the legal advice of an attorney in various capacities.
- **Chattanooga Gospel Justice Initiative** (“GJI”) reported regular once-a-month office hour clinics in a local church and fostered new partnerships with community organizations, which will continue to expand opportunities to improve access to justice in the Chattanooga region. In 2017, the program hosted its **“Office Hour” clinics** and partnership clinics with Legal Aid of East Tennessee. GJI hopes to maintain partnerships with community veterans’ organizations.
- **Cross Point Legal Clinic** reported good participation from attorney volunteers in 2017 and decent client turnout at its monthly walk-in clinic. Several clients received help resolving **family law matters**. One client obtained assistance to expedite his naturalization application so that his benefits would not lapse; this client obtained his legal citizenship with the assistance of our attorney volunteers and was able to keep receiving benefits without interruption. The clinic provides advice and representation to indigent members of the West Nashville community through a **monthly walk-in legal advice clinic** and through referrals from other legal service organizations.
- **Karnes Legal Services** reported that in 2017 it served many needy people in the community mentally, physically, emotionally, financially, spiritually and legally. Karnes reported that, “Not only does my Law office do pro bono, I have formed a nonprofit organization, **Karnes Kids**, which provides housing, food, clothes, school supplies, shoes, bedding, computers, printers and etc. to needy.”
- **Presbyterian Legal Assistance Network** (PLAN) reported providing a **bi-weekly clinic** at the Presbyterian Church’s kitchen for low-income people, “Loaves and Fishes”, for 1 hour. PLAN provides direct on-site services and uses this for referrals to the office for more substantial legal assistance as well. It has existed for 2 years and will continue. PLAN continues to provide legal assistance, which helped secure health care, unemployment compensation, housing, and divorce.
- **Lipscomb’s Fred D. Gray Institute for Law, Justice, and Society** reported providing a free legal advice clinic bi-monthly to answer legal questions and provide legal referrals to those who cannot afford an attorney. In association with St. James Missionary Baptist Church, the clinic provides free legal advice to those who attend the clinic.
- **Tennessee Immigrant and Refugee Rights Coalition** (TIRRC) began to collaborate with the TJFA for its free legal clinics in 2017. TIRRC reported that it is a statewide, immigrant and refugee-led collaboration whose mission is to **empower immigrants and refugees** throughout Tennessee to develop a unified voice, defend their rights, and create a positive image.

Mediation Providers – Community Mediation Centers & Rule 31

Particularly for those who may be unable to afford extended representation, mediation can serve as an appealing way to resolve legal disputes. Thankfully, there are many providers who offer free or reduced cost mediations, and these mediations serve as an important pro bono resource in Tennessee.

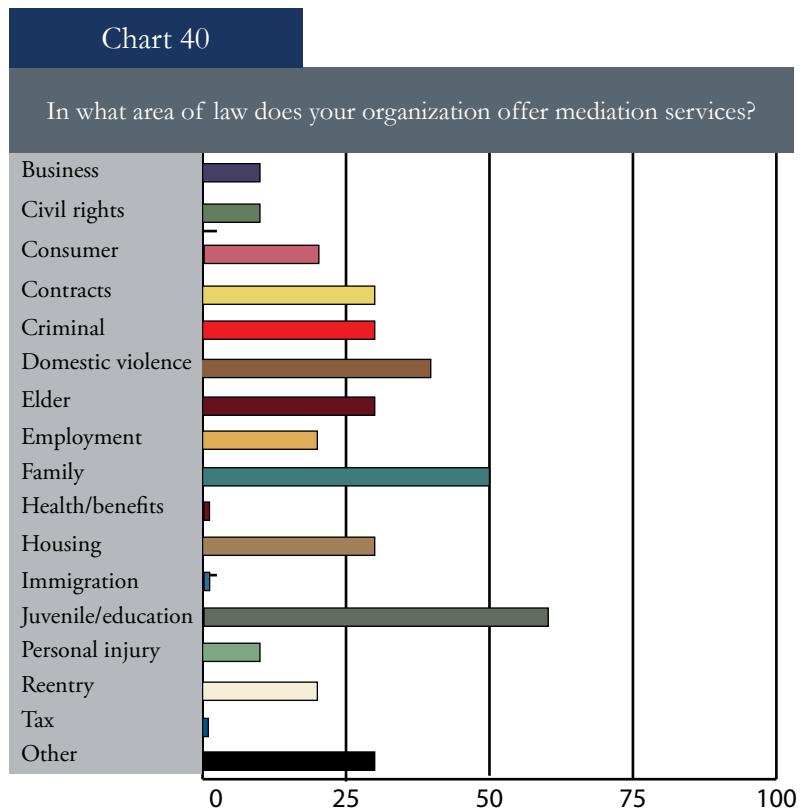
In Tennessee, there are two major types of pro bono mediators: (1) Non-profit community mediation centers that provide pro bono mediation services to low-income residents across the state (“Mediation Providers”), and (2) Rule 31 Mediators, which individuals who provide mediation services pursuant to Supreme Court Rule 31 in order to provide individual pro bono services (“Rule 31”).

Mediation Providers partner with local courts to provide a range of free or low-cost (sliding scale) mediations to those who are most vulnerable in the court system - namely, self-represented litigants. The AOC supports these centers through limited grant funding designed to increase low-income Tennesseans’ access to mediation services. In response to our 2017 Survey, one Mediation Provider described its primary service as “to conduct excellent mediation services regardless of parties’ ability to pay, using trained volunteer co-mediators.” Other Mediation Providers provided similar descriptions of their work including providing “free and sliding-scale mediation to help participants de-escalate conflict and restore family, housing, school, and neighborhood stability,” providing “victim offender and community mediation services in Generals Sessions and Juvenile Courts in the counties served,” and offering “conflict resolution classes and parent education on a sliding scale.”

This report considers responses from ten Mediation Providers across Tennessee.

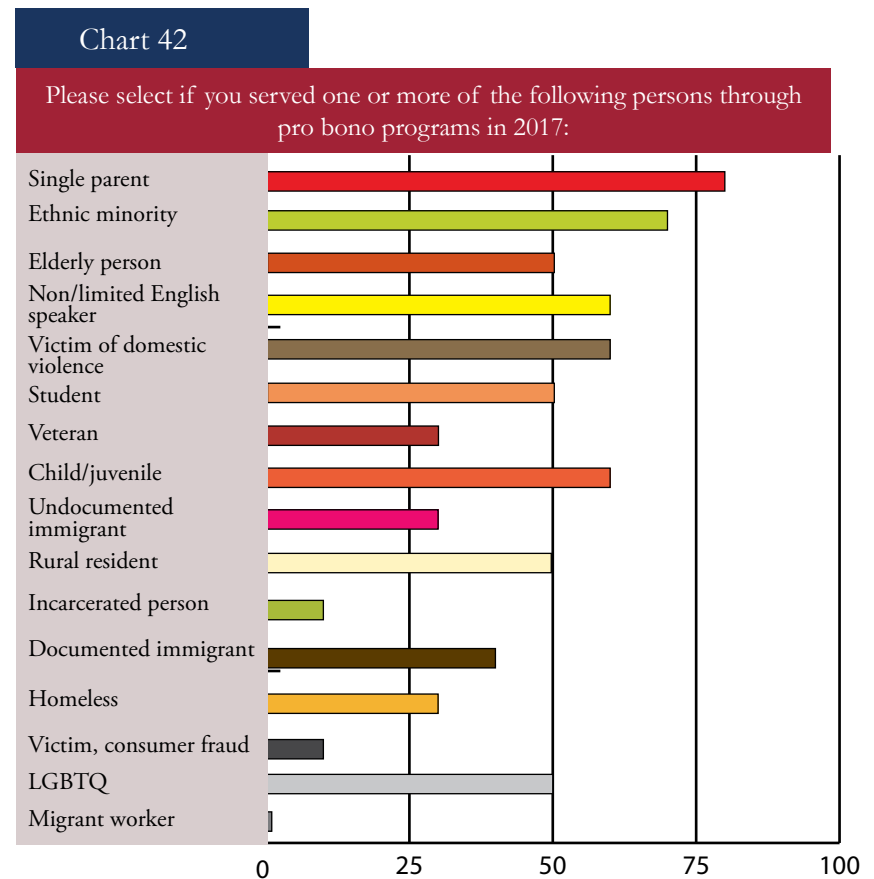
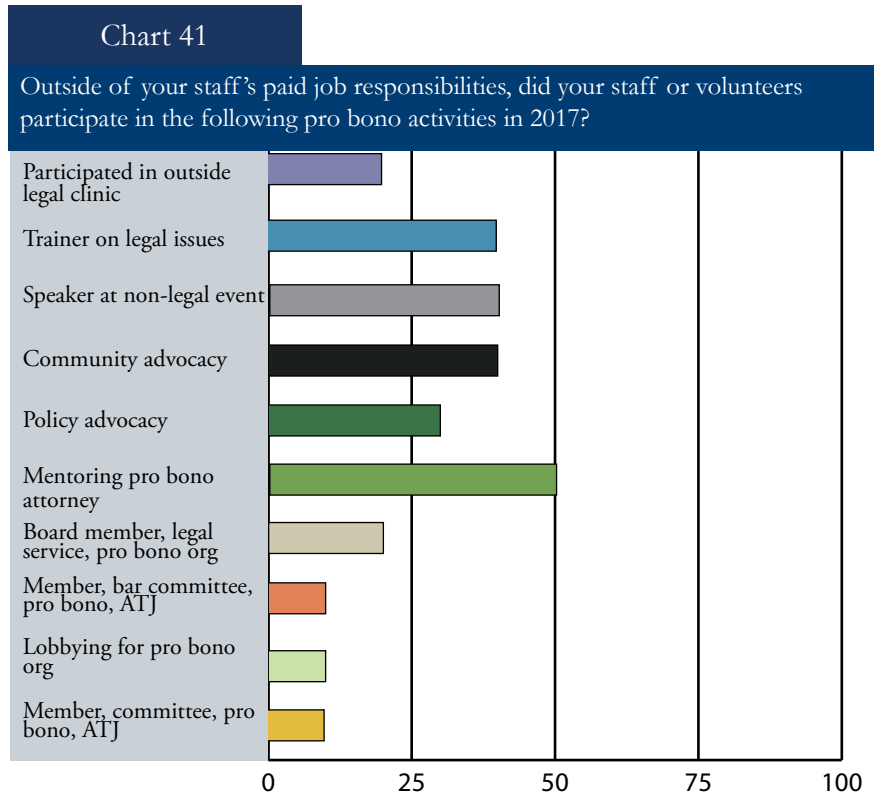
Highlights from Mediation Providers include:

- Ten Mediation Providers consisting of approximately 83 paid staff members, 8 paid staff mediators, 173 total volunteers for pro bono programs, and 165 volunteer mediators for pro bono programs, were able to serve 2,424 clients with free mediations, 986 clients with reduced fee mediation, and 1,713 clients another way in 2017.
- Mediation Providers reported providing 7,860 hours of pro bono to individuals and 370 hours of pro bono to organizations in 2017.
- Mediation Providers reported that their organization offered services in many areas of civil law. The most common area of law that Mediation Providers offered services was juvenile/education. Two Mediation Providers indicated that they did not specialize in any area of law. Chart 40 shows the areas of law in which mediation providers offers pro bono services.
- Less than half of Mediation Providers reported that their staff or volunteers participated in pro bono activities outside of their regular job duties. The most commonly occurring activity was supervising or mentorship to another attorney or mediator providing pro bono representation. Chart 41 (next page) shows the breakdown of Mediation Providers reporting that their membership participates in pro bono activities in ten major categories.



Mediation Providers – Community Mediation Centers & Rule 31

- Eight Mediation Providers identified one or more categories of disadvantaged or vulnerable Tennesseans served by their membership in 2017. Mediation Providers most frequently reported serving a single parent. Chart 42 highlights some of the people served by Mediation Providers through pro bono services in 2017.



Mediation Providers – Community Mediation Centers & Rule 31

We specifically asked Mediation Providers to tell us about major accomplishments or successes of their pro bono work in 2017, any new pro bono work with which they were affiliated in 2017, and any plans to expand pro bono impact in the future. Here is some of what they told us:

- **Community Mediation Center (CMC)** reported providing a free **Mediator of the Day program** in collaboration with Knox County General Sessions Court, and provided free services to the Knox Office of Neighborhoods and the Knox County Police Citizen Complaints. It also took pro bono referrals to Rule 31 Mediators, and assisted with many types of family law matters. CMC not only screens, schedules and mediates cases using 50 volunteers, but also refers people to services they need before or after mediation. CMC has been able to create a list of attorneys who agree to do a limited scope of representation for CMC mediation clients who are going through divorce and post-divorce mediation and need help with creating pleadings and filing once the agreements are finished. In 2017, CMC received a NAFCM 2-yr grant to create a replicable elder mediation program serving the needs of the aging population in Knoxville.
- **Community Reconciliation, Inc. (CR)** reported a 100% satisfaction rate on feedback surveys from parent and youth for mediation services provided through their organization. Clients thanked CR for providing the opportunity to talk and ask questions during the mediation process.
- **Exchange Club Family Center** reported offering **family mediation for custody and visitation issues** to individuals regardless of their ability to pay. Exchange Club held five mediations in 2017, which resulted in agreements and increased parenting time for the noncustodial parent. Other mediations resulted in temporary plans which including counseling and other psycho-education services for one or both parents. Exchange will continue providing services on a sliding fee scale in the future.
- **First Judicial District Court Clinic (Court Clinic)** reported 90% of the clients it served in 2017 resolved their issues. In addition to mediation services, Court Clinic conducts forensic evaluations as ordered by the Court. A forensic psychologist conducts the evaluations on a pro bono basis. The Coordinator of the program conducts mediations twice a week in Juvenile Court throughout the year.
- **Nashville Conflict Resolution Center (NCRC)** reported relieving the courts of a significant burden through its mediation services. NCRC helps structurally disadvantaged people **stabilize housing and avoid homelessness**, helps people de-escalate conflicts and avoid further court/police intervention and violence, **helps juveniles resolve conflicts** and avoid exclusionary discipline, expulsion, or arrest, and helps parents/guardians stabilize child sharing to reduce stress, trauma, and emotional violence. NCRC also reported that it launched a Police & Citizen Mediation Program in partnership with MNPD in 2017, which was a new initiative.
- **The Family Center** reported providing **parenting classes** to families dealing with the stress of divorce, post-divorce, separation, and/or custody or other issues, but does not provide mediation services. The Family Center has served 72 parents to date in the AOC-funded Positive Parenting class. Over 67% of the parents we serve experienced the separation or divorce of their own parents, compared to 23% in the original Adverse Childhood Experiences (ACEs) study, a study that revealed how early trauma impacts health and well-being for a lifetime. The class helps parents discuss how the stress of divorce and their other early experiences influenced them and how to mitigate that for their own children.
- **The Mediation Center** reported providing mediations for both civil and family law cases based on a sliding scale/income based fee. In 2017, the Mediation Center formed stronger judicial partnerships and strengthened **partnerships with schools** and school staff.
 - The Mediation Center also offered Domestic Violence certification training for mediators in October of 2017. The Mediation Center reported that it is finalizing the creation of a “self-help” kiosk in the office where pro se parties will have a computer with pre-set access to pertinent legal websites and resources for aid in TN, including the “HELP4TN” sites as well as handouts, forms, and other written materials to help them navigate the legal system. Ongoing projects include a rotating “general” Legal Aid clinic in Maury County.

Pro Bono Recognition

In an effort to increase the number of attorneys and law offices providing pro bono services to those who cannot afford legal costs, the Tennessee Supreme Court has an extensive recognition program. The Court honors all attorneys providing at least 50 hours of service annually, with a goal of increasing statewide pro bono work to 50 percent participation. In the program, attorneys meeting the Court's minimum goal of 50 pro bono hours annually will be named "Attorneys for Justice" by the Tennessee Supreme Court. The program is entirely voluntary and based on self-reporting. The Court also recognizes Law Students for Justice as well as Attorneys for Justice (Law Firm Division).

Thanks to the generosity of so many, Access to Justice has become a reality for many disadvantaged Tennesseans and the following have received recognition at Attorneys for Justice.

- In 2017, the Supreme Court recognized 522 attorneys as Attorneys for Justice. Each attorney provided 50 or more hours of pro bono service in the 2015 calendar year.
- The attorneys who were recognized reported a total of over 94,200 hours of pro bono service provided during 2016.
- Sixty-four attorneys each reported providing 300 hours or more hours of pro bono service in the 2016 calendar year.
- Two law firms submitted an application for recognition directly to the AOC and were recognized as Law Firms for Justice for pro bono work done by their attorneys. These offices provided an average of 50 or more hours per attorney during the 2017 calendar year.
- In 2017, 141 Law Students for Justice were recognized for performing 50 or more hours of pro bono legal work over the course of their law school careers.

Conclusion

In 2017, Tennessee met a long-standing goal of the Tennessee Access to Justice Commission of having more than 50% of Tennessee Attorneys reporting pro bono hours annually. Tennessee attorneys reported 652,555 hours of pro bono legal services in Reporting Year 2017. Using a standard hourly rate of \$200.00, the value of these services is estimated to be more than \$130,511,000 in free legal services to Tennesseans in need.

This pro bono report demonstrates the variety 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 or services per Supreme Court Rule 8, Section 6.1.

The Tennessee Supreme Court ATJ Commission is proud to highlight the extensive pro bono efforts of organizations, attorneys, and law students in this annual report.