



SUPREME COURT/WSBA BOARD OF GOVERNORS MEETING

Friday, March 11, 2022
9:00 AM to 12:00 PM

Zoom: <https://wsba.zoom.us/j/85439566115?pwd=OE1WUk1ZYXBHZDRscUhyOFBTL1N0dz09>
Meeting ID: 854 3956 6115 | Passcode: 699911

AGENDA

- 1. **Welcome & Introductions**, Chief Justice Steven González
- 2. **WSBA Updates**, President Brian Tollefson
 - a. **Discussions Re WSBA’s Structure**.....2
 - b. **Task Force Team Administering Xenial Involvement with Court Appointed Boards**,
Past Pres. Kyle Sciuchetti and Executive Director Terra Nevitt.....7
 - c. **February 2022 Bar Exam**, Chief Regulatory Counsel Renata Garcia11
 - d. **Membership Survey**, Treas. Bryn Peterson and Chief Communications Officer Sara
Niegowski18
 - e. **Board & Executive Leadership Team Building Retreat**
- 3. **Additional Discussion Topics**
 - a. How WSBA Could Better Serve Its Members

Examining the Historical Organization and Structure of the WSBA (ETHOS of the WSBA)

Approved by the Board of Governors January 13, 2022

The Washington State Supreme Court has requested that the Washington State Bar Association convene a process to examine the structure of the WSBA. By motion, the Board of Governors has agreed to that request and will schedule eight meetings between January 2022 and August 2022, in which to educate itself on important issues impacting integrated and voluntary bar associations, collect public comment and provide an appropriate recommendation or recommendations to the high court.

CHARTER

The Board of Governors will review and assess the current structure of the WSBA in light of recent case law implicating rights under the First Amendment (Freedom of Speech and Freedom of Association). The process will collect information regarding the experiences of other states that have either recently changed their organizational structure, or are considering whether to do so. The process will also consider the cost of any structural change to its membership and what effect structural change, if any, will have on 1) diversity, equity and inclusion and any impact on marginalized communities, 2) the regulatory division of the bar; 3) WSBA Sections and 4) Washington State Supreme Court Boards, 5) the Access to Justice community, 6) the public, and 7) the membership of the WSBA.

The Board of Governors will invite presentations from those with subject matter expertise or have relevant experience with mandatory or voluntary bar associations in other parts of the country.

The Board of Governors will solicit input and active participation from stakeholders including but not limited to WSBA leadership and staff, WSBA sections, committees, councils, the Access to Justice Community, Supreme Court Boards, minority bar associations and interested members of the public.

The Board of Governors will receive and share knowledge and have open, collaborative, and respectful conversations. The eight meetings will generally be open to the public, except in the rare circumstance in which the Board of Governors must meet in executive session in order to consider legal advice from its attorney.

The Board Governors will make a recommendation or recommendations to the Washington State Supreme Court as to the current or future structure of the Washington State Bar Association.

<p>WASHINGTON STATE BAR ASSOCIATION</p> 	<p>Examining the Historical Organization and Structure of the WSBA (ETHOS of the WSBA) Saturday, February 5, 2022, 9:00 a.m. – 4:00 p.m. 1325 Fourth Avenue, Suite 600 Seattle, Washington 98101-2539 Zoom Option: https://wsba.zoom.us/j/82045982412?pwd=c1FUZy8wMmdIbmZ3U1UxUS9CRmdqUT09</p>	
<p>Reading Materials: ETHOS Charter (attached, p. 3) Brief History of WSBA (attached, p. 4) List of Cases (attached, p. 5) 2018-19 Bar Structure Work Group Final Report & Minority Report 2018-19 Bar Structure Work Group Resources September 2019 Washington Supreme Court Response to Bar Structure Work Group Report Washington State Bar Act – January, 1933</p>		
<p>AGENDA</p>		
<p>9:00 a.m. – 10:00 a.m.</p>	<p>Welcome</p> <ul style="list-style-type: none"> · Opening Remarks · Meeting Decorum and Format · Charter Review and Objective <ul style="list-style-type: none"> · Information Gathering · Exploring Options · Recommendation(s) to the Supreme Court · Call for comments 	<p>Pres. Brian Tollefson</p>
<p>10:00 a.m. – 11:00 a.m.</p>	<p>Brief History of the WSBA</p> <ul style="list-style-type: none"> · Formation of Voluntary Bar · Regulation pre-1933 · State Bar Act of 1933/Formation of Integrated-Mandatory Bar · Separation of Powers · Regulatory Rulemaking · Revisiting the Structure of WSBA 	<p>Chief Disciplinary Counsel Doug Ende</p>
<p>11:00 a.m. – 11:15 a.m.</p>	<p>BREAK</p>	

Examining the Historical Organization and Structure of the WSBA (ETHOS of the WSBA) – Agenda for February 5, 2022

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11:15 a.m. – 12:00 p.m.	Case Law Concerning Mandatory Bar Associations, 1961 to 2014	General Counsel Julie Shankland
12:00 p.m. – 1:00 p.m.	LUNCH	
1:00 p.m. – 2:00 p.m.	Case Law Concerning Mandatory Bar Associations, 2018 to Present	General Counsel Julie Shankland
2:00 p.m. – 2:30 p.m.	Supreme Court Workgroup on WSBA Structure/House Bill 1788	Gov. Hunter Abell Gov./Pres. Elect Dan Clark Past Pres. Kyle Sciuchetti
2:30 p.m. – 3:30 p.m.	Comments from the Membership and Public	
3:30 p.m. – 3:50 p.m.	Board of Governors Questions, Comments and Discussion	ALL
3:50 p.m. – 4:00 p.m.	Future Agenda Items and Action Item Review	Pres. Brian Tollefson
4:00 p.m.	Adjourn	Pres. Brian Tollefson

Next scheduled meeting: Saturday, March 5, 2022, 9:00 a.m. – 4:00 p.m.

**WASHINGTON STATE
BAR ASSOCIATION**



**Examining the Historical Organization
and Structure of the WSBA
(ETHOS of the WSBA)**

Saturday, March 5, 2022, 9:00 a.m. – 4:00 p.m.
1325 Fourth Avenue, Suite 600
Seattle, Washington 98101-2539

Zoom: <https://wsba.zoom.us/j/86341154271?pwd=cEJMc2RNVmdpL1kwZzN6N2VNUE1vQT09>

Reading Materials:

- ETHOS Charter (attached, p. 3)
- February 5, 2022 ETHOS Meeting Minutes (attached, p. 4)
- Bibliography of Cases, Revised (attached, p. 11)
- WSBA Sections & CLE Funds Overview, Slides (attached, p. 15)
- WSBA Sections History & Activities, Slides (attached, p. 29)
- [GR 12.3](#)
- [WSBA Entities Chart](#)

AGENDA

9:00 AM	Welcome and Approval of Feb. 5, 2022 ETHOS Meeting Minutes	Pres. Brian Tollefson
9:10AM	How is the WSBA Funded?	Chief Regulatory Counsel Renata Garcia Director Advancement Kevin Plachy
10:00AM	BREAK	
10:15AM	Understanding WSBA's Regulatory Functions	Chief Regulatory Counsel Renata Garcia
11:00AM	History and Activities of WSBA Sections	Director of Advancement Kevin Plachy
11:20AM	Relationship Between WSBA and Sections	Nancy Hawkins, Family Law Section Kari Petrasek, Solo and Small Practice Section Kevin Fay, Corporate Counsel Section Randall Winn, World Peace Through Law Section

Examining the Historical Organization and Structure of the WSBA (ETHOS of the WSBA) – Agenda for March 5, 2022

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12:00PM	LUNCH	
1:00PM	Understanding Supreme Court Boards Administered by WSBA	Executive Director Terra Nevitt
1:20PM	Relationship Between WSBA and Supreme Court Boards	Michael Cherry, Practice of Law Board Emily Rose Mowrey, Law Clerk Program Board
2:00PM	Keller Deduction/What is Germane?	General Counsel Julie Shankland
2:00PM	Comments from the Membership and Public	
2:45PM	BREAK	
3:00PM	Board of Governors Questions, Comments and Discussion	
3:45PM	Future Agenda Items and Action Item Review	President Brian Tollefson
4:00PM	Adjourn	President Brian Tollefson

Next scheduled meeting: March 25, 2022, 9:00 a.m. – 4:00 p.m.

Charter

WSBA
Board of Governors

*Approved by the WSBA Board of Governors April 17, 2020
Revised by the WSBA Board of Governors November 13, 2020*

Purpose

TASK FORCE TEAM TO BEGIN COLLABORATIVE DISCUSSION WITH COURT REGARDING DELEGATED ADMINISTRATED ENTITIES ON ISSUES BOTH SUBSTANTIVE, FISCAL, AND ADMINISTRATIVE DUE TO THE CONTINUAL CONFLICTS RESULTING

Overall Role and Responsibility

The Washington State Bar Association (WSBA) Board of Governors recognizes the need for a task force to be able to work with the Washington Supreme Court to coordinate efforts to administer Court Boards and facilitate cooperation and the sharing of information between the Court and the WSBA on issues related to substantive, fiscal and administrative concerns.

The Task Force Team Administering Xenial Involvement with Court Appointed Boards will be comprised of the President, President-Elect, Immediate Past President and four sitting Governors from the WSBA; one representative of each of the Court Appointed Boards identified below in paragraph 1; and one WSBA staff liaison to advise and counsel the Task Force.

The Task Force responsibilities will include:

1. Assessing the WSBA's collaborative role in administering Court appointed Boards, to include current and future boards appointed or established by the Court. Currently, these Boards include the Access to Justice Board, Disciplinary Board, Limited License Legal Technician Board, Limited Practice Board, Mandatory Continuing Legal Education Board and the Practice of Law Board (Court Appointed Boards).
2. Working with the Court and the Court Appointed Boards to ensure that WSBA's administration of current Court Appointed Boards is consistent with the Court's intent and to share information that will enable the Court Appointed Boards to better serve their missions. This includes providing information regarding the fiscal impact of the Court Appointed Board and substantive measures that could be taken to improve and better facilitate the Boards.
3. Conveying to the court substantive information about the Boards and member concerns.

Action Taken by the Task Force

Action of the Task Force shall be made by majority/consensus decision of the Task Force.

Roster

Kyle Sciuchetti – Chair and Immediate Past President

Brian Tollefson – President

Rajeev Majumdar – Past President

Dan Clark – Treasurer, Governor District 4

P.J. Grabicki – Governor District 5

Sunitha Anjilvel – Governor District 1

Jordan Couch – At-Large Governor, *appointed October 1, 2021*

Sal Mungia – Access to Justice Board

Paige Pratter – Disciplinary Board, *appointed September 9, 2021*

Steve Crossland – Limited License Legal Technician Board, *appointed November 16, 2021*

Tom Peterson – Limited Practice Officer Board

Robert Malae – Mandatory Continuing Legal Education Board

Michael Cherry – Practice of Law Board

WASHINGTON STATE BAR ASSOCIATION

Office of the Executive Director
Terra Nevitt, Executive Director

TO: Task Force Team Administering Xenial Involvement with Court Appointed Boards
FROM: Terra Nevitt, WSBA Executive Director
DATE: February 26, 2021
RE: **WSBA's Administration of Supreme Court Entities Background and Authority**

Through Washington State [General Rule 12.3](#), the Supreme Court delegates to WSBA “the authority and responsibility to administer certain boards and committees established by court rule or order. This delegation of authority includes providing and managing staff, overseeing the boards and committees to monitor their compliance with the rule and orders that authorize and regulate them, paying expenses reasonable and necessarily incurred pursuant to a budget approved by the Board of Governors, performing other functions and taking other actions as provided in court rule or order or delegated by the Supreme Court or taking other actions as are necessary and proper to enable the board or committee to carry out its duties or functions.”

The WSBA currently administers 6 such entities, described below. Over the years, challenges have arisen in terms of the application of GR 12.2 and other WSBA policies, budget and staff allocations, the ability to hire and direct staff, the scope and meaning of “administration”, conflicting policy objectives, and decision making authority. One highly publicized example of some of these challenges was documented by the [ABA Journal](#) in 2015.

The ***Access to Justice Board*** was established by court order April 13, 1994, and was most recently [reauthorized on March 4, 2016](#). That order charges WSBA with the Board’s administration, including funding and staffing. It provides the Board of Governors with the responsibility of nominating members of the ATJ Board, which are appointed by the Supreme Court. The Order provides that the ATJ Board shall designate its chair and authorizes the ATJ Board to adopt its own operational rules pursuant to the enumerated powers and duties. The order requires the ATJ Board to file an annual report to the Supreme Court and the Board of Governors.

The ***Disciplinary Board*** first appears in the court rules in 1968 when the board is created and direct responsibility for disciplinary adjudication is transferred away from the Board of Governors. Currently, it is governed by rule 2.3 of the Rules for [Enforcement of Lawyer Conduct \(ELC\)](#), which outlines the Board’s composition, qualifications and some operations. Members are appointed by the Court “upon the recommendation of the Board of Governors in consultation with the Disciplinary Selection Panel.” The Court also designates the Chair and Vice Chair, upon recommendation of the Board of Governors in consultation with the Disciplinary Selection Panel. Other ELC indicate the functions of the Board. [ELC 2.2\(a\)\(1\)](#) directs the Board of Governors, through the Executive Director, to provide “administrative and managerial support” to the Disciplinary Board to perform its functions as specified by the rules. ELC 2.2(b) prohibits the Board of Governors and the Executive Director from reviewing Disciplinary Board decisions or recommendations in specific cases (among other limitations).

The ***Limited License Legal Technician Board*** was established through the adoption of rule 28 of the [Admission and Practice Rules \(APR\)](#) by court order on June 15, 2012. A second order was issued by the Court on July 11, 2012 ordering that the WSBA administer the operations of the LLLT Board, including providing “staff necessary to implement and support the operation of the APR 28 and the Limited License Legal Technician Board.” APR 28

provides that members of the LLLT Board are appointed by the Supreme Court. It charges the LLLT Board with recommending new practice areas for LLLTs, working with the Bar and other entities on LLLT examinations, approving education and experience requirements, establishing committees, establishing educational criteria, and “such other activities and functions as are expressly provided for in [the] rule.” APR 28 also charges the LLLT Board with proposing additional rules, regulations and amendments to the rule to the Court. WSBA is charged with providing “reasonably necessary administrative support for the LLLT Board.”

The **Limited Practice Board** was established by [APR 12](#). The rule outlines the duties and powers of the Limited Practice Board, including creating and grading Limited Practice Officer (LPO) examinations, approving forms for use by LPOs, as well as the board’s involvement in the investigation, hearing, and appeal procedures for handling grievances against LPOs. Members are appointed by the Supreme Court, as is the Board’s Chairperson. APR 12 provides that “The administrative support to the LP Board shall be provided by the Bar.”

The **Mandatory Continuing Legal Education Board** was established by [APR 11](#). Its members and chair are appointed by the Supreme Court. Among other things, APR 11 tasks the MCLE Board with reviewing and suggesting amendments to APR 11, adopting policies, approving MCLE activities, reviewing determinations or decisions made by WSBA regarding approval of activities, determining MCLE fees to defray the reasonably necessary costs of administering the MCLE rules, and waiving or modifying members’ compliance requirements. The MCLE Board also conducts hearings on member hardship petitions. The rule also provides that WSBA “shall provide administrative support to the MCLE Board.” Suggested amendments to APR 11 as well as policies to provide guidance in its administration are subject to review by the Board of Governors and approval by the Supreme Court.

The **Practice of Law Board** was established by the Washington Supreme Court with the adoption of General Rule 25, effective September 1, 2002. Under the current version of the [rule](#), the Supreme Court appoints its members “after considering nominations from the Practice of Law Board and the Board of Governors.” The rule outlines the responsibilities of the Board, which include recommending to the Court “new avenues for persons not currently authorized to practice law to provide legal and law-related services that might otherwise constitute the practice of law as defined in GR 24.” Such recommendations must be forwarded to the Board of Governors for consideration and comment at least 90 days before transmission to the Court. The rule also charges WSBA with funding, administering and staffing the Practice of Law Board consistent with GR 12.

TO: WSBA Board of Governors
CC: Terra Nevitt, Executive Director
FROM: Renata de Carvalho Garcia, Chief Regulatory Counsel
DATE: March 2, 2022
RE: Winter 2022 LPO and Bar Exams

INFORMATION: Report on the administration of the Winter 2022 LPO Exam and Bar Exam at Lynnwood, WA on February 21-23, 2022.

The LPO Exam and Bar Exam were held at the Lynnwood Convention Center with the LPO Exam on February 21, 2022, and the Bar Exam on February 22 & 23, 2022. Due to COVID-19, the WSBA followed the Exam Health Safety Plan as adopted by the Washington Supreme Court. Under this plan, the examinees were required to show proof of vaccine or a negative COVID-19 test. Everyone on site was required to wear masks and maintain physical distancing. The chairs in the exam rooms were at least six feet apart from any other chair in every direction.

We had a total of 79 examinees sit for the LPO Exam and 243 examinees sit for the Bar Exam. To date, a week after the exams, we have had no reports from anyone who attended the exams of having a confirmed case of COVID-19.

The Board of Bar Examiners is meeting in-person for its grading conference on March 11-13, 2022. The Examiners will grade the written portions of the Bar Exam. On March 15, 2022, the Limited Practice Board meets virtually to grade the practical portion of the LPO Exam. Exam results will be released to applicants on April 8, 2022, and a pass list and exam statistics will be posted on the WSBA website on April 9, 2022.

Attachments:

1. WSBA Exam Health Safety Plan for COVID-19
2. Photo of an Exam Room at Lynnwood Convention Center

Exam Health Safety Plan for COVID-19

Winter 2022; All Locations

Introduction

The Washington State Bar Association (WSBA), as part of its essential regulatory functions delegated to it by the Washington Supreme Court, must hold licensing exams for persons seeking to be licensed as a lawyer, limited license legal technician (LLLT), or limited practice officer (LPO).

In order to protect everyone at the exam sites against COVID-19 infection, the WSBA is implementing this Exam Health Safety Plan for COVID-19, which includes a requirement that all examinees, WSBA staff, and proctors at the exam sites be vaccinated against COVID-19 or provide a negative COVID-19 test result.

Current Proclamations, Orders, Policies, Rules, Etc. Regarding COVID-19

At the time this plan was developed (October 27, 2021), several directives were in place requiring the vaccination of various groups of people and other health safety precautions. They are as follows:

- Governor Inslee’s [Proclamation 20-25.17 “Washington Ready”](#), which requires compliance with the Secretary of Health’s face covering order and provides additional requirements regarding compliance with COVID-19 rules and regulations of other state agencies.
- Secretary of Health [Order 20-03.6 Face Coverings – Statewide](#), which requires face coverings when in any indoor venue in Washington state.
- Governor Inslee’s [Proclamation 21-14.1 COVID-19 Vaccination Requirement](#), which requires all state employees to be vaccinated against COVID-19.
- Governor Inslee’s [Proclamation 20-12.5 Higher Education](#), which requires faculty and students at institutions of higher education to be fully vaccinated against COVID-19 in order to have in-person instruction.
- Washington Supreme Court [Order No. 25700-B-669](#), which requires all employees and volunteers of the Washington Supreme Court to be vaccinated against COVID-19.
- WSBA Policy for [WSBA Volunteer COVID-19 Vaccination Mandate for WSBA In-Person Meetings and Events](#), which requires all WSBA volunteers to be vaccinated against COVID-19 to attend in-person meetings and events.
- WSBA Executive Director’s August 27, 2021 directive that all WSBA employees must be vaccinated against COVID-19.
- Policies by all three law schools in Washington state which require all faculty and students to be vaccinated against COVID-19:
 - [Gonzaga University Vaccine Requirement for Students](#)
 - [Seattle University COVID-19 Vaccination Requirement and Policy](#)
 - [University of Washington COVID-19 Vaccination Requirement](#)



WSBA Exam Health Safety Plan
 Winter 2022
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- King County's [Revised Local Health Officer Verification of Vaccination Order](#) dated October 15, 2021, which requires all people to show proof of vaccination or a negative COVID-19 test result to enter certain establishments and venues in King County.

Health Safety Plan

The WSBA's Exam Health Safety Plan is outlined below.

Vaccination Against COVID-19 Required

In light of all the vaccination requirements identified above and in the interest of protecting the community from COVID-19 infection, the WSBA will require all examinees, staff, and proctors to be vaccinated against COVID-19 or to provide a negative COVID-19 test result in order to remain on the premises of the exam sites.

- All staff and proctors will be vaccinated against COVID-19 with proof shown prior to arrival at the exam site.
- All examinees will be required to show proof of [full vaccination](#) against COVID-19, as defined by the CDC, during registration at the exam site. Verification of vaccination may be established by any of the following methods of documentation:
 - CDC COVID-19 Vaccination Record Card, or photo of CDC COVID-19 Vaccination Record Card
 - QR Code, digital or printed certificate from MyIRMobile -- <https://myirmobile.com> -- a WA Department of Health partner website for immunization records
 - Vaccine administration record from a vaccine provider, including an individual's doctor, pharmacy, or other official immunization record from within or outside the U.S., including a photo or photocopy
 - Any other digital vaccine card specified by Public Health as sufficient to demonstrate proof of vaccination status.
- Any examinee, staff member, or proctor who is not fully vaccinated will be required to provide digital or printed documentation from a testing agent, including a laboratory, health care provider, or pharmacy, of a negative FDA-authorized or approved molecular (e.g., PCR) test, or an FDA-authorized or approved antigen (e.g., rapid) test administered within the previous 72 hours. Self-administered antigen tests are not accepted. Medical and religious vaccine exemptions are also not accepted in place of vaccine verification or documentation of a negative COVID-19 test.
- The WSBA will not retain any COVID-19 vaccination status, COVID-19 test results, or other medical information disclosed at registration. Please do NOT deliver COVID-19 vaccination or test records to the WSBA.

Health Safety Screenings at Registration

- All examinees, staff, and proctors are required to check their temperature prior to arriving at the exam site.
- All examinees, staff, and proctors will be screened, by oral questioning, upon arrival at the exam site for symptoms of COVID-19 that are not caused by another condition including fever, chills, cough,



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 Winter 2022
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shortness of breath, fatigue, muscle or body aches, headache, recent loss of taste or smell, sore throat, congestion, nausea or vomiting, and diarrhea.

- All examinees, staff, and proctors will be asked about close contact with anyone with COVID-19 in the past 14 days. Close contact is being within 6 feet for 15 minutes or more over a 24-hour period with a person; or having direct contact with fluids from a person with COVID-19 with or without wearing a mask (i.e., being coughed or sneezed on). Anyone with an affirmative response will not be allowed on premises.
- All examinees, staff, and proctors must be able to answer “no” to the following questions in order to remain at the exam site:
 - Have you been in close contact with anyone with COVID-19 in the past 14 days?
 - Have you had a positive COVID-19 test for active virus in the past 10 days, or are you awaiting results of a COVID-19 test?
 - Within the past 14 days, has a public health or medical professional told you to self-monitor, self-isolate, or self-quarantine because of concerns about COVID-19 infection?
 - Do you have any of the following symptoms of COVID-19 that are not caused by another condition?
 - fever, chills, cough, shortness of breath, fatigue, muscle or body aches, headache, recent loss of taste or smell, sore throat, congestion, nausea or vomiting, and diarrhea

Face Coverings Required

- All examinees will be required to wear a face covering at all times while on the premises except for brief periods necessary to confirm the examinees’ identities, to eat or drink, or in the case of a health emergency.
- Examinees are to bring their own face coverings, but the WSBA will provide a face mask if an examinee does not have one.
- The face covering must cover the nose and mouth and be made of cloth or other material that is against the skin. Face shields are not a sufficient face covering, although they can be used in conjunction with a face covering.
- If a valid health reason exists for an individual examinee to not wear a face covering during the exam, the examinee must notify and provide a medical note to the WSBA at least 18 days prior to the exam to arrange for an individual room. Examinees exempted from wearing a face covering will be seated in individual rooms with individual proctors (who will be wearing face coverings), with at least six feet of separation between the examinee and the proctor during the exam administration. Examinees with a face covering exemption are asked to wear a mask in common areas if possible.
- All staff and proctors also will be required to wear a face covering at all times while on the premises, except for brief periods necessary for exam security purposes, to eat or drink, or in the case of a health emergency.



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Physical Distancing

In the interest of everyone's health safety and as a best practice, the following policies regarding physical distancing will apply:

- Only one examinee will be seated at each table in the exam room.
- Exam room tables will be situated so that when the examinee is seated at the center of the desk, the examinee will be at least six feet from any other examinee.
- There will be additional individual rooms available, if needed, for applicants with conditions that prevent wearing a mask.
- All examinees, staff and proctors are asked to maintain at least six feet of distance from any other person when possible.
- Examinees will be provided specific registration times to reduce congestion and overcrowding at the registration area.

Hygiene

- There are ample restroom facilities available at the exam sites.
- Examinees, staff, and proctors are asked to regularly wash their hands thoroughly, and an onsite supervisor will establish a schedule for staff and proctor handwashing breaks.
- The WSBA will provide hand sanitizer at check-in locations, all entrances and exits to exam rooms, and at the designated entry points to the exam sites in general.
- WSBA staff and proctors will have gloves available for brief use in appropriate situations, such as cleaning and handling paper documents, which will be disposed of after such use.
- The WSBA will provide tissues and locate them throughout exam rooms and common areas.
- The WSBA will have additional gloves and face coverings on site and available for use by examinees, staff and proctors if necessary and appropriate.

Cleaning and Disinfecting

- Exam rooms, assigned seats, high-touch surface areas, and bathrooms all will be cleaned and disinfected daily.
- Exam room surfaces will be cleaned between sessions.
- High-touch surface areas will be cleaned at regular intervals throughout the exam day.
- The WSBA will have gloves and masks available for all staff and proctors for cleaning duties.
- The WSBA will provide gloves to examinees upon request, but with instruction that wearing gloves does not replace hand washing or sanitizing.
- Exam room doors will be propped open and steps will be taken to ensure good air flow and increased air circulation where possible.

Sick Examinee, Bar Staff or Proctor

- Examinees and proctors are to immediately report any illness or onset of COVID-19 symptoms to Bar staff. Bar staff are to immediately report any illness or onset of COVID-19 symptoms to the exam



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site supervisor, whether the illness or symptom is experienced by Bar staff, or by an examinee, or a proctor.

- The WSBA will cooperate with the state and local health department regarding any further actions including contact tracing if necessary.

Subject to Change

National, state, or local health mandates in place at the time of the exams may require that additional protocols and procedures be enforced for the health safety of all. Examinees, WSBA staff, and proctors will be notified of any additional protocols and procedures as soon as practicable.







MEMBER ENGAGEMENT SURVEY

FY22 Quarter 1 Overview

WHY CONDUCT AN ONGOING PERCEPTION SURVEY?

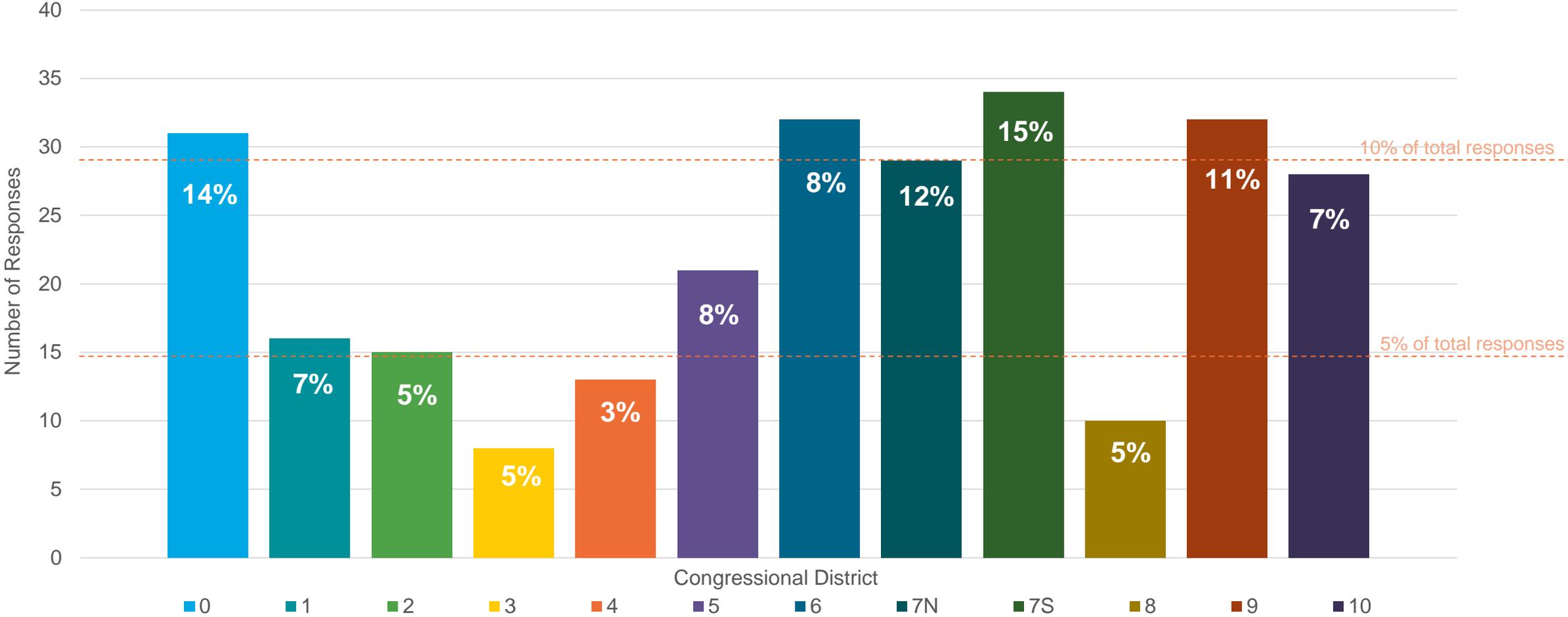
- **To make informed leadership decisions (with finite resources)**
 - What programs, services, and resources are most important to legal practitioners to best serve the public?
 - What initiatives should be prioritized because they have the biggest potential to impact our mission?
- **To better understand and communicate with members**
 - What is the WSBA doing well? What aren't we doing well?
 - How can we improve communication and services?
 - What misperceptions exist? What opportunities exist?
 - Are there specific initiatives we need feedback about?

OVERVIEW AND RESPONSE RATE

- **Conducted by National Business Research Institute (NBRI)**
 - Ongoing with 3,000 survey invitations sent each quarter
 - NBRI selects a randomized sample and sends invitations to ensure anonymity; WSBA receives no identifying information
 - NBRI will provide an annual report each October with recommendations from professional data analysts and organizational psychologists
- **Q1: We achieved a 91.4% confidence level**
 - 269 responses 8.97% response rate, 5% sampling error
 - Surpasses the minimum standard for confidently performing a data analysis (80%)

296 TOTAL RESPONSES

(Percentage of WSBA population in each district shown inside corresponding colored bar)

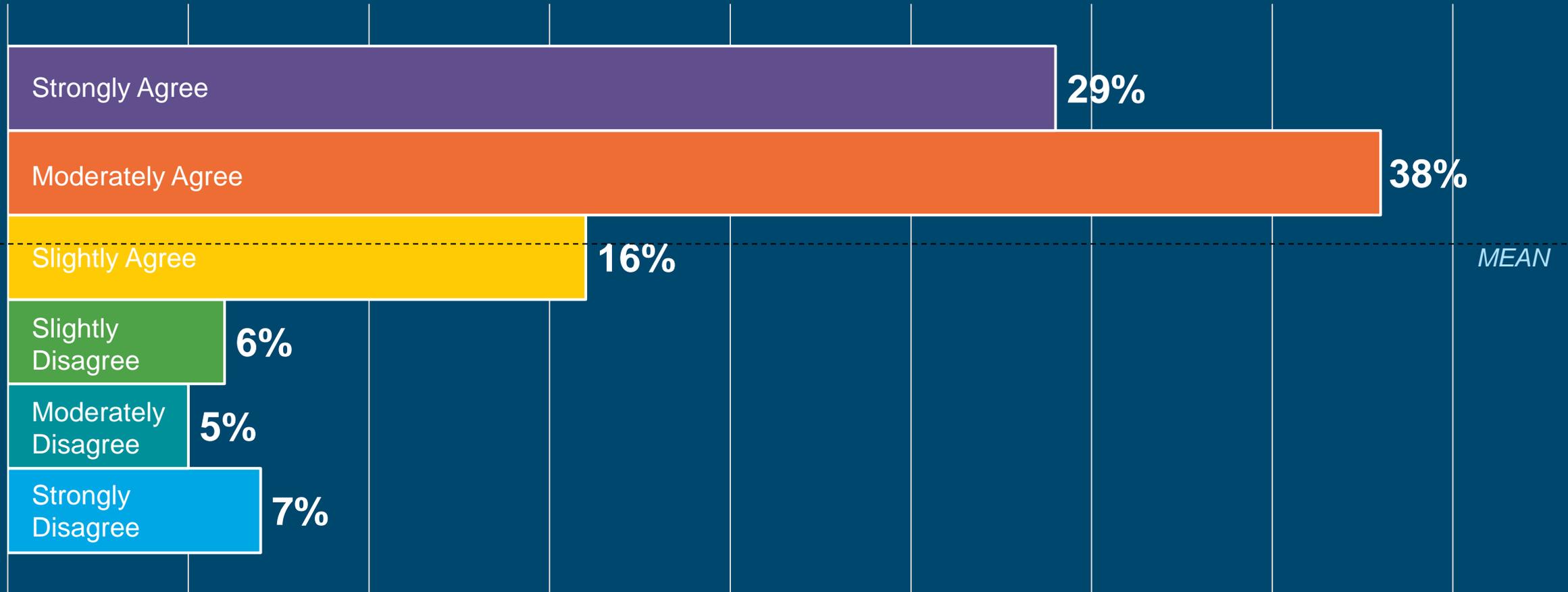


Q1 RESULTS



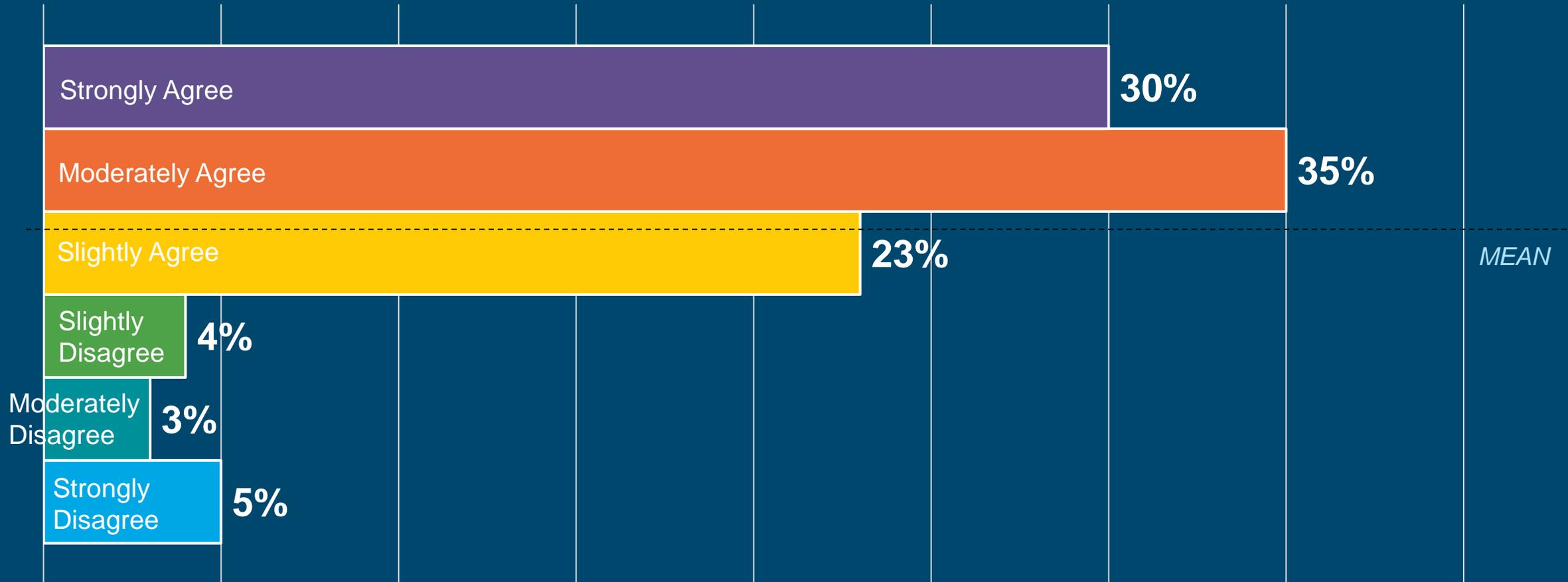
COMPANY IMAGE

The WSBA upholds high quality standards for Washington's legal profession



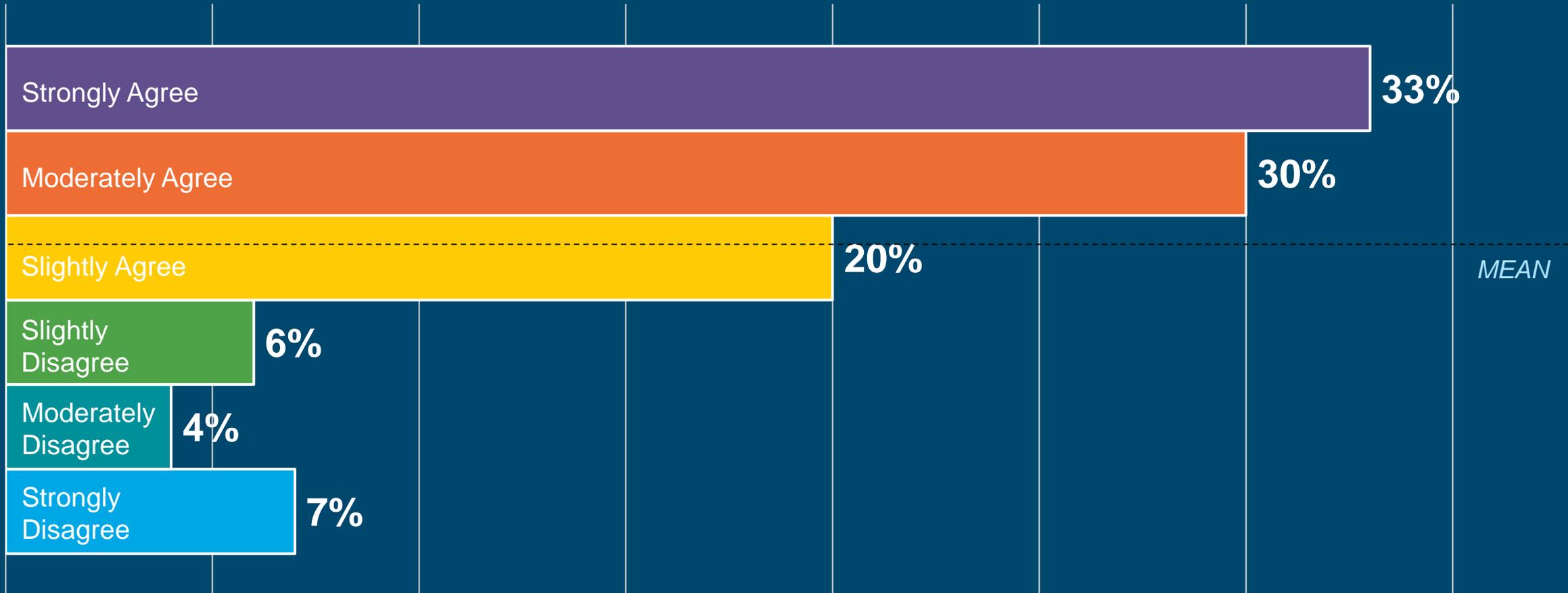
CUSTOMER SATISFACTION

It is easy to work with the WSBA: Staff are responsive and knowledgeable



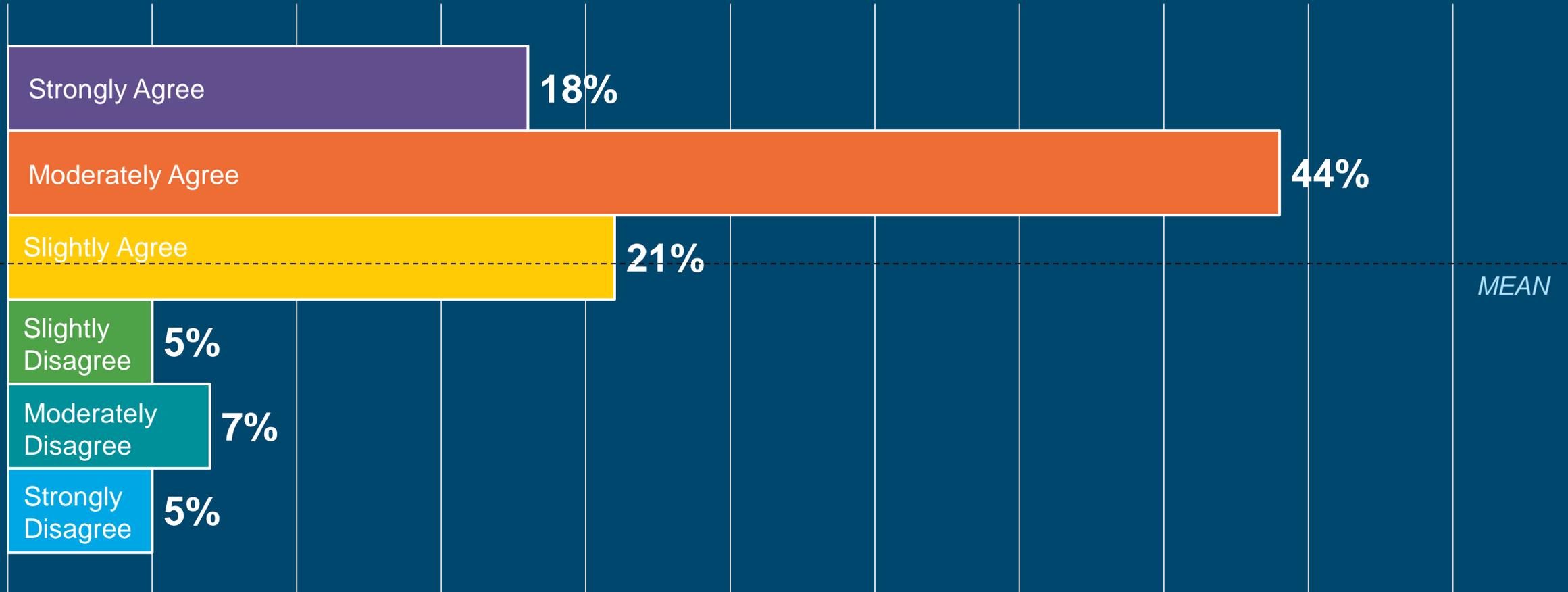
DIVERSITY AND INCLUSION

The WSBA upholds the values of diversity, inclusion, and equity in the courts and legal profession, especially for members who are underrepresented



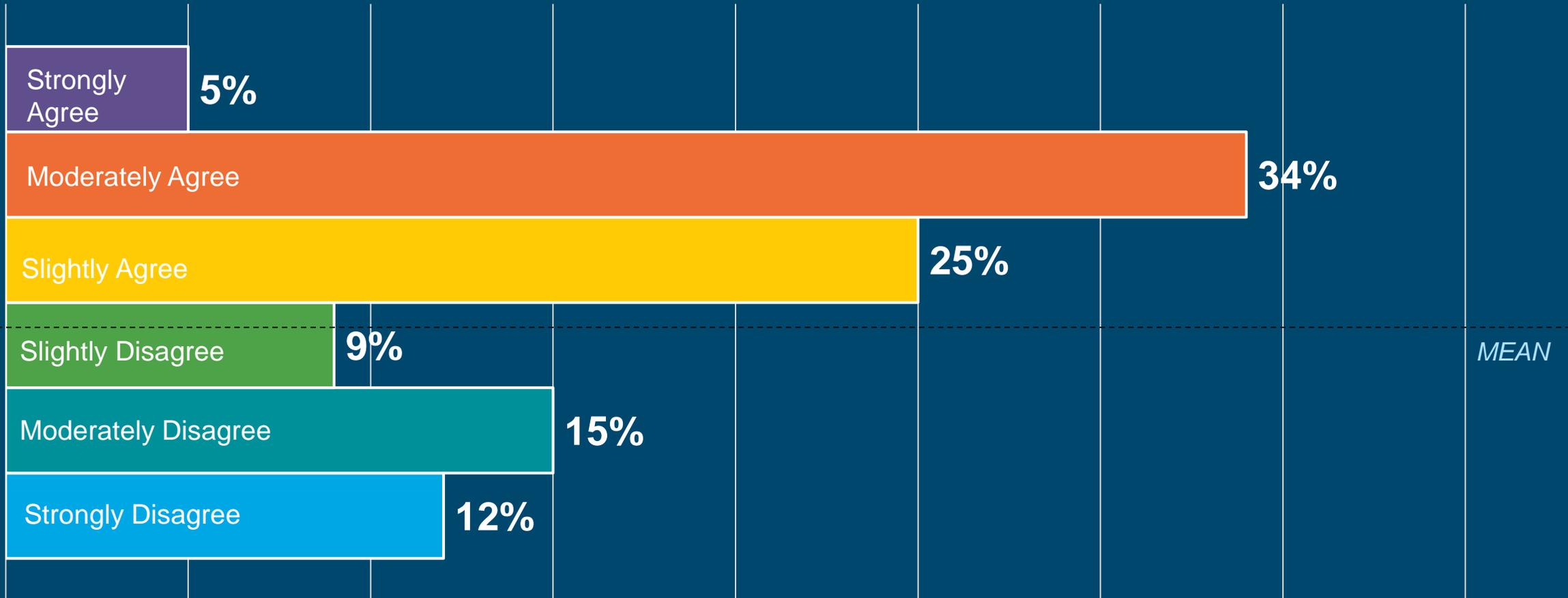
COMMUNICATION

WSBA communications keep me well informed



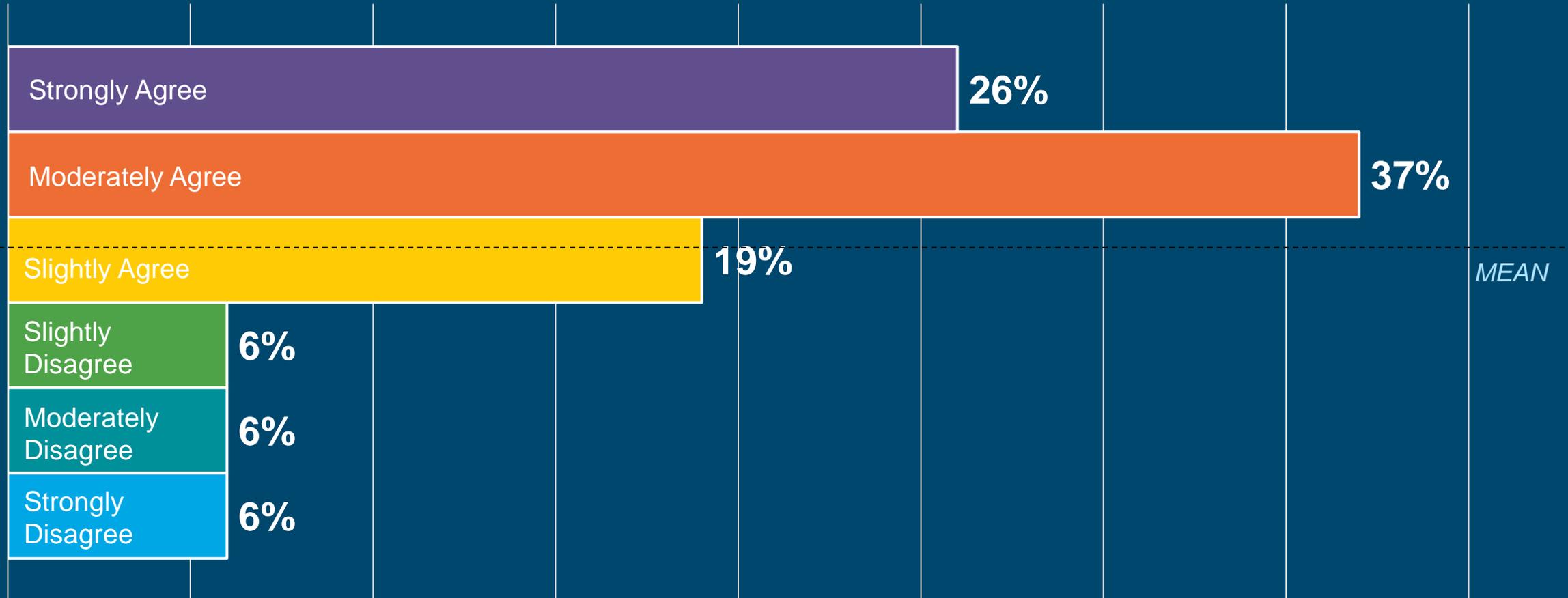
COMMUNICATION

The WSBA listens to its members



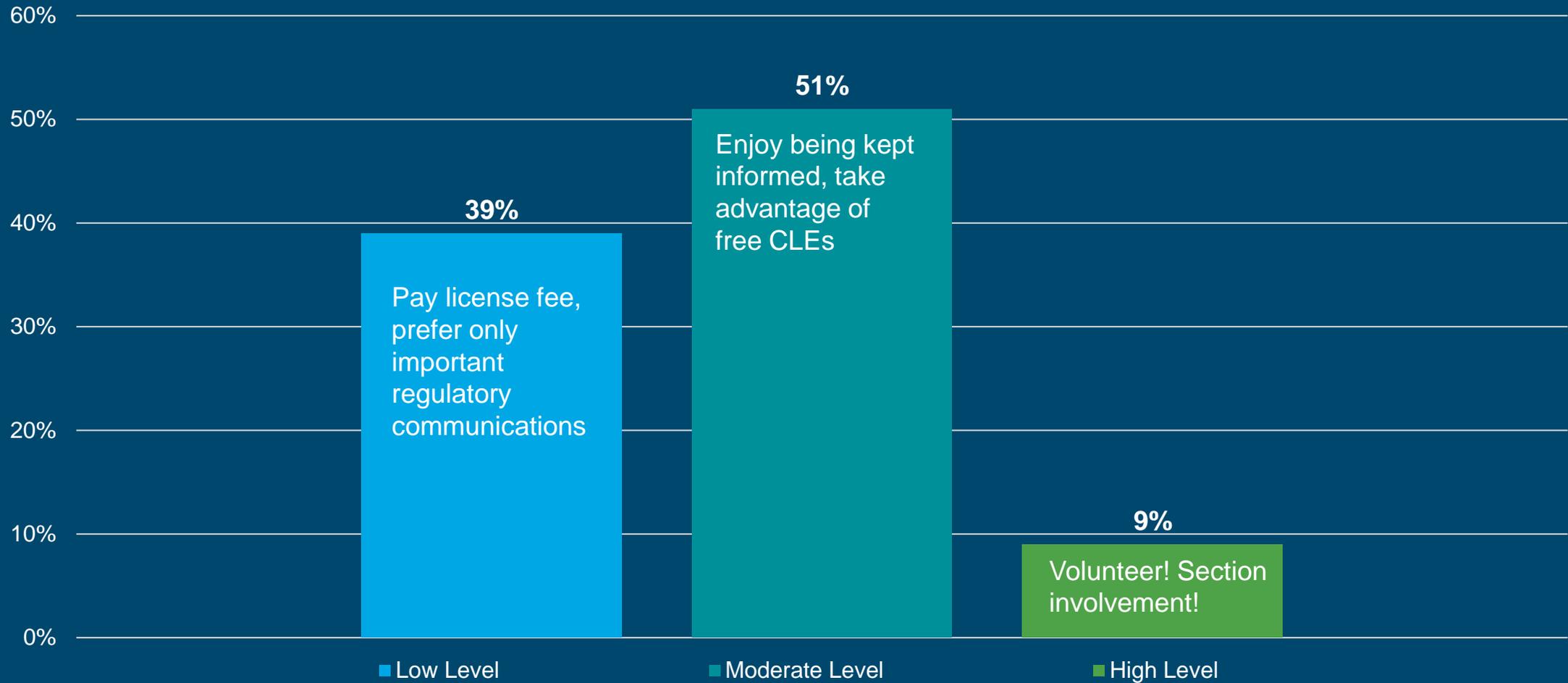
INVOLVEMENT

I know how I can get involved with the WSBA



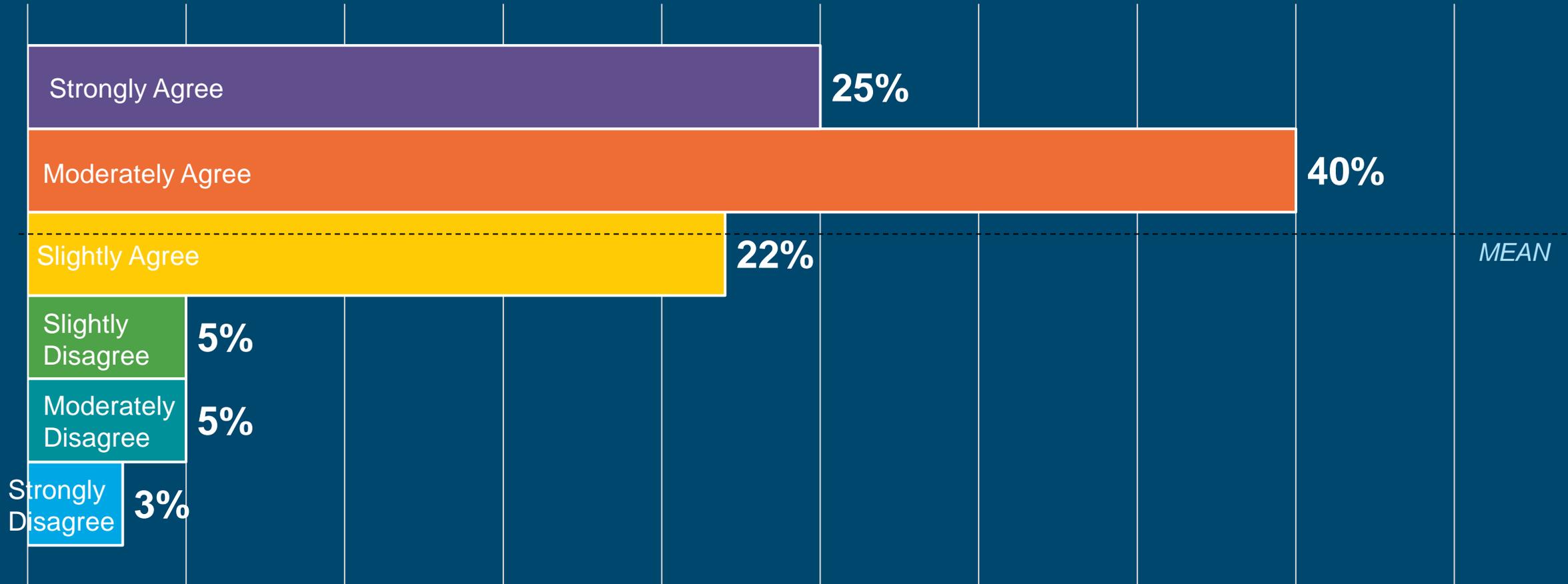
INVOLVEMENT

My preferred level of involvement with the WSBA is:



SERVICES

The WSBA provides high quality live and on-demand CLEs



MEAN RANK: MEMBER BENEFITS AND RESOURCES

Resource / Benefit	Mean Rank	Not Important at All / Not Very Important / Somewhat Important / Important / Very Important
Ethics Line	3.52	12% / 11% / 20% / 30% / 28%
On-Demand CLEs	3.35	12% / 15% / 21% / 26% / 24%
Deskbooks	3.23	20% / 11% / 18% / 27% / 23%
Live Remote CLEs	3.19	15% / 16% / 24% / 26% / 19%
Legal Lunchbox	3.14	20% / 17% / 18% / 20% / 26%
Free Legal Research Tool (Fastcase)	3.11	22% / 12% / 26% / 14% / 26%
WA State Bar News Magazine	3.01	10% / 21% / 36% / 25% / 8%
Free Health Counseling and Consultations	2.93	24% / 19% / 16% / 23% / 19%
Job Seeking and Career Assistance	2.75	27% / 20% / 17% / 24% / 13%
Law Firm Guides and Templates	2.51	34% / 16% / 22% / 21% / 7%
In-Person CLEs	2.47	26% / 30% / 23% / 15% / 6%
Member Wellness Program	2.46	33% / 19% / 24% / 16% / 8%

MEAN RANK: MEMBER BENEFITS AND RESOURCES

Resource / Benefit	Mean Rank	Not Important at All / Not Very Important / Somewhat Important / Important / Very Important
Mentorship Opportunities	2.41	31% / 24% / 25% / 14% / 6%
Retirement Resources	2.36	35% / 20% / 25% / 15% / 5%
Practice Management Assistance Consultations	2.29	38% / 21% / 21% / 15% / 6%
Lending Library	2.20	39% / 21% / 24% / 11% / 4%
Practice Management Discount Network	2.02	46% / 24% / 18% / 8% / 5%
Health Insurance Marketplace	1.93	53% / 20% / 14% / 9% / 5%

UP NEXT



- **Q2 polling just ended (early March)**
 - 3,000 survey invitations to be sent to randomly selected members each quarter
 - All those who responded to previous surveys will be taken out of the selection pool for several years
 - WSBA continued notification to all members about the survey
 - Quarterly results at wsba.org/survey
 - A professional analysis and presentation from NBRI's organization psychologists and statisticians to come at the end of Q4