

# NATIONAL DATA

## Amount and Type of Pro Bono in 2016

### *When did attorneys most recently provide pro bono?*

Respondents were asked to indicate when they most recently provided pro bono service. Over half (56.5%) indicated that they most recently provided pro bono service in 2016, while 19% indicated they have never provided pro bono service.

| In what year did you provide your most recent pro bono service? | Number | Percent |
|---|--------|---------|
| 2016  | 25035  | 56.5    |
| 2015  | 2712   | 6.1     |
| 2014  | 1535   | 3.5     |
| 2013  | 874    | 2.0     |
| 2012  | 772    | 1.7     |
| 2011  | 463    | 1.0     |
| 2010  | 568    | 1.3     |
| 2009  | 308    | .7      |
| 2008  | 295    | .7      |
| 2007  | 240    | .5      |
| 2006  | 184    | .4      |
| 2005 or earlier   | 2939   | 6.6     |
| I have not yet provided pro bono service                        | 8409   | 19.0    |
| Total   | 44335  | 100.0   |

### Notable Trends:

- **GENDER:** Male attorneys and gender non-conforming/transgender attorneys were more likely to indicate that they had most recently done pro bono in 2016 compared to female attorneys (59.5% and 67.9% respectively, compared to 51.4% of female attorneys). Note that there was no statistically significant difference between the male attorneys and the gender non-conforming/transgender attorneys. Female attorneys were more likely to have indicated that they never provided pro bono (22.4%) compared to male attorneys (17%).
- **RACE/ETHNICITY:** Attorneys that identified as White (not Hispanic) were more likely to have done pro bono most recently in 2016 (56.7%) compared to non-White attorneys (55.1%). Specifically, Asian attorneys were less likely have done pro bono in 2016 (46%) and as many as 24.6% of them indicated they had never provided pro bono.

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- AGE: Older attorneys were more likely to indicate that they had done pro bono in 2016 and younger attorneys were more likely to indicate that they had *never* provided pro bono service than other age groups. The below chart reflects the percentage of respondents indicating if and when they completed pro bono service, by age group.

Year of Most Recent Pro Bono Service:

| YEAR            | 29 or younger | 30-34 | 35-39 | 40-44 | 45-49 | 50-54 | 55-59 | 60-64 | 65-69 | 70-74 | 75-79 | 80-84 |
|-----------------|---------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 2016            | 44.9%         | 48.1% | 49.9% | 52.7% | 55.0% | 57.8% | 61.5% | 62.9% | 65.7% | 66.5% | 62.2% | 57.0% |
| 2015 or earlier | 15.3%         | 21.5% | 27.2% | 28.7% | 28.0% | 26.3% | 24.5% | 24.2% | 23.3% | 23.8% | 24.8% | 31.0% |
| Never           | 39.8%         | 30.4% | 22.9% | 18.6% | 17.0% | 15.9% | 14.0% | 12.9% | 11%   | 9.7%  | 13.0% | 12.0% |

- URBAN/RURAL: Attorneys in rural areas and towns were more likely to have most recently provided pro bono in 2016 (62.5% and 65% respectively) compared to city and suburban attorneys (55.8% and 55.2% respectively). And, attorneys in rural areas and towns were less likely to indicate that they had never done pro bono (15.2% for both groups) compared to attorneys in cities and urban areas (19.5% and 18.9%).
- PRACTICE SETTING: Attorneys in private practice were significantly more likely to have engaged in pro bono service in 2016 (68.1%) compared to attorneys in other practice settings (35.4% in the corporate setting, 20.5% in the government setting, and 49.1% in the non-profit setting). Private practice attorneys were likewise less likely to indicate that they had never provided pro bono (12.2%) compared to attorneys in other practice settings (25.7% in the corporate setting, 43.1% in the government setting and 26.8% in the non-profit setting). Trends for the academic attorneys looked much like the non-profit attorneys, with 53.2% having done pro bono in 2016 and 19.4% having never provided pro bono.
- LICENSE STATUS: Attorneys in a pro bono licensure program were more likely to indicate that they did pro bono in 2016 compared to active licensed attorneys (64.8%). Only 8.8% of this group indicated that they had never provided pro bono.

*Footnote this (categories of inactive):*

|                                       | Number | Percent |
|---------------------------------------|--------|---------|
| I am retired                          | 566    | 49.8    |
| I am not employed                     | 82     | 7.3     |
| I am employed, but not practicing law | 445    | 39.2    |
| Other (please indicate)               | 43     | 3.7     |
| Total                                 | 1136   | 100.0   |

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## How many hours of pro bono were provided in 2016?

Respondents were asked to complete a grid regarding their pro bono hours and matters for the year. Just under half (48%) indicated they had provided no pro bono service in 2016. Meanwhile, 15.9% provided 1-19 hours; 16.2% provided 20-49 hours, 8.6% provided 50-79 hours and 11.3% provided 80 or more hours. Overall, the surveyed attorneys provided an average of 36.9 (median of 3) hours of pro bono service in 2016. And, the average number of matters was 6.5.

Among those who had provided pro bono in 2016 (as opposed to including the “zeroes” for those who had not provided pro bono in 2016), the average was 65.4 hours (median of 30). And, the average number of matters was 11.4.

|                          |          | Number | Percent |      |
|--------------------------|----------|--------|---------|------|
| 36.9<br>Average<br>Hours | Pro Bono |        |         |      |
|                          | Hours in |        |         |      |
|                          | 2016     | None   | 21,284  | 48.0 |
|                          |          | 1-19   | 7,046   | 15.9 |
|                          |          | 20-49  | 7,182   | 16.2 |
|                          |          | 50-79  | 3,805   | 8.6  |
|                          | 80+      | 5,019  | 11.3    |      |
|                          | Total    | 1831   | 100.0   |      |

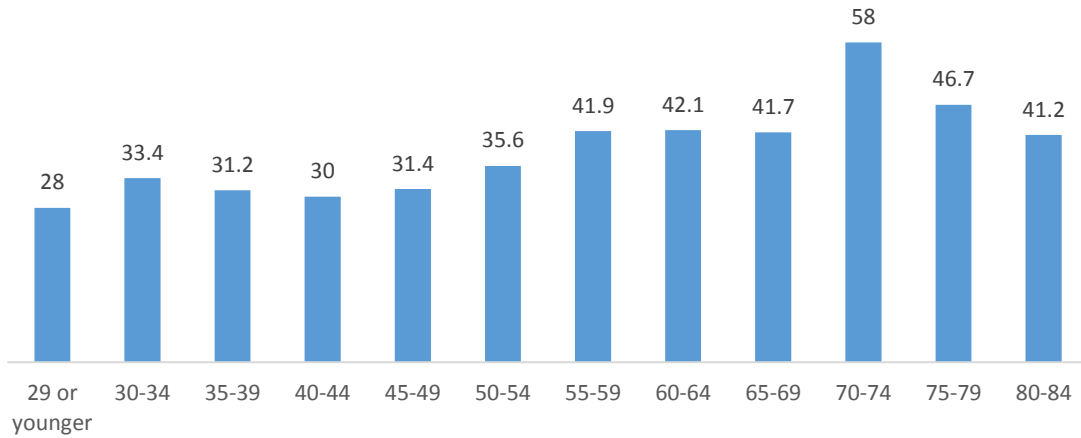
65.4  
Average  
Hours

### Notable Trends:

- **GENDER:** Male attorneys provided, on average, slightly more pro bono in 2016 than female attorneys. Specifically, male attorneys provided an average of 38.3 (median of 6) hours, compared to 34.5 average hours (median of 0) provided by female attorneys. The sample of 81 gender non-conforming/transgender attorneys provided significantly more pro bono - an average of 88.2 (median of 18) hours of pro bono in 2016 – compared to the male and female attorneys.
- **RACE/ETHNICITY:** There were no significant differences between White, Hispanic and Black attorneys in terms of hours of pro bono provided in 2016. Asian attorneys, however, provided fewer hours of pro bono – an average of 28.2 (median of 0) – in 2016.
- **AGE:** There were significant differences in the average pro bono hours completed by various age groups (see below chart). In general, older attorneys provided more pro bono than younger attorneys, with those in the 70-74 age group providing the most average hours of pro bono in 2016.

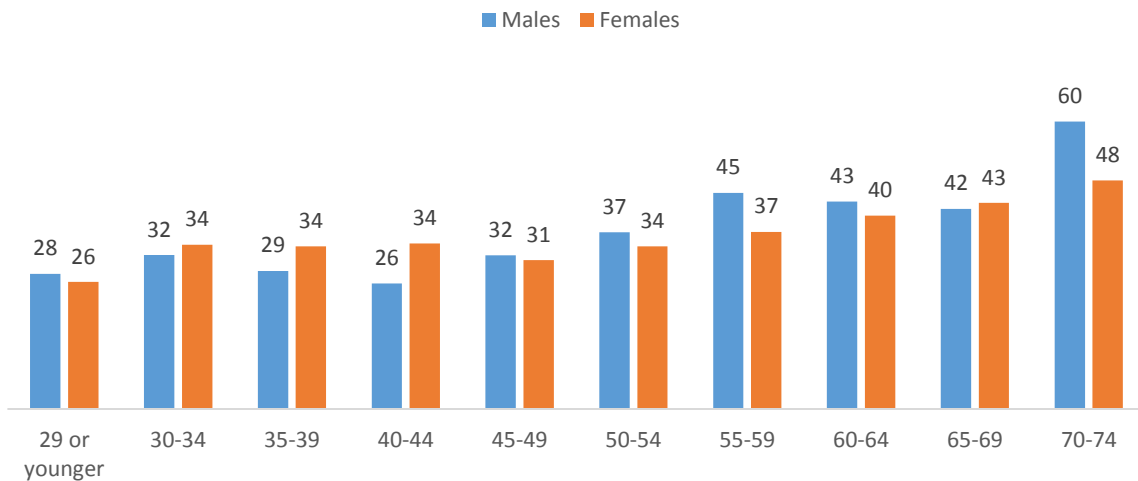
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Average Pro Bono Hours in 2016



- GENDER AND AGE:** As noted in the below chart, gender played a minor role with respect to attorneys undertaking pro bono service and who fall into certain age groups. These differences were not as extreme, however, as what appeared in the 2012 national data.

Average Pro Bono Hours in 2016



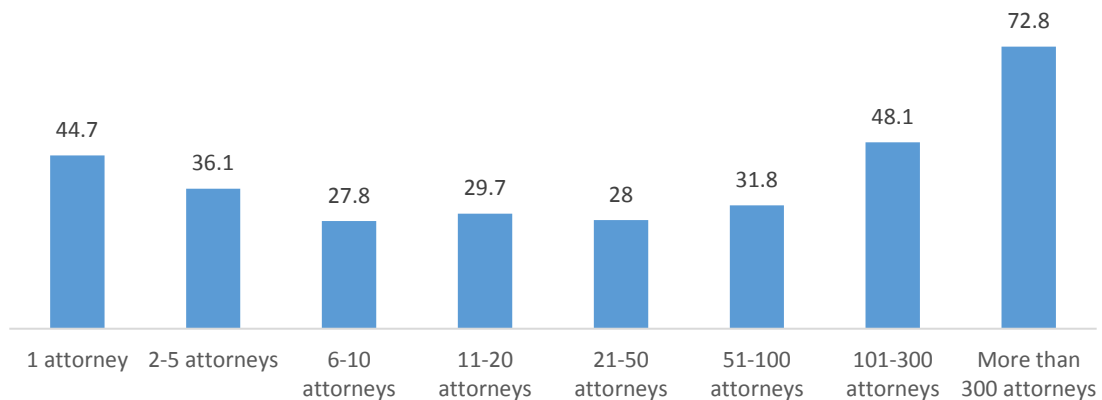
- URBAN/RURAL:** Attorneys in rural areas and towns provided more hours of pro bono in 2016 (44.6 average hours) compared to attorneys in cities, suburbs and towns (38.8, 30.3 and 36.5 average hours, respectively)
- PRACTICE SETTING:** Private practice attorneys reported on average doing significantly more pro bono (41.0 average, 12 median hours) compared to corporate (11.4 average hours) and government (10.5 average hours) attorneys. The sample of non-profit and academic attorneys provided significant pro bono in 2016, with non-profit attorneys providing an average of 102 hours and academic attorneys providing an average of 68.7 average hours. It is not entirely clear, however, if non-profit and academic attorneys were reporting on pro bono hours only or if some of them counted hours of services that they were providing under the umbrella of their

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employment. Some of the narrative responses demonstrated some confusion over this distinction.

Within the practice settings, there were some notable differences in hours provided in 2016. In the private practice, attorneys in the largest sized firms did more pro bono than the smaller firms. Solo practitioners also did significant pro bono in 2016 (see chart below). Within the government setting, attorneys at the federal level did more pro bono (68.4 average hours) compared to other levels (49.8 at the state level, 46.2 at the county level, and 32.6 at the city/local level). And, in the corporate setting, attorneys in companies with only one attorney provided more pro bono (43.0 average hours), compared to attorneys in companies with more attorneys (30.8 in companies with 2-9 attorneys, 27.6 in companies with 10-30 attorneys, and 28.4 in companies with more than 30 hours).

Average Pro Bono Hours in 2016



- **AREA OF EXPERTISE:** Attorneys that reported having expertise in the following areas of law tended to do more pro bono in 2016 than other attorneys: poverty (125 average hours), civil rights (86.4), immigration (82.5), housing (81.8), non-profit organization (76.8), domestic violence (72.2), public benefits (71), and disability rights (70.9).
- **LICENSE STATUS:** Attorneys in pro bono licensure programs provided significantly more hours than active licensed attorneys – 107 average hours in 2016 (median of 8).

### ***To whom were these pro bono services provided?***

Among the attorneys who provided pro bono in 2016, 85.2% provided services to individuals, 6.4% had provided services to classes of individuals, and 35.5% had provided services to organizations. Of the pro bono services provided to individuals in 2016, the average hours were 57.3, compared to an average of 41.1 hours of services to organizations.

| Client Type          | Percent of Attorneys Providing to the Client Type in 2016 | Average Pro Bono Hours Provided | Average Number of Matters |
|----------------------|---|---------------------------------|---------------------------|
| Individuals          | 85.2%   | 57.3                            | 10.7                      |
| Class of Individuals | 6.4%  | 15.4                            | 2.0                       |
| Organizations        | 35.5%   | 41.1                            | 5.8                       |

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### ***What type of pro bono services were provided?***

Among those who provided pro bono in 2016, 45.1% provided *only* limited scope representation 25.5% provided both full and limited scope representation in 2016. And, 28.7% provided *only* full representation.

| Service Type                          | Percent of Attorneys Providing this Type in 2016 | Average Pro Bono Hours |
|---------------------------------------|--|------------------------|
| Full and Limited Scope Representation | 25.5%  | 114.2                  |
| Full Representation Only              | 28.7%  | 81.8                   |
| Limited Scope Representation Only     | 45.1%  | 40.1                   |
| Mediation Only                        | 0.7%   | 47.2                   |

### ***Who were the pro bono clients in 2016?***

Among respondents who provided pro bono service in 2016 (i.e. omitting respondents who provided no pro bono service), respondents were most likely to indicate that they had represented an ethnic minority, a single parent, a disabled person, or an elderly person compared to the below list of client types. There were some notable differences in the client served based on attorney demographics.

| Type of Client                 | Percent of attorneys having represented this client type in 2016 | The below types of attorneys were more likely to represent the corresponding type of client  |
|--------------------------------|--|--|
| An Ethnic Minority             | 30.4%  | Female; Black, Hispanic, Asian, or Native American; in the non-profit or academic settings, younger (especially under age 45); in urban areas; participating in an emeritus/pro bono licensure program |
| Single Parent                  | 25.6%  | Female, Black or Hispanic, in private practice or the non-profit setting, in a town or a rural area  |
| Disabled person                | 25.5%  | White; in the non-profit setting; in a rural area or town; participating in an emeritus/pro bono licensure program   |
| Elderly Person                 | 23.8%  | In the private practice or non-profit settings; Over age 50; in rural areas or towns; participating in an emeritus/pro bono licensure program  |
| Non or Limited English Speaker | 22.5%  | Female; Hispanic or Asian; in the non-profit setting; under age 45; in urban areas; participating in an emeritus/pro bono licensure program  |
| Student                        | 16.5%  | In the non-profit or academic setting  |
| Victim of Domestic Violence    | 15.0%  | Female; Hispanic or Asian; in the non-profit setting; Under age 40; in a rural area or town  |
| Child/Juvenile                 | 14.8%  | Female; Hispanic; under age 55; in rural areas or towns  |

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|                          |       |  |
|--------------------------|-------|--|
|                          |       |  |
| Veteran                  | 13.8% | Male; Native American; in the non-profit setting; in a rural area or town; participating in an emeritus/pro bono licensure program |
| Rural Resident           | 11.6% | White; in the non-profit setting; in rural areas or towns; participating in an emeritus/pro bono licensure program                 |
| Undocumented Immigrant   | 11.4% | Female or gender non-conforming/transgender; Hispanic or Asian; in the non-profit setting; under age 40; in urban areas            |
| Documented Immigrant     | 11.4% | Female; gender non-conforming/transgender; Hispanic or Asian; in the non-profit setting; under age 45                              |
| Homeless                 | 9.9%  | Female or gender non-conforming/transgender; in the non-profit setting; in urban areas   |
| Incarcerated Person      | 9.0%  | Black or Hispanic  |
| Victim of Consumer Fraud | 8.2%  | Male; in rural areas or towns; participating in an emeritus/pro bono licensure program   |
| LGBT                     | 7.4%  | Gender non-conforming/transgender; Hispanic; non-profit setting; under age 50  |
| Migrant Worker           | 1.8%  | Hispanic or Asian; in the non-profit setting   |

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## Section II: Most Recent Pro Bono Case/Experience

### *Which type of pro bono service is most typical?*

The vast majority of pro bono service by respondents was undertaken on behalf of persons of limited means (81.3%) as opposed to a specific class of persons (2.5%) or an organization (16.2%). Additionally, most of these services were limited scope representation (54.6%) as opposed to full representation (43.7%) or mediation (1.7%).

#### *More likely to represent individuals:*

- *Hispanic attorneys (82%)*
- *Attorneys in rural areas and towns (77.4% and 78.5% respectively).*
- *Private practice (75.7%) and non-profit (72.2%) and academic (68%)*

#### *More likely to represent organizations:*

- *Asian attorneys were more likely to report that they provided services to organizations (20.8%).*
- *Attorneys in urban or suburban areas (15.2% and 15% respectively)*
- *Corporate (22.6%)*

*More likely to do limited scope: attorneys in an emeritus/pro bono licensure program. Specifically, litigation limited scope (18.7% did litigation, 44% did non-litigation). Less likely to do full representation (27.5%).*

### *How do attorneys find their clients?*

Of the attorneys who provided pro bono service, 27.6% indicated that their most recent client came directly to them. The remaining 72.4% were referred from some specific source, the most common of which were legal aid pro bono programs.

| <b>How did this client come to you?</b>                  | <b>Number</b> | <b>Percent</b> |
|--|---------------|----------------|
| The client came directly to me                           | 6655          | 27.6           |
| A referral from legal aid/services pro bono program*     | 3847          | 16.0           |
| A referral from a family member or friend                | 2146          | 8.9            |
| A referral from a present or former client               | 2137          | 8.9            |
| A referral from a non-profit organization*               | 1750          | 7.3            |
| A referral from a judge or court administrator           | 1207          | 5.0            |
| A referral from a bar association pro bono program*      | 1176          | 4.9            |
| A referral from a religious organization*                | 701           | 2.9            |
| A referral from an attorney outside of your organization | 589           | 2.4            |
| A referral from a professional acquaintance              | 547           | 2.3            |



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|  |              |              |
|--|--------------|--------------|
| A referral from your employer                              | 513          | 2.1          |
| A referral from a co-worker within your organization       | 438          | 1.8          |
| A referral from an independent pro bono program*           | 426          | 1.8          |
| A referral from a law school clinic*                       | 214          | .9           |
| From a posting on a pro bono listserv to which I subscribe | 160          | .7           |
| A referral from a self-help desk*                          | 109          | .5           |
| A referral from a mediation center*                        | 109          | .5           |
| A referral from a lawyer referral service*                 | 127          | .5           |
| A referral from a guardian ad litem program*               | 71           | .3           |
| A referral from a public or law library*                   | 28           | .1           |
| Other  | 1163         | 4.8          |
| <b>Total</b>   | <b>24112</b> | <b>100.0</b> |

### Notable Trends:

- **GENDER:** Male attorneys were more likely to report that their most recent client came to them directly (29.7% compared to 23.7% among female attorneys). For the attorneys who received their client from some referral source, male attorneys were more likely to have indicated they received their client through a present or former client (10.2% compared to 6.3% of female attorneys) and female attorneys were more likely to have indicated they received their client through a referral from a legal aid program (18.7% compared to 14.5% of the male attorneys) or a non-profit organization (8.9% compared to 6.4% of the male attorneys).
- **RACE/ETHNICITY:** White attorneys were more likely to report that their most recent client came to them directly (28% compared to 25.2% among non-white attorneys). Regarding client referrals, Black and Hispanic attorneys were more likely to report that they received their most recent client from a family member or friend (12.6% and 12.5% respectively, compared to 8.7% of the rest of the attorneys). Hispanic attorneys were also more likely to receive their client through a present or former client (10.6% compared to 8.8% of the rest of the attorneys). Asian attorneys were more likely to have received their recent client through a legal aid program (18.1% compared to 15.9% of the rest of the attorneys) or a non-profit organization (14.2% compared to 7.1% of the rest of the attorneys).
- **AGE:** Older attorneys were more likely to report that their most recent client came to them directly or through a present/former client, compared to younger attorneys. For example, among the 29 or younger age group, 15.9% indicated their client came to them directly, compared to 30.7% of the 55-59 age group. Younger attorneys, meanwhile, were more likely to report that their most recently client came to them through a legal aid program, their employer, or a coworker.
- **URBAN/RURAL:** Attorneys in towns or rural areas were more likely to receive a client directly (38.9% and 39.3% respectively) compared to attorneys in urban and suburban areas (25.3% and 27.6% respectively). When attorneys accepted a client through a referral, urban attorneys were more likely to report that their recent case came to them through a legal aid program (17.2%).

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Meanwhile, attorneys in towns or suburban or rural areas were more likely to report receiving their client through a family member or friend or through a present/former client.

- PRACTICE SETTING: Attorneys in the private practice, government or academic settings were more likely to report that their most recent client came to them directly, compared to corporate and non-profit attorneys. When attorneys received their client through a referral, corporate and government attorneys were more likely to report that their recent client came to them through a family member or friend (11.8% and 14.3% respectively). Private practice attorneys were more likely to have received their recent client through a present or former client (10.1%) or a judge/court administrator (5.4%). Corporate and non-profit attorneys were more likely to have received their most recent client through a legal aid program (20.1% and 18.4% respectively). Non-profit attorneys were more likely to have received their most recent client through a non-profit organization (15.8% - presumably their own organizations).
- LICENSE STATUS: Attorneys in emeritus/pro bono licensure programs were, not surprisingly, not likely to take pro bono cases directly, but instead were more likely to receive their clients through legal aid pro bono programs.

Among those respondents whose clients *came directly to them*, 37.6% reported having no personal relationship with the person, while 18.9% reported that the client was an acquaintance, 11.4% noted that the client was an organization with whom the attorney was involved, and 10.3% indicated that the client was a former client.

### How would you describe your relationship with the client before the legal engagement began?

|  | Number | Percent |
|--|--------|---------|
| An acquaintance  | 1111   | 18.9    |
| An organization with which I was personally involved                             | 670    | 11.4    |
| A former client  | 606    | 10.3    |
| A personal friend  | 538    | 9.1     |
| A relative   | 207    | 3.5     |
| An organization with which a friend or family member was personally involved     | 114    | 1.9     |
| A co-worker  | 69     | 1.2     |
| A class of persons to whom a friend or family member had a connection            | 10     | .2      |
| A class of persons with whom I had a relationship with at least one class member | 24     | .4      |
| An organization with which my employer was involved                              | 25     | .4      |
| A class of persons to whom my employer had a connection                          | 4      | .1      |
| Another relationship   | 297    | 5.0     |
| None of the above- no prior relationship   | 2213   | 37.6    |
| Total  | 5888   | 100.0   |

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### Notable Trends:

- RACE/ETHNICITY: Hispanic attorneys were more likely to report that they had no prior relationship with their recent client (47.3% compared to 37.1% of other attorneys). Black attorneys were more likely to report that their recent client was an acquaintance (24.1% compared to 18.6% of the other attorneys).
- AGE: Younger attorneys (under 45) were more likely to report that their recent client was a personal friend.
- URBAN/RURAL: Attorneys in rural areas and towns were more likely to report that they had no prior relationship with their most recently client (46.9% and 42.2% respectively).
- PRACTICE SETTING: Attorneys in the corporate and government practice settings were more likely to report that their recent client was a personal friend (19.1% and 12.5% respectively). Private practice attorneys were more likely to report that they had no prior relationship with their most recent client (40.1%).

### ***How was the client determined to be low-income?***

As noted in the below chart, to determine whether a client qualified for pro bono service, respondents primarily used impressionistic methods, such as relying on the word of the client or on the attorney's knowledge of the client's situation to vet the client's financial eligibility. Otherwise, 41.2% relied on the referral source to vet the client's financial eligibility and 8.3% vetted the client's financial data.

| Low Income Determination (Multiple Choice)           | Percent of Respondents |
|--|------------------------|
| An indication from the referral source               | 17.1%                  |
| The referral source qualified the client             | 24.1%                  |
| Financial data, such as a W2 or paycheck information | 8.3%                   |
| The word of the client                               | 25.5%                  |
| Some other factor                                    | 6.4%                   |
| My knowledge of the client's situation               | 43.9%                  |

### ***What tasks were performed and what was the scope of the work?***

The most frequently reported pro bono legal tasks consisted of providing advice (74.1%), reviewing and/or drafting legal documents (66.2%) and interviewing/meeting with the client (63.7%).

| Legal Task (Multiple Choice)                               | Percent of Respondents |
|--|------------------------|
| Provided advice  | 74.1%                  |
| Reviewed/drafted documents                                 | 66.2%                  |
| Interviewed/met with the client                            | 63.7%                  |
| Wrote letter   | 35.6%                  |
| Spoke with other attorneys                                 | 34.6%                  |
| Provided full representation in court (trial or appellate) | 29.0%                  |

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| Negotiated a settlement with other parties                 | 18.0% |
| Referred to other organization(s)                          | 13.6% |
| Limited scope representation in court (trial or appellate) | 6.8%  |
| Represented the client in administrative proceedings       | 8.5%  |
| Represented the client before a legislative body           | 0.8%  |
| Other  | 7.2%  |

### *In what area of law?*

The respondents were asked to indicate what area of the law their most recent case was and how many hours they spent on their case. The below chart presents this information broken down by whether the case was a full representation case or a limited scope case. Note that many of their cases involved multiple areas of law and so these numbers cannot separate out how much time was spent specifically on the areas of law presented below, only that when the case involved the particular area of law, the below numbers are associated with the case.

| Area of Law             | All Hours       |               | Pure Measure Hours |               |
|-------------------------|-----------------|---------------|--------------------|---------------|
|                         | Number of Cases | Average Hours | Number of Cases    | Average Hours |
| Banking                 | 170             | 34.0          | 25                 | 12.9          |
| Bankruptcy              | 583             | 18.3*         | 364                | 12.7*         |
| Business/Corporate      | 1152            | 32.3          | 406                | 25.3          |
| Civil Rights            | 868             | 101.3*        | 365                | 68.7*         |
| Consumer                | 1102            | 18.7*         | 447                | 12.8*         |
| Contract                | 1428            | 25.3          | 396                | 16.4*         |
| Criminal                | 2226            | 43.0*         | 1596               | 35.4*         |
| Debt Collection         | 747             | 19.8*         | 210                | 11.5*         |
| Disability Rights       | 513             | 47.9*         | 150                | 27.9          |
| Domestic Violence       | 960             | 30.3          | 206                | 21.7          |
| Education               | 332             | 41.8*         | 118                | 26.5          |
| Elder                   | 646             | 24.1          | 133                | 16.5          |
| Estate Planning/Probate | 2542            | 15.3*         | 1453               | 11.5*         |
| Family                  | 5452            | 22.8*         | 3739               | 20.9*         |
| Health Care             | 528             | 40.6*         | 127                | 26.2          |
| Housing                 | 1295            | 25.5          | 586                | 15.5*         |
| Immigration             | 1481            | 36.7*         | 1086               | 34.8*         |
| Intellectual Property   | 397             | 26.9          | 266                | 19.2          |
| Juvenile                | 433             | 57.2*         | 182                | 26.7          |
| Labor and Employment    | 897             | 32.5          | 468                | 21.4          |
| Litigation              | 1546            | 67.9          | 538                | 38.8*         |

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|                         |       |        |       |       |
|-------------------------|-------|--------|-------|-------|
| Medical Malpractice     | 93    | 110.9* | 19    | 39.2  |
| Military                | 214   | 69.5*  | 63    | 37.4  |
| Non-Profit Organization | 1548  | 40.9*  | 718   | 34.4* |
| Personal Injury         | 661   | 30.1   | 321   | 26.8  |
| Public Benefits         | 601   | 35.7   | 159   | 24.0  |
| Real Estate             | 1707  | 24.0   | 744   | 14.9* |
| Securities              | 12    | 64.3   | 2     | 61.3  |
| Tax                     | 471   | 42.0*  | 242   | 39.3* |
| Technology              | 52    | 48.1   | 11    | 11.6  |
| Tribal/Native American  | 54    | 52.3   | 11    | 59.9  |
| Other                   | 1403  | 40.2*  | 962   | 32.4* |
| All - Total             | 22113 | 29.1   | 16113 | 25.08 |

| Area of Law             | Full Representation |               | Limited Scope Representation |               |
|-------------------------|---------------------|---------------|------------------------------|---------------|
|                         | Number of Cases     | Average Hours | Number of Cases              | Average Hours |
| Banking                 | 54                  | 54.9          | 109                          | 23.5          |
| Bankruptcy              | 330                 | 19.6*         | 224                          | 13.8          |
| Business/Corporate      | 233                 | 79.3*         | 819                          | 19.8          |
| Civil Rights            | 438                 | 147.0*        | 371                          | 57.2*         |
| Consumer                | 314                 | 37.4          | 706                          | 11.1          |
| Contract                | 346                 | 48.6          | 957                          | 18.4          |
| Criminal                | 1234                | 55.0*         | 903                          | 28.0*         |
| Debt Collection         | 193                 | 41.0          | 510                          | 11.3          |
| Disability Rights       | 202                 | 90.6*         | 268                          | 21.0          |
| Domestic Violence       | 457                 | 45.6          | 441                          | 16.8          |
| Education               | 80                  | 69.5          | 207                          | 29.0*         |
| Elder                   | 197                 | 41.2          | 391                          | 16.3          |
| Estate Planning/Probate | 836                 | 24.0*         | 1558                         | 10.9*         |
| Family                  | 2908                | 32.3*         | 2192                         | 11.9*         |
| Health Care             | 139                 | 88.5*         | 343                          | 23.3          |
| Housing                 | 376                 | 52.5          | 826                          | 13.7          |
| Immigration             | 765                 | 50.8          | 674                          | 22.0          |
| Intellectual Property   | 91                  | 53.8          | 281                          | 19.6          |
| Juvenile                | 259                 | 50.5          | 144                          | 72.9*         |
| Labor and Employment    | 192                 | 80.4*         | 612                          | 19.7          |

## NATIONAL DATA

|                         |      |        |       |       |
|-------------------------|------|--------|-------|-------|
| Litigation              | 883  | 99.2*  | 568   | 29.2* |
| Medical Malpractice     | 37   | 254.7* | 51    | 16.0  |
| Military                | 70   | 161.8* | 124   | 18.4  |
| Non-Profit Organization | 260  | 86.1*  | 1090  | 29.3* |
| Personal Injury         | 233  | 55.7   | 359   | 17.0  |
| Public Benefits         | 162  | 75.0*  | 392   | 19.6  |
| Real Estate             | 497  | 44.6   | 1101  | 14.5  |
| Securities              | 5    | 82.6   | 7     | 50.4  |
| Tax                     | 157  | 74.4*  | 280   | 23.6  |
| Technology              | 12   | 93.0   | 36    | 36.6  |
| Tribal/Native American  | 16   | 117.8  | 34    | 27.2  |
| Other                   | 545  | 52.8   | 665   | 26.5* |
| All - Total             | 9207 | 45.7   | 11340 | 16.4  |

### ***Within the scope of the attorneys' expertise?***

The tasks performed were generally within the attorneys' area of expertise. Specifically, 69.0% indicated that their recent pro bono experience was within their area of expertise. Types of attorneys that were more likely to indicate having taken a case that was outside their area of expertise included: females attorneys; Black, Hispanic or Asian attorneys, younger; urban; those in the corporate or government setting; and attorneys participating in an emeritus/pro bono licensure program.

### ***What support from was received or needed from the referral organization?***

The attorneys who indicated that their most recent client came to them through a referral organization were asked about the type of support they either received or needed. The most common type of support received was sample forms/documents, followed by regular check-ins.

| Type of Support  | Received | Needed or Needed More of |
|--|----------|--------------------------|
| Sample forms/documents                                       | 30.5%    | 4.3%                     |
| Regular check-ins  | 23.2%    | 3.2%                     |
| Mentoring support  | 18.2%    | 3.6%                     |
| Troubleshooting issues that arise between you and the client | 16.5%    | 2.8%                     |
| Malpractice insurance  | 16.3%    | 3.3%                     |
| Team with another volunteer on the case                      | 14.4%    | 3.4%                     |
| CLE  | 13.8%    | 3.9%                     |
| Research assistance  | 10.2%    | 4.1%                     |
| Interpreter  | 8.2%     | 3.2%                     |

## NATIONAL DATA

|   |      |      |
|---|------|------|
| Shadowing an experienced lawyer on a case | 5.9% | 3.9% |
| Expense reimbursement                     | 4.7% | 5.3% |
| Other                                     | 2.7% | 0.8% |

### ***Consistent with the attorneys' expectations?***

Most (71%) of the attorneys indicated that their most recent pro bono experience was consistent with their expectations. Approximately 24%, however, indicated that the case took more time than they had expected and 7.6% said that the case was more complex than they had expected.

| Response (Multiple Choice)                              | Percent of Attorneys Providing Response |
|---|---|
| Yes – it was consistent in terms of time and complexity | 71.0%                                   |
| No – it took more time than I expected                  | 24.0%                                   |
| No – it was more complex than I expected                | 7.6%                                    |
| No – it took less time than I expected                  | 1.9%                                    |
| No – it was less complex than I expected                | 0.8%                                    |
| No – it was not what I expected in some other way       | 1.5%                                    |

The areas of law for which attorneys were most likely to report that their experience was non consistent with their expectations were: medical malpractice, securities, and banking. Specifically:

- Medical malpractice: 57% consistent; 34.4% said it took longer than expected; 10.8% said it was more complex than expected
- Securities: 58.3% consistent; 41.7% said it took more time than expected; 8.3% said it was more complex than expected
- Banking: 60% consistent; 34.7% said it took more time than expected; .6% said it took less time than expected

The areas of law for which attorneys were most likely to take a case outside their area of expertise were: immigration, military, civil rights, juvenile, education, disability rights, health care, public benefits, and tribal.

| Area of Law            | Consistent with Expectations |        | In Area of Expertise |       |
|------------------------|------------------------------|--------|----------------------|-------|
|                        | Yes                          | No     | Yes                  | No    |
| Medical Malpractice    | 57.0%*                       | 43.0%* | 61.3%                | 38.7% |
| Securities             | 58.3%                        | 41.7%  | 83.3%                | 16.7% |
| Banking                | 60.0%*                       | 40.0%* | 72.4%                | 27.6% |
| Tribal/Native American | 62.3%                        | 37.7%  | 59.3%                | 40.7% |
| Technology             | 63.5%                        | 36.5%  | 92.3%*               | 7.7%* |

## NATIONAL DATA

|                         |        |        |        |        |
|-------------------------|--------|--------|--------|--------|
| Litigation              | 64.2%* | 35.8%* | 70.3%  | 29.7%  |
| Civil Rights            | 65.0%* | 35.0%* | 51.2%* | 48.8%* |
| Elder                   | 65.0%* | 35.0%* | 72.1%  | 27.9%  |
| Military                | 66.4%  | 33.6%  | 47.7%* | 52.3%* |
| Personal Injury         | 66.6%* | 33.4%* | 75.2%* | 24.8%* |
| Family                  | 66.7%* | 33.3%* | 70.5%* | 29.5%* |
| Domestic Violence       | 66.9%* | 33.1%* | 68%    | 32%    |
| Health Care             | 67.2%* | 32.8%* | 58.9%* | 41.1%* |
| Juvenile                | 67.9%  | 32.1%  | 57.7%* | 42.3%* |
| Debt Collection         | 68.1%  | 31.9%  | 69.3%  | 30.7%  |
| Real Estate             | 68.4%* | 31.6%* | 80%*   | 20%*   |
| Public Benefits         | 68.9%  | 31.1%  | 55.1%* | 44.9%* |
| Disability Rights       | 69.1%  | 30.9%  | 59.1%* | 40.9%* |
| Consumer                | 69.1%  | 30.9%  | 65.5%* | 34.5%* |
| Housing                 | 70.3%  | 29.7%  | 51%*   | 49%*   |
| Contract                | 70.7%  | 29.3%  | 75.6%* | 24.4%* |
| Criminal                | 70.9%  | 29.1%  | 71.2%* | 28.8%* |
| Education               | 71.0%  | 29.0%  | 57.8%* | 42.2%* |
| Business/Corporate      | 71.3%  | 28.7%  | 79.9%* | 20.1%* |
| Immigration             | 71.5%  | 28.5%  | 48.8%* | 51.2%* |
| Labor and Employment    | 71.5%  | 28.5%  | 75.9%* | 24.1%* |
| Tax                     | 72.2%  | 27.8%  | 77.1%* | 22.9%* |
| Estate Planning/Probate | 72.7%* | 27.3%* | 73.4%* | 26.6%* |
| Intellectual Property   | 74.6%  | 25.4%  | 90.4%* | 9.6%*  |
| Non-Profit Organization | 77.1%* | 22.9%* | 66.3%* | 33.7%* |
| Bankruptcy              | 79.8%* | 20.2%* | 86.6%* | 13.4%* |

### ***Hours of service provided?***

On average, attorneys spent 29.1 hours on their most recent pro bono case (median of 10 hours). Attorneys in urban areas tended to report having spent more time on their recent case (31.5 average hours); attorneys in towns spent the least amount of time (20 average hours). Non-profit and academic attorneys spent the most time on their recent case (35.1 and 60.2 average hours, respectively) compared to private (29.5), corporate (18.0) and government (18.2) attorneys.



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## Section III: Motivations and Attitudes

### *The importance of pro bono services?*

The majority of attorneys (80.6%) believe that pro bono services are either somewhat or very important. Very few attorneys did not believe that pro bono services are important.

| Thinking about the legal needs of the low-income population in your state, how important is it for local attorneys to offer pro bono services? | Number | Percent |
|--|--------|---------|
| Don't know   | 1591   | 3.9     |
| Very unimportant   | 2421   | 5.9     |
| Somewhat unimportant   | 1699   | 4.1     |
| Neither important nor unimportant  | 2279   | 5.5     |
| Somewhat important   | 11700  | 28.5    |
| Very important   | 21381  | 52.1    |
| Total  | 41071  | 100.0   |

### *What motivates attorneys to do pro bono?*

As noted in the below chart, the top three motivators for undertaking pro bono included:

1. Helping people in need
2. Ethical obligation
3. Duty as a member of the legal profession

| Motivator                                     | 1 – not at all | 2   | 3    | 4    | 5 = very | Average Rating |
|---|----------------|-----|------|------|----------|----------------|
| Helping people in need                        | 3.6            | 3.0 | 11.6 | 28.6 | 53.2     | 4.25           |
| Ethical obligation                            | 11.2           | 8.8 | 23.7 | 26.3 | 30.0     | 3.55           |
| Professional duty                             | 11.5           | 9.3 | 23.7 | 26.1 | 29.5     | 3.53           |
| Participating in reducing social inequalities | 14.9           | 9.2 | 19.5 | 24.7 | 31.8     | 3.49           |
| It would make me feel like a good person      | 13.2           | 8.6 | 23.4 | 28.1 | 26.7     | 3.47           |

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|  |      |      |      |      |      |      |
|--|------|------|------|------|------|------|
| Helping the profession's public image  | 20.0 | 13.4 | 26.0 | 23.7 | 16.9 | 3.04 |
| A firm culture that encourages pro bono  | 35.7 | 9.8  | 20.1 | 17.7 | 16.7 | 2.70 |
| Opportunities to interact with low-income populations                                      | 32.0 | 16.9 | 26.0 | 14.9 | 10.3 | 2.55 |
| Opportunities to work directly with clients  | 36.8 | 14.3 | 21.9 | 14.7 | 12.2 | 2.51 |
| Gaining experience in an area outside of my expertise                                      | 38.4 | 14.9 | 19.7 | 16.7 | 10.3 | 2.46 |
| Opportunities to work with other attorneys   | 39.1 | 16.8 | 22.3 | 14.3 | 7.6  | 2.34 |
| Opportunities to go to court   | 54.6 | 13.8 | 15.2 | 9.1  | 7.3  | 2.01 |
| Recognition from colleagues and friends  | 49.4 | 20.6 | 18.6 | 7.6  | 3.8  | 1.96 |
| Strengthening relationships with my private practice clients who value pro bono engagement | 54.5 | 14.8 | 17.1 | 8.4  | 5.3  | 1.95 |
| Recognition from employer  | 56.8 | 13.7 | 15.0 | 8.9  | 5.6  | 1.93 |
| Average across all factors   |      |      |      |      |      | 2.80 |

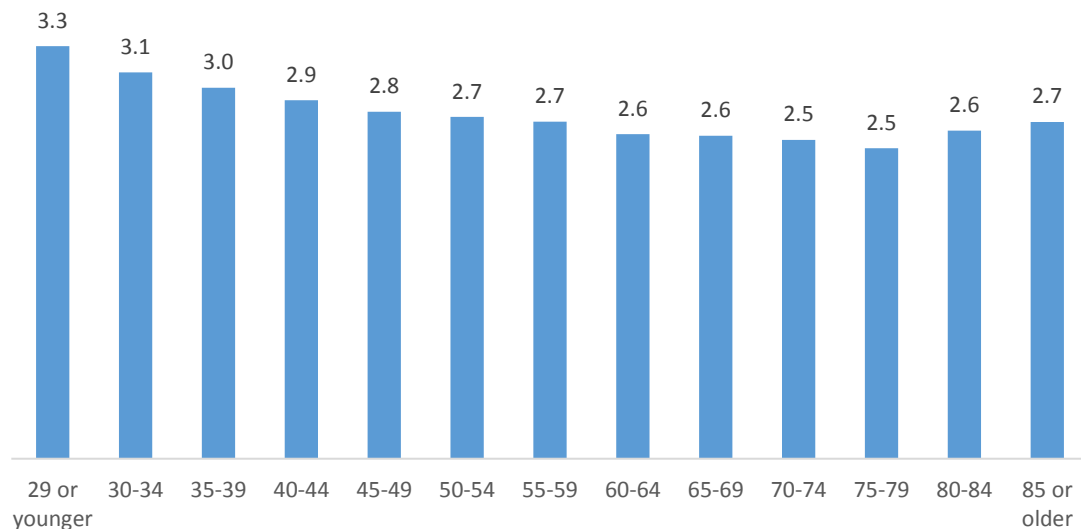
### Notable Trends:

- GENDER: Overall, female attorneys provided higher ratings for the list of motivating factors (with an average of 3.0) than male attorneys (with an average of 2.7). Gender non-conforming/transgender attorneys provided a rating of 2.9.
  - o Females were most motivated by: 1) helping people in need (4.4), 2) reducing social inequalities (3.89), 3) ethical obligation (3.7) and 4) feeling like a good person (3.67)
  - o Males were most motivated by: 1) helping people in need (4.16), 2) ethical obligation (3.47) and 3) professional duty (3.46)

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- Gender non-conforming/transgender attorneys were most motivated by: 1) helping people in need (4.28), 2) reducing social inequalities (4.08), and 3) feeling like a good person (3.46)
- RACE/ETHNICITY: Attorneys identifying as Black, Hispanic or Asian provided higher ratings for motivator factors (with average ratings of 3.1, 3.1 and 3.2 respectively) compared to the rest of the attorneys (“white” or “other”).
  - White: 1) helping people in need (4.23), 2) ethical obligation (3.54) and 3) professional duty (3.52)
  - For Black attorneys, the top three were: 1) helping people in need (4.52), 2) participating in reducing social inequalities (4.21), and 3) ethical obligation/professional duty (both 3.65)
  - For Hispanic attorneys, the top three were: 1) helping people in need (4.42), 2) reducing social inequalities (3.93), and 3) ethical obligation (3.74)
  - For Asian attorneys, the top three were: 1) helping people in need (4.4), 2) reducing social inequalities (4.0), and 3) feeling like a good person (3.76)
- AGE: Younger attorneys provided higher average ratings for the motivating factors than older attorneys. The 29 and younger age group, for example provided an average rating of 3.3 across motivating factors, while the 75-79 age group provided an average rating of 2.5. See the chart below.

Average Rating Across Motivating Factors



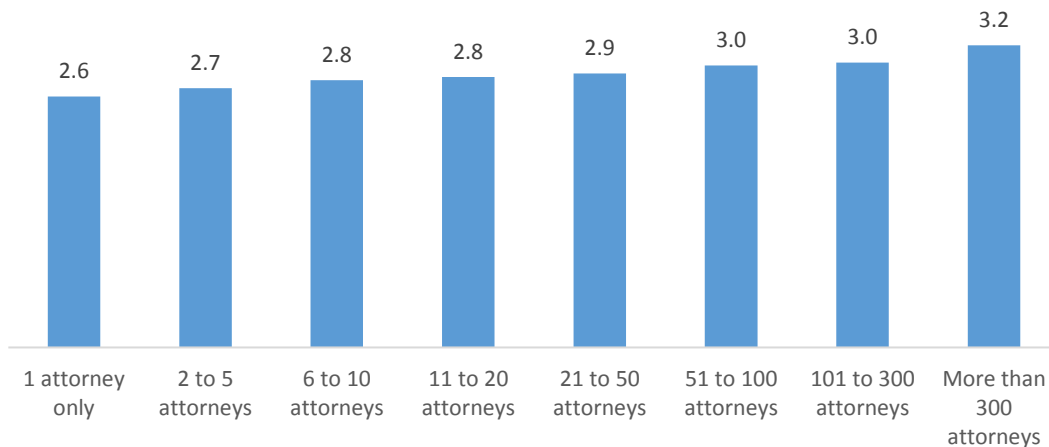
Specifically,

- Attorneys under age 50 were most motivated by helping people in need, feeling like a good person, and reducing social inequalities.
- Attorneys 50 and over were most motivated by helping people in need, one’s ethical obligations and one’s professional duty.

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- URBAN/RURAL: Urban attorneys provided the highest overall ratings for the motivating factors, with an average of 2.9, compared to suburban attorneys (2.7), rural attorneys (2.6) and attorneys in towns (2.7). Specifically:
  - o Urban attorneys were most motivated by: 1) helping people in need, 2) ethical obligation, and 3) professional duty/reducing social inequalities
  - o Suburban attorneys were most motivated by: 1) helping people in need, 2) ethical obligation, 3) feeling like a good person
  - o Rural attorneys were most motivated by: 1) helping people in need, 2) ethical obligation, 3) professional duty
  - o Attorneys in towns were most motivated by: 1) helping people in need, 2) ethical obligation/professional duty, 3) feeling like a good person
- PRACTICE SETTING: Private practice attorneys provided slightly lower ratings (2.7) than corporate (2.8) or government attorneys (2.9). Non-profit attorneys provided the highest ratings, with an average of 3.2. Likewise, the small group (n=226) on academic attorneys provided high ratings – an average of 3.0). Within private practice, attorneys from larger firms provided higher ratings (the average rating for solos was 2.6 and the average rating for 300+ firms was 3.2).

Average for Motivating Factors



Specifically,

- o Attorneys in private practice were most motivated by: 1) helping people in need, 2) ethical obligation, and 3) professional duty
- o Corporate attorneys were most motivated by: 1) helping people in need, 2) feeling like a good person, and 3) reducing social inequalities
- o Government attorneys were most motivated by: 1) helping people in need, 2) reducing social inequalities, and 3) feeling like a good person
- o Non-profit attorneys were most motivated by: 1) helping people in need, 2) reducing social inequalities, and 3) ethical obligation
- o Academic attorneys were most motivated by: 1) helping people in need, 2) reducing social inequalities, and 3) ethical obligation
- BY PRO BONO HOURS PROVIDED: As expected, attorneys who provided 50 or more hours of pro bono in 2016 also provided higher ratings for the motivating factors (2.9 compared to 2.8).

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Attorneys who had never provided pro bono averaged 2.8 for the motivating factors. And specifically:

- Those who provided 50+ hours of pro bono in 2016 were most motivated by: 1) helping people in need, 2) ethical obligation, and 3) professional duty
- Those who had never provided pro bono were most motivated by: 1) helping people in need, 2) reducing social inequalities, and 3) feeling like a good person
- LICENSE STATUS: Attorneys with inactive licenses and those participating in an emeritus/pro bono licensure program were more motivated to do pro bono compared to active attorneys (3.0 and 2.9, respectively).
  - Inactives and emeritus: 1) helping people in need, 2) participating in reducing social inequalities, and 3) ethical obligation/ professional duty

### ***Are Attorneys Reactive or Proactive Concerning Pro Bono Opportunities?***

To identify pro bono opportunities, just under half of the attorneys (45.4%) had reached out to some organization and 63.6% had been contacted by an organization regarding a pro bono opportunity.

| Organization                         | Percent of Respondents Who Contacted... | Percent of Respondents Who Were Contacted By... |
|--------------------------------------|---|---|
| State bar association                | 12.0%                                   | 29.0%   |
| Your local bar association           | 18.0%                                   | 34.0%   |
| A legal aid or pro bono organization | 36.3%                                   | 47.5%   |
| Some other organization              | 12.4%                                   | 21.3%   |
| At least one of the above            | 45.4%                                   | 63.6%   |

### ***What can pro bono programs do to engage more attorneys?***

According to respondents, in order to engage more attorneys, pro bono programs should:

1. Engage judges in soliciting participation
2. Provide limited scope representation opportunities
3. Offer CLE credit for pro bono service

| Action                                     | 1 – not influential |     |      |      | 5 – very influential | Average Rating |
|--|---------------------|-----|------|------|----------------------|----------------|
| If a judge solicited my participation      | 16.6                | 9.0 | 20.4 | 25.1 | 28.9                 | 3.41           |
| Limited scope representation opportunities | 15.4                | 8.7 | 22.0 | 29.8 | 24.2                 | 3.39           |

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|  |      |      |      |      |      |      |
|--|------|------|------|------|------|------|
| CLE credit for doing pro bono  | 20.5 | 8.8  | 18.5 | 23.2 | 29.0 | 3.32 |
| Malpractice insurance provided by referral org   | 25.6 | 8.4  | 16.5 | 19.2 | 30.2 | 3.20 |
| If a colleague asked me to take a case   | 15.6 | 12.9 | 29.4 | 27.9 | 14.2 | 3.12 |
| Free or reduced cost CLE   | 24.5 | 10.9 | 20.3 | 21.5 | 22.9 | 3.07 |
| Online description of case opportunities from which to select                                    | 22.2 | 10.4 | 23.4 | 26.9 | 17.3 | 3.07 |
| The option of selecting a client based on demographics/descriptors                               | 21.3 | 12.5 | 25.3 | 25.5 | 15.4 | 3.01 |
| Mentorship/supervision by an attorney specializing in the legal matter                           | 29.2 | 10.7 | 19.0 | 21.1 | 20.0 | 2.92 |
| Administrative or research support   | 26.2 | 12.9 | 23.6 | 22.1 | 15.1 | 2.87 |
| Opportunities to act as a mentor to young attorneys or law students                              | 22.7 | 15.7 | 27.4 | 22.1 | 12.1 | 2.85 |
| Opportunities to do pro bono remotely  | 26.7 | 13.5 | 23.6 | 21.2 | 14.9 | 2.84 |
| If I were matched with another attorney to share the work  | 28.5 | 13.5 | 24.3 | 21.5 | 12.2 | 2.75 |
| Periodic contact by a referral organization (I'll take a case when I can)                        | 28.2 | 16.1 | 26.6 | 19.3 | 9.8  | 2.67 |
| Alternative dispute resolution opportunities   | 31.8 | 13.7 | 23.2 | 18.2 | 13.1 | 2.67 |
| Availability of networking opportunities with other attorneys providing pro bono in my community | 33.1 | 16.9 | 24.5 | 17.1 | 8.4  | 2.51 |
| Reduced fee opportunities as opposed to free service opportunities                               | 39.2 | 15.2 | 21.4 | 14.2 | 10.0 | 2.41 |
| More support from my firm  | 48.3 | 8.6  | 14.8 | 12.7 | 15.5 | 2.39 |
| Self-reporting and state bar tracking of voluntary pro bono contributions                        | 39.9 | 17.2 | 24.8 | 11.5 | 6.6  | 2.28 |

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|   |      |      |      |     |     |      |
|---|------|------|------|-----|-----|------|
| Formal recognition of my past volunteer efforts | 50.8 | 18.9 | 18.2 | 7.9 | 4.2 | 1.96 |
| Average of All Factors                          |      |      |      |     |     | 2.85 |

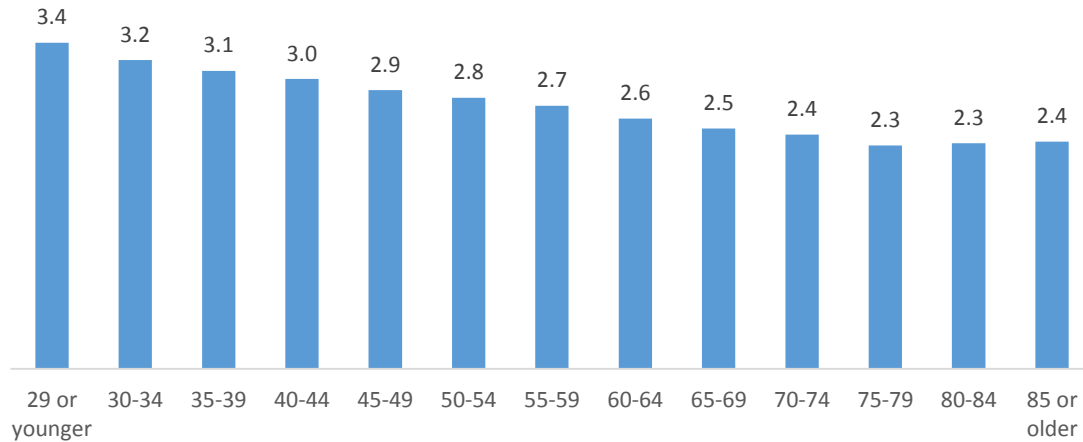
### Notable Trends:

- GENDER: Overall, female attorneys provided higher ratings for the list of actions (3.1 compared to 2.7 for male attorneys). Gender non-conforming/transgender attorneys provided an average rating of 3.0. And specifically,
  - o For female attorneys, the top three influential actions were: 1) limited scope representation opportunities, 2) CLE credit for doing pro bono, and 3) malpractice insurance
  - o For male attorneys, the top three influential actions were: 1) if a judge solicited participation, 2) limited scope representation opportunities, and 3) CLE credit for doing pro bono
  - o Gender nonconforming/transgender attorneys were most influenced by: 1) the option of selecting a client to assist based on specific demographics, 2) malpractice insurance, and 3) limited scope representation opportunities
- RACE/ETHNICITY: Attorneys that identified themselves as Black, Hispanic or Asian provided higher ratings for the list of actions (3.2, 3.1 and 3.3 respectively) compared to other attorneys. Specifically,
  - o White attorneys were most influenced by: 1) if a judge solicited participation, 2) limited scope representation opportunities, and 3) CLE credit
  - o Black attorneys were most influenced by: 1) limited scope representation opportunities, 2) free or reduced cost CLE/malpractice insurance, and 3) CLE credit
  - o Hispanic attorneys were most influenced by: 1) CLE credit, 2) free or reduced cost CLE, and 3) limited scope representation opportunities
  - o Asian attorneys were most influenced by: 1) limited scope representation opportunities, 2) CLE credit/mentorship or supervision by an attorney with expertise, and 3) malpractice insurance
- AGE: Younger attorneys provided higher ratings than did older attorneys for the list of actions. For example, attorneys in the 29 and younger age group provided an average rating of 3.4,

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compared to the 75-79 age group which provided an average rating of 2.3.

Average Rating for Factors



Specifically:

- Attorneys under age 35 were most influenced by: limited scope representation opportunities, mentorship by an attorney with expertise in the subject matter and CLE credit
- Attorneys age 35-64 were most influenced by: limited scope representation opportunities, CLE credit, and if a judge solicited participation
- Attorneys 65 and older were most influenced by: if a judge solicited participation, followed by either limited scope representation opportunities or if a colleague solicited participation
- URBAN/RURAL: Attorneys in rural areas provided lower ratings for the list of activities, with average ratings of 2.7 compared to attorneys in urban areas (2.9), suburban areas (2.8) and towns (2.7). Specifically:
  - Urban attorneys were most influenced by: 1) if a judge solicited participation, 2) limited scope representation opportunities, and 3) CLE credit
  - Suburban attorneys were most influenced by: 1) limited scope representation opportunities, 2) if a judge solicited participation/CLE credit and 3) malpractice insurance
  - Rural attorneys were most influenced by: 1) if a judge solicited participation, 2) CLE credit, 3) limited scope representation opportunities
  - Attorneys in towns were most influenced by: 1) if a judge solicited participation, 2) CLE credit, and 3) limited scope representation opportunities
- PRACTICE SETTING: Attorneys in private practice provided slightly lower average ratings for the list of actions (2.8) compared to attorneys in the corporate setting (2.9), the government setting (2.9) the non-profit setting (3.1) and academic (2.9). Specifically,
  - Private practice attorneys were most influenced by: 1) if a judge solicited participation, 2) CLE credit, and 3) limited scope representation opportunities
  - Corporate attorneys were most influenced by: 1) limited scope representation opportunities, 2) malpractice insurance and 3) CLE credit



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- Government attorneys were most influenced by: 1) malpractice insurance, 2) limited scope representation opportunities, and 3) CLE credit
- Non-profit attorneys were most influenced by: 1) malpractice insurance, 2) limited scope representation opportunities, and 3) if a judge solicited participation
- Academic attorneys were most influenced by: 1) malpractice insurance, 2) limited scope representation opportunities and 3) if a judge solicited participation
- BY PRO BONO HOURS: Attorneys who had provided 50+ hours of pro bono in 2016 were most influenced by: a judge solicited participation, a colleague solicited participation and CLE credit. Attorneys who provided under 50 hours of pro bono in 2016 were most influenced by limited scope representation opportunities, if a judge solicited participation and CLE credit. Those who had never provided pro bono were most influenced by limited scope representation opportunities, malpractice insurance, and CLE credit
- LICENSE STATUS: Attorneys with inactive licenses were more encouraged by the list of actions compared to active attorneys (3.1). Attorneys in emeritus programs were no more encouraged by these actions than actively licensed attorneys. Specifically:
  - Inactives: 1) malpractice insurance, 2) limited scope representation opportunities, and 3) online description of case opportunities from which to select/option of selecting clients based on descriptors
  - Emeritus: 1) malpractice insurance, 2) limited scope representation opportunities, and 3) if a judge solicited participation

### ***What discourages attorneys from doing pro bono?***

According to respondents, the top three discouraging factors were:

1. Lack of time
2. Commitment to family or other personal obligations
3. Lack of skills or experience in the practice areas needed by pro bono clients

| <b>Factor</b>   | <b>1 – not discouraging</b> | <b>2</b> | <b>3</b> | <b>4</b> | <b>5 – very discouraging</b> | <b>Average Rating</b> |
|---|-----------------------------|----------|----------|----------|------------------------------|-----------------------|
| Lack of time  | 4.3                         | 3.5      | 11.8     | 25.1     | 55.3                         | 4.24                  |
| Commitment to family or other personal obligations                            | 5.1                         | 5.6      | 17.6     | 29.9     | 41.8                         | 3.98                  |
| Lack of skills or experience in the practice areas needed by pro bono clients | 9.5                         | 8.7      | 20.6     | 26.2     | 35.1                         | 3.69                  |
| The unrealistic expectations of clients                                       | 14.8                        | 13.5     | 24.6     | 22.2     | 24.8                         | 3.29                  |

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|  |      |      |      |      |      |      |
|--|------|------|------|------|------|------|
| Lack of clarity on how much time I would end up having to commit                     | 15.6 | 11.0 | 25.5 | 26.4 | 21.6 | 3.27 |
| Scheduling conflicts making it difficult to be available for court appearances       | 18.4 | 11.3 | 22.1 | 23.5 | 24.7 | 3.25 |
| Lack of malpractice insurance  | 25.2 | 9.4  | 15.7 | 15.8 | 33.9 | 3.24 |
| Competing billable hour expectations and policies                                    | 27.2 | 7.6  | 14.7 | 18.9 | 31.7 | 3.20 |
| Lack of interest in the types of cases   | 18.7 | 13.9 | 27.1 | 19.6 | 20.7 | 3.10 |
| Too costly; financially burdensome to my practice                                    | 23.5 | 13.1 | 20.7 | 18.3 | 24.4 | 3.07 |
| Lack of administrative support or resources  | 21.6 | 14.5 | 24.4 | 21.5 | 18.0 | 3.00 |
| Lack of information about opportunities  | 23.1 | 17.6 | 30.0 | 17.4 | 11.9 | 2.77 |
| A preference for spending volunteer time on non-legal matters                        | 29.8 | 13.8 | 24.2 | 16.9 | 15.4 | 2.74 |
| Discouragement from employer/firm  | 40.9 | 11.2 | 15.4 | 11.7 | 20.9 | 2.61 |
| Concerns that doing pro bono work would compromise the interests of my other clients | 41.5 | 15.3 | 18.3 | 11.9 | 12.9 | 2.39 |
| A preference for providing reduced fee assistance rather than no fee assistance      | 49.6 | 16.7 | 21.0 | 7.3  | 5.4  | 2.02 |
| I feel that a lot of pro bono clients really can afford legal assistance             | 54.9 | 18.0 | 16.8 | 5.3  | 5.0  | 1.88 |
| Personal or philosophical objections   | 70.2 | 9.5  | 10.4 | 3.8  | 6.0  | 1.66 |

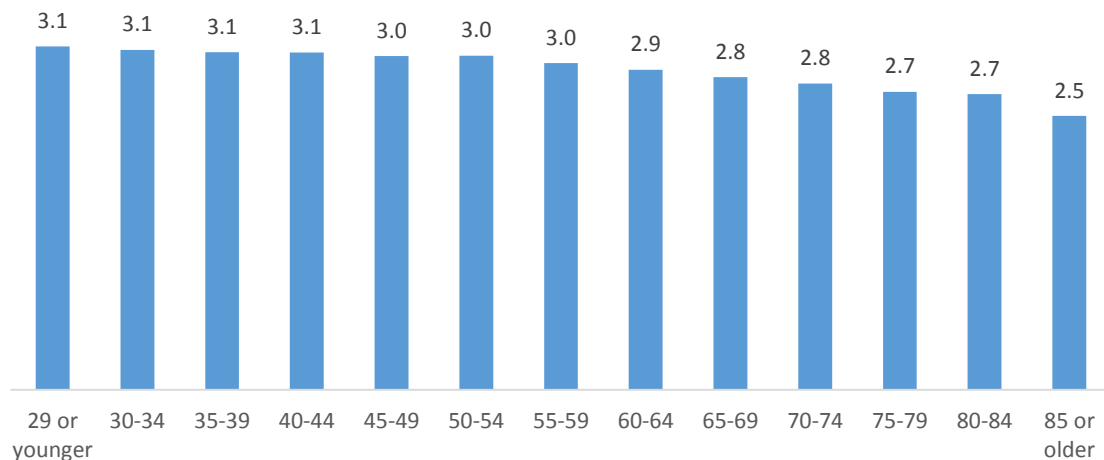
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|                       |  |  |  |  |  |  |      |
|-----------------------|--|--|--|--|--|--|------|
| Total for all factors |  |  |  |  |  |  | 2.98 |
|-----------------------|--|--|--|--|--|--|------|

### Notable Trends:

- **GENDER:** Overall, female attorneys were generally more discouraged than were male attorneys, with an average rating of 3.1 for the list of discouraging factors, compared to 2.9 for the male attorneys.
- **RACE/ETHNICITY:** Attorneys that identified as Black, Hispanic or Asian were more discouraged (with average ratings of 3.1, 3.1 and 3.2 respectively) compared to other attorneys.
- **AGE:** Younger attorneys were more discouraged than were older attorneys. Attorneys under age 45, for example, provided an average rating of 3.1, while the attorneys over age 75 provided ratings of 2.7 and lower.

Average Ratings for Discouraging Factors



- **Specifically:**
  - o For most age groups, the top three discouraging factors were: 1) lack of time, 2) commitment to family and other personal obligations and 3) lack of skills in the areas needed by pro bono clients.
  - o For attorneys over age 65, however, concerns about the lack of skills in the needed areas were more pressing and on average, ranked as their second most discouraging factor, behind lack of time and ahead of commitment to family and other personal obligations.
- **BY PRO BONO HOURS PROVIDED:** As expected, attorneys who provided 50 or more hours of pro bono in 2016 provided slightly lower ratings for the list of discouraging factors (2.8 compared to 3.0).
- **LICENSE STATUS:** Attorneys in emeritus/pro bono licensure programs were less discouraged than active or inactive attorneys (2.8)
  - o Inactives: 1) lack of skills (3.85), 2) lack of time, and 3) family and other personal obligations

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- Emeritus: 1) commitment to family or other personal obligations, 2) lack of skills, 3) lack of time

### ***Firm/Employer attitude toward pro bono?***

Private practice attorneys were asked about their employers' attitude towards pro bono. Just over half (51.9%) indicated that their employer neither encourages nor discourages pro bono activities, while 42.9% indicated that their employer encourages pro bono activities.

| <b>Which of the following best describes your firm's or employer's attitude toward pro bono?</b> | Number | Percent |
|--|--------|---------|
| Employer encourages pro bono activities  | 6549   | 42.9    |
| Employer neither encourages nor discourages pro bono activities                                  | 7922   | 51.9    |
| Employer discourages pro bono activities   | 785    | 5.1     |
| Total  | 15256  | 100.0   |

According to the surveyed attorneys, the most common ways their employers encouraged pro bono was by allowing the use of internal resources for pro bono activities (23.6% reported this) or by allowing pro bono during regular business hours (23% reported this). Only a small percentage reported that their employers did things that discouraged pro bono.

| <b>Employer Activity (Multiple Choice)</b>   | <b>Percent</b> |
|--|----------------|
| Employer allows use of internal resources for pro bono activities                        | 23.6%          |
| Employer allows pro bono during regular business hours                                   | 23.0%          |
| Employer has a pro bono policy that supports employee pro bono activities                | 13.9%          |
| Employer allows billable hour credit for pro bono work                                   | 9.2%           |
| Employer has procedures in place for identifying and referring pro bono cases internally | 8.3%           |
| Employer provides mentoring for pro bono activities/matters                              | 8.0%           |
| Employer has a pro bono manager  | 6.5%           |
| Employer requires a specific number of pro bono hours or matters per year                | 1.8%           |
| Employer places restriction on number of pro bono clients or matters in a fiscal year    | 1.4%           |
| Employer does NOT allow pro bono during regular business hours                           | 1.6%           |
| Employer disallows use of internal resources for pro bono activities                     | 1.3%           |

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### *Pro bono as a law student and its impact on future pro bono?*

Of the 56.7% of respondents that indicated that they had provided pro bono legal services as a law student, around a third (33%) noted that doing so made them “more” or “far more” likely to provide pro bono services after graduating from law school. Around 21.8% indicated that it had no impact on their likelihood of providing pro bono services after law school, and only 1.9% reported that it made them less likely to provide pro bono services after law school.

**If you provided pro bono legal services while you were a law student, to what degree did that experience affect your decision to provide pro bono services as a practicing attorney?**

|   | Frequency | Percent |
|---|-----------|---------|
| Far more likely to provide pro bono services                        | 5511      | 15.1    |
| More likely to provide pro bono services                            | 6546      | 17.9    |
| It had no impact on my provision of pro bono services               | 7943      | 21.8    |
| Less likely to provide pro bono services                            | 710       | 1.9     |
| I did not provide pro bono legal services while I was a law student | 15802     | 43.3    |
| Total   | 36512     | 100.0   |

### *Likelihood of providing pro bono in 2017?*

Overall, 45% of the respondents indicated that they were either likely or very likely to offer pro bono services in 2017, while 23% indicated they were unlikely or very unlikely to offer such services.

**How likely are you to offer pro bono services in 2017?**

|                   | Number | Percent |
|-------------------|--------|---------|
| Very Unlikely     | 5130   | 13.6    |
| Unlikely          | 3558   | 9.4     |
| Somewhat Unlikely | 2262   | 6.0     |
| Undecided         | 4666   | 12.4    |
| Somewhat likely   | 5156   | 13.7    |
| Likely            | 5588   | 14.8    |
| Very Likely       | 11408  | 30.2    |
| Total             | 37769  | 100.0   |

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And, the inactives:

| <b>Were you to reactivate your license, approximately how many hours do you think you would contribute to pro bono work over the next year?</b> | Number | Percent |
|---|--------|---------|
| None  | 306    | 26.9    |
| 0-5 hours   | 139    | 12.3    |
| 6-10 hours  | 168    | 14.7    |
| 20-50 hours   | 328    | 28.9    |
| 51-100 hours  | 139    | 12.2    |
| 101-500 hours (approx. 2-3 months of full-time work)  | 45     | 3.9     |
| 501-1000 hours (approx. 3-6 months of full-time work)   | 9      | .8      |
| 1001+ hours (more than 6 months of full-time work)  | 3      | .3      |
| Total   | 1136   | 100.0   |

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## Section IV: Other Public Service Activities

### *What public service activities did attorneys provide in 2016?*

The surveyed attorneys provided a range of public service activities in 2016. Approximately 20% of the attorneys reported that they had provided legal services for a reduced fee in 2016 and that the average hours they had committed to this activity were 73.1.

| Activity  | Percent of Attorneys | Average Hours in 2016 |
|---|----------------------|-----------------------|
| Legal services for a reduced fee  | 20.1%                | 73.1                  |
| Trainer or teacher on legal issues  | 15.4%                | 34.2                  |
| Speaker at legal education event for non-lawyers                                | 14.8%                | 10.5                  |
| Grassroots community advocacy   | 10.2%                | 35.4                  |
| Policy advocacy   | 8.4%                 | 34.1                  |
| Supervising or mentorship to another attorney providing pro bono representation | 7.0%                 | 25.8                  |
| Member of board of legal services or pro bono organization                      | 6.1%                 | 44.9                  |
| Member of bar committee related to pro bono or access to justice                | 4.4%                 | 22.8                  |
| Lobbying on behalf of a pro bono organization                                   | 2.3%                 | 19.0                  |
| Member of firm committee related to pro bono or access to justice               | 2.0%                 | 30.6                  |
| Other   | 7.0%                 |                       |
| None of the above   | 35.4%                |                       |

### Notable Trends:

- GENDER: Male attorneys were more likely to have provided reduced fee services in 2016 (21.4%) than female attorneys (18%). Female attorneys were more likely to have provided grassroots community advocacy in 2016 (12.3% compared to 8.9% of the male attorneys).
- RACE/ETHNICITY: White or Black attorneys were more likely to report having provided reduced fee services (20.2% and 22.3% respectively) compared to Asian attorneys (12%). White attorneys were more likely to have acted as a teacher or trainer on legal issues in 2016 (15.8%) compared to Black (13.9%) or Hispanic (12.6%) or Asian (11.2%) attorneys. Black attorneys were more likely to have acted as a speaker at a legal education event for non-lawyers (18.1%) compared to non-Black attorneys (14.6%). Black attorneys were more likely to have provided grassroots community advocacy (12.8% compared to non-Black – 10.1%).
- AGE: Attorneys over age 40 were more likely to have provided reduced fee services in 2016, acted as a teacher or trainer on legal issues. Attorneys in the 40-70 range were more likely to have been a speaker at a legal education event for non-lawyers.

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- URBAN/RURAL: Attorneys in rural areas and towns were more likely to provide reduced fee services (28.2% and 31.1% respectively) compared to attorneys in cities (18.6%) and suburban areas (22%). Attorneys in rural areas or towns were also more likely to have been a speaker at legal education events for non-lawyers (16% and 17% respectively) compared to attorneys in cities (15%) and suburban areas (14%).
- PRACTICE SETTING: Private practice attorneys were significantly more likely to have provided reduced fee services in 2016 (28.5%) compared to attorneys in the corporate, government, nonprofit or academic settings (4%, 2.6%, 5.9% and 3.6% respectively). Nonprofit and academic attorneys were more likely to have acted as a teacher/trainer on legal issues (23% and 54.8% respectively) compared to private (15.2%), corporate (12.4%) and government (16.5%) attorneys. Attorneys in the nonprofit or academic settings were more likely to have been a speaker at a legal education event for non-lawyers (22.6% and 34.3% respectively) compared to private (15.6%), corporate (11.3%) and government (13.1%) attorneys. Attorneys in the nonprofit or academic settings were more likely to have provided grassroots community advocacy (21% and 16%).

See the below chart for the various reductions provided by the attorneys who had reduced their fees. About half reduced their fees by between 46 and 75%.

| Average Reduction Percent | Number | Percent |
|---------------------------|--------|---------|
| 5% or less                | 229    | 2.5     |
| 6-10%                     | 115    | 1.3     |
| 11-15%                    | 124    | 1.4     |
| 16-20%                    | 260    | 2.9     |
| 21-25%                    | 654    | 7.2     |
| 26-30%                    | 378    | 4.2     |
| 31-35%                    | 380    | 4.2     |
| 36-40%                    | 350    | 3.8     |
| 41-45%                    | 151    | 1.7     |
| 46-50%                    | 2379   | 26.1    |
| 51-55%                    | 846    | 9.3     |
| 56-60%                    | 374    | 4.1     |
| 61-65%                    | 199    | 2.2     |
| 66-70%                    | 432    | 4.7     |
| 71-75%                    | 976    | 10.7    |
| 76-80%                    | 307    | 3.4     |
| 81-85%                    | 138    | 1.5     |
| 86-90%                    | 206    | 2.3     |
| 91-95%                    | 176    | 1.9     |
| 96-99%                    | 437    | 4.8     |



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|       |      |       |
|-------|------|-------|
| Total | 9112 | 100.0 |
|-------|------|-------|

And, based on this reduction, the below chart shows the average hourly fees that resulted from the above reductions.

**And, based on this reduction, approximately what was your average reduced hourly fee?**

|                 | Number | Percent |
|-----------------|--------|---------|
| \$1-50          | 1585   | 22.3    |
| \$51-100        | 2239   | 31.5    |
| \$101-150       | 1683   | 23.7    |
| \$151-200       | 885    | 12.4    |
| \$200-300       | 514    | 7.2     |
| More than \$300 | 210    | 2.9     |
| Total           | 7114   | 100.0   |

### ***How much unbundling are attorneys doing?***

The private practice attorneys were asked a series of questions about their use of limited scope representation/unbundling as part of the practice in 2016. The majority of attorneys (69.2%) indicated that none of their cases involve unbundled legal services for a fee. However 22.6% of attorneys indicated that 1-20% of their caseload involves unbundling.

**In 2016, approximately what percentage of your overall caseload involved unbundled legal services for a fee?**

|         | Number | Percent |
|---------|--------|---------|
| 0%      | 17282  | 69.2    |
| 1-20%   | 5644   | 22.6    |
| 21-40%  | 685    | 2.7     |
| 41-60%  | 460    | 1.8     |
| 61-80%  | 309    | 1.2     |
| 81-100% | 598    | 2.4     |
| Total   | 24976  | 100.0   |

### Trends:

- URBAN/RURAL: Attorneys in rural areas and towns were more likely to provide legal services for a reduced fee, compared to urban and suburban attorneys.

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|  |         | Which of the below best describes your office location? |                     |                     |                     | Total  |
|--|---------|---|---------------------|---------------------|---------------------|--------|
|  |         | City  | Suburban            | Rural               | Town                |        |
| In 2016, approximately what percentage of your overall caseload involved unbundled legal services for a fee? | 0%      | 70.6% <sup>oa</sup>                                     | 69.2% <sup>oa</sup> | 60.3% <sup>ob</sup> | 62.6% <sup>ob</sup> | 69.2%  |
|  | 1-20%   | 21.2% <sup>oa</sup>                                     | 22.1% <sup>oa</sup> | 30.1% <sup>ob</sup> | 30.2% <sup>ob</sup> | 22.6%  |
|  | 21-40%  | 2.7% <sup>oa</sup>                                      | 2.9% <sup>oa</sup>  | 3.0% <sup>oa</sup>  | 2.6% <sup>oa</sup>  | 2.7%   |
|  | 41-60%  | 1.8% <sup>oa</sup>                                      | 1.9% <sup>oa</sup>  | 2.3% <sup>oa</sup>  | 1.6% <sup>oa</sup>  | 1.8%   |
|  | 61-80%  | 1.2% <sup>oa</sup>                                      | 1.4% <sup>oa</sup>  | 0.9% <sup>oa</sup>  | 1.0% <sup>oa</sup>  | 1.2%   |
|  | 81-100% | 2.4% <sup>oa</sup>                                      | 2.5% <sup>oa</sup>  | 3.3% <sup>oa</sup>  | 2.0% <sup>oa</sup>  | 2.4%   |
| <b>Total</b>   |         | 100.0%  | 100.0%              | 100.0%              | 100.0%              | 100.0% |

Each subscript letter denotes a subset of Which of the below best describes your office location? categories whose column proportions do not differ significantly from each other at the .05 level.

### ***What encourages or discourages unbundling?***

Attorneys were asked to rank a list of actions that might encourage them to provide unbundled services. The top three actions that attorneys said would encourage them to do more unbundling were:

- 1) more guidance or clarity concerning ethical obligations
- 2) more guidance or clarity concerning malpractice exposure for unbundled matters
- 3) more guidance or clarity concerning court procedures for unbundled matters

| Activity and Ranking  | Percent Selecting as #1 | Percent selecting as #2 | Percent selecting as #3 | Ave Ranking (1 being the most encouraging) |
|---|-------------------------|-------------------------|-------------------------|--|
| (1) More guidance/clarity concerning ethical obligations for unbundling                     | 29.2%                   | 35%                     | 13.1%                   | 2.52                                       |
| (2) More guidance clarity concerning malpractice exposure for unbundled matters             | 8.8%                    | 27.5%                   | 30.8%                   | 3.29                                       |
| (3) More guidance/clarity concerning court procedures for unbundled matters                 | 5.1%                    | 8.6%                    | 27.0%                   | 3.92                                       |
| (4) Programs to connect you with prospective clients interested in unbundled legal services | 9.6%                    | 6.2%                    | 6.7%                    | 4.49                                       |
| (5) Sample limited-scope agreements   | 6.3%                    | 9.8%                    | 10.6%                   | 4.56                                       |
| (6) Information to better understand fee structures for unbundled legal services            | 5.6%                    | 7.7%                    | 6.8%                    | 5.73                                       |
| (7) Opportunities to network with lawyers who unbundle                                      | 2.1%                    | 3.8%                    | 4.1%                    | 6.04                                       |
| Nothing. Unbundling is just not in my future  | 32.6%                   |                         |                         | 5.45                                       |

For those who had not provided any unbundling, most (75.1%) indicated that “agreed” or “strongly agreed” with the statement: “I don’t think unbundling would work for much of my practice” and many

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(66.5%) indicated that they “agreed” or “strongly agreed” with the statement “I worry that unbundling would expose them to more malpractice claims.”

| Statement   | Strongly disagree (1) | Disagree (2) | Agree (3) | Strongly agree (4) | Average |
|---|-----------------------|--------------|-----------|--------------------|---------|
| I don't think unbundling would work for much of my practice         | 6.3%                  | 18.5%        | 38.5%     | 36.6%              | 3.06    |
| I worry that unbundling would expose me to more malpractice claims  | 9%                    | 24.5%        | 42.4%     | 24.1%              | 2.82    |
| It is difficult to get enough clients to make unbundling worthwhile | 8.9%                  | 28.6%        | 47.3%     | 15.3%              | 2.69    |
| Prospective clients are not interested in unbundled legal services  | 8.2%                  | 33.9%        | 40.8%     | 17.1%              | 2.67    |
| Unbundled cases do not produce enough revenue                       | 10.5%                 | 36.2%        | 40.3%     | 13.0%              | 2.56    |
| I am concerned that unbundling may be unethical                     | 15.3%                 | 38.9%        | 32.1%     | 13.6%              | 2.44    |
| My law firm does not permit me to unbundle                          | 32.3%                 | 37.4%        | 17.4%     | 12.9%              | 2.11    |

For those who had provided unbundling, the most (78.4%) indicated that they “agreed” or “strongly agreed” with the statement “unbundling lowers the cost of cases so that more people can afford my services”. Similarly, most (69.7%) also “agreed” or “strongly agreed” with the statement: “unbundling allows them to offer legal services at a more competitive price”. And, 60.2% “agreed” or “strongly agreed” with the statement: “unbundling lowers receivables and results in fewer uncollected fees.”

| Statement  | Strongly disagree (1) | Disagree (2) | Agree (3) | Strongly agree (4) | Average |
|--|-----------------------|--------------|-----------|--------------------|---------|
| Unbundling lowers the cost of cases so that more people can afford my services | 3.9%                  | 17.7%        | 61.1%     | 17.3%              | 2.92    |
| Unbundling allows me to offer legal services at a more competitive price       | 5.3%                  | 25.1%        | 56.4%     | 13.3%              | 2.78    |
| Unbundling lowers receivables and results in fewer uncollectable fees          | 7%                    | 32.8%        | 49.8%     | 10.4%              | 2.64    |
| Unbundling clients are likely to become full-service clients                   | 11%                   | 39.7%        | 43.2%     | 6.1%               | 2.44    |

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|  |       |       |       |      |      |
|--|-------|-------|-------|------|------|
| Unbundling clients are more engaged in the process and invested in the outcome than full service clients | 15.2% | 48.4% | 30.5% | 5.9% | 2.27 |
| Unbundling clients are more satisfied with their service than full-service clients                       | 13.8% | 52.8% | 29%   | 4.4% | 2.24 |
| I am less worried about disciplinary complaints for unbundled cases                                      | 24.1% | 43.4% | 26.4% | 6%   | 2.14 |

## Appendix

Methodology: the web-based survey was distributed to all attorneys for whom contact information was available in the 24 participating states. The surveys were distributed by email in January and February of 2017. The final sample of surveys amounted to 47,242, with 45,941 of these responses being from attorneys with active licenses.

The sample fairly closely matched the known demographics of the attorney population, with slight deviations with respect to practice setting. Consequently, weights were applied to adjust the sample to represent the state attorney population. Weighting is a standard practice that addresses inconsistencies in distributions between survey responses collected compared with the actual distributions of the population being studied. The weight does not change a respondent's answer; rather, it gives appropriate relative importance to the answer. The below charts demonstrate the final weighted sample distributions by race/ethnicity, gender, age, and practice setting. All significant results noted throughout this report are at the 95 percent confidence level.

| Category                              | Percent |
|---------------------------------------|---------|
| <b>Race/Ethnicity</b>                 |         |
| White, Not Hispanic                   | 84.4%   |
| Black, Not Hispanic                   | 4.1%    |
| Hispanic                              | 4.5%    |
| Asian, Pacific American, Not Hispanic | 2.9%    |
| Other                                 | 4.1%    |
| <b>Gender</b>                         |         |
| Male                                  | 61.6%   |
| Female                                | 37.5%   |
| Gender Non-Conforming                 | 0.2%    |
| <b>Age</b>                            |         |
| 29 or younger                         | 7.7%    |
| 30-34                                 | 12.1%   |
| 35-39                                 | 10.6%   |
| 40-44                                 | 8.8%    |
| 45-49                                 | 9.8%    |
| 50-54                                 | 9.8%    |

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|                           |       |
|---------------------------|-------|
| 55-59                     | 11.3% |
| 60-64                     | 11.9% |
| 65-69                     | 9.5%  |
| 70-74                     | 5.4%  |
| 75+                       | 3.3%  |
| <b>Practice Setting</b>   |       |
| Private Practice          | 68.3% |
| Corporate Counsel         | 8.7%  |
| Government                | 12.1% |
| Non-profit                | 5.1%  |
| Other                     | 5.9%  |
| <b>License Status</b>     |       |
| Active                    | 97.2% |
| Inactive                  | 2.4%  |
| Emeritus/Pro Bono License | 0.4%  |