Utah State Bar

Summary of Operations

2018–2019
Vision of the Utah State Bar

A just legal system that is understood, valued, and accessible to all.

Utah State Bar Statement on Diversity & Inclusion

The Bar values engaging all persons fully, including persons of different ages, disabilities, economic status, ethnicities, genders, geographic regions, national origins, sexual orientations, practice settings and areas, races and religions. Inclusion is critical to the success of the Bar, the legal profession and the judicial system.

The Bar shall strive to:

- Increase members’ awareness of implicit and explicit biases and their impact on people, the workplace, and the profession;
- Make Bar services and activities open, available, and accessible to all members;
- Support the efforts of all members in reaching their highest professional potential;
- Reach out to all members to welcome them to Bar activities, committees, and sections; and
- Promote a culture that values all members of the legal profession and the judicial system.

Mission of the Utah State Bar

Lawyers serving the public and legal profession with excellence, civility, and integrity.
Introduction & Grants of Authority

The Utah State Bar operates under authority granted by the Utah Supreme Court through orders which restate the Court’s inherent authority under the Utah Constitution to regulate the practice of law. Those orders confirm the specific purposes, duties and responsibilities of the Utah State Bar as:

- Advancing the administration of justice according to law;
- Aiding the courts in carrying on the administration of justice;
- Regulating the admission of persons seeking to practice law;
- Regulating and disciplining persons practicing law;
- Fostering and maintaining integrity, competence and public service among those practicing law;
- Representing the Bar before legislative, administrative and judicial bodies;
- Preventing the unauthorized practice of law;
- Promoting professionalism, competence and excellence in those practicing law through continuing legal education and by other means;
- Providing service to the public, to the judicial system and to members of the Bar;
- Educating the public about the rule of law and their responsibilities under the law; and
- Assisting members of the Bar in improving the quality and efficiency of their practice.

The Board of Bar Commissioners has been granted all powers necessary and proper to carry out the duties and responsibilities of the Bar and the purposes of the Rules and has all authority not specifically reserved to the Court.

The Bar’s internal operations are governed by By-laws and through the establishment of a variety of administrative policies and procedures. Other rules necessary to regulate and manage the practice of law have been promulgated by the Bar and approved by the Court and have been amended from time to time as needs have changed and demands have increased. These other rules include the Rules Governing Admission, Rules of Lawyer Discipline and Disability, Rules of Professional Conduct, Rules for Lawyers’ Fund for Client Protection, the Law Student Assistance Rule and the Rules of the Utah State Bar Dispute Resolution Committee. The Court has also established rules governing mandatory continuing legal education. These rules may be found at www.utcourts.gov.
The Bar is a 501(c)(6) non-profit Utah corporation governed by a fifteen-member Board of Bar Commissioners, which includes two court-appointed public members, twelve elected lawyers representing the judicial districts, and two elected officers. (Note: The President-elect may also serve as a Commissioner during his/her President-elect year.) The Commission also includes twelve non-voting ex officio members. The Commission hires an Executive Director to carry out the operations of the Bar and the policies of the Commission. The Executive Director employs and supervises the activities of operations staff, which numbers twenty-three full-time and two part-time employees.

During the 2018–2019 year, the Bar Commission included the following:

**ELECTED OFFICERS**

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>President</td>
<td>H. Dickson Burton</td>
<td>Trask Britt – Salt Lake City</td>
</tr>
<tr>
<td>President-elect / 1st Division</td>
<td>Herm Olsen</td>
<td>Box Elder, Cache, and Rich Counties Hillyard Anderson &amp; Olsen – Logan</td>
</tr>
<tr>
<td>2nd Division</td>
<td>John W. Bradley</td>
<td>Lewis Hansen Law Firm – Salt Lake City</td>
</tr>
<tr>
<td>3rd Division</td>
<td>S. Grace Acosta</td>
<td>Match &amp; Farnsworth – Salt Lake City</td>
</tr>
<tr>
<td>3rd Division</td>
<td>Mark W. Pugsley</td>
<td>Ray Quinney &amp; Nebeker – Salt Lake City</td>
</tr>
<tr>
<td>4th Division</td>
<td>Thomas W. Seiler</td>
<td>Seiler Anderson Fife &amp; Marshall, LC – Provo</td>
</tr>
<tr>
<td>3rd Division</td>
<td>Cara M. Tangaro</td>
<td>Tangaro Law Firm – Salt Lake City</td>
</tr>
<tr>
<td>3rd Division</td>
<td>Heather L. Thuet</td>
<td>Swenson Shelley – Salt Lake City</td>
</tr>
<tr>
<td>5th Division</td>
<td>Kristin “Katie” Woods</td>
<td>Snell &amp; Wilmer – Salt Lake City</td>
</tr>
</tbody>
</table>

**ELECTED LAWYERS & GEOGRAPHIC AREA**

<table>
<thead>
<tr>
<th>Division</th>
<th>Lawyer Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>3rd Division</td>
<td>H. Dickson Burton</td>
<td>Trask Britt – Salt Lake City</td>
</tr>
<tr>
<td>1st Division</td>
<td>Herm Olsen</td>
<td>Hillyard Anderson &amp; Olsen – Logan</td>
</tr>
<tr>
<td>2nd Division</td>
<td>John W. Bradley</td>
<td>Attorney General’s Office – Ogden</td>
</tr>
<tr>
<td>3rd Division</td>
<td>S. Grace Acosta</td>
<td>Lewis Hansen Law Firm – Salt Lake City</td>
</tr>
<tr>
<td>3rd Division</td>
<td>Mark W. Pugsley</td>
<td>Ray Quinney &amp; Nebeker – Salt Lake City</td>
</tr>
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<td>5th Division</td>
<td>Kristin “Katie” Woods</td>
<td>Snell &amp; Wilmer – Salt Lake City</td>
</tr>
</tbody>
</table>

**PUBLIC MEMBERS APPOINTED BY THE SUPREME COURT**

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Member</td>
<td>Steven R. Burt</td>
<td>Entelen Design-Build – Salt Lake City</td>
</tr>
<tr>
<td>Public Member</td>
<td>Mary Kay Griffin</td>
<td>CBIZ &amp; Mayer Hoffman McCann, PC – Salt Lake City</td>
</tr>
</tbody>
</table>
EX OFFICIO MEMBERS

John R. Lund, Immediate Past President
Parsons Behle & Latimer – Salt Lake City

Robert Adler, Dean, S. J. Quinney College of Law – Salt Lake City

D. Gordon Smith, Dean, J. Reuben Clark School of Law – Provo

Robert O. Rice, Judicial Council Representative
Ray Quinney & Nebeker – Salt Lake City

Cathy Dupont, Utah Supreme Court Representative
Administrative Office of the Courts – Salt Lake City

Margaret D. Plane, Utah ABA Members’ Delegate
Park City Corporation – Park City

Nathan D. Alder, Utah State Bar Delegate to the ABA
Christensen & Jensen, PC – Salt Lake City

Erik A. Christiansen, Utah State Bar Delegate to the ABA
Parsons Behle & Latimer – Salt Lake City

Bebe D. Vanek, Young Lawyers Delegate to the ABA, Young Lawyers Division Representative
University of Utah – Salt Lake City

Sarah Starkey, Women Lawyers of Utah Representative
Miller Automotive Operations – Salt Lake City

Abby Dizon-Maughan, Minority Bar Association Representative
Burbidge I Mitchell – Salt Lake City

Amy Fowler
LGBT & Allied Lawyers of Utah Representative
Fowler Venable Law, PC – Salt Lake City

Lorraine Wardle
Paralegal Division Representative
Trystan Smith & Associates – Salt Lake City

Summary of Utah State Bar Operations 2018–2019
### Licensing Statistics

#### Active Attorneys by Location

![Pie chart showing the distribution of active attorneys by region.]

#### Growth by Region

![Pie chart showing the percentage growth by region.]

### Regulatory Services

#### Special Admissions

Special admissions include reviewing and processing Military Lawyers, House Counsel, Admission on Motion and Pro Hac Vice applications. During the Fiscal 2018–2019 year, we had the following special admissions applications:

<table>
<thead>
<tr>
<th>Applications</th>
<th>Admitted</th>
<th>Pending</th>
<th>Denied</th>
<th>Withdrawn</th>
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<tbody>
<tr>
<td>Military</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>House Counsel</td>
<td>23</td>
<td>27</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Motion</td>
<td>55</td>
<td>56</td>
<td>22</td>
<td>3</td>
</tr>
<tr>
<td>UBE Transfers</td>
<td>55</td>
<td>50</td>
<td>31</td>
<td>3</td>
</tr>
<tr>
<td>Pro Hac Vice</td>
<td>280</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Bar Programs & Services

#### Active Status Attorneys

<table>
<thead>
<tr>
<th>2017–18</th>
<th>2018–19</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active Lawyers</td>
<td>8,351</td>
<td>8,588</td>
</tr>
<tr>
<td>Active under 3 years</td>
<td>962</td>
<td>965</td>
</tr>
<tr>
<td>Active Emeritus</td>
<td>180</td>
<td>213</td>
</tr>
<tr>
<td>In House Counsel</td>
<td>77</td>
<td>101</td>
</tr>
<tr>
<td>Foreign Legal Counsel</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

#### Active Attorneys by Region

<table>
<thead>
<tr>
<th>Region</th>
<th>2017–18</th>
<th>2018–19</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Division (Logan–Brigham)</td>
<td>177</td>
<td>182</td>
<td>5</td>
</tr>
<tr>
<td>2nd Division (Davis–Weber)</td>
<td>873</td>
<td>909</td>
<td>36</td>
</tr>
<tr>
<td>3rd Division (Salt Lake)</td>
<td>5,567</td>
<td>5,647</td>
<td>80</td>
</tr>
<tr>
<td>4th Division (Utah)</td>
<td>1,225</td>
<td>1,287</td>
<td>62</td>
</tr>
<tr>
<td>5th Division (Southern Utah)</td>
<td>482</td>
<td>505</td>
<td>23</td>
</tr>
<tr>
<td>Out of State</td>
<td>1,248</td>
<td>1,340</td>
<td>92</td>
</tr>
</tbody>
</table>

#### Total Active Attorneys

<table>
<thead>
<tr>
<th></th>
<th>2017–18</th>
<th>2018–19</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Active Attorneys</td>
<td>9,572</td>
<td>9,870</td>
<td>298</td>
</tr>
</tbody>
</table>

#### Inactive Status Attorneys

<table>
<thead>
<tr>
<th>Region</th>
<th>2017–18</th>
<th>2018–19</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inactive Full Service</td>
<td>785</td>
<td>807</td>
<td>22</td>
</tr>
<tr>
<td>Inactive No Service</td>
<td>1,911</td>
<td>1,934</td>
<td>23</td>
</tr>
<tr>
<td>Inactive Emeritus</td>
<td>290</td>
<td>296</td>
<td>6</td>
</tr>
<tr>
<td>Inactive House Counsel</td>
<td>–</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

#### Subtotal – Inactive

|             | 2,986   | 3,040   | 54     |

#### Total Active & Inactive

|             | 12,558  | 12,910  | 352    |
Admissions
Admissions includes the application process, character and fitness file reviews and hearings, Bar exam question drafting and selection, preparation and administration, grading essay exams, and all reciprocal admissions. Committees include the Admissions Committee (Steven T. Waterman and Daniel A. Jensen, Co-chairs), Character and Fitness Committee (Amy J. Oliver and Andrew M. Morse, Co-chairs), Bar Examiner Committee (Tanya N. Lewis and Mark Astling, Co-chairs), and the Test Accommodation Committee (Joan M. Andrews, Chair).

Professional Conduct Enforcement
The Office of Professional Conduct investigates complaints of unethical conduct; provides ethics education seminars; and either resolves or prosecutes cases before hearing panels, the district courts and the Utah Supreme Court. The administrative oversight of the Office of Professional Conduct is no longer under the Utah State Bar. That administrative oversight is now with an Oversight Committee (Judge Diana Hagen, Chair) that reports directly to the Utah Supreme Court. Committees that the Office of Professional Conduct interacts with include the Ethics and Discipline Committee of the Utah Supreme Court (Christine Greenwood, Chair); the Utah Bar’s Ethics Advisory Opinion Committee (John A. Snow, Chair); the Supreme Court Rules of Professional Conduct Committee (Stephen G. Johnson, Chair); and the Supreme Court Diversion Committee (Derek J. Williams, Chair). The office has prepared a separate report on its operations, which is available at www.utahbar.org/opc/.

Continuing Legal Education
Over the past year, the CLE Department created, administered, and presented 224 events (including 122 luncheons and 102 seminars) in more than 40 subject matter areas of practice. The past year has noticed a steady increase of events sponsored and arranged by the Bar, as well as a steady growth in the attendance at the CLE events held. Seven of the CLE events were online courses/web offerings. Attorneys can participate via teleconference and via video conference in any CLE seminar held at the Law & Justice Center. The Department is also able to broadcast the events at the Law & Justice Center to any Utah courthouse in the state with the cooperation of the courthouse IT staff. A total of 2,414 hours of video replays were completed independently by members, online as well. In addition, an online library of the CLE materials created for each of the 2018–2019 events is being created for the CLE Department website. The CLE Department collaborates with the CLE Advisory Board (Jonathan O. Hafen, Chair).

General Bar Management and Operations
General Bar management includes annual licensing, maintenance of databases, personnel, financial controls, inventory, equipment, governance organization and support, long range and planning. Bar staff manages policy implementation and operations through various voluntary leadership committees, including: Bar Commission, Bar Commission Executive Committee, and the Bar Commission Budget & Finance Committee (Christine Arthur, CPA, Chair). A copy of the 2018–2019 audit by Tanner, LLC is available at www.utahbar.org/bar-operations/.

Summary of Utah State Bar Operations 2018–2019
**GROUP** SERVICES

**Fall Forum, Summer & Spring Conventions**
Conventions provide important educational and networking opportunities for our members and the judiciary to interact in collegial and informal settings. Friendships and long-term relationships are renewed, learning about new manners of conducting legal business and improving the administration of justice are shared, and valuable new technologies and presentation styles are explored. Attorney well-being, sustainability of our industry, and innovation in our practice management are consistent themes for the CLE programming of the Utah State Bar. Professionalism and civility are enhanced between Bar members when a premium is placed on respect and creative ways of gathering to discuss issues facing the Bar, the profession and the judiciary. Meaningful interactions with judges and unique topics and faculty are considered hallmarks of these events, which are budgeted to allow attendance by all parts of our Bar and to break even.

Events were coordinated by the **Fall Forum Committee** (Shantelle Argyle and Gregory Hoole, Co-chairs), the **Summer Convention Committee** (Justice Thomas R. Lee and Jenifer Tomchak, Co-chairs), the **Spring Convention Committee** (Judge Matthew Bell and Liisa Hancock, Co-chairs).

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**Member Benefit Programs**
The Utah State Bar has contracted with benefits administrator Beneplace to radically expand offerings and services to Bar members at no cost to Bar members. Beneplace, in partnership with the Bar, researches and recruits benefits providers and places them in the Utah State Bar benefits catalog [http://www.beneplace.com/utahbar](http://www.beneplace.com/utahbar). Programs range from office supplies, to discounted membership programs, to vacation planning, to legal specific vendors, to ticket offers for sports and recreational opportunities. New vendors and discounts arrive each month with a summary of recent additions being provided online at [http://www.utahbar.org/member-services/](http://www.utahbar.org/member-services/). Utah State Bar member benefits are overseen by the **Member Resource Committee** (Robert L. Jeffs, Chair).

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**Utah Lawyers Helping Lawyers** renders confidential assistance to any Bar member whose professional performance is or may be impaired because of mental illness, emotional distress, substance abuse or any other disabling condition or circumstance. Blomquist Hale provides trained counselors for face-to-face help with family problems, stress, depression, anxiety, personal cash management difficulties, elder care challenges, assessment of drug/alcohol dependence, and any other issues impairing work or personal lives. Information about Utah Lawyers Helping Lawyers and Blomquist Hale may be found at: [http://www.utahbar.org/member-services/](http://www.utahbar.org/member-services/).
Committee Support – Unrelated to Other Programs
Stand-alone committees have been charged to provide professional leadership and study of designated issues. A current listing of all Bar committees can be found at www.utahbar.org/bar-operations/.

Section & Division Support
Staff provides support services to 37 Sections and 2 Divisions which are independent and financially self-sustaining. Activities include section meetings and elections, CLE luncheons and annual seminars, social events and charitable endeavors, dues collection, general administrative and financial services, email and newsletter communications, and the maintenance of websites and blogs. A listing of all Bar sections and divisions can be found at http://www.utahbar.org/about/meet-section-division-chairs/.

Utah Bar Journal
The Utah Bar Journal provides information on professional issues, law office management, legal education and law related opportunities. The Utah Bar Journal was published six times this past year by the Bar Journal Committee (William D. Holyoak, Chair) and provided to members and subscribers. The Bar Journal Committee was presented the Committee of the Year Award at the 2019 Summer Convention. Access to past issues of the Utah Bar Journal can be found at www.utahbar.org.

Public Outreach
Licensed Lawyer searches continued to increase, with searches up 27 percent, profiles views up 172 percent, and referrals up 103 percent over the previous year. Marketing efforts focused on improving SEO and a series of “Legal Tips” that ran on television and social media. Effort was also directed on helping attorneys improve their Licensed Lawyer profiles, which resulted in an increase in referrals.

In coordination with the Utah Bar Foundation, the Bar organized and sponsored the First Annual Access to Justice Summit, which brought together legal service providers and those who refer people for legal services. This effort was an attempt to match Access to Justice resources with those who need legal services. The Bar was honored to work with retired Justice Christine Durham to host more than 120 Access to Justice providers. Generous sponsors awarded grants to three organizations and provided travel stipends for people from the outlying areas.

As always, the Bar was an active force in continuing education in the community, with the sponsorship of Law Day and the “Free Speech, Free Press, Free Society” theme, Constitution Day and the Mock Trial program. In addition, the Bar worked with the courts to sponsor “Judge for a Day” and other programs in schools.

New Lawyer Training Program
Utah’s New Lawyer Training Program (“NLTP”) is the Bar’s mentoring program (Josh Player, Chair) required for all newly admitted attorneys who have less than two years of practice experience. Throughout the past year, the NLTP Committee has revised the mentoring plan and has added a required practical component, which necessitates the new attorney complete a number of different practical experiences. During the 12-month mentoring term, new lawyers meet with their mentors 10 times, for at least two hours each time, to discuss the new lawyer’s legal work, professional development, and adjustment to the practice of law. The
mentoring plan also requires that mentors and new lawyers examine the Rules of Professional Conduct as a means of more effectively teaching and fostering professionalism, ethics, and civility. In 2020, the NLTP Committee will be focusing on efforts to promote and increase diversity in the practice of law by partnering with the Utah Minority Bar Association, and Women Lawyers of Utah.

Currently, there are nearly 1,000 attorneys who have been approved to serve as mentors in the NLTP and more than 2,200 new attorneys have successfully completed the program, including 220 who finished between July 2018 and July 2019.

Licensed Paralegal Practitioner Program

Through the Licensed Paralegal Practitioner program, Utah will soon be one of only two states in the nation to begin issuing limited licenses to practice law to paralegals who have satisfied all the education, experience, and testing requirements set forth in the Rules Governing LPPs.

An LPP will be able to become licensed, in a limited capacity, in the following areas: Some family law matters; some debt collection matters, and some landlord-tenant matters. After an LPP is licensed to practice, they will not be able to appear in court as a representative, but they will be able to enter into a contractual relationship with clients, assist with completion of court-approved forms, and provide legal advice for the issues within the scope of their license. An LPP will not be required to be supervised by an attorney or work for a law office; they will be able to start their own firms or even partner with an attorney, subject to the LPP rules of ethics and professional responsibility.

The Bar will administer the first LPP licensing exam on August 6, 2019. The exam is the result of more than a year of the test development with subject matter experts from the areas of Ethics, Family Law, Debt Collection, and Landlord-Tenant volunteering hundreds of hours of their time. The Utah State Bar is excited to be a part of this new opportunity for legal professionals.

PUBLIC SERVICES

Access to Justice Programs

In Fiscal Year 2018–2019 the Bar continued to expand and support its access to justice initiatives. The Pro Bono Commission, co-chaired by Judge Royal Hansen and Judge Lynn Davis, and the recently created Access to Justice Commission (formerly “Access to Justice Coordinating Committee”), co-chaired by Justice Christine M. Durham (Ret.) and Amy F. Sorenson, continued to provide vision and direction for the Bar’s efforts, while the now-expanded Access to Justice Office staff continued to administer programs with the support of Utah’s eight district-level pro bono committees.

In 2018–2019, the Bar’s weekly Landlord Tenant Calendar helped provide 210 clients with limited scope representation on the day of their occupancy hearings, supported by volunteer attorneys from many of Utah’s most prominent law firms. Similarly, the Debt Collection Calendar provided representation for 374 clients. Seeing the success of these calendars, as well as the locally managed 3rd District Family Law Pro Se Calendar, the 4th District also began laying the groundwork for hosting a similar debt collection calendar each week in American Fork.

The Tuesday Night Bar clinic, which now celebrates more than 30 years of operation, continued to perform well. This year nearly 500 clients were served in brief advice sessions held at the Law & Justice Center.
The Modest Means program continued to grow, this year placing 435 cases with attorneys across the state at a reduced rate (typically $50–70 per hour). This work was supported and guided by the Modest Means Committee, co-chaired by Judge Su Chon and Judge David Williams. The Bar’s Access to Justice Office staff also assisted Utah Legal Services in placing 108 pro cases with attorneys across the state.

As the Bar continues to support these established programs, it is also exploring new and innovative ways to close the justice gap in Utah. In the coming months the Bar will unveil a new online directory of all legal clinics and legal non-profits in the state, allowing clients to more easily find legal resources in their geographic region. In partnership with the Administrative Office of the Courts, the Bar is also exploring innovations in virtual representation to bring legal services to residents in Utah’s rural areas.

In October 2019, the Bar will host its second annual Access to Justice Summit, inviting legal service providers and other social services providers to gather and discuss pressing access issues. Participants in this year’s planning efforts include members of United Way, the Salt Lake County Office of Diversity and Inclusion, the S.J. Quinney College of Law, the Administrative Office of the Courts, and executives and shareholders from many of Utah’s law firms and service-based organizations. The Summit’s theme will be the intersection between legal help and related social services, and how members of each industry can better collaborate to serve clients.

As the Bar’s access to justice program grows, it continues to be a source of information and support for other non-profits and legal entities. The addition of a new Staff Attorney in the Access to Justice office will afford the program greater capacity to discover and solve access issues statewide.

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**Fund for Client Protection**

The Fund for Client Protection Committee (Stephen W. Farr, Chair) has 12 attorney members. There were 15 claims made to the Utah State Bar Fund for Client Protection against 8 attorneys during the 2018–2019 fiscal year totaling $108,565. Of these claims, 13 were approved for awards totaling $51,965.

**Unauthorized Practice of Law Committee**

During the 2018–2019 fiscal year, the Unauthorized Practice of Law Committee (Maribeth LeHoux, Chair) received 32 new complaints. One complaint involved a case pending in the District Court and was combined with that action. 15 complaints were against attorneys licensed in Utah or other jurisdictions and were transferred to the Office of Professional Conduct. The Committee is actively investigating 18 matters.

**Young Lawyers Division**

The Young Lawyers produce video mentoring on their website, promote Law Day activities, and provide numerous service projects, including Wills for Heroes. Their website is http://younglawyers.utahbar.org/.
**Consumer Assistance Program**

Through the informal process of the Consumer Assistance Program (CAP), the Utah State Bar offers support to both consumers and attorneys who request assistance in their communication with each other. The CAP attorney addresses consumers’ questions regarding the management of their legal matters and concerns about their lawyers. The CAP attorney then strives to facilitate communication between consumers and their lawyers so that minor issues can be resolved before they escalate into potential disciplinary matters.

Consumers commonly need help to address their concerns about timely phone or email responses from their attorneys, routine updates about their cases, regular billing statements, and copies of their client files. Many consumers need information about Utah State Bar services such as Fee Dispute Resolution, Licensed Lawyers, Modest Means, Tuesday Night Bar and Unauthorized Practice of Law.

Most often, consumers need information about what they can and cannot reasonably expect from their attorneys. The CAP attorney helps consumers understand the parameters of their attorneys’ legal work and to recognize their attorneys are not therapists or financial advisors. The CAP attorney also explains to consumers the role of opposing counsel is to represent only the opposing party.

During the 2018–2019 fiscal year, the CAP attorney opened 923 files and handled 1,058 consumer conferences, which included telephone and in-person contact.

**Disciplinary Process Information Office**

The Disciplinary Process Information Office (DPIO) is designed to assist those attorneys who find themselves the subject of Bar complaints. The DPIO attorney explains and answers questions about the complaint process, and she refers attorneys to the appropriate procedural rules at various stages of the process. The DPIO attorney also answers questions of those seeking reinstatement or readmission to the Utah State Bar.

Interest in the DPIO continues to grow. During the 2018–2019 fiscal year, the DPIO attorney opened 101 files compared with 95 files opened during the 2017–2018 fiscal year. Additionally, the DPIO handled 113 calls from attorneys and several complainants.
Fee Dispute Resolution Program
In the last fiscal year, the Fee Dispute Resolution Committee (Sheleigh Harding, Chair) and staff prepared and conducted hearings with a volunteer lawyer or panels of volunteer lawyers, judges and lay people to resolve disputes about legal fees in a process through which parties voluntarily agree to be bound. Last year, the committee opened 30 cases, settled 4, and arbitrated 5, and 4 cases were mediated. A link to more information may be found at http://www.utahbar.org/public-services/fee-dispute-resolution-program

Law & Justice Center Operations
The Utah State Bar owns and operates the 33,000 square foot building known as the Utah State Bar Law & Justice Center. The Center provides low cost meeting room space and, in pro bono cases, no cost meeting room space. Services by the Center staff include organization of events, audio-visual rental, catering, low cost leases, tenant support, interior and exterior grounds maintenance and security. During the 2018–2019 fiscal year, the building rented space for over 540 meetings. Groups using the meeting space included Bar Committees, Bar Section Continuing Legal Education luncheons and seminars, mediations, arbitrations, charitable and non-profit entities, educational organizations, public interest groups, and association trainings.

Public Education, Services and Special Projects
The Bar Commission regularly provides public education projects including participation with the American Bar Association, makes appointments to Utah State Boards and Committees, helps to fund the Law Related Education Project, and sponsors the Law Day Celebration with the Law Day Committee (Young Lawyers Division), among other projects.

Governmental Relations
The Bar hires a legislative representative and supports the activities of the Governmental Relations Committee (Jaqualin Friend Peterson and Sarah E. Bouley, Co-chairs) which makes recommendations for action on bills and provides assistance to legislators with specific questions on legislation.
2018–2019 Section Leadership

Mark Glick, Chair
Antitrust & Unfair Competition Section

Jon Bauer, Chair
Appellate Practice Section

Michael Mayfield, Chair
Banking & Finance Section

Ben Picklesimer, Chair
Bankruptcy Section

Steve Lovell, Chair
Business Law Section

Ed Parry, Chair
Collection Law Section

Sharon M. Bertelsen, Chair
Communications Law Section

Bruce Jenkins, Chair
Community Association Law Section

Debra Nelson, Chair
Constitutional Law Section

Brian Bolinder, Chair
Construction Law Section

Brian Allen, Chair
Corporate Counsel Section

Skye Lazaro, Chair
Criminal Law Section

Randy Wood, Chair
Cyberlaw Section

Tracy Olson, Chair
Dispute Resolution Section

Heidi Alder, Chair
Education Law Section

Kate Nance, Chair
Elder Law Section

David Dellenbach, Chair
Entertainment Law

Mark Burghardt, Chair
Environmental Law Section

Charles Livsey, Chair
Estate Planning Law Section

Jennifer Falk, Chair
Family Law Section

Brennan Moss, Chair
Franchise Law Section

Dianne Orcutt, Chair
Government & Administrative Section

Kenneth Bayer, Chair
Health Law Section

Nicole Salazar-Hall, Chair
Indian Law Section

James Watson, Chair
Intellectual Property Section

Joseph Brubaker, Chair
International Law Section

Natalia Peterson, Chair
Juvenile Law Section

Ashley Leonard, Chair
Labor & Employment Section

Ben Lear, Chair
Legal Entrepreneur Law Section

Virginia Sudbury, Chair
Limited Scope Section

Heather Sneddon, Chair
Litigation Section

Darrin Johns, Chair
Military Law Section

Blake Voorhees, Chair
Non-Profit Law Section

Craig Jenson, Chair
Real Property Law Section

Jacob Fonnesbeck, Chair
Securities Law Section

Marty Stolz, Chair
Small Firm Section

Michelle Lombardi
Tax Law Section

2018–2019 Division Leadership

Bebe Vanek
Young Lawyer Division

Candice Gleed
Paralegal Division
2018–2019 Awards

Judge of the Year
Hon. Thomas M. Higbee

Lawyer of the Year
Karra Porter

Committee of the Year
Innovation in Law Practice Committee

Section of the Year
Cyberlaw Section

Committee of the Year
Innovation in Law Practice Committee

Section of the Year
Cyberlaw Section

Community Member
Kai Wilson

Professionalism Award
Terry L. Wade

Dorothy Merrill Brothers
Award for the Advancement
of Women in the Legal Profession
Jacey Skinner

Raymond S. Uno
Award for the Advancement
of Minorities in the Legal Profession
Yvette Donosso

Pro Bono Lawyer
of the Year
Keil Myers

Outstanding Mentor Award
Denise Dragoo & Jess M. Krannich

Charlotte L. Miller
Mentoring Award
William F. Atkin

James B. Lee
Mentoring Award
Cheryl M. Mori

Paul T. Moxley
Mentoring Award
Shawn McGarry

Summary of Utah State Bar Operations 2018–2019