

STATE BAR OF TEXAS

HARPER ESTES
PRESIDENT



Direct Correspondence to:
300 N. MARIENFELD ST., STE. 700
MIDLAND, TX 79701
TEL: (432) 683-3351
FAX: (432) 683-2587
hestes@lcalawfirm.com

November 13, 2008

Supreme Court of Texas
P.O. Box 12248
Austin, TX 78711

To The Honorable Chief Justice and Justices of the Supreme Court of Texas,

Thank you for the opportunity to comment on the report of the Grievance Oversight Committee. We have read the committee's report and find its recommendations very helpful, and we commend the committee members for their hard work on behalf of the public and lawyers of Texas.

As noted in the report, the Officers and staff of the State Bar have met with the Grievance Oversight Committee over the past year to discuss the issues and concerns raised by the committee. We consider the State Bar's responsibility to maintain the integrity and effectiveness of the attorney discipline process to be one of the most important duties we owe the consumers of legal services in Texas. The Bar is continuously seeking ways to improve the efficacy and efficiency of the system, and we have found the Grievance Oversight Committee to be a valuable partner in that endeavor.

Again, thank you for requesting our comments on the committee's report. As always, the State Bar stands ready to serve the Court, the public and the lawyers of Texas to fulfill the trust with which it has been charged.

Sincerely yours,


Harper Estes

Client Attorney Assistance Program, Fiscal Year 06-07 Report

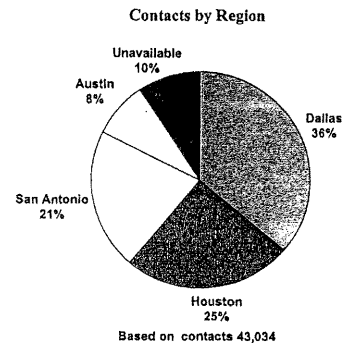
Annual contacts decreased within all regions for a decrease of 11,118 (21%).

FY 05-06

FY 06-07

Region	Total
Dallas	21794
Houston	13765
San Antonio	10555
Austin	4338
Unavailable	3700
Grand Total	54152

Region	Total
Dallas	15559
Houston	10743
San Antonio	9124
Austin	3486
Unavailable	4122
Grand Total	43034



Totals reflect a reduction in CAAP employees by 4 in FY 06-07.

Calls regarding family, criminal and personal injury comprise 55% of calls while the remaining areas account for 17%.

FY 05-06

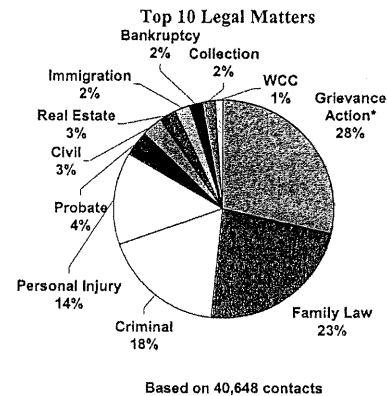
FY 06-07

Top 10 Legal Matters	Total
Grievance Action*	17292
Family Law	10149
Personal Injury	7323
Criminal	7019
Probate	1864
Civil	1433
Collection	1077
Real Estate	1048
Bankruptcy	1029
Immigration	896
Grand Total	49130

Other Legal Matters 5,022

Top 10 Legal Matters	Total
Grievance Action*	11592
Family Law	9362
Criminal	7351
Personal Injury	5611
Probate	1578
Civil	1182
Real Estate	1076
Immigration	892
Bankruptcy	793
Collection	740
WCC	471
Grand Total	40648

Other Legal Matters 2323



*The caller's message did not specify the type of legal matter.

Requests for Grievance Forms (GFs) increased by 325 (7%), Request for Assistance Forms (RFAs) increased by 693 (17%), while Pending Grievance inquiries increased by 11 (7%).

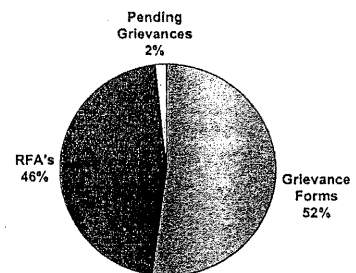
FY 05-06

FY 06-07

Data	Total
Grievance Forms	4416
RFA's	3467
Pending Grievances	146
Grand Total	8029

Data	Total
Grievance Forms	4741
RFA's	4160
Pending Grievances	157
Grand Total	9058

Grievance Form to Request for Assistance Form Ratio



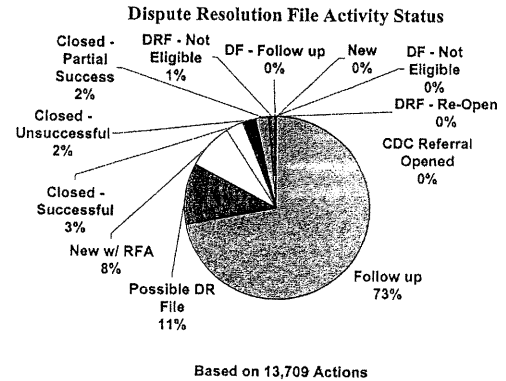
Based on 9,058 contacts

Client Attorney Assistance Program, Fiscal Year 06-07 Report

New Dispute Resolution Files (DRFs) decreased by 36 and Closed DRFs increased from 932 by 164.
FY 05-06 **FY 06-07**

DRF Status	Total
Follow up	10297
Possible DR File	3220
New w/ RFA	1131
Closed - Successful	343
Closed - Partial Success	310
Closed - Unsuccessful	279
CDC Referral Opened	11
Grand Total	15591

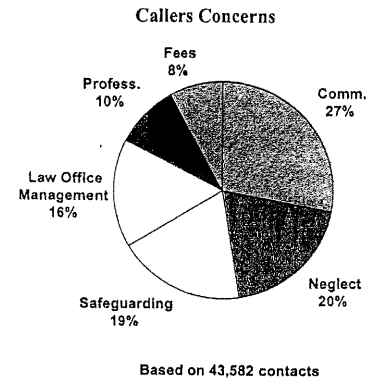
DRF Status	Total
Follow up	9864
Possible DR File	1480
New w/ RFA	1091
Closed - Successful	447
Closed - Unsuccessful	334
Closed - Partial Success	315
DRF - Not Eligible	127
DF - Not Eligible	26
DF - Follow up	10
CDC Referral Opened	9
New	4
DRF - Re-Open	2
Grand Total	13709



Communication and neglect concerns continue to be the most complained about representation issues.
FY 05-06 **FY 06-07**

Data	Total
Communication	12938
Neglect	11912
Law Office Management	9824
Safeguarding	9019
Fees	6161
Professionalism	5511
Grand Total	55365

Data	Total
Communication	12209
Neglect	8520
Safeguarding	8184
Law Office Management	7008
Professionalism	4188
Fees	3473
Grand Total	43582



*A caller may have identified multiple concerns.

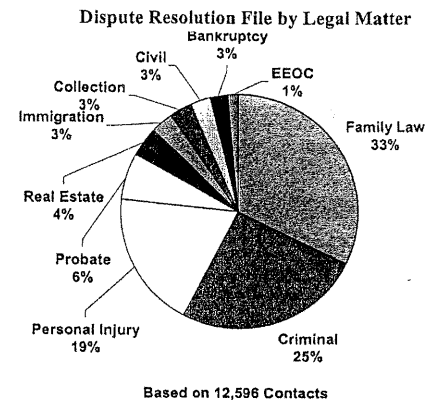
Dispute Resolution Files regarding family, criminal law and personal injury, remain the top three legal matters where dispute resolution is most frequently requested.

FY 05-06

FY 06-07

Top 10 DRF Legal Type	Total
Family Law	4416
Personal Injury	3355
Criminal	2784
Probate	872
Civil	571
Collection	570
Real Estate	392
Bankruptcy	369
EEOC	358
Immigration	357
Grand Total	14044

Top 10 DRF Legal Type	Total
Family Law	4070
Criminal	3192
Personal Injury	2410
Probate	806
Real Estate	516
Immigration	387
Collection	375
Civil	357
Bankruptcy	319
EEOC	164
Grand Total	12596



Other DRF contacts 1,547

Other DRF contacts 1,113

*Totals are representative of contacts with a client or attorney regarding a specific type of legal matter.

ADVERTISING REVIEW DEPARTMENT

Cases Filed By Ad Type

All Cases

24-Aug-07

Last Action	Row Summary	Brochure/Newsletter	Letter	Magazine/Newspaper	Others	TV/Radio	Yellow Pages	Web Site
APP	27992 80.88%	1446 84.86%	3262 82.65%	6461 82.13%	1616 80.52%	6246 75.11%	4704 75.83%	4257 93.25%
DIS	5975 17.26%	200 11.74%	617 15.63%	1309 16.64%	345 17.19%	1873 22.52%	1413 22.78%	218 4.78%
ENT	222 0.64%	12 0.70%	9 0.23%	34 0.43%	22 1.10%	83 1.00%	25 0.40%	37 0.81%
EXE	52 0.15%	31 1.82%	11 0.28%	2 0.03%	7 0.35%			1 0.02%
NRQ	2 0.01%							2 0.04%
REF	127 0.37%	2 0.12%	15 0.38%	29 0.37%	5 0.25%	39 0.47%	37 0.60%	
REQ	239 0.69%	13 0.76%	33 0.84%	32 0.41%	12 0.60%	75 0.90%	24 0.39%	50 1.10%
Totals:	34609	1704	3947	7867	2007	8316	6203	4565

npb5:Type=STAB

Diversity Matrix 2006-2007 Bar Year

ATTORNEYS

GROUP	M/C	M/AA	M/H	M/NA	M/A	M/INA	F/C	F/AA	F/H	F/NA	F/A	F/INA	F/O
GOC	1		1	1			1	2					
CDC													
CLD	2	1	1				2						
BODA	6	1	1				3		1				
CAAP									1				
TLAP							1						

GRIEVANCE COMMITTEES:

AUSTIN REGION	28	3	3		1	3	9	1					
DALLAS REGION	86	1	3			14	22	3	1			3	
HOUSTON REGION	22	3		2	1	1	7	2	2				
SAN ANTONIO REGION	63.5		27	2.5	4	13	19.5	1	4.5				

PUBLIC

GROUP	M/C	M/AA	M/H	M/NA	M/A	M/INA	F/C	F/AA	F/H	F/NA	F/A	F/INA	F/O
GOC							3						
CDC													
CLD	1	1	1				2		1				
BODA													
CAAP	1		1				2	2					
TLAP	1								1				

GRIEVANCE COMMITTEES:

AUSTIN REGION	13	4	1			1	5		1		1	2	
DALLAS REGION	40		2			2	21		1				
HOUSTON REGION	9	2				1	1		2				
SAN ANTONIO REGION	32		4	1		2	21		5	1		1	1

Code:

- A** = Asian
- AA** = African American
- C** = Caucasian
- F** = Female
- H** = Hispanic
- INA** = Information is not available
- M** = Male
- NA** = Native American
- O** = Other