

The State Bar of California  
FY 2009 Lawyer Assistance Program Work Plan

<b>BACKGROUND</b>
<b>Sub-entity Name: Lawyer Assistance Program Oversight Committee</b>
<b>Chair: Philip Belleville</b>
<b>State Bar Staff:</b>
Starr Babcock, Senior Executive, Member Services Division Janis Thibault, Director Pam Poley, Clinical Director Justin Ewert, Program Coordinator Richard Carlton, Education, Research, and Program Development Specialist
<b>Sub-entity Background:</b>
<ol style="list-style-type: none"><li>1. The LAP Oversight Committee (Committee) is charged with the administration of The State Bar of California Lawyer Assistance Program (LAP). The mission of the LAP is to support recovering attorneys in their rehabilitation and competent practice of law, enhance public protection, and maintain the integrity of the legal profession.</li></ol>
The LAP is funded in part by a set-aside fee collected as part of the annual dues for State Bar members (B & P Code §§ 6140.9, 6235(b)). The LAP is also funded by proceeds from the State Bar endorsed Professional Liability Insurance Program. These funds go exclusively to the LAP Financial Assistance Plan.
The LAP provides two forms of confidential service to members: structured recovery and short-term counseling, as follows:
<ol style="list-style-type: none"><li>1. <b>Structured Recovery.</b> Structured Recovery provides attorneys who have received a clinical diagnosis with long-term assistance with substance abuse and mental health issues. The structured recovery process involves completion of a telephone intake of information by a case manager, signature of an application plan to be admitted to the program, immediate attendance at professionally facilitated group meetings, meeting with an Evaluation Committee within 60-90 days of admission to the program, signed agreement to Evaluation Committee recommended Participation Plan, and ongoing case manager monitoring of member progress.</li></ol>
<ol style="list-style-type: none"><li>2. <b>Short-Term Counseling.</b> The LAP provides short-term counseling (2 free sessions) to members for both personal issues such as excessive stress or interpersonal problems, and career issues.</li></ol>

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<b>Proposed Activities</b>	
<b><u>Activity 1</u></b>	<b><u>Status/Time Frame:</u></b>
<b><u>EFFECTIVE OPERATING STRUCTURE</u></b>  <b>Clear and Consistent Policies:</b> Develop, regularly update, and effectively utilize a Policy Manual	<ul style="list-style-type: none"> <li>• Policy Manual finalized by June 1, 2008</li> <li>• Policy Manual reviewed/ revised at the Annual Case Manager/Group Facilitator Meeting</li> </ul>

<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>▪ Policies are clearly delineated and understood</li> <li>▪ Policies are followed uniformly by all staff</li> <li>▪ Policies are review/ revised/ updated on a routine basis</li> </ul>

<b>Proposed Activities</b>	
<b><u>Activity 2</u></b>	<b><u>Status/Time Frame:</u></b>
<b>Timely Intake Process:</b> All LAP participants have a timely intake meeting with an Evaluation Committee (EC)	<ul style="list-style-type: none"> <li>• Sufficient number of EC volunteers are in place during 2008 and 2009</li> <li>• Sufficient number of EC meetings are held during 2008 and 2009</li> </ul>

<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>▪ Sufficient number of EC volunteers are recruited to staff the necessary number of ECs</li> <li>▪ Sufficient number of EC meetings are held throughout the year such that all new LAP participants are meeting with an EC within 90 days of their intake interview</li> </ul>

<b>Proposed Activities</b>	
<b><u>Activity 3</u></b>	<b><u>Status/Time Frame:</u></b>
<b>Performance Evaluations:</b> The PE process is utilized effectively to enhance the performance of contractors and volunteers	<ul style="list-style-type: none"> <li>• All Group Facilitators and Evaluation Committee Members receive a performance evaluation before the end of June of 2009</li> </ul>

<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>▪ All contractors and volunteers are being evaluated</li> <li>▪ The performance evaluation process is producing observable improvement in contractor and volunteer performance</li> <li>▪ Contractors and volunteers who consistently fail to meet performance standards are replaced</li> </ul>

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<b>Proposed Activities</b>	
<b><u>Activity 4</u></b>	<b><u>Status/Time Frame:</u></b>
<b>Effective Quality Assurance Process—in place</b>	<ul style="list-style-type: none"> <li>• Quality Assurance (QA) procedures developed by staff and approved by the LAP Oversight Committee by June of 2008</li> </ul>

<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>▪ QA procedures in place and utilized statewide on a consistent basis</li> </ul>

<b>Proposed Activities</b>	
<b><u>Activity 5</u></b>	<b><u>Status/Time Frame:</u></b>
<b><u>FINANCIAL ASSISTANCE</u></b>  <b>Financial Assistance Repayment:</b> Effective and efficient procedures are in place to facilitate repayment of FA loans by LAP graduates	<ul style="list-style-type: none"> <li>• Ongoing</li> </ul>

<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>▪ The majority of LAP graduates with FA loans are making regular payments against their balance, in accordance with the terms of their loan</li> <li>▪ Less than 7.25 hours of staff time per month is dedicated to loan repayment</li> </ul>

<b>Proposed Activities</b>	
<b><u>Activity 6</u></b>	<b><u>Status/Time Frame:</u></b>
<b>Financial Assistance Debt Collection:</b> Effective and efficient procedures are in place to collect delinquent FA debt, requiring a minimum of LAP staff time to coordinate	<ul style="list-style-type: none"> <li>• Debt collection service in place and operating effectively by June 1, 2008</li> </ul>

<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>▪ The majority of debt collection tasks are carried out by an outside vendor (by April 1)</li> <li>▪ Less than three hours of staff time per month is dedicated to delinquent debt collection (after April 1)</li> <li>▪ Debt collection efforts are producing significant results in terms of recovery (by July 1)</li> </ul>

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<b>Proposed Activities</b>	
<b><u>Activity 7</u></b>	<b><u>Status/Time Frame:</u></b>
<p><b>DEMONSTRATING PROGRAM RESULTS</b></p> <p><b>Outcome Study:</b> Outcome Study confirms that LAP participants are achieving profound improvements in several areas of functioning (mental health, physical health, social, professional, economic) during their period of participation in the LAP</p>	<ul style="list-style-type: none"> <li>• Intake data collection (T1) concluded during 2008 (N= at least 250)</li> <li>• EC data collection (T2) concluded during 2008 (N= at least 200)</li> <li>• T3 data collection (one year after intake) begun during 2008</li> <li>• T3 data collection concluded during 2009 (N= at least 125)</li> <li>• Preliminary analysis of variance between T1 and T2 completed by September of 2008</li> </ul>

<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>▪ Number of questionnaires (DUSI and BDI) collected at T1, T2, and T3</li> <li>▪ Preliminary analysis confirms that significant changes are taking place between T1, T2, and T3</li> </ul>

<b>Proposed Activities</b>	
<b><u>Activity 8</u></b>	<b><u>Status/Time Frame:</u></b>
<p><b>Short-term participant follow-up:</b> a follow-up with short-term LAP participants (attorneys who participated for 12 months or less) confirms that the majority of those attorneys who stay in the program for more than 3 months but less than 12 derived significant benefits from participation in terms of both health and professional functioning</p>	<ul style="list-style-type: none"> <li>• Follow-up with short-term participants is completed by September 30, 2008</li> </ul>

<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>▪ The majority of short-term participants report deriving significant benefits from their participation in the LAP</li> <li>▪ Determine the portion of former short-term participants who elect to reapply for participation in the LAP during the follow-up process (further evidence of satisfaction with the program)</li> </ul>

<b>Proposed Activities</b>	
<b><u>Activity 9</u></b>	<b><u>Status/Time Frame:</u></b>
<p><b>Short-term counseling follow-up:</b> a follow-up with short-term counseling LAP participants confirms that the majority of those attorneys who utilize the service are pleased with the results of the short-term counseling and with their counselor</p>	<ul style="list-style-type: none"> <li>• Follow-up with short-term counseling participants is completed by September 30, 2008</li> </ul>

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<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>▪ The majority of short-term counseling participants report deriving significant benefits from their use of the service</li> <li>▪ The majority of short-term counseling participants report satisfaction with their counseling provider</li> </ul>

<b>Activity 10</b>	<b>Status/Time Frame:</b>
<p><b>Discipline Study:</b> in collaboration with OCTC, collect data on past and present participants in the LAP that will show that, compared to the entire membership, fewer complaints are made and cases filed against participants in the LAP</p>	<ul style="list-style-type: none"> <li>• Data collection plan drafted by July 1, 2008</li> <li>• Report completed by February 1, 2009</li> </ul>

<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>▪ Data collection begun by September 1, 2008</li> <li>▪ Data collection completed by December 1, 2008</li> <li>▪ Data analysis confirms that fewer complaints are made and cases filed against LAP participants</li> </ul>

<b>Proposed Activities</b>	
<b>Activity 11</b>	<b>Status/Time Frame:</b>
<p><b><u>EFFECTIVE OUTREACH AND EDUCATION</u></b></p> <p><b>LAP Educational Website (including free online MCLE):</b> LAP educational website is up, beta tested, and promoted as a free source of substance abuse/mental health education material through CBJ, State Bar E-blast, and similar postings</p>	<ul style="list-style-type: none"> <li>• LAP educational website up, tested, tweaked, and fully operational by April 1, 2008</li> <li>• Google ads directing attorneys seeking substance abuse/mental health MCLE to the LAP educational website are in place by March 1, 2008</li> </ul>

<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>▪ LAP educational website receives at least 1000 hits by the end of 2008</li> <li>▪ Requests for the free LAP self-study MCLE packet decline by 50% in 2009 over 2008 (due to online availability)</li> <li>▪ New material is posted to the “We Talk” blog by LAP staff at least once a quarter</li> </ul>

<b>Proposed Activities</b>	
<b>Activity 12</b>	<b>Status/Time Frame:</b>
<p><b><u>AUGMENTING AVAILABLE FINANCIAL ASSISTANCE RESOURCES</u></b></p> <p><b>LAP Foundation:</b> Explore the creation of a charitable foundation to raise funds in support of the LAP Financial Assistance Plan.</p>	<ul style="list-style-type: none"> <li>• Report on the feasibility and benefits of creating a charitable foundation produced by May 1, 2008</li> <li>• Articles of Incorporation and By-Laws for an LAP Foundation drafted by August 1, 2008 (if decision made to proceed)</li> </ul>

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<b>Proposed Activities</b>	
<b><u>Activity 13</u></b>	<b><u>Status/Time Frame:</u></b>
<b><u>AUGMENTING AVAILABLE FINANCIAL ASSISTANCE RESOURCES</u></b>  <b>Direct mail contribution campaign:</b> Explore with the California Bar Foundation the feasibility of a direct mail contribution campaign for the LAP Financial Assistance Plan.	<ul style="list-style-type: none"> <li>• Report on the feasibility of a direct mail solicitation campaign delivered by April 1, 2008</li> </ul>

Are activities within legislative and judicial restrictions imposed on the State Bar (*Keller, Hudson, Brosterhous, etc.*)?  
 Yes [X] No [ ] If no, please explain.

<b>PROPOSED BUDGET</b> <i>(Combined Proposed Activity Budgets plus Staff Costs)</i>				
Items	2007 Budget	2007 Outlook	2008 Budget	2009 Proposed
Estimated Staff Time Required FTE:				
Travel Staff				
Travel Volunteers				
Travel Contractors				
Catering				
Postage				
Telephone				
Other Professional Services Outside Printing Outside Design In House Printing Miscellaneous				
<b>TOTAL Operating Expense</b>				