

GOAL #1**Increase the diversity of the Oregon bar and bench**

Strategy 1 – Increase the accuracy of the bar’s diversity demographic membership data

Strategy 2 – Develop a diverse pipeline of law students who feel supported, welcomed, and encouraged to practice law in Oregon

Strategy 3 – Encourage a diverse applicant pool for judicial appointments

Strategy 4 – Ensure the Board of Governors’ judicial appointment recommendations includes candidates who have demonstrated competency in dealing with diverse people and issues

GOAL #2**Increase engagement by bar leadership for community outreach**

Strategy 1 – Increase participation in events hosted by diverse organizations

GOAL #3**Increase the diversity of the pool of volunteer bar and community members engaged in OSB activities and leadership**

Strategy 1 – Increase the diversity of OSB CLE seminar speaker pool

Strategy 2 – Increase the diversity of lawyers and community members in Board of Governors appointed volunteer positions and on the Board of Governors

Strategy 3 – Increase the diversity of the New Lawyer Mentoring Committee and volunteer mentor pool

GOAL #4**Increase bar staff diversity and education, and foster a welcoming and inclusive culture**

Strategy 1 – Assess the OSB climate and workforce

Strategy 2 – Increase outreach to diversify the pool of applicants for vacant positions at the OSB

Strategy 3 – Provide educational opportunities for OSB staff

GOAL #5**Increase the diversity of OSB contractors, suppliers, vendors, and renters**

Strategy 1 – Conduct an assessment and implement a process to increase diversity

GOAL #6**Foster knowledge, education, and advancement of legislation that increases access to justice**

Strategy 1 – Increase the participation of all OSB sections in the legislative process

Strategy 2 – Increase the coverage of diversity-related subjects in the *Capitol Insider* newsletter

GOAL #7**Expand public and bar member education, outreach, and service**

Strategy 1 – Increase Access to Justice CLE seminar programs

Strategy 2 – Increase outreach to diverse communities regarding OSB services to address the unlawful practice of law

Strategy 3 – Enhance Client Assistance Office to meet the needs of a diverse community

Strategy 4 – Enhance outreach and services provided to diverse constituents by Discipline and Regulatory Services

Strategy 5 – Position the OSB to attract new members by adopting the Uniform Bar Exam

Strategy 6 – Develop and sell e-books adapted for use by underserved individuals and communities

Strategy 7 – Increase the diversity of the Bar/Press/Broadcasters Council and legal experts available to assist the media

Strategy 8 – Enhance outreach to underserved communities regarding the modest means and lawyer referral programs

Strategy 9 – Identify and remedy barriers to accessibility experienced by individuals with disabilities who access bar programs, services, activities and premises

GOAL #8**Increase representation of low income Oregonians and enhance accountability for services to diverse clients**

Strategy 1 – Increase funding for The Oregon Law Foundation and the OSB Legal Services Program

Strategy 2 – Increase pro bono representation of low income Oregonians

Strategy 3 – Enhance legal services provider accountability for serving diverse clients

Diversity and Inclusion: Making Us Stronger

Messages from the CEO/Executive Director and OSB President



Helen Hierschbiel
Executive Director

2016 marks the third and final year of the Oregon State Bar’s first Diversity Action Plan. I am proud of what the bar has accomplished so far, and I recognize there is still much work to be done. Because our work in this arena is mission critical, it requires strategic vision and thinking. And so, even as we celebrate our successes of the past, we are in the process of developing a new plan for the future.

I want to extend special thanks to Christopher Ling and Benjamin James, who worked tirelessly throughout 2016 to maintain the smooth and uninterrupted operation of D&I programs during the search for a new D&I Director. This transition reinforced my belief that success in advancing diversity, equity, and inclusion in Oregon’s bench and bar requires that all bar leaders take responsibility for understanding, valuing, and carrying forward the bar’s efforts. I look forward to championing this important work in the years to come.



My theme as OSB President has been equity, inclusion, and access to justice. I believe that if you have an inclusive and equitable society, you will have diversity. Building inclusion and equity starts by looking inward. With the first cycle of the bar’s diversity action plan coming to a close, the hiring of a new D&I Director, and the 20-year anniversary of OLIO just around the corner, the bar is uniquely positioned to take its work in advancing diversity, equity, and inclusion to the next level. I feel fortunate that past BOG members and OSB presidents have valued and promoted diversity, and I am excited to be at the helm during this critical juncture.

Michael Levelle
President, 2017

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Accuracy of OSB Member Demographic Data Improved

The Oregon State Bar first created an online reporting tool and promoted participation through regular communication channels. Step two, implemented in November 2014, was to require members visiting the bar’s website to either complete the form or decline to participate. After eight weeks, the percentage of bar members listed in our database as “declined to state” dropped significantly across all demographic categories. The effort continued in 2015, with gains in all areas of reporting.

For 2016, the OSB continued to see a reduction in members who “declined to state” in the areas of gender ID, sexual orientation, and disability, compared with 2015, and no change with regard to the percentage of members who “declined to state” with regard to race. The chart below details our progress to date.

Percentage of active members with unknown/declined to state demographic data in their bar record:

Field	12/31/2013	12/31/2014	12/31/2015	12/31/2016
Race	43%	32%	26%	26%
Gender ID	93%	58%	43%	41%
Sexual Orientation	94%	62%	48%	47%
Disability	93%	59%	45%	43%
Active Member Count	15,098	15,161	15,178	15,104

Student Pipeline Outreach Efforts Enhanced and Yield Results

The OSB wants to see at least 35% of Opportunities for Law in Oregon Orientation participants who graduate from law school become Oregon bar members by April of the year after they graduate. For the 2015 graduating class, 38% of OLIO Orientation participants who graduated law school passed the Oregon bar exam, exceeding our 35% goal. We reached our goal in 2016, with 35% of OLIO Orientation participants who graduated from law school in 2016 passing the Oregon bar exam.

In 2016, the D&I Department awarded six OSB Bar Exam Grants in July and three Bar Exam Grants in February. Our February 2016 bar exam grant recipient pass rate was 67%, exceeding the overall February 2016 bar passage rate of 60%. Our July 2016 bar exam grant recipient pass rate was 50%, which did not meet the overall July 2016 passage rate of 58%, although it is worth noting that Oregon bar exam passage rates in general have dropped over the past two years¹.

In 2016, the D&I department awarded ten scholarships.

¹ Overall pass rate for 2014 (February and July combined): 65%. For 2015 (combined): 61%. For 2016 (combined): 58%

The D&I Department held its annual OLIO Employment Retreat on January 23, 2016. Survey results showed that 96% of student participants indicated the program enhanced their skill set for seeking employment, exceeding our goal of 75%.

In 2016, the D&I Department awarded nine clerkship stipend awards. Survey results showed that 100% of student participants indicated the clerkship experience affirmed or increased their interest in practicing law in Oregon, exceeding our goal of 75%.

In 2016, the D&I Department awarded six Public Honors Fellowships and one Access to Justice Fellowship to fund law students pursuing summer legal opportunities with public employers and non-profit organizations in Oregon. Survey results showed that 100% of student participants indicated the clerkship experience affirmed or increased their interest in practicing law in Oregon, exceeding our goal of 75%. In 2016, two Rural Opportunities Fellowships were available but were not utilized by law students. The D&I Department will look at how uptake of this opportunity can be improved—or replaced if appropriate—for future years.

Diversifying Applicant Pool for Judicial Appointments

In 2016, the Public Affairs Department actively engaged in outreach to sections, specialty bars, and bar leaders to encourage candidates interested in serving to apply. This engagement included notifying section chairs and specialty bar leaders of judicial vacancies, and ensuring that these vacancy notifications were distributed to members via section leaders. Additionally, a diversity inclusion statement was added to judicial vacancy notices, and coordination with the Oregon Judicial Diversity Coalition (OJDC) on interview process and vacancy coordination for judicial appointments was implemented.

Improved Appellate Judicial Screening Process

The Oregon State Bar participates in the appellate judicial selection process by interviewing appellate judicial candidates and making recommendations for appointment to the governor. The 2017 Appellate Selection Committee rewrote the candidate questions to address diversity in the selection process, and to allow follow-up questions to clarify answers. Per the process initiated in 2014 as part of the Diversity Action Plan, the Appellate Selection Committee continued to reach out to the minority bar associations to share information about the candidate selection process to ensure minority bar input was factored into the process, and identified other stakeholders to participate in the screening process to ensure that diverse viewpoints were considered.

GOAL #2

Increase engagement by bar leadership for community outreach

Strategy 1 – Increase participation in events hosted by diverse organizations

Bar Leaders Expand Engagement with Diverse Communities and Organizations

Members of the Board of Governors continue their engagement with diverse communities by attending and supporting events hosted by diverse specialty bars and community-based organizations. In 2016, the board sponsored 18 events hosted by a variety of specialty and local bar associations, as well as events for broader communities of color in Oregon. At each one of these events, at least one board member and senior staff member (usually the bar president or president-elect and the executive director) attended the event. At several events, multiple board members attended and shared a table with lawyers and students of color, resulting in more one-on-one and personal engagement between bar leaders and individuals from the communities served by the bar.

Media relations staff are part of a small team of Multnomah County leaders working on local outreach regarding the construction of the new Multnomah County Courthouse. In 2016, OSB staff facilitated a focus group of diverse community leaders to discuss what they seek in both the courthouse, and in the justice system more broadly.

GOAL #3

Increase the diversity of the pool of volunteer bar and community members engaged in OSB activities and leadership

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Increased Diversity of CLE Seminar Speakers and Section Leadership

Oregon State Bar sections continued to improve diversity of CLE seminar speakers in 2017. Of the nearly 100 members who presented one or more CLE programs, 13% of the speakers self-identified as belonging to a historically underrepresented group. This reflects a 1% increase from the 2015 data and an overall increase of 6% since implementation of the action plan in 2014.

Diversity of section leadership also increased by 2% over the three-year action plan implementation period, with 16% of current executive committee members representing one or more historically underrepresented groups. The Member Services Department will continue to work with sections to encourage balanced executive committee membership and CLE speaker participation.

Diversity of OSB Volunteers and Board of Governors Members Increased

The BOG Board Development Committee focused on strengthening relationships with minority and specialty bar associations as well as bar-affiliated and community organizations. As a result, the number of diverse candidates interested in volunteering with the OSB increased significantly over the three-year implementation period. In 2016, there were 28 non-lawyer volunteer candidates, 54% self-identified as racial or ethnic minority, 7% indicated they had a disability, and 4% indicated a sexual orientation other than heterosexual.

There were 356 bar members who applied to serve as volunteers in 2016. Of those who provided their sexual orientation, 5% identified as lesbian, gay, or bisexual, which represented a slight increase over 2015 volunteer interest. Of the members who provided their demographic information on the survey, 5% indicated they had a disability that remained steady from the prior year and 8% of the volunteers were from historically underrepresented racial and ethnic groups.

In 2016, there were four new Board of Governors members elected by the membership. Of those, one is female and two are from historically underrepresented racial and ethnic groups.

GOAL #4**Increase bar staff diversity and education, and foster a welcoming and inclusive culture**

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Continued Assessment, Outreach, and Educational Opportunities for OSB Staff

The Human Resources Department continues to monitor gender and racial diversity throughout bar staff. In 2016, there were eight positions filled in a predominately female Caucasian employee population. Of those hired, 25% were not Caucasian and 50% were male. Of the 15 people who left the bar, 20% were not Caucasian and 27% were male. Racial diversity statistics monitor only those groups monitored by the Metropolitan Statistical Area to allow the bar to have accurate data for comparison. The groups monitored are Caucasian, African American, Asian, Hispanic, and other. At the end of 2016, the makeup of bar staff by race and gender remained relatively consistent. The bar does not monitor other racial groups, employees who represent the LGBTQ community, or employee age category.

Outreach for increasing a diverse applicant pool included surveying other businesses for additional diversity-related media and organizations that accept open-position postings.

In 2016, the bar presented for staff a seminar titled, *Implicit Bias*. All staff were required to attend the seminar presented by April Lewis and Carol French of Figure 8 Consulting.

GOAL #5**Increase the diversity of OSB contractors, suppliers, vendors, and renters**

Strategy 1 – Conduct an assessment and implement a process to increase diversity

OSB Continues Assessment and Plans for Further Data Collection

In 2015, the bar began an assessment of its contractors, suppliers, vendors, and renters and looked for opportunities to increase the diversity of the pool of those individuals and entities with whom it does business.

In 2016, the bar had occasion to hire outside counsel on one new litigation matter, when it was named as an appellee as a result of a *cy pres* judgment entered in favor of the Legal Services Program. The bar hired a woman partner to represent the bar on appeal.

In 2016, the bar rented part of the first floor of the OSB Center to the Oregon Chapter of the American Lung Association, an organization that shares the bar's commitment to diversity. According to its guiding principles, the ALA is committed to "overcom[ing] health disparities to ensure universal lung health" and actively seeks to create a "diverse, active, and engaged pool of volunteers."

General Counsel is formulating a plan to collect data regarding the bar's contractors, suppliers, vendors, and renters using its new Aptify Contract Management system. In particular, General Counsel will seek data on whether businesses are certified as Oregon Minority Business Enterprises or Women Business Enterprises.

GOAL #6**Foster knowledge, education, and advancement of legislation that increases access to justice**

Strategy 1 – Increase the participation of all OSB sections in the legislative process

Strategy 2 – Increase the coverage of diversity-related subjects in the *Capitol Insider* newsletter

Bar Expands Legislative-Process Education, Outreach, and Focus on Access to Justice

The Public Affairs Department reached out to bar sections and committees to provide an overview of the bar's legislative process as well as to explain how to engage at whatever level is appropriate for the makeup of that particular group.

The Public Affairs Department reached out to sections identified as not historically participating in the legislative process to encourage a higher level of awareness and possible engagement.

The Public Affairs Department has worked to include greater coverage of diversity-related issues in the *Capitol Insider*, including articles on the use of radical and ethnic impact statements for proposed legislation and the efforts to combat notario fraud.

Diversity-related subjects addressed in the *Capitol Insider* newsletter included articles on Minoru Yasui Day and Japanese Internment Camps, and the racial profiling bill.

GOAL #7**Expand public and bar member education, outreach, and service**

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Diversity Focused CLE Seminar Programs in 2016

Two 2016 programs co-sponsored by the CLE Seminars Department focused on significant diversity and inclusion issues. The Litigation Institute & Retreat featured a presentation by a Japanese female OSB member who represented another Japanese OSB member whose civil rights had been violated 74 years earlier during WWII under Executive Order 9066. The presentation was very well-received; at the conclusion of the presentation the speaker received a standing ovation, a first in the institute's almost 25-year history.

In the spring of 2016, CLE Seminars and the Multnomah Bar Association explored the possibility of including an implicit bias presentation at the MBA annual awards lunch. Due to scheduling conflicts with the speaker, that presentation was not possible. Instead, the planners focused on enhancing the OSB fall social, which

traditionally did not include a CLE component. This event evolved into a 90-minute CLE panel discussion on diversity in hiring, followed by a networking reception. Members of the Portland metro area specialty bars and other stakeholders were invited to the event. Almost 100 individuals attended the two events.

Outreach to Diverse Communities Regarding the Unlawful Practice of Law Continues

The bar identified Spanish and Russian-speaking immigrants as vulnerable populations that have been the target of exploitation by illegal immigration consultants. General Counsel's Office developed an outreach plan to combat such exploitation and began implementation of that plan in partnership with various bar departments and key stakeholders outside the bar. Together we:

- Placed increased focus on community outreach by forming a Public Outreach Subcommittee of the UPL Committee, which is charged to seek out new opportunities to educate and protect vulnerable populations.
- Developed print and electronic versions of a *Stop Notario Fraud* brochure in Russian, which was published on the bar's website in early 2016.
- Distributed an additional 5,000 copies of a *Stop Notario Fraud* brochure in Spanish through community partners, including the Mexican Consulate and Catholic Charities. Updated the bar's webpage devoted to notario fraud by adding a Spanish version of the UPL Complaint Form.
- Worked with the Oregon Secretary of State to improve enforcement of notario fraud prohibitions, by referring cases involving individuals with notary public certifications to the SOS for review.
- After the conclusion of the HB 2225 Legislative Task Force (http://www.oregon.gov/OAC/PDFs/Task_Force_on_Immigration_Consultant_Fraud_Report_09-2015.pdf), advocated for the successful passage of HB 4125 (2016), which creates significant new protections for victims of notario fraud, and provides increased enforcement opportunities to stop perpetrators of notario fraud.
- Presented on UPL and notario fraud at 2015 and 2016 community forums focused on DACA, DAPA, and other immigration relief, which were attended by over 75 social service agencies that serve immigrant communities.
- Hosted an informational table at the 2016 Arabic Oregonians Fair and provided UPL materials, thanks to the participation and support of the Diversity & Inclusion interim director.
- Included representatives on the UPL Committee from the Oregon Department of Justice and Department of Consumer and Business Services, the Oregon Chapter of the American Immigration Lawyers Association, and local immigration nonprofit organizations to help better coordinate enforcement efforts. Added members from the Multnomah County District Attorney's Office to develop closer relationships with law enforcement on issues related to notario fraud.
- Media Relations staff worked with the UPL Committee and members of AILA to assist with publicity of several particularly troubling cases of notario fraud. The staff also aggressively pushed for widespread media attention of a bar member who was suspended under a BR 3.1 petition, but who was suspected of continuing to accept clients in Spanish-speaking communities. This was late in the year, and is expected to continue into 2017 as the discipline case continues.

Move Toward Adoption of the Uniform Bar Examination

The Admissions Department—which processes bar applications, conducts character and fitness investigations, administers two bar examinations annually, and supports the work of the Board of Bar Examiners—assisted the BBX in its continued study of the question of whether to recommend that Oregon become a Uniform Bar Examination state. During 2016, the BBX recommended to the Oregon Supreme Court that Oregon become a UBE jurisdiction and began work on formulating an Oregon law component to the admissions process. On October 11, 2016, and December 14, 2016, the Oregon Supreme Court approved amendments to the Rules for Admission that will make Oregon a Uniform Bar Examination jurisdiction effective July 1, 2017. Adoption of the UBE will make it more feasible to attract a wider diversity of lawyers from other jurisdictions who can qualify through the transfer of UBE scores from other states.

Bar Promotes E-Books on Bar's Website

The Legal Publications Department continues to offer both a Family Law Series and a Consumer Law Series of e-books, which are available for purchase on Amazon. Each e-book includes a Quick Resource Guide in the front with links to lawyer referral and legal services websites. A total of 37 Family Law Series e-books and 5 Consumer Law Series e-books were sold in 2016. Two additional books, one in each series, were purchased but returned. We enhanced the marketing of the availability of this resource in 2015 by adding a Legal Publications page to the bar's main website with links to each of the e-books on Amazon. We discussed plans with the Communications and Public Services Department to add links to the Legal Publications page from the public pages of the bar's website, but those links have not yet been added.

Because of the focus on promotion and evaluation of the success of the existing titles, the Legal Publications Department did not expand the e-book library in 2016.

Diversity of the Bar Press Broadcasters Council Assessed as Area for Improvement; Diversity of Legal Experts for Media Increased

We have struggled with the first goal of increasing the diversity of the Council, and should make this a priority for the 2017 appointments process. The type of bar member sought for this group draws from a narrow subset of criminal law practitioners who regularly handle high-profile cases garnering media attention. That said, we could do better in reaching out earlier in the year to encourage a more diverse pool of members to seek appointments. This should be a focus in 2017. The other key area—identifying media spokespersons—has been more successful. Staff continues to expand the list of some 200 members that serve as subject-area experts for media on a wide variety of law-related stories. Staff this year identified three diverse law professors and six new practitioners to add to this always-evolving list. This effort will continue through 2017.

Public Education Project on Lawyer Referral Service and Modest Means Program Launched

In 2016, the OSB launched a new public education project called Legal Q&A, a series of short (2-3 minute) videos featuring lawyer volunteers answering common legal questions. The first clips produced focused on bar services, including the Client Assistance Office, Referral and Information Services, and the Modest Means Program. The latter two were produced in both English and Spanish, and are now available on the OSB website.

RIS continues to work with other bar staff on meeting with specialty bars to discuss OSB services and this action plan, including the new policy encouraging referral service panelists to list their specialty bar membership on their registration forms, which will allow referral staff to better meet client expectations in making referrals.

Bar Continues Its Efforts to Identify and Remedy Barriers to Accessibility Experienced by Individuals with Disabilities Who Access Bar Programs, Services, Activities, and Premises

In 2014, the OSB established the Bar Accessibility Review Team to review and address accessibility issues reported by bar staff, bar members, and members of the public, and to raise awareness of accessibility issues within and around the bar. In 2015, the BART met quarterly to discuss and address barriers to accessibility experienced by individuals with accessibility and maintained a log of accessibility issues discussed and resolved throughout the year. The BART undertook an Americans with Disabilities Act self-evaluation of the bar's services and programs. The evaluation process included a survey of all members who self-identified as experiencing a disability and is included as a link on the bar's ADA webpage to allow others to complete the survey and provide ongoing feedback.

As a result of the self-evaluation process, the bar designated an ADA Coordinator, and published its ADA Notice and Grievance Procedures on the bar's website. The ADA Notice is also present in the bar's second floor lobby, and in conference rooms, to help educate individuals about the availability of accommodations.

In 2015, the bar's webmaster attended a day-long training on advanced methods for ensuring online materials are accessible to people with disabilities. Multiple bar staff also attended Adobe software trainings, with follow-up instructions on how to save documents in Adobe format so they work with screen readers. The Creative Services Department worked with software vendor Survey Monkey to improve the accessibility of OSB surveys, including one sent to all bar members who have self-identified as having a disability. The BART is using the survey results for planning purposes.

In 2015, all bar staff attended a two-part mandatory ADA training to educate them on the requirements of the Act. This training was video recorded, and is required to be viewed by all new hires. The first training was hosted by the bar's ADA Coordinator, and focused on ADA basics. The second training was provided by a third party trainer and focused on welcoming individuals with disabilities to the bar.

In early 2016, the BART published the bar's self-evaluation under the ADA. The BART continues to meet quarterly to discuss and address barriers to accessibility in the bar's services, programs, and physical locations.

To increase the accessibility of section events, the Member Services Department published Section Leadership Guidelines on the topic of accessibility. To improve the accessibility of the OSB Center to individuals with disabilities, the BOG voted to designate the Member Room as a Member Health Room, to be used by persons visiting the bar for official business with health needs (including lactating mothers). The Member Health Room offers a private space, complete with handwashing station and locking door.

The bar's project to make its website fully accessible continues to progress. That involves both reviewing and updating materials on the public and member sites, and working with the sections as their individual websites are migrated to the bar's WordPress platform. As of the end of 2016, 26 section websites have been transitioned to the bar, with Workers Compensation the latest site to launch: <https://workerscomp.osbar.org/>. Another four WordPress sites have been developed and are in review by those sections, and the goal by year end is to transfer six sites that are currently on the public WordPress site over to the OSB platform. Discussions have begun with the five remaining sections that will be transferred in 2017.

In 2016, the BART has worked with Admissions to publicize accommodations related to the bar exam and to prepare training materials specifically targeted to those persons—bar staff, as a general rule—who serve as proctors in modified testing environments. Admissions is also working on facilities to accommodate nursing mothers during the test.

The CLE Seminars Department likewise continues to focus on accessibility issues. The bar is developing a continuing education program on ADA accommodations that will be helpful to members as they assess their own obligations to clients under the law. CLE Seminars focuses continuously on increasing the diversity of CLE speakers.

The Client Assistance Office and General Counsel continue to provide accommodations to individuals with disabilities during the disciplinary complaint intake process. Accommodations have included in person meetings, the opportunity to voice record complaints, written confirmation of verbal complaints, and extensions of time.

GOAL #8

Increase representation of low income Oregonians and enhance accountability for services to diverse clients

Strategy 1 – Increase funding for the Oregon Law Foundation and the OSB Legal Services Program

Strategy 2 – Increase pro bono representation of low income Oregonians

Strategy 3 – Enhance legal services provider accountability for serving diverse clients

Goals Met for IOLTA Account Interest Rates

Although some banks entered and exited the Leadership Bank Program in 2016, the Oregon Law Foundation maintained the total number of Leadership Banks providing interest between 0.7% and 1.0% to the OLF. Additionally, OLF met the goal of maintaining approximately 60% of overall IOLTA deposits in OLF Leadership Banks.

In 2016, the first cy pres award funds generated as a result of ORCP 32 O were delivered to the Legal Services Program, a total of \$30,760. Class action cy pres awards are not common in Oregon so this kind of modest revenue is expected for most years; however, there is the possibility of occasional significant amounts of funding from cy pres awards. The LSP received an additional \$205,000 from the state general fund to provide for legal services.

New Certified Pro Bono Program

In 2016, one new certified pro bono program was added, bringing a new specific practice area and a new client base to the certified pro bono program: refugee disability benefit claims.

New in 2016, attorneys can receive CLE credit for pro bono work completed with certified pro bono programs. Attorneys receive up to six credits for pro bono work per reporting period and two hours of pro bono translates into one hour of CLE credit. This change creates additional incentive for attorneys to seek out certified pro bono programs and for pro bono programs to seek certification.

Assessment of Legal Service Providers Completed

Legal aid providers are currently assessed using the *OSB LSP Standards and Guidelines*, which incorporate the American Bar Association's (ABA) Standards for the Provisions of *Civil Legal Aid*. The ABA standards already measure the cultural responsiveness of legal aid in the key areas of staff diversity, community outreach, and training. In 2015, the LSP Accountability Self-assessment tool collected information in those key areas and resulted in a number of recommendations to the programs. An outgrowth of the assessment process was the recommendation to merge the Lane County Legal Aid and Advocacy Center into Oregon Law Center. The programs successfully completed their merger at the end of 2016.

Thanks to the Diversity Advisory Council Members

Judith Baker – Director of Legal Services Programs
/ OLF Executive Director

Danielle Edwards – Director of Member Services

Dawn Evans – Disciplinary Counsel
/ Director of Regulatory Services

Susan Grabe – Director of Public Affairs

Helen Hirschbiel – CEO/Executive Director

Amber Hollister – General Counsel

Christine Kennedy – Director of Human Resources

Linda Kruschke – Director of Legal Publications

Karen Lee – Director of CLE Seminars

Michael Levelle – Board of Governors

Jonathan Puente – Director of Diversity & Inclusion

Kay Pulju – Director of Communications
& Public Services

Kateri Walsh – Director of Media Relations
and New Lawyer Mentoring Program

Rod Wegener – Chief Financial Officer

Why Diversity and Inclusion Matters

A diverse and inclusive bar is necessary to attract and retain talented employees and leaders; effectively serve diverse clients with diverse needs; understand and adapt to increasingly diverse local and global markets; devise creative solutions to complex problems; and improve access to justice, respect for the rule of law, and credibility of the legal profession.

GLOSSARY

ACRONYMS

ACDI Advisory Committee on Diversity and Inclusion	MBE Multistate Bar Exam
BART Bar Accessibility Review Team	NLMP New Lawyers Mentoring Program
BBX Board of Bar Examiners	OLF The Oregon Law Foundation
BOG Board of Governors	OLIO Opportunities for Law in Oregon
CAO Client Assistance Office	OSB Oregon State Bar
CRA Community Reinvestment Act	RIS Referral and Information Services
IOLTA Interest on Lawyers Trust Accounts	SOS Secretary of State
LSP Legal Services Program	UBE Uniform Bar Examination
MBA Multnomah Bar Association	UPL Unlawful Practice of Law

TERMS AND CONCEPTS

Community Reinvestment Act

A United States federal law designed to encourage commercial banks and savings associations to help meet the needs of borrowers in all segments of their communities, including low and moderate income neighborhoods.

Culture:

The system of shared beliefs, values, customs, behaviors, and artifacts that the members of society use to cope with their world and with one another, and that are transmitted from generation to generation through learning.

Source: Cultural Proficiency, San José • Evergreen Community College, www.sjeccd.edu

All human beings are programmed by cultural “software” that determines our behavior and attitudes. Once we recognize what our programming teaches us, we have the capacity to control our choices.

Gardenswartz & Rowe, www.gardenswartzrowe.com

Cultural Proficiency

Cultural proficiency is the level of knowledge-based skills and understanding that is required to successfully interact with and understand people from a variety of cultures. Cultural proficiency requires holding cultural difference in high esteem; a continuing self-assessment of one’s values, beliefs, and biases grounded in cultural humility; an ongoing vigilance toward the dynamics of diversity, difference, and power; and the expansion of knowledge of cultural practices of others. To provide culturally proficient services, both the individual and the institution must be culturally proficient. Five essential elements contribute to an institution’s ability to become more culturally proficient:

1. Valuing diversity
2. Having the capacity for cultural self-assessment
3. Managing the dynamics of difference
4. Having institutionalized cultural knowledge
5. Having developed adaptations to services reflecting an understanding of cultural diversity

These five elements should be manifested at every level of an organization, including policy making, administration, and practice.

Source: Cultural Proficiency, San José • Evergreen Community College, www.sjeccd.edu

Cultural Responsiveness

The ability to respond to and interact with people from a variety of different cultures in a culturally proficient manner.

OSB Diversity Demographic Membership Data

The bar collects and tracks member diversity demographic data based on the following criteria: sex, gender, race/ethnicity, disability, sexual orientation, and gender identity.

Demonstrated Competency

Showing or presenting a combination of knowledge, skills, behaviors, and values that indicate a person is culturally proficient.

OSB Diversity and Inclusion

Diversity and inclusion mean acknowledging, embracing, and valuing the unique contributions our individual backgrounds make to strengthen our legal community, increase access to justice, and promote laws and creative solutions that better serve clients and communities. Diversity includes, but is not limited to: age; culture; disability; ethnicity; gender and gender identity or expression; geographic location; national origin; race; religion; sex; sexual orientation; and socio-economic status.

E-Books

Books available for purchase electronically for use on a digital reading device.

Low-income Oregonians

For the purpose of statewide legal aid services, low-income Oregonians are defined as households with incomes at or lower than 125% of the federal poverty level. This would be \$24,413 for a household of four in 2013. Another way to look at it is a single person household who makes minimum wage in Oregon would be ineligible for legal aid because they are over income.

Member Dashboard

Customized web page displayed for members logged into the OSB website. The dashboard includes regulatory notifications and provides tools to access and update member record information.

Underserved Populations

Low income and other populations who lack access to or the ability to afford legal services.

Vulnerable Populations

Communities and people who are disadvantaged and at risk due to socio-economic status, gender, age, disability, geography, language ability, race, ethnicity, or any marginalized status.

Mission

The mission of the Oregon State Bar is to serve justice by promoting respect for the rule of law, by improving the quality of legal services, and by increasing access to justice.

Functions of the Oregon State Bar

We are a regulatory agency providing protection to the public.

We are a partner with the judicial system.

We are a professional organization.

We are leaders helping lawyers serve a diverse community.

We are advocates for access to justice.

Values of the Oregon State Bar

Integrity

Integrity is the measure of the bar's values through its actions. The bar adheres to the highest ethical and professional standards in all of its dealings.

Fairness

The bar works to eliminate bias in the justice system and to ensure access to justice for all.

Leadership

The bar actively pursues its mission and promotes and encourages leadership among its members both to the legal profession and the community.

Diversity

The bar is committed to serving and valuing its diverse community, to advancing equality in the justice system, and to removing barriers to that system.

Justice

The bar promotes the rule of law as the best means to achieve justice and resolve conflict in a democratic society.

Accountability

The bar is accountable for its decisions and actions and will be transparent and open in communication with its various constituencies.

Excellence

Excellence is a fundamental goal in the delivery of bar programs and services. Since excellence has no boundary, the bar strives for continuous improvement.

Sustainability

The bar encourages education and dialogue on how law impacts the needs and interests of future generations relative to the advancement of the science of jurisprudence and improvement of the administration of justice.

Diversity & Inclusion Department

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