

Illinois Supreme Court Commission on Professionalism

2016 Annual Report



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Leadership Letters



Chair: Hon. Debra Walker

On behalf of the Commissioners and our staff, I am pleased to submit the 2016 Annual Report of the Illinois Supreme Court Commission on Professionalism to the Justices of the Supreme Court, the members of the Illinois bar, and the people of the State of Illinois.

I am especially grateful to the Supreme Court Justices, especially Justice Robert Thomas, our liaison with the Court, for their continued support. I also thank my fellow Commissioners for their engagement and dedication in promoting professionalism throughout the state and for the dedication of our talented staff.

The Commission celebrated its ten-year anniversary in 2016. As I participated in national conferences over the past years, it repeatedly was brought to my attention that Illinois is a leader in promoting cutting edge topics related to the legal profession. This is largely due to our use of technology, especially social media, which allows us to share our message throughout the entire state and across the country.

Having served as a member of the committee that recommended the establishment of the Commission on Professionalism, and as a Commissioner or Chair since 2006, I am especially proud of the Commission's accomplishments.

I invite you to read this Report with pride and a renewed sense of purpose for our profession.



Executive Director: Jayne Reardon

2016 was a banner year in education. The Commission hosted its inaugural future law conference, The Future is Now: Legal Services 2.016, and unveiled two online CLE courses which were made available to all Illinois lawyers free of charge. Finally, the Commission recommended that the Court amend the MCLE Rules to require that Illinois attorneys take diversity and inclusion CLE and mental health and substance abuse CLE as part of their professional responsibility requirement. (The Court adopted the Commission's recommendation in early 2017.)

The statewide Lawyer-to-Lawyer Mentoring Program continues to grow. The Commission's Expansion Advisory Committee worked throughout 2016 to explore ways to improve the program and its reach. Based on the Expansion Committee's work, the Commission recommended changes to the Rule that would allow more lawyers to be eligible for the program. The Court adopted the recommendation.

Social media, including our blog, is integral to support and explain the Commission's work. More importantly, it allows us to encourage and facilitate engagement by lawyers and judges. As we've become a leading source of information in the profession, invitations to speak to state and national audiences about professionalism topics continue to rise.

I am grateful for the leadership of the Supreme Court, the support of the Commissioners, and the creativity of the staff. It is gratifying to make a difference.

Commission

The Commission is charged by Illinois Supreme Court Rule 799 to promote among both lawyers and judges in Illinois greater integrity, professionalism and civility; to foster commitment to the elimination of bias and divisiveness within the legal and judicial systems; and to ensure those systems provide equitable, efficient and effective service to the citizens of Illinois.

Commission meetings are held each quarter. In 2016, the Commission met on March 18th, June 24th, September 23rd, and December 8th.



Commissioners

Hon. Sharon Coleman
U.S. District Court for Northern Illinois

John Corkery
John Marshall Law School

Hon. Kathryn Creswell
Eighteenth Judicial Circuit

Cynthia Fontaine
Southern Illinois University School of Law

Jeffrey Jackson
State Farm Mutual Insurance Company (ret.)

William Moran III
Stratton, Giganti, Stone, Moran & Radkey

Lance Northcutt
The Northcutt Firm PC

Jane DiRenzo Pigott
R3 Group LLC

Leslie Richards-Yellen
Hinshaw & Culbertson LLP

Vanessa Romeo
Joliet Junior College

Martin Sinclair
Skadden, Arps, Slate, Meagher & Flom LLP

Sonni Williams
City of Peoria

Hon. Debra Walker Chair
Cook County Circuit Court

Edward Walsh Vice-Chair
Walsh, Knippen, Knight, Pollock & Cetina Chartered



Supreme Court Liaison

Justice Robert Thomas
Illinois Supreme Court

Advisor

Hon. Michael McCuskey
Tenth Judicial Circuit Court

Ex Officio

Jerry Larkin
Attorney Registration and Disciplinary Commission

Karen Litscher Johnson
Minimum Continuing Legal Education Board

Staff

Donna Crawford
Innovation Strategist

Erika Kubik
Communications Specialist

Mark Palmer
Professionalism Counsel

Jayne Reardon
Executive Director

Lindsay Shaw
Office Manager

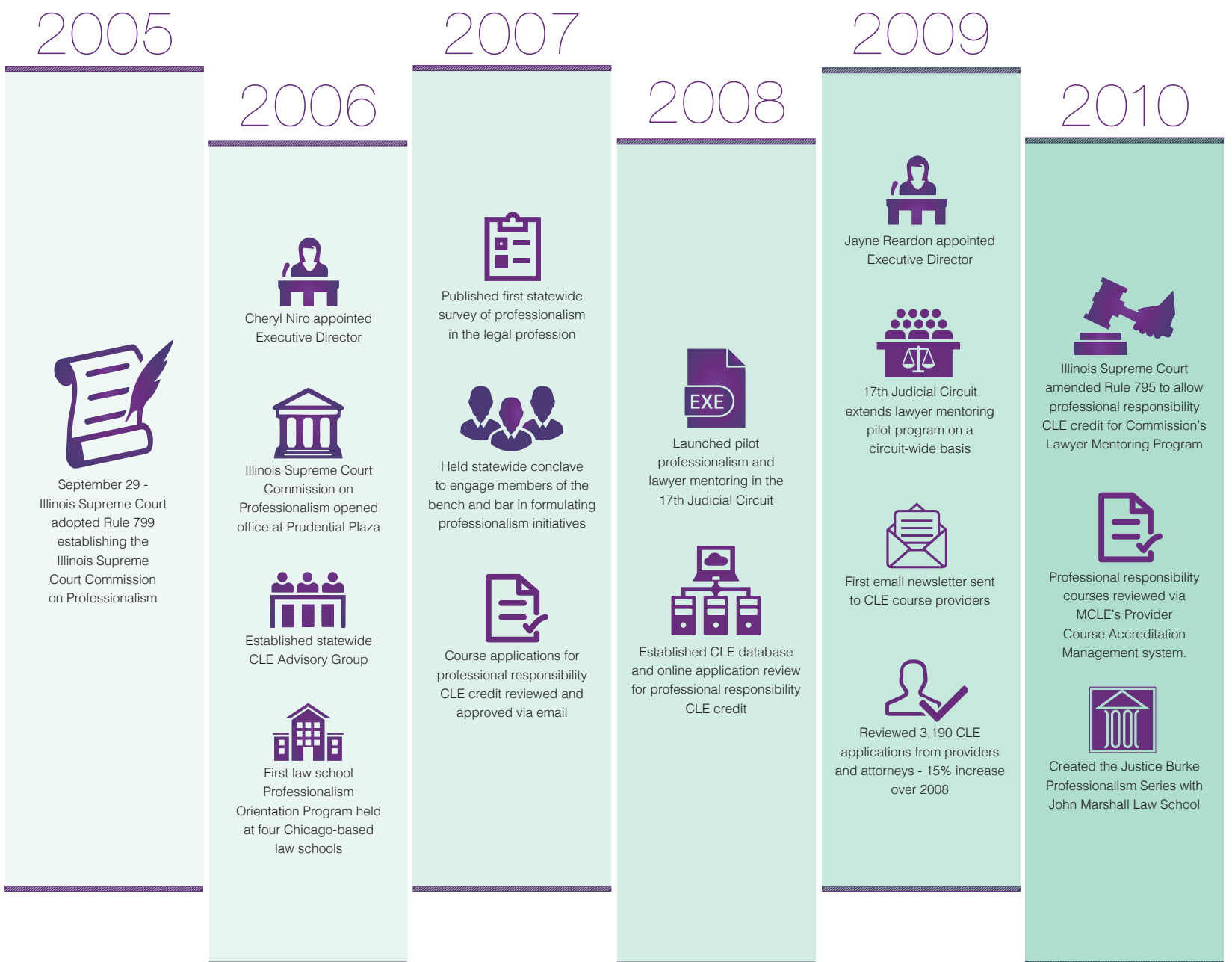
Michelle Silverthorn
Diversity & Education Director

Brittany Wisniewski
Project Coordinator

Monsurat Yusuf
New Media Producer

10-Year Anniversary Timeline

As 2016 marked the 10-year anniversary of the Illinois Supreme Court Commission on Professionalism opening its doors, we looked back on the significant work of the Commission. This timeline highlights some of the milestones.



2011



With Loyola University of Chicago Law School, established Loyola Civility Program



Established ILSCCP Blog and social media platforms on Twitter, Facebook, LinkedIn



Published Lawyer Mentoring Program Administrators' Guide and program documents

2012



Presented civility professionalism program at state Judicial Educational Conference



Lawyer Mentoring Program expanded to 61 Sponsoring Organizations across Illinois



Launched Lawyer History Project, spotlighting distinguished members of the legal community



All Illinois law schools participated in Professionalism Orientation Program

2013



Began rebranding process to better leverage digital communications



Oral Advocacy Program created for law students to experience Supreme Court oral arguments



Approved 8,232 courses or activities for professional responsibility CLE credit

2014



Launched 2Civility website, blog and social media platforms



Presented civility professionalism program at state Judicial Educational Conference



Published 2nd statewide survey of professionalism in the Illinois legal community



Distributed first 2Civility News to all registered attorneys



3,500 lawyers have participated in the Lawyer Mentoring Program

2015



Hosted first courthouse professionalism program



81 organizations sponsoring the Lawyer Mentoring Program



2Civility Blog recognized by the ABA Journal as "Blawg of the Week" and "Blawg 100 honoree"



Jayne Reardon appointed Chair of ABA Standing Committee on Professionalism

2016



Launched two interactive online courses



Held "The Future Is Now Legal Services 2.016" conference



Presented civility professionalism program at state Judicial Educational Conference



Illinois Supreme Court amended Rule 795 to expand the eligibility of mentoring program participants



Presented Lawyer Mentoring Program to Chinese lawyers via Skype



2Civility Blog recognized by the ABA Journal as "Blawg 100 honoree"

The Future Is Now Legal Services 2.016

The Future Is Now Legal Services 2.016 brought lawyers across the state and country together to consider and discuss innovations in the delivery of legal services. Hosted by the Illinois Supreme Court Commission on Professionalism and co-sponsored by the American Bar Association Commission on the Future of Legal Services, the Illinois State Bar Association, the Chicago Bar Association, and the Women's Bar Association of Illinois, the conference was designed to foster learning, inspiration, and conversations that matter.

The conference featured eight talks and two town hall meetings that underscored the need to deliver legal services in new ways and showcased how innovations were already making a difference in services. J. Timothy Eaton, Taft Stettinius & Hollister, introduced the speakers and moderated the town hall discussions.

Chief Justice Rita Garman of the Illinois Supreme Court gave closing remarks. Chief Justice Garman addressed the attendees regarding the importance of law schools, law firms, bar associations and courts devoting time and resources to planning for the future.

“After hearing the impressive speakers and having the chance to discuss these issues in your town hall meetings, I hope you are feeling optimism about the profession's future... Your presence here today indicates that you too are forward looking. You're willing to address and take on the challenges we face for your profession in the future and take it head on.”

THE
FUTURE
IS NOW
LEGAL
SERVICES
2.016

Talks

Compelling TED-like talks were presented by lawyers, entrepreneurs, regulators, and professors from across the country. They highlighted a call to action on the access to justice problem, especially the vast unmet civil legal needs of citizens, and on the injustices in the criminal justice system, particularly sentencing guidelines. They shared how firms and organizations are delivering legal services more efficiently through the use of technology. They introduced regulatory changes that allow a new limited licensed lawyer to practice in Washington State and the idea of proactive rather than reactive regulation of lawyers. Additionally, we were reminded that professionalism principles are the bedrock of the legal system and propel us to develop better ways to serve our clients and society.

The list of the talks and the speakers include:

Access to Justice and Technology in Illinois

Ronald Staudt, Center for Access to Justice and Technology at IIT Chicago-Kent College of Law

The Winds of Change in Criminal Law

Vincent Cornelius, Cornelius Law

How Technology and Business Strategies are Transforming the Delivery of Legal Services

Thomas Lysaught, Hickey Smith

LLLTs: A New Delivery System for Legal Services

Paula Littlewood, Washington State Bar Association

Increasing Access: A New Model for Law

Chas Rampenthal, LegalZoom

Bringing Law to the Living Room

Ed Scanlan, UpRight Law

Proactive Management Based Regulation: Will It Ever Happen in Illinois?

James Grogan, Attorney Registration and Disciplinary Commission of the Supreme Court (ARDC)

Awakening Our Call to Service

Jayne Reardon, Illinois Supreme Court Commission on Professionalism



The Future Is Now Legal Services 2.016

Town Hall Meetings

During the town hall meetings, conference attendees shared their questions, feedback and concerns with speakers regarding the topics they addressed in their talks.

Some of the questions included: What business strategies are working for others in our profession? How can we better serve our clients? How are different countries responding to changing legal models? How can lawyers not only survive but thrive in this new climate?

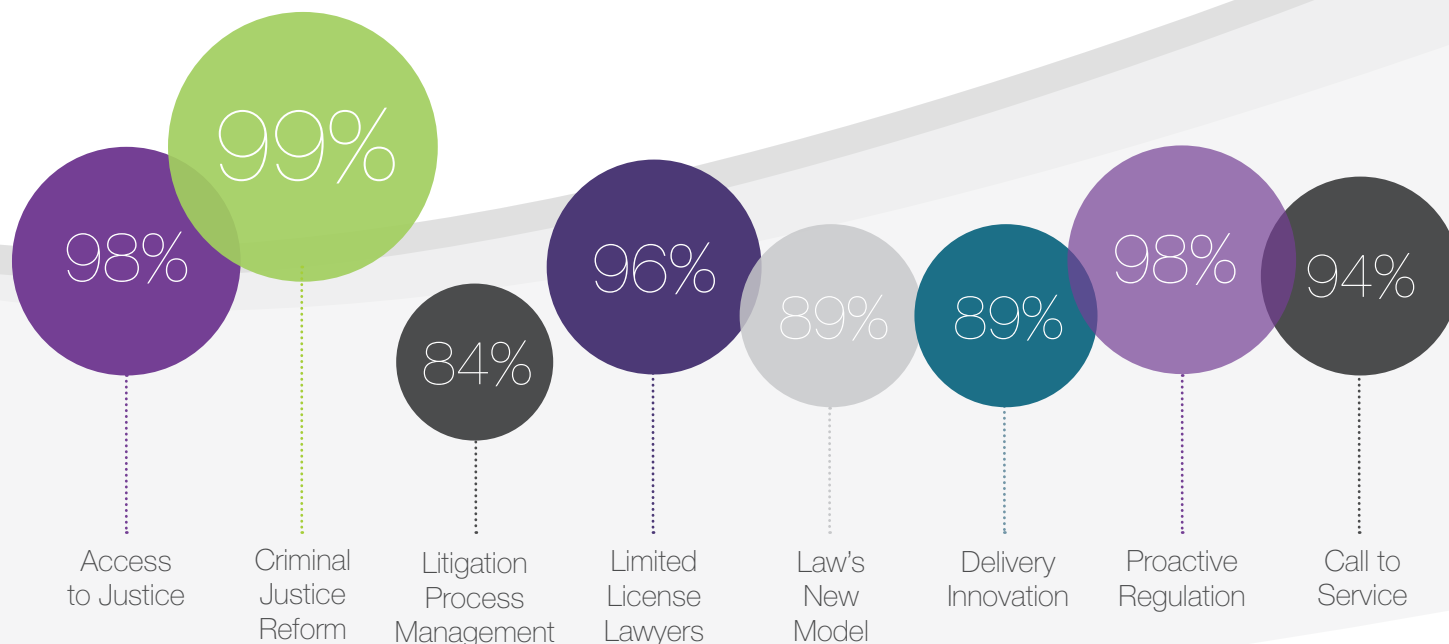
Many were in agreement that the more efficient delivery of legal services is a win-win for everyone – attorneys and clients alike. The conversation was robust, and even got heated at points, as lawyers challenged the speakers to support their predictions and advice for our changing profession.

Feedback

Nearly three hundred conference attendees completed a post-event evaluation form. The information below reflects the responses collected from the evaluation about the talks and town hall meetings.

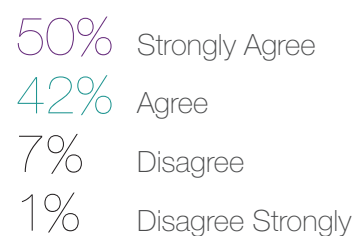
Talks Survey

Participants at The Future Is Now Legal Services 2.016 were asked how much they agree or disagree with the following statement for each speaker: *"This talk was engaging and informative."* The graphic below indicates the percentage of conference attendees who chose "agree" or "strongly agree."



Town Hall Survey

To gauge the effectiveness of the moderated town hall meeting discussions, conference attendees were asked to rate how much they agree with the following statement: *"The town hall meetings helped me learn about multiple viewpoints."*



Media Coverage

The Commission promoted The Future Is Now Legal Services 2.016 conference via its blog, social media and the press. Social media provided multiple opportunities to promote the conference and to foster conversations about the future delivery of legal services. The conference was featured six times in various legal publications.

Social Media

All conference mentions were tracked using the #TheFutureIsNow on the following social media channels Facebook, Twitter, LinkedIn, Google+, and Instagram. The chart below indicates the number of conference mentions on social media beginning with the event announcement through day before (February 11 - April 5), the day of the event (April 6), and for thirty days after the event (April 7 - May 6).



Press Coverage

The following articles were published about The Future Is Now 2.016

- Illinois Lawyer Now *ISBA To Co-host The Future Is Now Legal Services 2.016 On April 6*
- Illinois Lawyer Now *The Future Is Now Legal Services 2.016*
- Legal Ethics Consulting, PC *The Future Is Now for The Legal Profession Part 1*
- Legal Ethics Consulting, PC *Need Legal Help? Check Out the Technological Marvel That Is Illinois Legal Aid Online Part 2*
- LegalTech News *California-Based Firm Hickey Smith Marries IT and Legal To 'Create the Future'*
- LegalTech News *Is Increased Technology the Answer to Shrinking the Justice Gap?*



Education

Continuing Legal Education

The legal profession must serve the ever-transforming needs of clients. To ensure lawyers can competently serve the public, effective and engaging adult continuing legal education is necessary. For ten years, the Commission on Professionalism has assisted CLE providers in course development, monitored and audited many of those courses, and reviewed and approved every course offered for professional responsibility credit in Illinois.

As the educational landscape continues to change, we work with legal education providers to offer new and innovative forms of learning to benefit all members of our profession and the public we serve. In particular, we thank our CLE Advisory Group as they continue to offer their wisdom and advice on improving CLE programming for all the lawyers of Illinois.

Interactive Online CLE

The Commission on Professionalism released two hour-long online courses in 2016: *Talking About My Generation: Learning Conversations in the Legal Workplace* in April 2016 and *The Buck Stops Here: Ethics and Professionalism for In-House Counsel* in June 2016. Each of these courses offer attorneys one free hour of professional responsibility CLE.

The courses provide video-based interactive, on-demand learning where attorneys can watch videos, listen to dialogue, engage in activities, answer multiple choice and short answer questions, and perform take-away exercises once the program is complete.

By the end of 2016, 1,109 lawyers had taken *Talking About My Generation* and 414 lawyers had taken *The Buck Stops Here*. We also know that law students and others have taken the course without seeking CLE credit for the educational experience.

We plan to release one new free online course each year. In combination with the new CLE requirement, we are aiming to launch a new online course focused on challenging implicit bias and stereotypes by fall 2017 followed by one focused on mental health challenges.

Closer Look Talking About My Generation

1109 individuals took the online course for CLE credit between April 2016 and December 2016. This includes lawyers from 144 cities in Illinois, as well as 31 states and Washington D.C.

- 98% said they gained knowledge and skills from this course that they can use in their daily work.
- 92% agreed or strongly agreed that interactive exercises helped strengthen their understanding and skills.
- 96% would recommend this course to other lawyers.

Comments from participants:



SPECTACULAR FORMAT - I don't think I've ever seen online CLE with such great production values, not to mention insightful writing. Well done!"

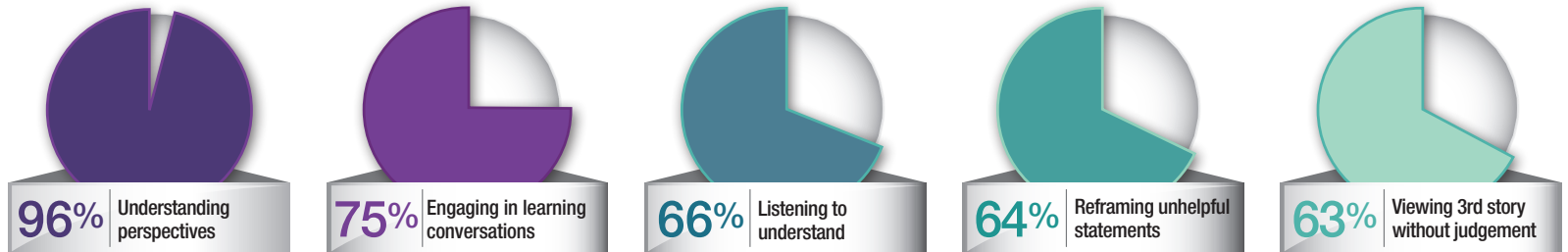
"This was a very educational and informative CLE. It is apparent that a lot of thought went into this presentation and how to make it the most useful for practicing attorneys."

"One of the best on-line courses I have taken. Made me feel uncomfortable, so I knew I was learning and reflecting."

Immediate Course Feedback

Course takers were asked to take a survey following the course. Once their survey was submitted, they received a CLE certificate via email.

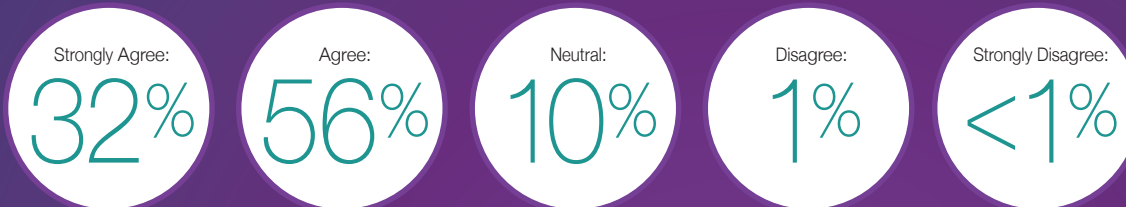
Survey results upon completion of the course indicated improved abilities in the following areas:



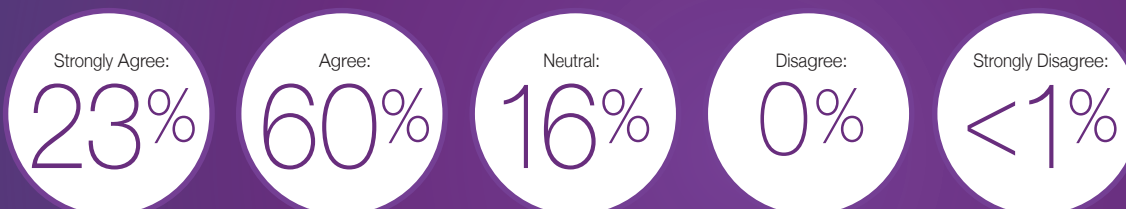
3-Month Course Feedback

Course takers were sent an additional survey 3 months after completing the course. The results showed prolonged engagement with the topics covered in this course. Importantly, a significant majority of participants reported that they gained new awareness, skills and strategies that increased the professionalism of their interactions in the workplace.

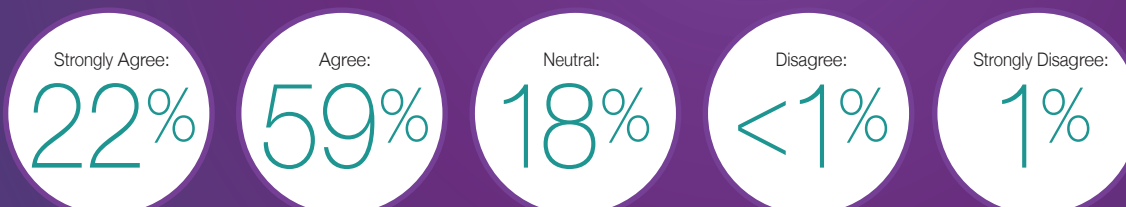
I am more aware of how generational differences among individuals in my workplace influence how we interact and communicate.



I am able to approach conflict from a third-party perspective and work toward a point of mutual understanding.



I have focused more on listening to understand my colleagues in the workplace.



I have utilized strategies such as reframing and paraphrasing to mitigate conflicts in the workplace.



Education

In-Person Programming

Commissioners and Commission staff accept many invitations from bar associations, law firms and other organizations to facilitate programs on a wide range of topics in the area of professional responsibility. In 2016, we facilitated programs on the topics of the future workplace, transforming the delivery of legal services, inclusive leadership, mentoring relationships, implicit biases, civility, professionalism, and designing and delivering effective adult education. We thank our many, many partners and look forward to working with them even more in 2017.

Courthouse Training

We continue to travel around the state facilitating the courthouse professionalism training developed by the Commission. The program is cross-disciplinary, bringing together all courthouse personnel, from judge to clerk to court reporter, challenging them to consider ways they can improve their professionalism and service to those who access our judicial system. In 2016, we facilitated courthouse trainings in the 18th Judicial Circuit Court in Wheaton and the 19th Judicial Circuit Court in Waukegan.

Judicial Educational Conference

In February 2016 and April 2016, Commission Chair, Judge Debra Walker and Commission Executive Director, Jayne Reardon facilitated a learning session for the Illinois judiciary at 2016 EdCon. The program, titled *Professionalism: Perceptions Matter*, included discussion of ways that judges may enhance civility and professionalism in their courtrooms considering hypothetical scenarios (and real situations). Because many civility problems arise in the course of litigation, engaging judges to be involved on this issue is crucial to effecting change.

Professional Responsibility Courses in Illinois

Providers offered professional responsibility courses at a record pace in Illinois. 9,851 courses were offered for professional responsibility CLE credit in Illinois. The majority were offered in the areas of legal ethics and professionalism. The chart below shows the growing number of courses offered over the past seven years and the distribution by areas of professional responsibility.

The chart below shows the growing number of courses offered over the past seven years and the distribution by areas of professional responsibility.

Year	Total Courses	Professionalism	Diversity	Mental Illness & Addiction	Civility	Ethics
2010	5159	1966	217	124	274	3230
2011	6632	2890	336	185	471	5050
2012	8258	3860	462	366	909	6562
2013	8378	3780	476	370	984	6871
2014	8812	4095	517	377	961	7212
2015	9128	4456	609	446	872	7194
2016	9851	4604	679	527	772	7618

CLE Requirements

Lawyers can also independently fulfill their professional responsibility CLE requirement through a number of non-traditional activities, such as the research and writing entailed in a legal article that becomes published during the reporting period or teaching a CLE or law school course. In addition, lawyers who take courses outside of Illinois can apply to have those courses qualify for CLE credit in Illinois, regardless of whether the course provider sought approval in Illinois.

In 2016, we approved 268 out-of-state professional responsibility CLE applications and 36 non-traditional professional responsibility CLE applications.

CLE Toolkits

In September 2016, we released our first CLE Toolkit *Can We Be Civil Now?* The Toolkit is available on the 2Civility website. Using the Toolkit and the included agenda, PowerPoint and course materials, Commissioners and other parties outside the Commission may facilitate an hour-long program on civility. The toolkit can be found on our Teaching CLE webpage. Over time, we intend to add other professional responsibility toolkits to the website.

Joint Programs

In June 2016, the Commission on Professionalism, together with the Lawyers' Assistance Program, presented a joint CLE called *A Better Mind: Decision-Making Under Stress*. This seminar helped attorneys understand how the stressed mind works and how to better manage stress through mindfulness. The Commission intends to continue collaborating with its sister organizations on additional CLE programming.

Amendments to Illinois Professional Responsibility CLE Rule

Under the Illinois Supreme Court Rules, Illinois attorneys must take six hours of professional responsibility CLE in each two-year reporting period. The professional responsibility requirement includes the substantive areas of professionalism, civility, legal ethics, diversity and inclusion, or mental health and substance abuse. Over the decade since the CLE requirement was promulgated, the percentages of diversity CLE courses and mental health and substance abuse CLE courses offered and taken in Illinois has remained relatively static.

At the same time, the Commission has recognized and discussed that the profession's challenges in the areas of both diversity and mental health and substance abuse remain daunting. In addition, there have been national efforts, particularly by the American Bar Association, to encourage all states to require their lawyers to take educational courses in diversity and mental health and substance abuse.

Considering years of data and other evidence, in December 2016, the Illinois Supreme Court Commission on Professionalism recommended that the Illinois Supreme Court modify the Supreme Court Rules to require that Illinois attorneys take diversity and inclusion CLE and mental health and substance abuse CLE as part of their professional responsibility requirement. Under proposed Amended Rule 794(d), beginning with the two-year reporting period ending June 30, 2019, Illinois attorneys must complete one hour of diversity and inclusion CLE and one hour of mental health and substance abuse CLE as part of their six-hour professional responsibility requirement.

Under the Proposed Amended Rule, attorneys would be allowed to fulfill their entire professional responsibility CLE requirement, including the diversity and inclusion and mental health and substance abuse requirement, by completing the year-long Lawyer-to-Lawyer Mentoring Program. (The Mentoring Program requires that participants complete activities in diversity-inclusion and mental health-substance abuse as part of its required curriculum.)

In April 2017, the Court adopted the Commission's recommendation.





Mentoring

Mentoring remains essential to the future success of the legal profession. The Commission's Lawyer-to-Lawyer Mentoring Program is designed to guide new lawyers in the areas of professional responsibility as they experience the challenges of transitioning into their legal careers.

The Commission partners with 81 sponsoring organizations (law firms, law schools, bar associations, circuit courts and government agencies) to bring lawyer mentoring to new attorneys across Illinois. This premier Mentoring Program provides a structured, yet flexible, curriculum for practical learning between experienced lawyers and those beginning their practice of law.

Mentoring pairs select from various types of activities that fall within the five categories of the continuing legal education professional responsibility requirement, i.e., professionalism, legal ethics, civility, diversity, and mental health/wellness. The Mentoring Program requires at least eight in-person meetings throughout the year, although local program administrators may approve some virtual distance mentoring meetings if needed.

Pairs who complete the year-long program qualify to receive six (6) hours of professional responsibility CLE credit. Since its statewide launch in 2011, over 4,500 participants have either completed, or are in the process of completing, the year-long program as a mentor or mentee. The Commission has therefore awarded over 27,000 hours of free professional responsibility CLE credits to participants of the lawyer-to-lawyer mentoring program.

Mentoring

Mentoring Expansion Advisory Group

Now that statewide participation in the Mentoring Program is well established, the Commission has created an Expansion Advisory Group to explore ways to improve the program and its reach. In 2016, and after much discussion, evaluation and analysis, the Expansion Advisory Group proposed amendments to Rule 795(d)(11) expanding the eligibility of both mentors and mentees.

The Group considered feedback from lawyers who were foreclosed from being a mentee by the requirement that they begin the year-long mentoring program within two years of their admission to the Illinois bar. It also considered feedback from lawyers who had been admitted for four or five years who wished to share their perspectives with newer attorneys.

The Group suggested that the Commission recommend expanding mentees' eligibility through their first five years of practice in Illinois and mentors' eligibility to five years and above of legal experience.

The Commission agreed, and submitted proposed amendments to Rule 795(d)(11) to the Court. Once the Commission submitted the proposed expansion, the Court reviewed it and quickly adopted it on November 18, 2016.

The Expansion Advisory Group continues its work to evaluate other possible areas of mentoring program expansion to serve Illinois attorneys and the profession, specifically, mentoring to support under-represented attorneys in their career retention and advancement, and mentoring to support those in a career transition.

Participant Feedback

“My mentor really helped me through my first year. I think he really accelerated my learning process and I would highly recommend it to anyone else in the future.”

-Reflection from a 2016 Mentee

“This is the second time I have participated in this program. It is wonderful. In each case, my assigned Mentee has been eager to learn and we have developed a unique connection. We continue to meet more than a year later. I expect the mentor/mentee relationship we developed to continue indefinitely.”

-Reflection from a 2016 Mentor

Program Implementation Updates

The Commission continues periodically to update its program materials. Program support implementation increasingly uses technology to register participants, monitor program completion, and to award professional responsibility CLE credit. These online forms and databases were developed in order to streamline the work of the sponsoring organizations and to improve our access to metrics on the mentoring program.

International Leadership

The Commission readily shares mentoring materials and advice in promoting mentoring across the globe. This year, the Commission was contacted by a legal organization in China for advice about starting a mentoring program. As a consequence, Mark Palmer held a video conference with attorneys and legal scholars in Beijing, China, sharing mentoring best practices from Illinois and across the United States. In the U.S., several state organizations have adopted the format of the program developed by the Commission. Commission staff made presentations about the Illinois Lawyer-to-Lawyer Mentoring Program to two national audiences in 2016, the National Conference of Bar Presidents and the National Legal Mentoring Consortium.

“The program was extremely helpful in learning first hand best practices for the practice of law. My mentor was great in teaching me how to produce quality work product and how to effectively communicate with partners and clients.”

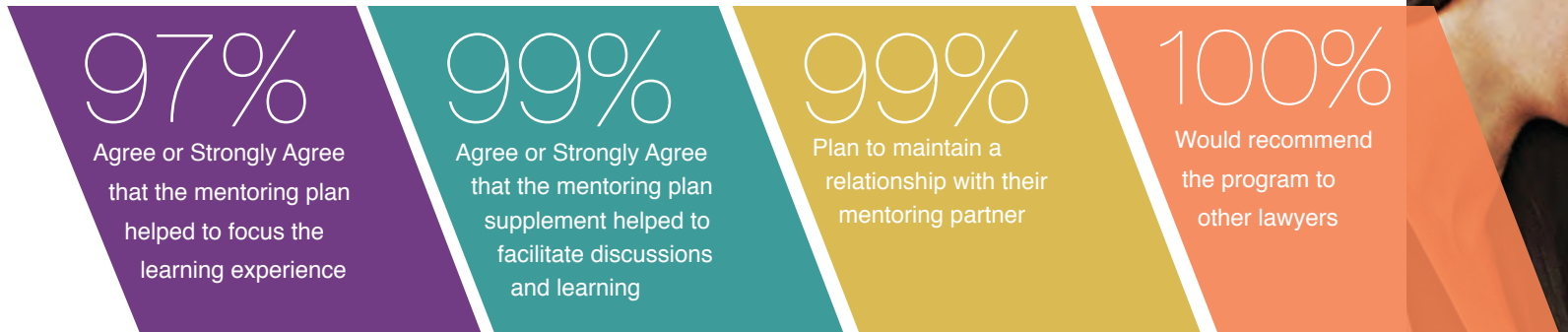
-Reflection from a 2016 Mentee

“This is a terrific program and a way to not only provide knowledge in a real-world context, but also to learn from the mentee about other aspects of the profession that I am not as acquainted with. The mentoring definitely ends up being in both directions! Bravo for putting together such a wonderful and practical experience to earn CLE.”

-Reflection from a 2016 Mentor

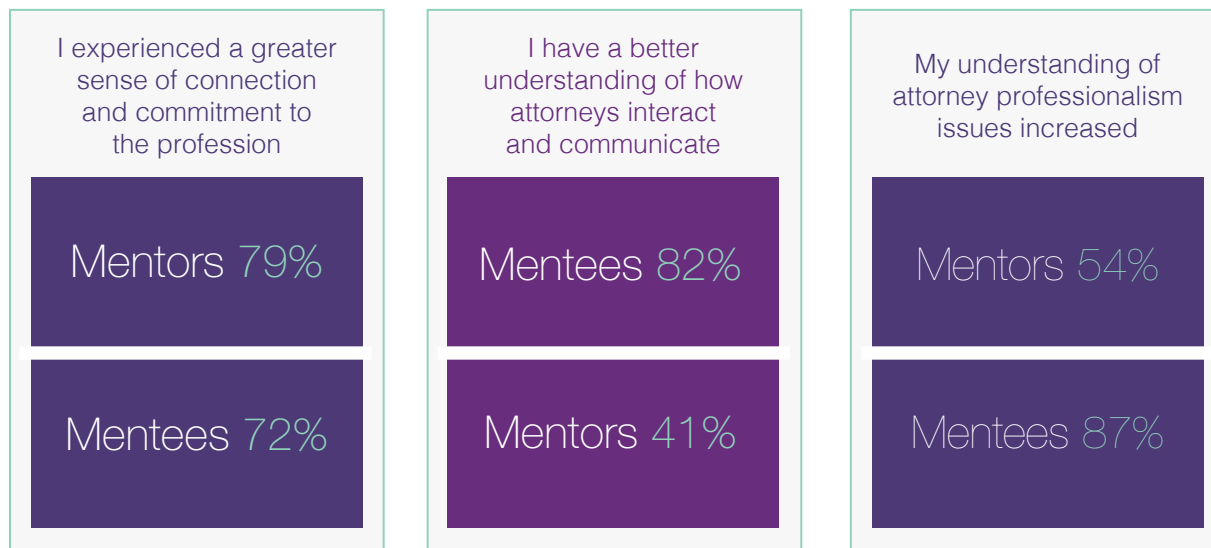
Mentoring

End of Term Surveys



Both mentees and mentors have described their year-long mentoring journey as providing new understandings of the law and perspectives of professionalism and service to their clients. We continue to be surprised and pleased to find mentors as enthusiastic about the benefits from participation as are mentees. Mentors report that their sense of leaving a legacy for the next generation of lawyers enhances their own self-respect for their work and practice.

These comments coincide with the metrics the Commission receives in the program feedback reports from the mentoring pairs. For example, we see 79% of mentors reporting a “greater sense of connection and commitment to the profession” (up from 72% from 2015), and 72% of mentees reporting the same (up from 69% from 2015).







Law Schools



Law schools educate the future members of our profession. Therefore, the first project of the Commission, started by the Committee on Civility before the Commission was formally established, was a professionalism component for law school orientation.

The Professionalism Orientation Program has since grown to involve all nine Illinois law schools. In addition, the Commission has expanded our collaborations with law schools to involve students at later points in the law school experience and to involve substantive areas of professionalism beyond civility and ethics.

In 2016, we renewed our focus on diversity and inclusion engagement by facilitating programs on implicit bias and inclusion at four Chicago-area law schools.

We have spoken at law schools throughout the state on issues of civility, implicit bias, stereotyping, conflict resolution, mentoring, effective communication and inclusive leadership.

We thank our many law school partners for collaborating with us over the past year, and we look forward to continued success in the future.

JumpStart

For the third straight year, the Commission on Professionalism joined all six Chicago-area law schools to put on the 2016 JumpStart program. Aimed at first year law students who desire a more robust orientation to law school, JumpStart offers programming on case briefing, exam writing, scholarship opportunities, and financial planning. A very special thank you to Judge Ann Claire Williams, her clerks, staff, and the members of the federal bench who hosted the JumpStart students in an engaging and informative visit to the federal courthouse.

Professionalism Orientation

In 2006, the Commission on Professionalism embarked on its first ever project – law school orientation. Ten years, and hundreds of students, lawyers, and judges later, we are proud to say that our first project still remains a success. As always, a heartfelt thank you to the many people in 2016 who ensured each and every incoming law student in Illinois took the Pledge of Professionalism and listened to judges and practitioners discuss how principles of professionalism are imbedded in their careers, helping them serve our system of justice. We look forward to another decade of collaborative success.

Communications

We continue to inform, educate, and engage lawyers in our professionalism movement via various communication channels including outreach presentations, legal publications, the annual report, press and public relations, social media, and our website-blog. We have worked to strengthen the depth and distribution of all content through all avenues of communication. The following is a brief summary of our communications progress during 2016.

Outreach Presentations

Commission staff and/or Commissioners were involved in the following events for the Commission from January 1 to December 31:

- 42 CLE Events
- 55 Mentoring Orientations or Events
- 135 Outreach Events

The events taking place in 2016 included outreach to the following cities: Arlington Heights, Belleville, Bloomington, Burr Ridge, Carbondale, Champaign, Chicago, Collinsville, Danville, Decatur, DeKalb, Denver (CO), Edwardsville, Elmhurst, Lombard, Moline, Monticello, Mt. Vernon, Naperville, Park Ridge, Peoria, Philadelphia (PA), Quad Cities, Rockford, Rosemont, San Diego (CA), San Francisco (CA), Sioux Falls (SD), Springfield, St. Charles, St. Louis (MO), Stanford (CA), Tuscola, Urbana, Waukegan, Wheaton, Winnetka, Wisconsin Dells (WI) and Woodstock.

2Civility News

In 2016, we continued the delivery of a monthly topical newsletter to over 81,000 2Civility News subscribers. This newsletter is delivered by email the first week of each month. Newsletters delivered this year include:

1. Mentoring More Important Than Ever (January)
2. The Future Is Now. Register Today (February)
3. The Future Is Now. Join The Conversation (March)
4. Online Professional Responsibility CLE (April)
5. Our Future Lawyers (May)
6. The Future Is Now Online Talks (June)
7. New Professional Responsibility CLE Courses (July)
8. Reasons For Our Labor (September)
9. Access To Justice (October)
10. Culture Of Service (November)

Press Releases

The Commission issued the following press releases to media contacts:

1. Illinois Supreme Court Commission on Professionalism Announces The Future Is Now Conference (March)
2. Commission Develops Online Course About Professionalism (April)
3. Members Affiliated with Commission Receive Diversity Award (May)
4. Commission Offers New Inclusive Leadership Course (June)
5. Commission Creates New In-House Counsel Online Course (June)
6. Reardon Reappointed Professionalism Committee Chair (July)
7. Commission Celebrates 10 Years of Professionalism Orientation (August)
8. Commission on Professionalism Celebrates 10th Anniversary (November)
9. Illinois Expands Mentoring Eligibility Under Mentoring Rule (December)
10. Mentoring Overseas: 2Civility Mentoring Program Goes International (December)

Publications

Numerous articles about the Commission's work were featured in the following publications:

Above The Law

- *So Why Did You Come to the Clio Cloud Conference?* (September)

American Lawyer

- *Here Come the Big Law Millennials* (February)

Bar Leader

- *Is There Bias in Your Hiring Process? Removing It Takes Diligence, Self-Awareness* (July/August)

Chicago Daily Law Bulletin

- *Professionalism Commission Marks 10 Years* (November)

Chicago Lawyer Magazine

- *Leading the Future Workplace* (April)

Corporate Counsel

- *Are Legal Departments Ready for the Millennial Revolution?* (September)

Crain's Chicago Business

- *Why Black Judges Matter* (January)

Illinois Bar Journal

- *7 Great Tips for Newbie Lawyers* (June)
- *Well Grounded* (December)

Law.com

- *What's Good for Business? Outside Counsel Who Embrace Professionalism, Civility* (December)

Law 360

- *Bad Behavior on the Rise in The Legal Profession* (March)
- *How to Manage the Millennial Lawyer* (April)

Law Bulletin Professionalism on Point Column

- *New Federal Procedure Rules aim to give Lady Justice an Easier Path* (January)
- *How Reliable Are Those Online Attorney Rating Review Services Anyway?* (February)
- *Illinois Courts Can Learn Something from The Federal PACER System* (June)
- *Silver Gavel Awards Help Teach Public About Legal System, What It Should Be* (July)
- *Welcome to TechLaw E-mail Service Something You Should Learn and Do* (August)
- *Walking in The Public's Shoes How Court Personnel Can Do Their Jobs Better* (December)

LegalTech News

- *California-based Firm Hickey Marries IT and Legal to 'Create the Future'* (April)
- *Is Increased Technology the Answer to Shrinking the Justice Gap?* (April)

Legal Management Magazine "Millennial Mouthpiece" Columnaw

- *Learning from Traditionalists* (March)

Madison-St. Clair Record

- *Annual Report on Illinois Legal Workforce Shows Gender Imbalance, Aging Practitioners* (May)

Michigan Law Alumni E-News Amicus

- *Jayne Rizzo Reardon, '83 Leading the Charge for Professional Responsibility* (February)

Communications

Social Media

During 2016, we continued steady growth across all social media channels. A summary of our LinkedIn, Twitter and Facebook communities follows.

LinkedIn

LinkedIn is our channel for networking with law professionals. Our connections grew from 6,411 connections in 2015 to 7,142 in 2016. Our network also grew from 3 million in 2015 to over 4.3 million professionals in 2016. The chart below displays cumulative totals of our staff's connections and networks. The number of connections dropped slightly in September due to the departure of Brittany Wisniewski, the Commission's Program Coordinator.

First #: 1st Connections

Second #: Network Connections

January 6,581 3,279,869	May 7,128 4,309,147	September 7,006 4,537,101
February 6,699 3,706,210	June 7,219 4,368,208	October 7,072 4,634,650
March 6,960 3,933,114	July 7,273 4,765,750	November 7,142 4,359,454
April 7,033 4,004,148	August 7,357 4,872,100	December 7,229 5,066,080

We re-published our blog posts both in LinkedIn activity feeds as well as in the Pulse section of LinkedIn. During 2016, Commission staff published 126 articles on LinkedIn Pulse.

We have 933 individuals following our LinkedIn company page, up 16.9% since last year. 74% of those followers are engaged in law practice or the delivery of legal services.



Facebook

We receive very strong engagement with our content on Facebook. Here, we are able to target our constituent engagement beyond those who “Like” our page. With each post, we can target organizations associated with the legal profession and promote engagement with specific posts and topics.

First #: Followers
Second #: Reach

January 4,547 26,819	May 4,569 31,076	September 4,744 30,854
February 4,553 24,777	June 4,574 15,216	October 4,752 16,788
March 4,566 15,097	July 4,584 32,788	November 4,830 20,900
April 4,573 41,013	August 4,720 39,696	December 4,907 15,654

Our Facebook followers grew from 4,478 in 2015 to 4,907 in 2016. During the year, our blog and other posts on Facebook reached 310,678 followers. The chart shows our total likes (followers) and the number of people who viewed our posts each month.

Communications

Social Media (cont.)

Twitter

2Civility's Twitter followers grew significantly this year. By the end of 2016, we had acquired 3,760 followers compared to the 2,606 we had at the end of 2015. Likewise, our engagement level grew as well. Our staff posted, engaged, and informed our followers with 16,855 tweets in 2016 compared to the 10,527 we shared last year.

The performance chart below shows the total followers and tweets for our combined Twitter accounts:

Jayne Reardon @2Civility, Michelle Silverthorn @2CivilityMS, Erika Kubik @2CivilityEK, Brittany Wisniewski @2CivilityBW, and Mark Palmer @2CivilityMP from January through August; and for September through December, statistics include all of the accounts listed above except Brittany Wisniewski's account.

Our longest standing Twitter account, @2Civility, continued to show strong engagement with 2,288 followers at the end of 2016.

First #: Followers
Second #: Tweets

January 2,691 10,907	May 3,181 13,038	September 3,475 14,475
February 2,777 11,301	June 3,293 13,421	October 3,603 15,496
March 2,920 12,090	July 3,344 13,916	November 3,640 16,076
April 3,016 12,507	August 3,476 14,476	December 3,760 16,855



Website-Blog

In 2016, the number of blog-website visitors totaled 49,699, page views totaled 123,134, and sessions totaled 62,744. The monthly totals for 2016 engagement are shown in the chart below.

First #: Sessions | Second #: Users | Third #: Page Views

January 4,559 3,819 8,797	May 6,506 5,189 12,413	September 5,721 4,741 10,469
February 5,618 4,656 11,443	June 8,950 6,451 20,857	October 4,989 4,101 8,804
March 5,056 4,057 9,783	July 3,984 3,134 7,165	November 4,527 3,657 8,393
April 6,848 5,150 13,934	August 2,027 1,684 4,111	December 3,959 3,157 6,965

Sessions on our website-blog come from various referral sources. Most notable sources are searches via Google, Bing, etc. and social referrals such as 5,765 via Facebook; 2,170 via LinkedIn; 1,705 via Twitter; and 121 via Google+.

Communications

Social Media (cont.)

There were 18,927 sessions that were a result of direct hits to various pages of 2Civility.org and 22,304 sessions were a result of organic searches such as Google, Bing, etc.

The following charts show our top areas of national visitors and Illinois visitors during 2016;

US Visitors Distribution State and % Traffic

1 Illinois	54.78%
2 California	4.69%
3 New York	4.45%
4 Florida	3.52%
5 Texas	2.92%
6 DC	2.15%
7 Missouri	1.71%
8 Virginia	1.68%
9 Massachusetts	1.60%
10 Michigan	1.56%

Illinois Visitors Distribution Illinois City and % Traffic

1 Chicago	58.35%
2 Springfield	2.31%
3 Champaign	1.96%
4 Melrose Park	1.51%
5 Wheaton	1.34%
6 Peoria	1.24%
7 Evanston	1.21%
8 Bloomington	1.19%
9 Naperville	1.17%
10 Glenview	0.92%





Finance & Audit

The Illinois Supreme Court Commission on Professionalism is funded by an allocation from the annual attorney registration fees as set forth in Supreme Court Rule 756. This annual assessment is the Commission's only source of funding.



Funding

Pursuant to Supreme Court Rule 756, the Attorney Registration and Disciplinary Commission of the Illinois Supreme Court remits \$25 from the annual registration fee collected from each attorney to the Illinois Supreme Court Commission on Professionalism to fund its operations and programs.

Audit

Eck, Schafer & Punke, LLP, in accordance with auditing standards generally accepted in the United States of America, conducted an independent audit of the Commission's funds as required by Supreme Court Rule 799(d)(4). They reported that the financial position of the Commission on Professionalism as of December 31, 2016, conformed with generally accepted accounting principles and had no material deficiencies.

The Commission's Audit and Finance Committee reviewed the independent audit and met with the auditor to discuss the report. The Committee subsequently recommended its adoption by the Commission.

The Commission adopted the Report by unanimous vote. The independent audit report, including an accounting of the monies received and expended for Commission activities, was provided to the Supreme Court.

Revenues & Expenditures

Revenues

Registration Fees \$1,818,306
Interest Income \$14,151

Total Revenue \$1,832,457

Expenditures

Compensation and Benefits \$798,559
General and Office Expenses \$383,127
Professional Fees \$28,264

Total Expenses \$1,209,950

Change in Assets \$622,507
Net Assets at Beginning of Year \$910,116
Net Assets at End of Year \$1,532,623

Illinois Supreme Court Commission on Professionalism



www.2Civility.org