



**Illinois Supreme Court
Commission on Professionalism**

**2017
Annual
Report**

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Leadership Letters



Chair:
Honorable Debra B. Walker

On behalf of the Commissioners and our staff, I am pleased to submit the 2017 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 particularly grateful to the Supreme Court Justices, especially Justice Robert Thomas, our liaison with the Court, for their continued support. Many thanks to my fellow commissioners for their dedication to the professionalism endeavors of the Commission over the past year and to our Commission staff for their incredible diligence.

An impressive change in Illinois legal professionalism happened in July 2017. Diversity and inclusion and mental health and substance abuse must now be part of every Illinois lawyer's professional responsibility CLE credits. Having been involved in the Committee that preceded the formation of the Commission on Professionalism, as well as serving as a Commissioner since the inception of the Commission, I know these topics are critical to the professional development of all lawyers. I am proud of the Commission's work analyzing the data and recommending the Supreme Court Rule change. We are dedicated to quality professional responsibility CLE that transforms our profession.

Please take a moment to read this report and be inspired by the outstanding work around legal professionalism happening in Illinois. Thank you for your support of the Illinois Supreme Court Commission on Professionalism.



Executive Director:
Jayne R. Reardon

The Future is Now: Legal Services 2.017 conference was the defining event of the Commission during 2017. In this signature event, the Commission has tapped into a wellspring of interest and need. The need to leverage technology in the practice of law has been apparent for some time. And now it seems that lawyers are interested to learn about the changes impacting the practice of law and what it means for us as a profession. Attendance at the conference and social media mentions skyrocketed between 2016 and 2017. We are happy to facilitate education and encourage change initiatives promoting professionalism to better serve clients and potential customers.

Another major development of 2017 was implementation of the new professional responsibility CLE requirement for diversity and inclusion and mental health and substance abuse courses. Since the Rule became effective on July 1, 2017, we have seen a large increase in the number of diversity and inclusion and mental health and substance abuse courses being offered to attorneys. In addition, the Commission created an excellent free online course entitled Rebalance the Scales: Implicit Bias, Diversity and the Legal Profession that can be taken by lawyers at any time to meet the new diversity and inclusion provision.

We are grateful to the members of the Illinois Supreme Court for their vision and support of the Commission on Professionalism. We also appreciate the steady guidance of the commissioners and the support of our many collaborators and partners in professionalism.

Finally, I am incredibly proud of the outstanding staff of the Commission. They exemplify the ideals of professionalism we promote and make coming to work each day a rewarding experience.

Commission

The Illinois Supreme Court Commission on Professionalism promotes a culture of civility and inclusion, in which Illinois lawyers and judges embody the ideals of the legal profession to serve the administration of justice in our democratic society. Illinois Supreme Court Rule 799 further defines the purpose and duties of the Commission:

Through comprehensive education, mentoring, and law school programs, the Commission achieves its goals.

The Illinois Supreme Court appoints commissioners to oversee the work of the Commission staff. Our commissioners attend quarterly Commission meetings. The meeting dates for 2017 were: *March 10th, June 23rd, September 22nd, and December 7th*. The September Commission meeting centered on strategic planning where commissioners, staff, some outside stakeholders, and Justice Thomas worked together to develop the 2018-2020 Commission strategic plan. The commissioners approved the 2018-2020 strategic plan at the December 7th Commission meeting.

Commissioners

Hon. Jorge L. Alonso
United States District Court
Northern District of Illinois

Prof. John E. Corkery
The John Marshall Law School

James L. DeAno
DeAno & Scarry, LLC

Prof. Cynthia L. Fountaine
Southern Illinois University School of Law

Erika N. L. Harold
Meyer Capel

Jeffrey W. Jackson
State Farm Mutual Insurance Company (ret.)

John P. Kujawski
Kujawski Marcus, LLC

William F. Moran III
Stratton, Moran, Giganti, Reichert, Sronce & Appleton

Lance D. Northcutt
Goldberg, Weisman & Cairo

John F. O'Reilly
O'Reilly Law Offices, LLC

Trisha M. Rich
Holland & Knight LLP

Vanessa Romeo
Joliet Junior College

Martin V. Sinclair, Jr., Vice Chair
Sperling & Slater, P.C.

Hon. Debra B. Walker, Chair
Cook County Circuit Court

Hon. Alicia N. Washington
Tenth Judicial Circuit Court

Edward J. Walsh, Jr., Vice-Chair,
through August 2017
Walsh, Knippen & Cetina Chartered



Supreme Court Liaison

Justice Robert R. Thomas
Illinois Supreme Court

Advisor

Hon. Michael P. McCuskey
Tenth Judicial Circuit Court

Ex Officio

Jerry E. Larkin
Attorney Registration and Disciplinary Commission

Karen Litscher Johnson
Minimum Continuing Legal Education Board

Staff

Donna Crawford
Innovation Strategist

Erika Kubik
Communications Specialist

Mark C. Palmer
Professionalism Counsel

Jayne Reardon
Executive Director

Lindsay Shaw
Office Manager

Michelle Silverthorn
Diversity & Education Director

Stephanie Villinski, *began October 2017*
Deputy Director

Monsurat Yusuf, *through July 2017*
New Media Producer

The Future is Now Legal Services 2.017

The second annual future law conference, The Future Is Now: Legal Services 2.017 was held on May 18, 2017 at the Art Institute of Chicago. In furtherance of Illinois Supreme Court Rule 799, the Illinois Supreme Court Commission on Professionalism brought together lawyers, law students, and other legal professionals to discuss innovations in delivering legal services. The following partners of the Commission co-sponsored the conference: ABA Standing Committee on Professionalism, ABA Center for Innovation, Chicago Bar Association, Illinois State Bar Association, and the Women's Bar Association of Illinois. Data from the 2017 conference proves its impact in only two years:

400+

PARTICIPANTS

up from 270 in 2016

82

IL CITIES

*representation
doubled*

11

STATES

*representation
quadrupled*



Talks

The conference featured *nine TED-like talks* from leaders and innovators in the legal profession and four town hall meetings moderated by the Commission's own Jayne Reardon. Justice Robert R. Thomas opened the conference with a message of professionalism that carried throughout the entire conference. Each talk focused on the changes in the legal profession and how all the participants could shape the ongoing transformation. *Participants earned 5 hours of professional responsibility CLE credit.*

The Age of the Data-Driven Lawyer

Jack Newton, Clio

Lawyers need to collect and analyze data about their own practices to help transfer more value to clients while making a fair living.

The Myth of the Digital Native: Establishing Competence and Eliminating Tech Bias in the Modern Law Firm

Darth Vaughn, Haight Brown & Bonesteel

Lawyers need to recognize that technology "is not magic" and is learned over time.

Capturing and Delivering the Ever-Elusive "Value"

Josh Kubicki, Seyfarth Shaw

Once lawyers understand how their business interacts with the client, then they can begin to design an experience tailored towards them.

Judging the Alternative Legal Landscape 10 Years Later

Nicole Auerbach, Valorem Law Group

Alternative fee arrangements that reward creativity and efficiency by lawyers and deliver greater value to clients may be the answer to resolve the billable hour problem.

Immigration Legal Services 2.0: How to Go Where Your Clients are Going Online

Chase Hertel, Road to Status

Technology can and should be used to bridge the justice gap and modernize the legal profession.

Re-Defining a Lawyer's Role Through Legal Check-Ups, Preventative Lawyering, and Legal Insurance Plans

Nicolle Schippers, ARAG

Reorienting lawyers toward preventative care, rather than becoming involved only after a full-blown legal crisis has erupted, will educate consumers and in return increase access to justice.

Online Justice: What Can Technology Deliver?

Ethan Katsh, National Center for Technology and Dispute Resolution

The dispute resolution process often ignores prevention. Technology will provide the data and enable the industry to move from resolution to prevention.

The Legal Profession's Last Mile Problem

William Henderson, Indiana University Maurer School of Law

The current business models in the legal profession fail to reward higher lawyer productivity and this stymies growth in the industry.

Diversity is the Future of the Legal Workplace

Dennis Garcia, Microsoft Corporation

By having outside perspectives, lawyers will learn more as a team and be able to provide better services to their clients.

The Future is Now Legal Services 2.017

Town Hall Meetings

The 2017 conference also included four town hall meetings with 2-3 of the conference speakers. Jayne Reardon moderated the discussions and fielded live questions from the audience via microphone and the new 2Civility mobile app that the Commission developed for the conference. The mobile app allowed more participants to pose questions and provide feedback than could be accommodated only by the floor microphones, expanding the learning opportunities for all. Participant's questions included:

- How to address the profession's substance abuse problem?
- What are the ethical issues with legal service innovation?
- How can rural law firms achieve more diversity?
- How do you prioritize which technology to learn?

The conversation was robust, and even heated at points, as some lawyers emphasized tradition over change and challenged the speakers to support their predictions.

Social Media

The social media surrounding the 2017 conference surpassed the first conference. The Commission leveraged social media to promote and increase awareness of the conference. All conference mentions were tracked by monitoring **#TheFuturesNow** hashtag on Facebook, Twitter, LinkedIn, Instagram, and Google+.

252% more
social media mentions
than the 2016 conference

Pre-event promotion
received almost
**5x as many
mentions**
compared to the
prior year's event

Conference mentions
30 days after increased
68%
compared to the
prior year's event

600% more
social media mentions
than the 2016 conference

As a result of the conference

80%
of participants
said they were
considering
different ways
to conduct their
practice

Feedback & Going Forward

Over 300 conference attendees completed a post-event evaluation form. The feedback shows the influence the conference has on the Illinois legal community. As a result of the conference, 80% of the participants said they were considering different ways to conduct their practice. The top two answers to the question of “If you could change one thing about how you deliver legal services, what would it be?” were:

-
1. Eliminate the billable hour, introduce alternatives and
 2. Increase use of technology, become more proficient.
-

The learning and conversation is not over. Without a doubt, this conference has become the Commission’s signature event. Enthusiasm and interest in the conference continues to grow. This energy helped the Commission secure 10 dynamic speakers for next year’s The Future is Now Legal Services 2.018 before the end of 2017, further ahead of schedule compared to the first two years of the conference.

Education



Continuing Legal Education

An important hallmark of the Illinois Supreme Court Commission on Professionalism is professional responsibility continuing legal education (CLE). The Commission approves and designs professional responsibility CLEs to ensure that lawyers are at their best as the legal landscape continues to evolve. The goal is to encourage conduct reflective of professionalism ideals in today's legal world.

Over the past year, the Commission's Education Committee and staff have worked on implementing **amended Supreme Court Rule 794(d)** (Effective July 1, 2017, the six hours of professional responsibility CLE that Illinois lawyers must complete every reporting period must include *one hour devoted to diversity and inclusion* and *one hour devoted to mental health and substance abuse*). Commission staff met with several members of our Diversity and Inclusion Advisory Board and the Executive Director and board members of LAP to discuss developing more diversity and inclusion and mental health and substance abuse courses.

Impact of Amendment to the Illinois Professional Responsibility CLE Rule

The new CLE requirements, required by the amendment to Supreme Court Rule 794(d), are focused on the legal profession itself. Issues of diversity and inclusion and substance abuse and mental health as they relate to clients do not fall under the ambit of this new requirement. The Commission continues to spend time educating the legal community as well as fielding their questions about the rule change.

In order to assist people in understanding and implementing the new rule, the Commission developed several useful resources over the past year. With the assistance of the MCLE Board and LAP, the Commission updated its website with a set of FAQs, revised its CLE guide, and ensured that its rules, guidelines, forms, and other

policies and procedures were uniform. From July 1, 2017 through December 31, 2017, the Commission approved **318 courses** focusing on *diversity and inclusion* and **233 courses** focusing on *mental health and substance abuse*.

On top of this work, the Commission developed its third online course, one focused on *diversity and inclusion*. The course includes two 30-minute e-learning modules on understanding the diversity challenges in the legal profession, recognizing the key role implicit bias plays in recruitment, retention, and inclusion of women and under-represented attorneys, and teaching person-to-person and organizational strategies to help interrupt implicit bias. This course is unique in that approximately half of it is documentary-based. The Commission filmed interviews with nine experts in the field of implicit bias and used the mini-documentaries as part of the interactive learning modules. The course was completed and posted to the Commission website in January 2018.

Online CLE Courses

In addition to creating the new diversity and inclusion online course this year, the Commission continues to offer two online courses released in 2016: *Talking about My Generation: Learning Conversations in the Legal Workplace* and *The Buck Stops Here: Ethics and Professionalism for In-House Counsel*. The Commission awarded **543 free hours** of professional responsibility CLE credit for these courses in 2017, raising the total number of free CLE hours awarded for the two courses to **2,066 hours**.

In-Person CLE Courses

Commissioners and Commission staff accept many invitations from bar associations, conference organizers, law firms, and other organizations to facilitate and train on a wide range of professional responsibility topics. Both commissioners



and staff traveled around the state (and were invited to national conferences) to facilitate CLE programs. In 2017, just under **50 in-person programs** were delivered, focusing on such topics as social media and technology, implicit bias, leadership, mentoring, well-being, and future law. Some of these programs included speeches and keynote addresses at conferences, primarily on issues of legal technology and diversity and inclusion.

CLE Approval

One of the main responsibilities of the Commission is to review and approve all the CLE courses as qualifying for professional responsibility CLE credit throughout the year. In 2017, the Commission approved **10,509 courses**. This is yet another year-over-year increase; 9,851 courses were approved for professional responsibility CLE credit in 2016. The Commission also approved lawyers' requests for non-traditional professional responsibility credit and out-of-state credit, totaling just under 300 applications.

Collaborations with Other Court Organizations

The Commission appreciates the value of collaborating with its sister organizations of

the Supreme Court and other CLE providers to enhance the quality of professional responsibility programs offered to the legal community.

On April 21, 2017, the MCLE Board and Commission co-sponsored a **CLE Provider Summit** in Chicago. There were approximately **100 attendees** from bar associations, law firms, government agencies, and other legal organizations in Illinois. After the keynote speaker addressed innovations in learning, the Commission held two breakout sessions focused on the Commission's work over the past decade and the future of professional responsibility CLE in Illinois.

During the summer of 2017, the Commission collaborated with the ARDC in developing an e-learning module on ethics and professionalism for the ARDC's Proactive Management Based Regulation (PMBR) online learning portal. In addition to working with the ARDC, the Commission has also participated in panel discussions and task forces with LAP on issues related to lawyer well-being. Also, the Commission continues to meet regularly with CLE providers to get feedback, hear concerns, and provide guidance. Joint work with the Access to Justice Commission is planned for 2018.

The quality and credibility of our work is enhanced by our national collaborations. During 2017, staff has been involved in sharing educational initiatives and best practices with various national organizations (including the National Association for Law Placement (NALP), National Legal Mentoring Consortium, ABA Standing Committee on Professionalism, and the National Task Force on Attorney Well-Being).

Courthouse Professionalism Training

While many of the Commission's education programs focus on educating lawyers, the result of such programming has a direct impact on the public. It is no secret that the last place most people want to be is a courthouse. If they are there, it usually means there is some crisis going on in their lives such as divorce or eviction. The first, and sometimes only, people the public interacts with at court are the court personnel. The Commission recognized the importance of professionalism training for court personnel and over time has developed and revised a courthouse professionalism training program.

This training program brings together representatives from every segment of the courthouse – security, clerks, judges, court reporters, lawyers, administrators, and so on – to step into the shoes of courthouse patrons to attempt to appreciate their perceptions and understand their perspectives. The Commission challenges the court personnel to consider ways they can increase their professionalism and service to those who access our judicial system. The program teaches participants how to recognize the challenges and perspectives of courthouse patrons and professionals, understand the connection between civility and professionalism and the public's trust and confidence in our legal system, and apply strategies to improve courthouse patrons' experiences and strengthen professionalism. Attorney participants receive *two hours of professional*

responsibility CLE credit for the training. In 2017, the Commission conducted **four courthouse professionalism trainings** for the City of Chicago Department of Administrative Hearings. Prior to the trainings, the Commission worked with Director/Chief Administrative Law Judge Patricia Jackowiak and her staff to create a diverse sampling of City of Chicago Department of Administrative Hearings personnel to form a planning committee. The planning committee helped identify specific issues related to professionalism that were most relevant to the Department of Administrative Hearings.

Attendees included security personnel, Buildings Division staff, Environmental Safety and Consumer Affairs Division staff, Vehicle Division staff, Assistant and Special Assistant Counsel Attorneys, and Administrative Law Judges. A total of **141 participants** participated in the trainings and the Commission awarded **100 hours of CLE credit.**

The Commission approved over **10,500 PR** CLE courses in 2017

Mentoring

Lawyer-to-Lawyer Mentoring & 2017 Numbers

The Commission developed its lawyer-to-lawyer mentoring program in 2011 per Supreme Court Rule 795(d)(11). Six years later, the program continues to evolve and grow. Yet the constant is how mentoring brings lawyers together around the shared values of the legal profession such as professionalism and civility. The feedback is consistent that mentors as well as mentees benefit and learn from the mentoring program.

Pairs who complete the year-long mentoring program meet at least eight times throughout the year to focus on professionalism, legal ethics, civility, diversity and inclusion, and mental health and substance abuse. The mentor and mentee each qualify to receive six hours of professional responsibility CLE credit, which includes one hour of diversity and inclusion and one hour of mental health and substance abuse to meet the new CLE requirement that began July 1, 2017.

In 2017, the Commission had strong numbers for its lawyer-to-lawyer mentoring program. Over 830 lawyers from 57 cities and 5 states participated in the program. The Commission continued to grow the number of sponsoring organizations and now has 86 organizations that includes 35 law firms, 19 bar associations, 9 law schools, 2 court districts, 13 professional organizations, 1 corporate organization, and 7 government offices. In total, the Commission awarded almost 5,000 hours of professional responsibility CLE during 2017 to mentors and mentees who participated in the mentoring program.





830+
LAWYERS

57
CITIES

86
ORGS

- 35** Law Firms
19 Bar Associations
9 Law Schools
2 Court Districts
13 Professional Organizations
1 Corporate Organization
7 Government Offices

Mentoring

In addition to answering questions on the feedback form, many participants also chose to provide reflections on the year-long program:

“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.”

– *Mentor, Sandra, Cook County, IL*

“A fine opportunity to discuss issues of importance with a young lawyer and help me stay in touch with the importance of professionalism in the modern practice.”

– *Mentor, John, Madison County, IL*

“Absolutely loved the mentorship program and look forward to an ongoing mentorship relationship. [My mentor] provided me insight into his practice area that helped me win my first bench trial. He also was a great sounding board for some of my strategies.”

– *Mentee, Lesley, DuPage County, IL*

“I cannot praise the value of this program enough. In addition to helping me professionally, this program introduced me to a fellow attorney who I respect and will continue to maintain a professional relationship for years to come.”

– *Mentee, Jean, McHenry County, IL*

Strong participation numbers are important, but so is the feedback and impact of the program. The 2017 participant feedback continues to be uniformly positive:

99%

agree or strongly agree that the mentoring plan helped to focus the learning experience;

agree or strongly agree that the mentoring plan supplement helped to facilitate learning and discussion;

plan to maintain a relationship with their mentoring partner; and

would recommend the program to other lawyers



Mentoring Expansion Pilot Programs

After a year of planning and development, the Commission Mentoring Expansion Advisory Group recommended the following two mentoring pilot programs:

- A program targeted to underrepresented groups of attorneys, and
- A program targeted to lawyers undergoing career transition, typically to a small firm or solo practitioner setting.

The eligibility factors and curriculum for each pilot program were developed by working groups over many planning meetings. The Commission unanimously approved the two pilot programs. Subsequently, Commission staff began recruiting law firms, corporate legal departments, bar association committees, and other applicable organizations to consider sponsoring a pilot. At the end of 2017, there were **five pilot programs** and four more in discussion.

Commission staff will carefully monitor these pilot programs going forward, while gathering feedback to evaluate their feasibility and applicability to better serving lawyers and the legal profession.

Legal Mentoring Leadership

The Commission continued to garner nationwide attention for its mentoring program in 2017. For example:

The Colorado Attorney Mentoring Program (CAMP), Colorado's state-sponsored new lawyer mentoring program, embarked on developing its strategic planning with the assistance of Mark Palmer as an advisor to its working group;

The Commission continued to be an active member of the National Legal Mentoring Consortium (NLMC) and Jayne Reardon maintained a leadership role on the Executive Board of NLMC;

Mark Palmer's expertise was tapped by the leading legal mentoring expert in the country, Ida Abbott, who asked him to author a chapter in the newest edition to her legal mentoring book, *The Lawyer's Guide to Mentoring, 2nd Edition* released in January 2018.



The **Pledge of Professionalism** is as follows:

As I begin the study of law, I acknowledge that my role in the legal profession is a privilege that comes with responsibilities. Accordingly, I pledge to support my colleagues, respect the faculty and staff, and uphold the reputation of my school. I commit myself to service without prejudice, integrity without compromise, and to civility and professionalism in all my interactions. I will promote the principles of justice handed down by the generations of attorneys who have gone before me. This pledge I take freely and upon my honor.

Law Schools

As Nelson Mandela said, “Education is the most powerful weapon which you can use to change the world.” For the Commission to achieve its mission of promoting a culture of civility and inclusion in the legal profession, it is important that law students are educated about the tenants of professional responsibility throughout law school. Therefore, the Commission collaborates with faculty, staff, and students at each of the nine Illinois law schools to ensure that future lawyers are fully engaged in civility and professionalism.

Professionalism Orientation Program

For over ten years, the Commission has collaborated with Illinois law schools to provide a professionalism component at law school orientation. In 2017, the Commission conducted **12 professionalism orientation programs** at *all nine Illinois law schools*. Two of the law schools amended their programs slightly this year – *The John Marshall Law School* and the *University of Chicago Law School* invited members of the judiciary to participate in an hour-long session that included the pledge of professionalism, remarks, and a Q&A with the students.

At each of the orientation programs, every incoming law student took the pledge of professionalism. This pledge commits law students to professional behavior throughout law school and beyond. In 2017, the pledge was administered by the following members of the judiciary:

Justice Cynthia Cobbs, *Illinois Appellate Court, First District*

Judge Thomas Durkin, *United States District Court for the Northern District of Illinois*

Justice Thomas Harris, *Illinois Appellate Court, Fourth District*

Justice Sue Hutchinson, *Illinois Appellate Court, Second District*

Chief Justice Lloyd Karmeier, *Illinois Supreme Court*

Justice Bertina Lampkin, *Illinois Appellate Court, First District*

Justice Terrence Lavin, *Illinois Appellate Court, First District*

Justice Jesse Reyes, *Illinois Appellate Court, First District*

Justice Mary Seminara-Schostok, *Illinois Appellate Court, Second District*

Justice Mary Jane Theis, *Illinois Supreme Court*

Judge Diane Wood, *Chief Judge, United States Court of Appeals for the Seventh Circuit*

Law School Collaborations Beyond Orientation

Throughout 2017, Commission staff spoke about issues of **diversity, mentoring, professionalism, civility, and ethics** at various law schools. In addition, Commissioners and staff met with law students to discuss the challenges they face, and with law school faculty to explore new curriculum ideas and potential avenues for collaboration.

The Commission continued its work with the **JumpStart program** throughout the year and in 2018 will take a larger leadership role in the program. **Jumpstart** is a pre-orientation program for incoming diverse law students. It is a collaboration between all six Chicago law schools started by Judge Ann Claire Williams. The Commission has been involved in the program since 2013. This year, the Commission was asked by Judge Williams to take over the central coordinating of the JumpStart program. At the December 2017 Commission meeting, the Commissioners unanimously approved the Commission’s new role with JumpStart.

Communications

The Commission employs broad means to inform, educate, and engage lawyers about professionalism, using various communications channels such as: outreach events, 2Civility newsletter, 2Civility blog, press releases, legal publications, and social media. The summary below demonstrates the far reach of the Commission's communications efforts.

Outreach Events & Meetings

An important part of the Commission's work is its involvement and presence at significant legal events and meetings throughout the entire state of Illinois as well as nationally. In 2017, the Commission staff and Commissioners participated in **285 outreach events and meetings**. This is an *increase of 211%* from the prior year.

The events taking place this year included outreach to the following cities: *Ann Arbor, MI; Bloomington; Boston, MA; Carbondale; Champaign; Chicago; Collinsville; Danville; DeKalb; Denver, CO; Elmwood Park; Fontana, WI; Lake Geneva, WI; Hoffman Estates; Iowa City, IA; Kansas City, MO; Miami, FL; Moline; Naperville; New Orleans, LA; New York, NY; Northbrook; Oak Brook; Peoria; Quincy; Rockford; San Antonio, TX; San Francisco, CA; Springfield; St. Louis; Urbana; Utica; Valparaiso, IN; Wheaton; and the Wisconsin Dells, WI.*

2Civility Newsletter

Over **80,000 people** receive the Commission's newsletter. It provides Commission updates, reflections, and inspiration. Newsletters delivered this year include:

- Technology in the Practice of Law (February)
- The Future Is Now Conference May 18 (March)
- Register for The Future Is Now Conference (April)
- The Future Is Now – Final Agenda (April)
- The Future Is Now – Final Email (May)
- Two New CLE Requirements (July)
- Attorney Well-Being (August)
- Staying Up-To-Date on Ethical Requirements (September)
- Pro Bono Service Making a Difference (October)
- Thank You Lawyers (November)

2Civility Website and Blog

A few exciting additions were made to the Commission's website in 2017. A new video about the origin of the Commission was added to the 2Civility website. The Commission also began work on the history project page of the website. The history project highlights the perspectives and wisdom of distinguished members of the legal community who serve as an inspiration for professionalism. In 2017, the Commission filmed interviews of Judge William Bauer, James Montgomery, and Newt Minow.

The 2Civility website steadily increased its popularity in 2017 with over **65,000 users** (up from 49,699 in 2016), **81,000 website sessions** (up from 62,744 in 2016), and **153,495 page views** (up from 123,134 in 2016). This website traffic came from over **340 cities** in Illinois, demonstrating the vast statewide reach of the Commission. In addition, website traffic continues to grow around the country.

One of the most popular parts of the website is the 2Civility Blog. The blog provides a platform to think critically about how to navigate the straight lines, curves, and detours of professionalism with the intent to foster an open and ongoing dialogue. The Commission staff and Commissioners wrote **66 blog posts** in 2017.



Over the past year, the Commission was highlighted through the following press releases to media contacts:

- 1. Court Appoints New Commissioners to Commission on Professionalism**
- 2. Commission on Professionalism Chair Receives Service Excellence Award**
- 3. Commission Welcomes New Commissioner Judge Alonso**
- 4. Save the Date: “The Future Is Now” is Back**
- 5. Former Commissioner Gwen Rowan Passes Away**
- 6. Ed Walsh to Retire from Commission on Professionalism**
- 7. St. Mary’s Law Journal Publishes ABS Article by Jayne Reardon**
- 8. Illinois Bar Foundation Honors Jayne Reardon**



Publications

Commissioners and staff shared their expertise with and were featured in the following publications:

ABA Journal: Legal Rebels Column

April *"Can justice be served online?"*

ABA Law Student Division: Before the Bar

June *"Dear Law Students: The Future Is Now"*

September *"The Pledge of Professionalism a Part of Law School Orientation"*

Above The Law

April *"Michigan Law Alum Michelle Silverthorn On Emigrating From Jamaica Working In Biglaw, And Bringing Civility To The Profession"*

Appellate Lawyer's Association's The Brief

March *"Illinois Supreme Court Commission on Professionalism's 'The Future Is Now' Conference"*

Attorney At Work

April *"Responding to Negative Online Reviews"*

July *"The Right Way To Start A Law Blog"*

October *"Can Lawyers and Judges Be Social Media Friends?"*

Bench and Bar Newsletter

April *"Can Justice Be Served Online?"*

November *"Civility Matters"*

Capterra Legal Software Blog

May *"16 Incredible Female Lawyers to Follow on Twitter"*

CBA Record

September *"Honoring Careers of Dedication and Service"*

Chicago Daily Law Bulletin

January *"Commission Sends Mentor Model Abroad" & "Court Rule Ads Online Assessment"*

February *"Cook County Circuit Judge Wins National Philanthropy Award"*

May *"Two Attorneys Examine What Value Really Is"*

Chicago Lawyer Magazine

February *"Social Media Ethics Outside and In The Courtroom"*

May *"Technology Vs. The Billable Hour"*

June *"Women in Legal Technology"*

Clio

November *"34 People in Legal You Should Follow on Twitter"*

DuPage County Bar Association

February *"To Mentor or Not to Mentor That is the Question"*

Huffington Post

September *"Is Bullying Back the Only Option When Dealing with Bullies?"*

Illinois Bar Journal

January *"Social Media Ethics Outside and In The Courtroom"* & *"Yes, You Have to Accept Service By Email"*

February *"Former IBF President Receives National Award"*

July *"Solving the Legal Profession's Diversity Problem"* & *"Law Firm Offers Second Opinions for Clients"* & *"A Running Start: A Bar President's Work Begins Months Before Installation Ceremony"*

Illinois Courts Connect

April *"Walking in the Public's Shoes – Courthouse Professionalism Training"*

June *"The Future Is Now: Legal Services 2.017"*

August *"Pledge Introduces New Law Students to Professionalism"*

September *"20 Legal News Sources for Illinois Lawyers and Judges"*

October *"Entering the Profession, Excelling Through Mentoring"*

November *"Can We Just Be Friends? A Review of Opinions on Lawyers and Judges Connected on Social Media"*

Illinois Lawyer Now

May *"The Future Is Now: Legal Services 2.017 Conference Reimagines the Delivery of Legal Services"*

July *"Law Firm Hiring and the Tyranny of Elite Credentials"*

Chicago Daily Law Bulletin: Professionalism on Point Column

January *"LegalZoom May Become New Apple; Adapt or Face Growing Obsolescence"*

June *"Simply Having a Diversity Program is Not Enough; Do You Know if it Works?"*

August *"Forward-Looking Legal Profession: Reality or Oxymoron?"*

September *"We Are Our Colleague's Keeper: Helping Lawyers Overcome Substance Abuse"*

October *"As New Attorneys Enter the Profession Something to Think About"*

Latham Alumni Newsletter

November *"Advancing Diversity Within and After Latham"*

Legal Management Magazine

March *"Let's Talk About Black Millennials"*

LegalTech Reader

July *"30 Things To Know About E-filing Changes in Illinois"*

News-Gazette

September *"Attorneys: No Downside to New Rule on Continuing Education"*

Smile Politely Blog

August *"30 Things To Know About E-Filing Changes In Illinois"*

St. Mary's Law Journal – Volume 7 Issue 2

August *"Alternative Business Structures: Good for the Public, Good for the Lawyers."*

Talent ThinkTank

July *"Will Diversity Tech (Finally) Transform the Future Workplace"*

Communications

Social Media

It is important to keep in mind that the Commission only began its social media efforts in 2011. Since this time, there has been exponential growth in all the Commission's media channels, which includes LinkedIn, Facebook, and Twitter.

LinkedIn

LinkedIn is the Commission's channel for networking with legal professionals. In the past year, the Commission's LinkedIn connections increased by **124%**. From 2011 to 2017, the Commission's LinkedIn connections increased **475%**.

Facebook

With Facebook, the Commission can target engagement beyond "Likes" on its page. It can target organizations associated with the legal profession and promote engagement with specific posts and topics. In the past year, the Commission's number of Facebook likes increased **108%** and its Facebook post reach increased by **111%**. Since 2011 until the end of 2017, the number of Facebook likes increased **2,800%** and its Facebook post reach increased by **138,178%**.

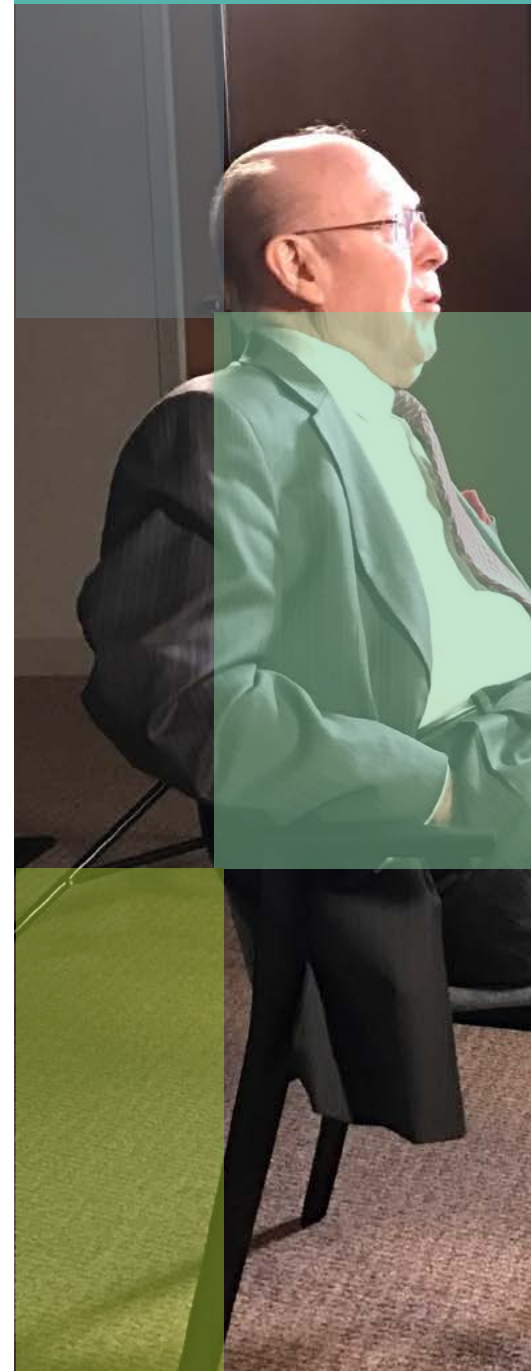
Twitter

The Commission's Twitter accounts allow the Commission to be seen as a leader statewide and nationally on issues of legal professionalism. Commission Twitter accounts include @2CivilityOrg and the following:

- Erika Kubik @2CivilityEK
- Jayne Reardon @2Civility
- Mark Palmer @2CivilityMP
- Michelle Silverthorn @2CivilityMS
- Stephanie Villinski @2CivilitySV

Over the past year, the Commission increased its number of Twitter followers by **127%** and the number of tweets by **132%**. Looking at 2011-2017, the Commission increased its Twitter followers by **1,628%** and the number of Tweets by **12,105%**.

124%
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CONNECTIONS
ON LINKEDIN



108%
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PAGE LIKES
ON **FACEBOOK**



127%
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132%
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www.2Civility.org