



May 9, 2019

VIA EMAIL

Lori Gonzalez and Task Force Members
Task Force on Access Through Innovation of Legal Services
The State Bar of California
180 Howard Street
San Francisco, CA 94105
lori@raynacorp.com

Re: Court Buddy's Attorney And Client Insights For Task Force

Dear Lori,

Thank you for your time promoting the important work that the Task Force on Access Through Innovation of Legal Services (the "Task Force") is doing to address the access to justice gap that affects all Californians. We appreciate that the Task Force is considering what pilot programs might be adopted, and whether and how changes in the Rules of Professional Conduct and related guidelines, regulations, or opinions might foster innovation in, and expansion of, the delivery of legal services, especially to the vast majority of middle-class Californians who have legal needs that go unmet.

I. Court Buddy: Leveraging Technology To Effectively Address The Access To Justice Gap.

Court Buddy is a private, venture capital-backed company founded by attorneys for attorneys with the express intent of leveraging technology to address access to justice issues. We consider attorneys the "gold standard" and are on a mission to help as many people as possible find an attorney when they need one, regardless of their financial situation.

We understand that there are exponentially more California residents in need of legal services than there are California attorneys available to meet their legal needs, but we start by providing an automated online matching service for potential clients looking

for legal services. We have found that the automated matching of potential clients with attorneys practicing in their area of need is an invaluable first step.

Then, we utilize our platform, apps and tech features to help the attorneys and clients work together in a way that alleviates some of the biggest pain points for middle-class consumers of legal services. Our market research reveals that consumers are most concerned with: (1) finding attorneys available to help them, (2) overall cost and steep retainers, (3) the need for transparency and predictability when purchasing legal services, and (4) the need for targeted advice or services.

We also address many of the issues solo practitioners, small firm attorneys, and law school graduates in their first few years of practice face when they are looking to grow their practices. Year-over-year, solo practitioners and small firm attorneys identify their biggest issues as: (1) finding qualified, paying clients, (2) minimizing time spent on business development and administrative tasks such as fee-collecting, and (3) the need to free up more time to focus solely on the practice of law.

We launched Court Buddy in 2015 to build on the reforms being adopted as more and more state bars across the country recognized the importance of allowing their attorneys to unbundle legal services to better serve the needs of the chronically underserved middle-class. California's current Rules 1.2(b) and 1.5(e) of the Rules of Professional Conduct embody these reform efforts. Our attorney-members offer unbundled legal services at flat rates. For example, an attorney makes a single appearance in court on behalf of a party to a divorce or custody proceeding, drafts a motion or pleading to be filed in court, or writes a letter to challenge the withholding of a social security benefit for an agreed-upon, upfront flat fee.

Since our launch in 2015, we have helped tens of thousands of middle-class consumers and thousands of small firm and solo attorneys find each other and work together. The growth on our platform has been explosive, and we think that the Task Force understands why: the statistics show that there is a huge unmet need for legal services. To even begin to close the gap, attorneys must be allowed to leverage their time (which is a scarce resource) to reach as many everyday families, individuals, and small business owners as possible.

We're proud that our work in the access to justice space has been recognized. Court Buddy is the proud recipient of the ABA's 2017 Louis M. Brown Select Award for Legal Access. Court Buddy was also cited as a valuable legal technology tool available to consumers in Professor Rebecca L. Sandefur's Study which she presented to the Task Force at its April 8, 2019 meeting. (See "Legal Tech for Non-Lawyers: Report of the Survey of US Legal Technologies," Rebecca L. Sandefur et al., 2019, Appendix B, at #43). We have been recognized by Above the Law as a "Top 3 Legal Tech Company in

America.” We have also won a Webby Award in the category of law, and an Envelope Award for entrepreneurship, which is sponsored by former President Barack Obama. Court Buddy has been cited in many articles and college textbooks and is frequently invited to guest lecture at colleges, universities, and law schools across the country on access to justice issues, diversity and entrepreneurship.

II. A Legal Technology Company’s Perspective On Bridging The Access To Justice Gap.

We’ve been asked what sets Court Buddy apart. We firmly believe that the major thing that differentiates us is that we listen to our customers and build our platform, apps and tech features around their needs. We meet both attorneys’ and middle-class consumers’ needs by investing unlimited amounts of time understanding them. We respect, and therefore do not interfere with, our attorney-members’ independent professional judgment and we let them determine whether they will work with any particular client, whether a limited scope representation is reasonable, and if so, what work needs to be done, and how to break the work down into discrete tasks for the clients to understand and agree to fund. In tech parlance, we have adopted a user-centric model.

We’ve also taken great care to build a business model that takes the ABA’s Model Rules of Professional Conduct and the corresponding state Rules of Professional Responsibility and ethics opinions into account. Additionally, Court Buddy actively works with the ABA, state and local bar associations to ensure that Court Buddy remains aware of any updates to applicable ethics rules. Court Buddy is proud to have been asked to partner with certain state and local bar associations because we provide more services to our attorney-members than the bar associations have the resources to provide through their call-in, next-in-line “referral hotlines.”

Court Buddy’s goal is to leverage the power of technology and innovation to achieve a greater social good. Court Buddy’s platform can reach all 170,044 active, licensed attorneys in California and all of the 29.87 million adult Californians who have access to either a smartphone or computer. While Court Buddy cannot single-handedly solve the access to justice problem in California, Court Buddy is certainly doing all that it can to address the problem.

III. Understanding The Access To Justice Gap In California.

A. Population Demographics Indicate That California Has One Of The Worst Access To Justice Problems In The Nation.

Statistically, one would expect California’s access to justice gap to be one of the worst in the nation. This is because California is the most populous state in the nation,

with 40.02 million residents, 29.87 million adults, and only 170,044 attorneys. (Appendix A). The population data shows that there is only one licensed, active California attorney for every 175 adult residents. (*Id.*).

Nationwide studies show that between 67%-80% of adults have a legal problem every 12 to 18 months. (“Accessing Justice in the Contemporary USA: Findings from the Community Needs and Services Study,” Rebecca L. Sandefur, 2014, Executive Summary). Most everyday Americans do not formally consult with attorneys about those problems, either because they do not understand that they have a legal right, or because the barriers to finding and working with an attorney are too high. Time and again, middle-class Americans self-help. Currently, less than 15% of those with a legal problem even consult an attorney, let alone take their problem to court, with or without legal representation. (*Id.*)

Applying these nationwide statistics to our state would mean that every active, licensed California attorney has approximately 140 unserved, potential adult clients every 12-18 months. (Appendix A). If 67-80% of the 29.87 million adult California residents have a legal problem every 12-18 months, if only about 15% of those people take their issue to court, and if a smaller fraction of those litigants find an attorney, then that means that at least 17-20.3 million Californians will have an unmet legal need this year. To put that number into perspective, that number is greater than the entire population of New York, the fourth most populous state. (*Id.*).

California has the largest access to justice gap in the nation in terms of the size of its unserved client population (i.e., its unmet need). (Appendix A). In terms of the ratio of available attorneys to potential adult clients, it ranks eleventh out of all of the states. (Appendix B). As will be discussed further below, Court Buddy considers California’s access to justice problem to be among the most severe in the nation and tracks and treats it accordingly. Indeed, we moved our corporate headquarters to California in 2017 in part to be on the ground here.

As we’re certain the Task Force is aware, the California State Bar has commissioned a Justice Gap Study for the end of 2019. But there is little doubt that the problem is real and dire. The California Judicial Council for Public Affairs tracks and publishes the following statistics:

- More than 4.3 million Californians per year come to civil court unrepresented;
- 90% of family law cases have at least one party without an attorney;
- 90% of tenants in eviction cases represent themselves;
- More than 75% of civil cases have at least one party without an attorney; and

- More than 1.2 million Californians visit civil court self-help centers a year.

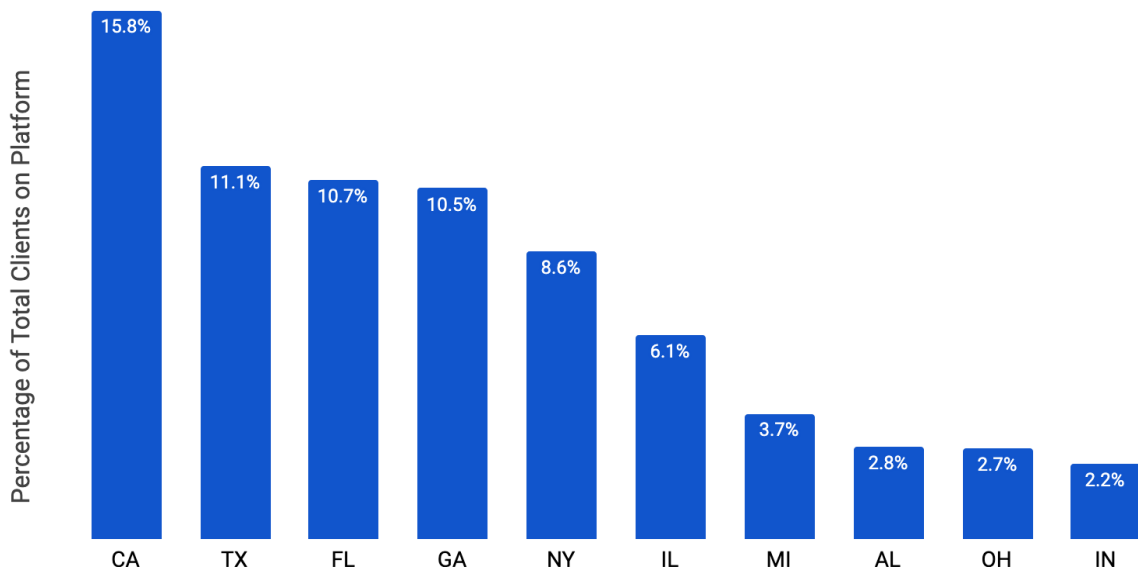
This has led the California Judiciary to conclude that “[f]or millions of Californians, self-help centers aren’t the last resort to get legal help—they’re the only resort.” (California Courts, Judicial Council for Public Affairs, “Court Users Flock to Self-Help Centers,” April 19, 2017). Court Buddy improves the situation by matching middle-class California residents with licensed California attorneys, so that fewer people in need are left to self-help.

B. Court Buddy’s Data Substantiates The Severity Of The Problem And Its Impact On Middle-Class Families And Individuals.

Court Buddy’s internal data substantiates that there is a severe access to justice problem in California. California is one of our busiest states in terms of active potential clients on our platform, underscoring the magnitude of the middle-class demand for legal services in our state. Appendices C-D demonstrate the outsized demand for legal services from California residents. The following graph also shows the relative need of California residents to residents of other states with the largest access to justice gaps. The need of California residents clearly dwarfs that of residents of even the other most populous states.

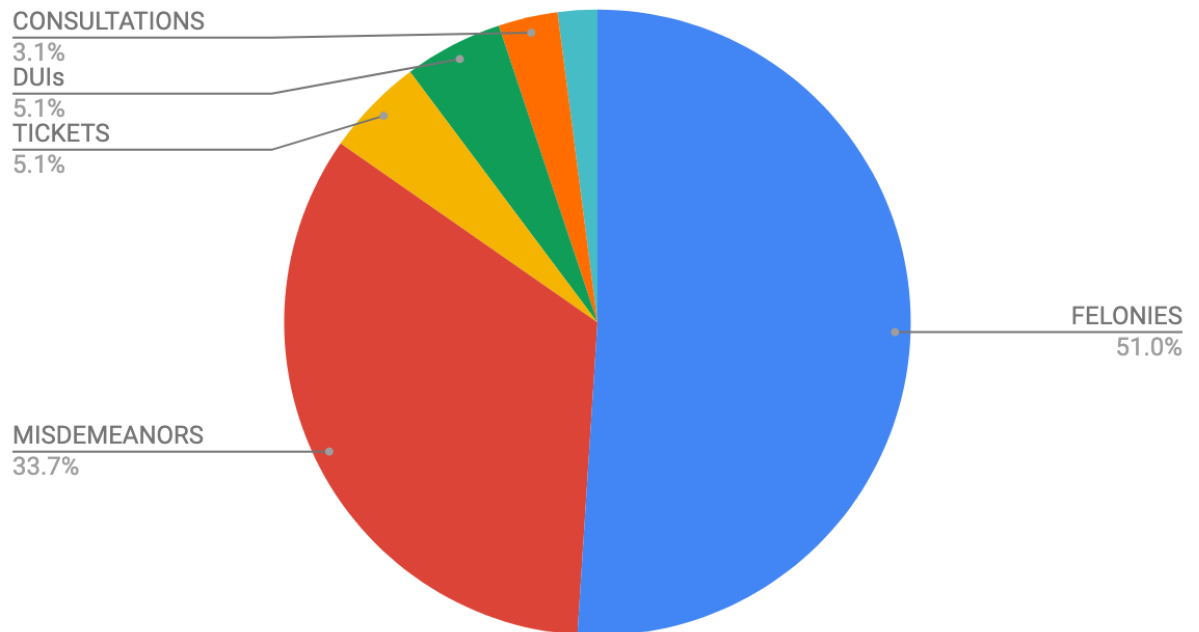
Our daily experience with assisting tens of thousands of people puts a real human face on the problem that cannot be reduced to mere percentages: every single day, middle-class Californians turn to Court Buddy to look for attorneys for help for themselves, for their families, and for their businesses.

Top Ten States With the Most Clients Seeking Attorneys
Court Buddy’s Platform

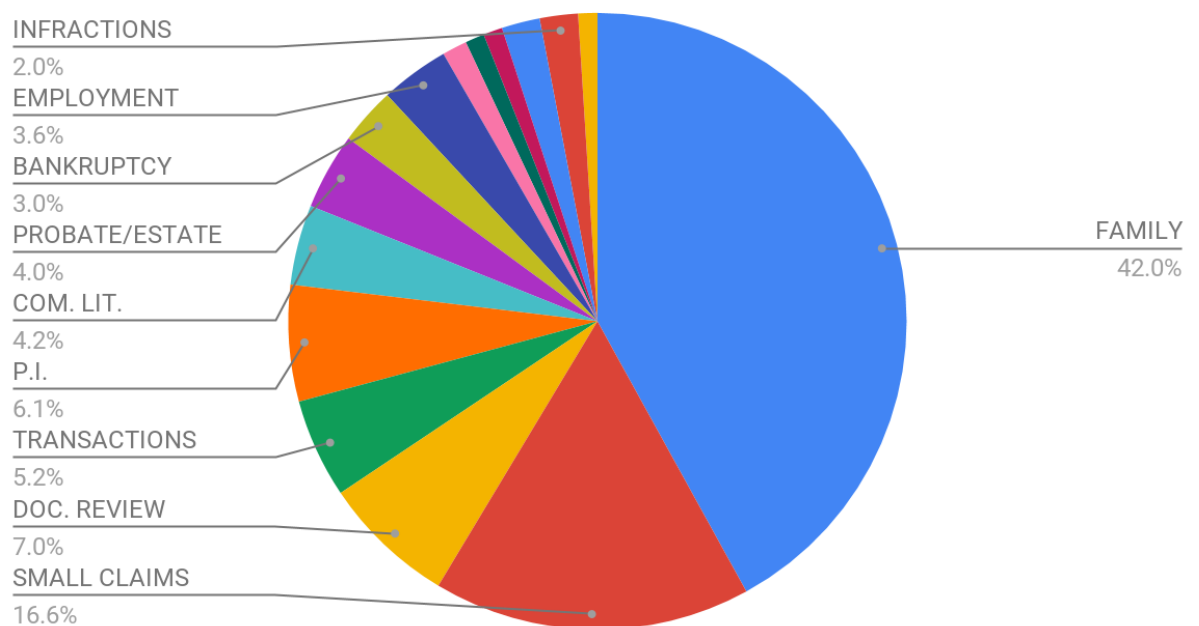


We are often asked about the types of legal services requested by potential clients. Currently, Californians use Court Buddy to request the following services:

Criminal Law Services Requested



Civil Law Services Requested



Attorneys who offer unbundled legal services in these areas make a real, measurable impact helping everyday Californians while growing their practices. There is a win-win value proposition here, where more California attorneys can find paying clients in the chronically underserved middle-class market and “do well by doing good.”

IV. The Data Shows That There Are Attorneys Looking To Grow Their Practices Who Are Available To Serve The Middle-Class Market.

While on paper, California’s 170,044 active, licensed attorneys should have more clients than they can handle from amongst their 40.02 million fellow Californians, in actuality, there are segments of the profession that are underemployed. Indeed, Court Buddy is often used by solo practitioners, small firm attorneys, and law school graduates in their first few years of practice who are looking to grow their practices and who have the most rate flexibility.

There is an underemployment problem among young lawyers nationwide. The ABA’s Section on Legal Education commissioned a post-Great Recession study and reported that, for respondents who graduated from law school during and after the time period between 2009 and 2017, only 44% indicated that they had a “good job” waiting for them when they graduated. Of the post-Great Recession law school graduates, 26% said that it took them more than one year to find a “good job.” (ABA Journal, “Less than Half of Recent Law Grads. Had Good Jobs after Graduation, Report Says,” Stephanie Francis Ward, Jan 16, 2018). According to the Summary Report prepared by the ABA, around 86% of recent law graduates were employed 10 months after graduation, but only 62% of U.S. law school graduates were employed in full-time, long-term positions that required a law degree. (*Id.*)

U.S. News & World Reports estimates that about half of California’s law school graduates overall secure full-time, long-term legal jobs 10 months after graduation. Those numbers fall well below the national average of 62%, and the two-thirds of graduates from law schools in New York and Pennsylvania who find law jobs according to the data. This can be partially explained by the fact that, despite California being the most populous state, it doesn’t have the same concentration of big law firms that are found in New York and Washington, D.C.

Court Buddy was founded by attorneys for attorneys. We are well aware of the challenges that attorneys face when they are just starting out and when they are at a point in their careers when they must focus on building their practices. We value our attorney-members and strive to serve their needs as well as those of the middle-class consumers. We are well aware that solo practitioners and small firm attorneys identify the same issues as their biggest challenges year-over-year: (1) acquiring new clients, (2) the amount of time spent on business development and administrative tasks such as

fee collecting, and (3) limited time to practice law. (2019 State of U.S. Small Law Firms Report, Thomson Reuters). More than 73% of the attorneys surveyed identified their biggest challenge as “acquiring new clients.” (*Id.*) Their persistent lament is that they spend only about half of their days (less than 60%) practicing law. (*Id.*) We are changing that.

Court Buddy offers solo and small firm attorneys, which may also consist of younger lawyers, the opportunity to create a profile identifying their areas of practice and to then, through Court Buddy’s automated matching algorithms, be matched with potential clients who can pay for those services. It affords the attorneys access to potential clients they wouldn’t otherwise have access to, which frees them up to spend more time doing what they most want to do: practice law.

V. What Can The Task Force Do To Help?

Our relatively unique perspective as an innovative, venture capital-backed technology company with an emphasis on tackling access to justice issues has given us insights into the size of the problem, how technology can be leveraged to help, and how certain ethics rules --- or at times, the perception of the rules by attorneys who do not realize the rules have been reformed --- can inhibit growth, investment, and innovation in the space. We respectfully submit these observations to the Task Force.

We speak to hundreds of attorneys every day, and our experience reveals that the ethics rules --- and even, attorneys’ perceptions of the rules --- can serve as an unnecessary barrier to entry. Attorneys remain concerned about whether they are even allowed to unbundle their services to meet the needs of middle-class consumers, or whether they are even allowed to use a wholly-automated online platform to be matched with potential clients. Our Attorney Success team fields daily inquiries from attorneys who want to grow their practices and sign up, but who are entirely unaware of the changes to the rules to allow reasonable, limited scope representations, or to allow the payment of reasonable advertising fees for truthful advertising. Although we are actively educating and informing our attorneys about how to best navigate the various ethics rules, the Task Force’s assistance would be welcomed.

The rules do matter: relaxing the regulatory environment and giving legal professionals more flexibility in how they deliver legal services absolutely increases their ability to work with middle-class consumers in a way that better serves the needs of those clients. Court Buddy would respectfully ask the Task Force to keep the following in mind when it undertakes its important work of considering revisions to the current ethics rules and related regulations: (1) strict regulations can inhibit growth, investment and innovation, and (2) good rules are not necessarily strict rules, rather, good rules are

rules that serve underlying policy objectives without undue unintended consequences for the consumer.

We appreciate the great care the California State Bar took in revising and adopting the Rules of Professional Responsibility that went into effect November 1, 2018; however, there is room for further positive change. Specifically, we ask the Task Force to consider whether: (1) it can promote attorney awareness of those rules that have already been reformed to afford attorneys greater flexibility in delivering legal services, and (2) whether certain of the remaining rules are even necessary and/or should be further revised or clarified.

From our perspective, the following reforms have been crucial to improving the situation on the ground and are already showing positive results; our wish is that California attorneys were better aware of them:

- **Unbundling:** Cal. Rules of Prof. Conduct, Rule 1.2(b) allows attorneys to “limit the scope of the representation if the limitation is reasonable under the circumstances” and provided the client “gives informed consent.” This reform to the rules is extremely important for facilitating the delivery of legal services to middle-class consumers, though in our experience attorneys remain unfamiliar with it. Promotion of the reform would be helpful.
- **Flat Fees for Legal Services:** Cal. Rules of Prof. Conduct, Rule 1.5(e) expressly allows attorneys to “make an agreement for, charge, or collect a flat fee for specified legal services,” which may be paid “in advance of the lawyer providing those services.” In our experience, this rule is extremely important because it encourages attorneys to work with middle-class consumers for flat rates while providing attorneys with a mechanism to ensure they will be paid for their efforts, and it should also be promoted.
- **Attorney Advertising and Solicitation Rules:** Cal. Rules of Professional Conduct, Rules 7.1-7.5 have been reformed to expressly permit attorneys to “advertise through any written, recorded or electronic means of communication, including public media,” and to “pay the reasonable costs of advertisements or communications permitted by this rule.” (Rule 7.2(a)-(b)(1)). Of course attorneys must take care that all communications about themselves, their firms and the legal services they offer are not false or misleading, but the rules clearly allow them to create truthful profiles, post them online and in “public media.” Our wish is that these rules were better understood, because electronic advertising is a primary way to reach middle-class consumers.

From our perspective, the following rules could be clarified, reformed or outright removed as indicated, to promote further innovation in the access to justice space:

- **Confidentiality:** Cal. Rules of Prof. Conduct, Rule 1.6 imposes the duty to protect client confidences, which the entire profession agrees serves crucial consumer protection objectives by encouraging clients to seek legal help and be forthcoming with their attorneys; however, Court Buddy would ask the Task Force to consider whether a formal Comment that attorneys' duties of confidentiality are not breached (and applicable privileges and protections are not waived) when they communicate with clients via the various secure, electronic methods so common today (i.e. email, secured online messaging platforms, or text messaging) would promote better attorney-client communication.
- **Safekeeping of Client Funds:** Cal. Rules of Prof. Conduct, Rule 1.15 provides that attorneys must safekeep client funds received by them either in their IOLTA accounts ("trust accounts") or operating accounts, as appropriate. Flat fees paid in advance may be deposited directly into attorneys' operating accounts, subject to certain conditions. Rule 1.15(b)(1)-(2). At Court Buddy, we provide an extra level of consumer protection by securely holding client funds until they agree to fund the tasks posted by their attorneys and authorize payment. The secured funds are then released by the consumer and placed directly into the attorney's account of choice, with the attorney receiving their entire legal fee. Even with these consumer protections in place, we find that attorneys are still hesitant to agree to unbundle their services and take upfront, flat fees. Clarification on this point or further promotion of the rules would be helpful.
- **Financial Arrangements with Non-Lawyers and UPL Concerns:** Cal. Rules of Prof. Conduct, Rule 5.4 prohibits an attorney from "shar[ing] legal fees directly or indirectly with a nonlawyer or with an organization that is not authorized to practice law" pursuant to certain exceptions, including that attorneys may "pay a prescribed registration, referral or other fee to a lawyer referral service." While Court Buddy takes pains to make clear to all consumers that we do not provide legal services, are not a lawyer referral service, and do not fee-share with our attorney-members (as we are funded by membership fees and client-side administrative fees), we are left wondering, what purpose is served by the Rule, is it necessary, and is it reasonably tailored? Or, does attempting to regulate "lawyer referral services" unduly discourage attorneys from utilizing any service other than their nonprofit state bar "referral hotlines," which are chronically underfunded, and do not have the resources or capacities of for-profit wholly-automated matching platforms such as Court Buddy? As we understand it, the purpose of Rule 5.4 is the same as Rule 5.5 prohibiting the unauthorized

practice of law, but any innovation in the access to justice space will necessarily involve opening up the channels of delivering legal services to consumers. Especially when the attorneys themselves are the ones performing the legal services, these concerns seem misplaced and the rules an undue hindrance.

We would respectfully request that the Task Force consider whether the consumer protection purposes of the foregoing rules are being well-served, or rather, whether they are unduly inhibiting attorneys' ability to find and assist middle-class clients and therefore unwittingly and unintentionally contributing to the access to justice problem. Our position on the foregoing unauthorized practice of law rules is the latter.

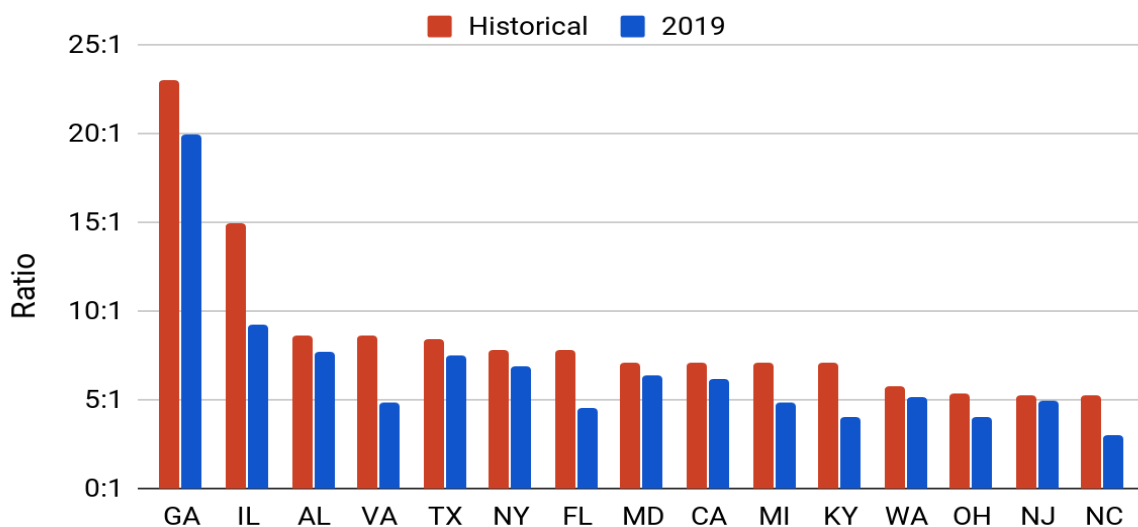
VI. Making An Impact: Improvement Within The Court Buddy Platform.

Court Buddy leverages our venture-capital backing, our team's time, energy, and expertise, and technology's ability to scale in an effort to consistently innovate and make a real impact. The encouraging thing that we can report to the Task Force is that our efforts are paying off. We are proud that the world with Court Buddy looks better than the world without Court Buddy.

The following graph shows the improvement in the ratio of new potential clients to available attorneys within the Court Buddy platform for the states with the biggest access to justice issues. (See Appendices E-F). A "lower" ratio is better, and the ratios are clearly trending that way within the Court Buddy platform over time. By way of example, while California still has the largest unmet client need in absolute terms, our efforts are improving the number of licensed California attorneys available to meet that need within the platform. The historic ratio was 7.1:1, or 7.1 potential clients for every available attorney. Currently (for the first quarter of 2019) it is 6.2:1., or 6.2 potential clients per attorney. There is across-the-board improvement:

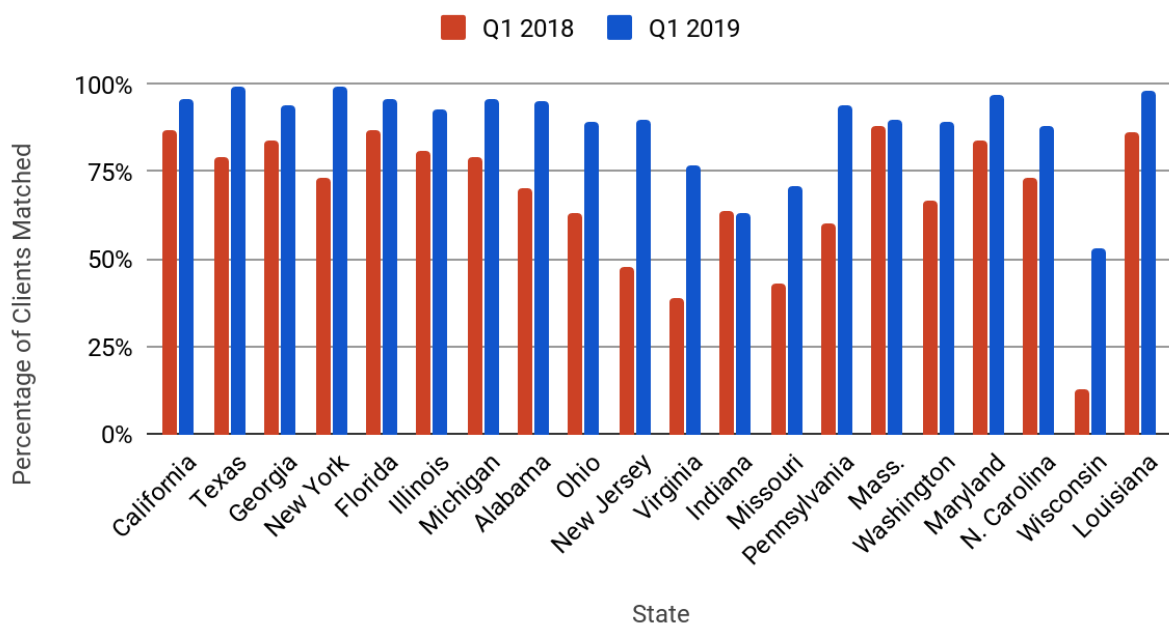
Ratio of Clients to Available Attorneys

Court Buddy's Platform



Similarly, the number of matches being made through the Court Buddy platform is improving over time. The following graph shows the improvement in the match rate for potential clients within the Court Buddy platform for the most problematic access to justice states. (See Appendices G-H). By way of example, California's match rate is currently at 96%, and has improved more than 10% from the first quarter of 2018 to the first quarter of 2019. (Appendix G). As the Task Force can see, there is across-the-board improvement in the number of matches being made between potential clients seeking help and available attorneys:

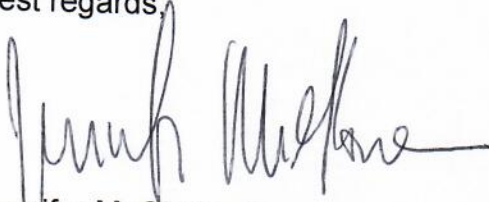
Improving Match Rates, Q1 2018 - Q1 2019



We are happy to report that the situation on the ground is improving nationwide. We have a long way to go, but investment and initiative, coupled with the ability to bring our value proposition to the various state bars and their attorney-members, has helped. We're encouraged, in California and elsewhere.

Again, Court Buddy thanks the Task Force's attention to these important matters. If we can be of any further help or a resource for the Task Force --- given our robust database and our on the ground perspective tackling access to justice issues in California and across the country --- please do not hesitate to let us know.

Best regards,

A handwritten signature in black ink, appearing to read "Jennifer McGlone". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer McGlone, Esq.

Director of Legal Affairs and Strategic Partnerships, Court Buddy

Cc: Jojo Roque, Head of Business Marketing, Court Buddy (via email)

APPENDIX A

States with Anticipated Severe Access to Justice Gaps, Ranked from Most Populous State to Less Populous State

Rank	State	Population (2019)	Adults (2019)	Attorneys (2018 ABA report)	Ratio of Attorneys to Population	Ratio of Attorneys to Adults	Ratio of Attorneys to Potential Clients, Per Year
1	California	40.02 M	29.87 M	170,044	1:235	1:175	1:140
2	Texas	29.1 M	20.2 M	90,485	1:321	1:223	1:178
3	Florida	21.64 M	16.17 M	78,244	1:276	1:206	1:164
4	New York	19.54 M	15.6 M	177,035	1:110	1:88	1:70
5	Penn.	12.84 M	10.1 M	50,112	1:256	1:201	1:160
6	Illinois	12.73 M	9.9 M	63,422	1:200	1:156	1:124
7	Ohio	11.73 M	8.98 M	37,873	1:309	1:237	1:189
8	Georgia	10.66 M	7.7 M	32,802	1:325	1:234	1:187
9	N. Carolina	10.5 M	7.76 M	24,087	1:435	1:322	1:257
10	Michigan	10.02 M	7.72 M	36,362	1:275	1:212	1:169
11	New Jersey	9.03 M	6.96 M	41,021	1:220	1:169	1:135
12	Virginia	8.58 M	6.5 M	24,208	1:354	1:268	1:214
13	Wash.	7.65 M	5.55 M	26,057	1:293	1:212	1:170
14	Arizona	7.23 M	5.19 M	18,500	1:390	1:280	1:224
15	Mass.	6.93 M	5.4 M	42,925	1:161	1:125	1:100

APPENDIX B

States With Anticipated Severe Access to Justice Gaps, Ranked by Ratio of Attorneys to Potential Adult Clients in Population

Rank	State	Adult Population	Number of Attorneys	Ratio of Attorneys to Adults	Ratio of Attorneys to Potential Clients, Per Year
1	N. Carolina	7.76 Million	24,087	1:322	1:257
2	Arizona	5.19 Million	18,500	1:280	1:224
3	Virginia	6.5 Million	24,208	1:268	1:214
4	Ohio	8.98 Million	37,873	1:237	1:189
5	Georgia	7.7 Million	32,802	1:234	1:187
6	Texas	20.2 Million	90,485	1:223	1:178
7	Washington	5.55 Million	26,057	1:212	1:170
8	Michigan	7.72 Million	36,362	1:212	1:169
9	Florida	16.17 Million	78,244	1:206	1:164
10	Pennsylvania	10.1 Million	50,112	1:201	1:160
11	California	29.87 Million	170,044	1:175	1:140
12	New Jersey	6.96 Million	41,021	1:169	1:135
13	Illinois	9.9 Million	63,422	1:156	1:124
14	Mass.	5.4 Million	42,925	1:125	1:100
15	New York	15.6 Million	177,035	1:88	1:70

APPENDIX C

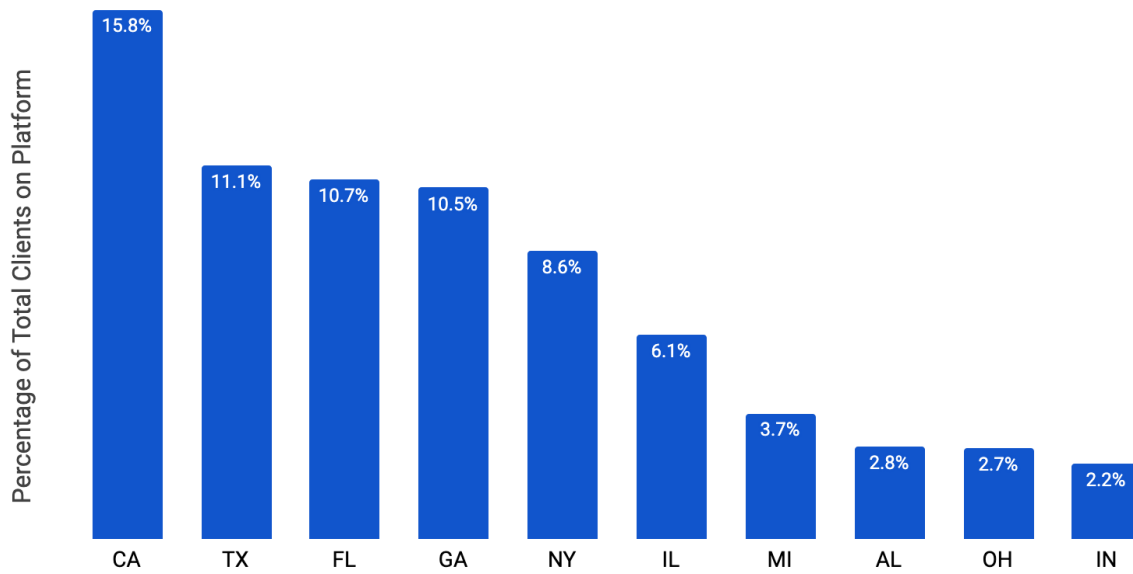
States with Demonstrated, Severe Access to Justice Gaps, Measured by Number of Active Clients with Legal Needs in Court Buddy Platform

Rank	State	% of Active Clients in Court Buddy Platform
1	California	16.7%
2	Texas	12%
3	Florida	11.5%
4	Georgia	11%
5	New York	8.33%
6	Illinois	6.6 %
7	Michigan	3.7%
8	Alabama	2.55%
9	Ohio	2.5%
10	Massachusetts	2.2%
11	New Jersey	1.9%
12	Virginia	1.8%
13	Maryland	1.7%
14	Indiana	1.7%
15	Pennsylvania	1.6%
16	Washington	1.5%
17	Louisiana	1.45%
18	North Carolina	1.4%
19	Missouri	1.15%
20	Kentucky	1%

APPENDIX D

Confronting the Most Severe Access to Justice Gaps, Measured by Number of Active Clients with Legal Needs in Court Buddy Platform

Top Ten States With the Most Clients Seeking Attorneys
Court Buddy's Platform



APPENDIX E

Confronting the Most Severe Access to Justice Gaps, By Ratio of Available Attorneys to New Clients in Court Buddy Platform

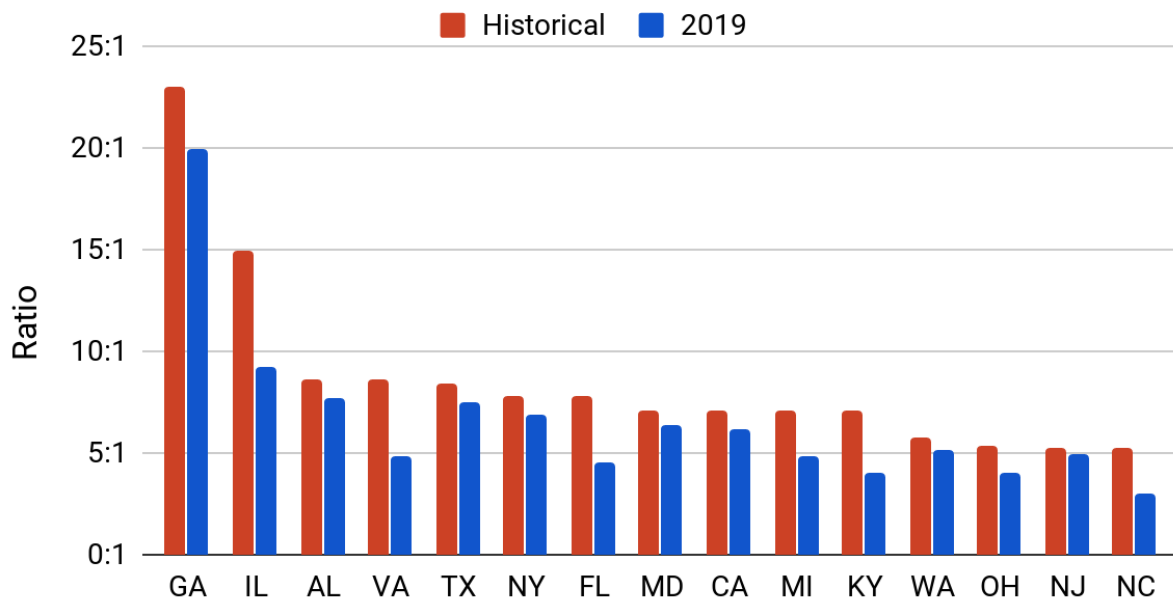
Rank	State	Ratio of Attorneys to Clients, Historically	Ratio of Attorneys to New Clients (Q1, 2019)
1	Georgia	1:23	1:20
2	Illinois	1:15	1:9.2
3	Alabama	1:8.6	1:7.7
4	Virginia	1:8.6	1:4.8
5	Texas	1:8.4	1:7.5
6	New York	1:7.8	1:6.9
7	Florida	1:7.8	1:4.5
8	Maryland	1:7.1	1:6.4
9	California	1:7.1	1:6.2
10	Michigan	1:7.1	1:4.8
11	Kentucky	1:7.1	1:4
12	Washington	1:5.8	1:5.2
13	Ohio	1:5.4	1:4
14	New Jersey	1:5.3	1:5
15	North Carolina	1:5.3	1:3

APPENDIX F

Addressing the Most Severe Access to Justice Gaps Within the Court Buddy Platform, Improving the Ratio of New Clients to Available Attorneys Over Time

Ratio of Clients to Available Attorneys

Court Buddy's Platform



APPENDIX G

Improving the Match Rate for Clients Within the Court Buddy Platform Over Time, Ranked by States with the Largest Number of Active Clients with Legal Needs (See Appendix C)

Rank	State	% of Successful Attorney-Client Matches On Court Buddy Platform: Q1, 2018	% of Successful Attorney-Client Matches On Court Buddy Platform: Q1, 2019	Improvement of Attorney-Client Match Rate, Q1 2018 to Q1 2019
1	California	87%	96%	10%
2	Texas	79%	99%	24%
3	Florida	87%	96%	11%
4	Georgia	84%	94%	12%
5	New York	73%	99%	37%
6	Illinois	81%	93%	15%
7	Michigan	79%	96%	21%
8	Alabama	70%	95%	35%
9	Ohio	63%	89%	42%
10	Mass.	88%	90%	2%
11	New Jersey	48%	90%	89%
12	Virginia	39%	77%	96%
13	Maryland	84%	97%	15%
14	Indiana	64%	63%	0%
15	Pennsylvania	60%	94%	57%
16	Washington	67%	89%	33%
17	Louisiana	86%	98%	13%
18	N. Carolina	73%	88%	21%
19	Missouri	43%	71%	63%
20	Kentucky	38%	83%	122%

APPENDIX H

Improving the Match Rate for Clients Within the Court Buddy Platform Over Time, Considering States with the Largest Number of Active Clients with Legal Needs

Improving Match Rates, Q1 2018 - Q1 2019

