

**STATE BAR OF MICHIGAN
2008-2009 COMMITTEE ANNUAL REPORT**

Article VI § 6, Bylaws of the State Bar of Michigan

No later than May 1 of each year, the chair of each committee and subentity of the Bar, with the assistance of the staff liaison, shall report to the Executive Director on a form provided by the State Bar on the activities and accomplishments of the committee or subentity.

Committee Name: Membership Services Committee

Jurisdiction: Evaluate and make recommendations concerning the selection, retention, development, and marketing of State Bar services and products. Make recommendations concerning programs and services to meet the needs and interests of lawyers in the Upper Peninsula. The membership of the committee shall include at least one member from the Upper Peninsula of Michigan.

Chairperson and Committee Members:

| Officer | Name | Address | Telephone | Email |
|----------------------|----------------------------|---|----------------------------------|---|
| Chairperson | Mary Chartier-Mittendorf | Mary Chartier-Mittendorf Alane & Chartier, PLC 535 N Capitol Ave, Ste A Lansing, MI 48933-1233 | (517) 482-2000 | mary@alanechartier.com |
| Staff Liaisons | Kari Thrush Nancy Brown | State Bar of Michigan 306 Townsend Street Lansing, MI 48933 | (517) 346-6371 (517) 346-6350 | kthrush@mail.michbar.org nbrown@mail.michbar.org |
| Commissioner Liaison | Elias J. Escobedo, Jr. | Elias J. Escobedo, Jr. Elias J. Escobedo Jr. PLLC 995 W Huron St Waterford, MI 48328-3729 | (248) 682-8400 | eescobedo@ameritech.net |

| Member/Advisor/Other |
|---------------------------------|
| Lynn P. Chard – Advisor |
| Joseph M. Inwald |
| Lisa Danielle Screen |
| L'Mell Moore Smith |
| Peter R. Tochman |
| Diane M. Smith |
| Honorable Cynthia Thomas Walker |
| Sarah E. Henderson |

Committee Meeting Schedule:

| Meeting Type | Date | Location |
|-----------------------------|-------------|-----------------|
| Membership Services Meeting | 11/13/08 | Conference Call |
| Membership Services Meeting | 12/11/08 | Conference Call |
| Membership Services Meeting | 2/25/09 | Conference Call |
| Membership Services Meeting | 3/19/09 | Conference Call |
| Membership Services Meeting | 4/9/09 | Conference Call |
| Membership Services Meeting | 5/14/09 | Conference Call |

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Resources provided by the State Bar of Michigan in support of committee work:

The Membership Services Committee has worked with two amazing State Bar Liaisons, Kari Thrush and Nancy Brown. They have been a vital part of our committee efforts. In addition, Amy Castner has performed administrative assistance in scheduling meetings and circulating information to committee members for our meetings. Through the collective efforts of our Staff Liaisons and Ms. Castner, they have ensured preparation of meeting agendas, minutes, and detailed reports and gathered information to facilitate committee meetings. They have promptly, thoroughly, and tirelessly responded to action items articulated during our meetings to facilitate further committee action. It is no exaggeration to state that the activities of the Membership Services Committee would not have been possible without the commitment and assistance of Ms. Brown, Ms. Thrush, and Ms. Castner. The State Bar of Michigan is incredibly lucky to have such high-quality staff members, and the Committee sincerely thanks them for their hard work.

The activities of the Membership Services Committee were also made possible via the professional conference call services made available through the State Bar. Given the busy business schedules and location of the attorneys serving on our Committee, our meeting schedule would have been very difficult without the use of conference calls.

Finally, State Bar Staff have routinely provided historical information from records maintained by the State Bar as needed to facilitate the activities of the Membership Services Committee. Thus, we were able to obtain guidance from the past in planning for future programs and services and evaluating presently State Bar endorsed programs and services.

Committee Activities:

The Membership Services Committee has held regular meetings to evaluate and make recommendations regarding State Bar endorsed programs and services to meet the needs and interests of members.

During this reporting period, the Committee reviewed guidelines and procedures for member discount savings programs. The Committee also reviewed and offered input on the discount page that will be offered on the State Bar website. The Committee discussed what information we would like to learn from the membership survey and forwarded this information along so that survey questions would be prepared to gather information integral to the Committee's efforts to provide the best services and programs to our members. The Committee sought questions that will assess if members use or have used one of our programs; if a program has been used, whether the member was satisfied or dissatisfied; is the member aware of the variety of programs offered; would the member like to see more programs offered; and what programs or services would the member like to see offered. Further, the Committee reviewed and offered suggestions to the questions on the Michigan Law On-Line Survey.

A major program that the Committee discussed and evaluated during numerous meetings, including hearing a detailed presentation from the possible partner, was a self-insured Worker's Compensation Program. The Committee voted to move forward to enter into a contract to investigate this program.

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The Committee also evaluated and recommended endorsement of services through the following programs:

- ❖ Federal Express
- ❖ UPS

The Committee has requested additional information to further consider:

- ❖ 4U Benefits
- ❖ Comcast Association Program and other similar programs

The Committee has requested that partnerships be explored in the following areas:

- ❖ Conference calling services, including video, web, and event conferencing services
- ❖ Web design and hosting services
- ❖ Cellular phone services
- ❖ Online data backup and recovery services

The Committee voted to no longer partner with the following programs:

- ❖ DHL
- ❖ Shred-it
- ❖ Harleysville Auto Program

The Committee opted not to currently pursue the following programs:

- ❖ Collection services
- ❖ Fast Case legal research

Future Goals and Activities:

The Membership Services Committee is committed to increasing the awareness of State Bar of Michigan services and programs to members and continuing its efforts to enhance and expand the portfolio of State Bar endorsed programs and services. The Membership Services Committee is planning to identify and work with a diverse group of members to use as “focus groups,” along with the results gleaned from the survey, to continue to expand the services and programs offered to members. The Committee also will consider various methods to increase awareness of and market State Bar endorsed programs, including tailoring delivery mechanisms based on member preferences. The Committee will continue discussions and review of these issues as well as others and will offer recommendations consistent with these goals.