



TENNESSEE **LAWYERS ASSISTANCE** PROGRAM

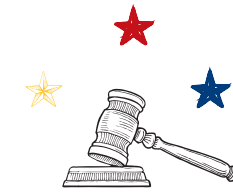
PROTECT. ASSIST. EDUCATE.

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TLAP ANNUAL REPORT

TENNESSEE LAWYERS ASSISTANCE PROGRAM

FREE. ANONYMOUS. CONFIDENTIAL.



Amazon's letter to shareholders in 2017 noted that one thing the company loves about its customers is that they are "divinely discontented" and that their expectations are never static. As I assume the role of Executive Director of the Tennessee Lawyer Assistance Program, I hope to instill a culture of divine discontent within TLAP staff and, hopefully, within the Commission. TLAP has done amazing things. Let us never be satisfied with those amazing things.

In 2018, The Tennessee Lawyers Assistance Program (TLAP) served over 250 members of the legal profession. Whether it is from untreated substance use, depression, anxiety, or the daily demands and stress of the practice of law, the large majority of the men and women we have helped have been in severe crisis. As our agency continues to help large numbers of law students and bar applicants, one third of our client population. The majority of TLAP referrals are attorneys.

In my interview with Chief Justice Bivins and Justice Clark, I provided them with an outline of my rough assessment of TLAP and my strategic outline for the program. My approach centers on five basic questions: 1) What are we doing well? 2) How can we do it better? 3) How can we improve on things we are not doing well? 4) What are we doing that we should stop doing? 5) What are we not doing that we should start doing?

With this in mind, in December we reviewed TLAP's use of technology with an eye toward updating and leveraging it for increased efficiency. As a result, we updated one software program that permitted another to be discontinued. This should result in budgetary savings with decreased data input time and create a more streamlined internal office process. This is one example of the process. More will be revealed.

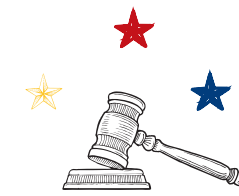
Even as we commit to this continual self-examination within TLAP it is vital that the critical functions of TLAP continue without interruption. In 2019, The Tennessee Lawyers Assistance Program served over 250 members of the legal community. Many, if not the majority, were in crisis. As Commission members, you should feel proud that each of these people received assistance as part of the Supreme Court's mandate that TLAP remain Free, Anonymous, and Confidential.

And, while that number of 250 may seem impressive, we cannot be satisfied. Thus, TLAP continues to increase its outreach in the law schools, Inns of Court, bar associations, conferences, workshops, CLE's, law firms, etc. Yet despite record numbers of presentations in 2019, members of the Tennessee legal community still ask, "What is TLAP, again?" We have to change that. We will. There also remains a lessening, but persistent, apprehension about TLAP within the legal community. We also have to change that. We will.

So, as we create this culture of divine discontent and practice continual self-examination, we will remain mindful of a 12 Step program's statement of responsibility. To paraphrase: Whenever any member of the legal community reaches out for help, we want the hand of TLAP to be there, and for that we are all responsible. As you read this report, I hope you consider TLAP's work well done, yet never complete.

Respectfully,

Randy Ratliff, Esq.
Executive Director



Statistical Data for 2019

The Tennessee Lawyers Assistance Program is a **free, confidential assistance program** providing consultation, referral, intervention, and crisis stabilization for law students, bar applicants, lawyers, and judges, who are experiencing substance use disorders, stress or emotional health issues.

TLAP's work **contributes to the protection of the public and improves the integrity and reputation of the legal profession**. Statistics support that assistance to an affected lawyer often prevents future ethical violations, thereby reducing the number of disciplinary actions. Since our inception, TLAP has provided educational services to over seventy percent (70%) of all licensed attorneys and judges and has made presentations to every student in the six Tennessee law schools. **Since 1999, TLAP has served over 3000 clients.**

In 2019, TLAP **opened 184 new client files and reopened 67 client files, for a total of 251 cases.**

PRESENTING ISSUE

In 2019, thirty-seven percent (37%) of intake calls pertained to issues of Substance Use Disorder and fifty-four percent (54%) pertained to behavioral health issues, such as depression and anxiety. The other nine percent (9%) of intake calls presented with issues such as marital conflict, financial distress, performance productivity, cognitive impairment, stress, eating disorder, domestic abuse, and compulsive behaviors. These statistics have remained steady for the last four years, and reflect TLAP's success as a full spectrum behavioral health service for Tennessee's legal profession.

REFERRAL SOURCE

In 2019, twenty-five percent (25%) of referrals to TLAP were from concerned third parties (such as friends, family, or firm members), forty-five percent (45%) were self-referrals, eighteen percent (18%) were from the Board of Law Examiners (BLE), nine percent (9%) were from the Board of Professional Responsibility (BPR), three percent (3%) were from law school deans, and TLAP received no referrals from BJC in 2019.

LAW STUDENTS, LAWYERS & JUDGES

Of 2019 TLAP referrals, sixty-one percent (61%) concerned lawyers, thirty-five percent (35%) concerned law students or bar applicants, two percent (2%) pertained to members of the judiciary, and two percent (2%) were categorized as "other".

Of all 251 referrals in 2019, twelve percent (12%) were due to character and fitness issues and three percent (3%) were for non-standard testing accommodations.

GEOGRAPHIC REGIONS

In 2019, forty-six percent (46%) of new referrals were from Middle Tennessee, twenty-seven percent (27%) from East Tennessee, nineteen percent (19%) from West Tennessee, five percent (5%) from out-of-state, and three percent (3%) unknown.

GENDER

In 2019, sixty-six percent (66%) of TLAP referrals were male, thirty-three percent (33%) were female and one percent (1%) unknown.

Travel & Presentation History

JANUARY 2019

- Nunnelly:* Meeting with Promises Behavioral Heath and Tour of The Ranch
- Nashville:* Presentation Training with Speech Coach Robert Keifer
Presentation on the Brain and Addiction to Blue Cross Blue Shield Consumer Advisory Council Administrative Office of the Courts' Homeland Security Training
Volunteer lunch meeting
Meeting with Board of Law Examiners Executive Director and Staff
Cumberland Heights Meeting
BPR Hearing
Belmont University Law School 3L presentation
- Los Angeles, CA:* North American Cannabis Summit

FEBRUARY 2019

- Sewanee:* 2019 TLAP Commission Retreat
- Murfreesboro:* Meeting, Tour, and Introduction to Experiential Therapy at Journey Pure
- Nashville:* Nashville School of Law 4L presentation
BPR Quarterly Meeting
Volunteer Meeting
Cumberland Heights Marketing Meeting
Christian Legal Services Presentation Rolling Hills Marketing Meeting
- Memphis:* Memphis School of Law Presentation
- Knoxville:* Lincoln Memorial University Duncan School of Law Presentation

MARCH 2019

- Nashville:* Meeting with Christa Anderson from Talbott Recovery Campus
National Council for Behavioral Health Middle Management Academy
National Council for Behavioral Health Annual Conference NATCON19
Presentation Training with Speech Coach Robert Keifer
Volunteer Meeting
Meeting with Fiscal Director of AOC Belmont filming for TN Law Course Marketing meeting with ILC

APRIL 2019

- Hendersonville:* Presentation on the Brain and Addiction to the Recovery Congregations of Middle Tennessee
- Nashville:* Middle TN Employee Assistance Professionals Association Planning Meeting
AOC Workplace Harassment Training
Volunteer meeting
- Burns:* CAMPTLAP

MAY 2019

- Knoxville:* Client meetings
TLAP Dinner meeting
TLAP Presentation for BPR Hearing
Panel Training TLAP Law Firm Consultation
TLAP meet and greet with Judge Kelly
Client meeting
- Nashville:* TLAP Presentation for BPR Hearing Panel Training
TLAP meeting w/ Vanderbilt School of Law (Dean Chris Meyers)
TLAP TBA Presentation
TLAP Presentation for Napier Looby Bar Association Marketing meeting w/ Cumberland Heights
AOC Fiscal Director Retirement Party
Meeting with new Fiscal Director at AOC
- Franklin:* Williamson County Bar Association QPR Presentation
- Chattanooga:* Client Meetings
- Memphis:* TLAP Client Meetings in Memphis
- Lawrenceburg:* TLAP CLE Presentation



JUNE 2019

- Nashville:* Site Visit to Rolling Hills
Marketing meeting w/ Cumberland Heights
Tennessee Bar Association Conference Exhibitor
Middle TN Employee Assistance Professionals Summer Training
National Association of Social Workers TN Chapter Board Meeting
TLAP Presentation for Law Students at TBA
Conference TLAP Commission Meeting
Volunteer Meeting
Quarterly Meeting with all Agency Directors
- Cool Springs:* Board of Law Examiners Bar Applicant Hearings
- Washington D.C.:* National Council for Behavioral Health Addiction Committee Meeting
- Franklin:* Foundations Innovations Conference

JULY 2019

- Manchester:* BPR Hearing
- Knoxville:* Client Meeting
Law Firm Consultation
- Nashville:* Marketing meeting with the Estate at Riverbend
Site Visit to Cumberland Heights
Presentation on the Brain and Mental Health at Samaritan
Recovery Centers
Tennessee Recovery Housing Transformation Team Meeting

AUGUST 2019

- Nashville:* Marketing meeting with Cumberland Heights
BPR Hearing
Meeting with TBA Young Lawyers Division
International Overdose Awareness Day Middle Tennessee Event
Healing Trust Self-Care Retreat for Mental Health Professionals
- Cool Springs:* TLAP Presentation at Farm Bureau
- Memphis:* Memphis School of Law Student Activities Fair

SEPTEMBER 2019

- Memphis:* Presentation to University of Memphis Cecil B. Humphrey's School of Law 1L Students
- Murfreesboro:* Presentation to Middle TN Lawyers' Association for Women (MTLAW) on Wellness and Recovery
- Clarksville:* TLAP Presentation for Montgomery County Bar Association
- Nashville:* BPR Hearing
Meeting with Tennessee Bar Association Wellness Committee
Presentation to 4L Students at Nashville School of Law
Meeting with Vanderbilt Psychiatric Hospital /Tour of new Psychosis and Psychiatric Admissions Units
TLAP Presentation at Lewis Thomason Wellness CLE
Marketing Meeting with Rolling Hills
- Knoxville:* TLAP Presentation for Knoxville Bar Association
Wellness Conference
- Nashville:* Presentation at UT College of Social Work
- Austin, TX:* American Bar Association COLAP Conference



2019

OCTOBER 2019

- Chattanooga:* Public Defenders Conference Presentation
- Nashville:* Meeting with Integrated Addiction Care Chief of Business Operations Sheila Morton
TLAP Presentation for BPR Ethics Seminar
Meeting with Healing Trust coordinator Catherine Smith
Meeting with William Bell from Promises Behavioral Health
Meeting with Tennessee Conference on Social Welfare Executive Director Paula Foster
- Memphis:* TLAP Presentation at John Dice Wellness Seminar CLE
- Knoxville:* Presentation to Lincoln Memorial University Duncan School of Law 1L Students
Meeting with Lincoln Memorial University Duncan School of Law
TLAP Client Meetings in Knoxville
- Sevierville:* TLAP Presentation at Sevier County Bar Association

NOVEMBER 2019

- Brentwood:* Meeting with Recovery Unplugged Clinical and Admissions Teams and Tour of New Facility
- Nashville:* Planning Meeting with Executive Directors of the Board of Law Examiners and the Board of Professional Responsibility
Meeting with Psychologist David Sacks, Ph.D.
Meeting with Palmetto Treatment Center
Presentation at Mental Health America's Mental Health Law Summit on Wellness and Recovery
Presentation to the annual Tennessee Law School Dean's Summit
Meeting with Admissions Director and Market Coordinator of Recovery Unplugged
Meetings with law firm representatives about new TLAP Ambassador Program
Continuing Legal Education office Fall Festival with all Agencies

DECEMBER 2019

- Cool Springs:* Board of Law Examiners Bar Applicant Hearings
- Brentwood:* Middle TN Employee Assistance Professionals Annual Holiday Breakfast
- Nashville:* Marketing Meeting with Cumberland Heights Network for Social Work Managers Training
Meeting with Journey Pure Professionals Program Liaison Cynthia Henderson
Meeting with Cornerstone of Recovery Clinician Janet Hicks TLAP Holiday Open House
Nashville Bar Foundation Young Lawyers Presentation
Department of Insurance and Commerce CLE
Presentation Attorney General's office CLE
Presentation
Meeting with Fiscal Director of AOC
AOC Holiday Luncheon
- Memphis:* TLAP Holiday Open House
Shelby County Public Defenders Presentation
- Kingsport:* TLAP Holiday Dinner
- Knoxville:* TLAP Holiday Open House



2019 TLAP Commission

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TLAP Personnel



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Randy Ratliff, Esq., Executive Director *Email:* Randy.Ratliff@tncourts.gov

Licensed in Kentucky and Tennessee, Randy Ratliff began practicing law in 2000. Until his appointment as the Executive Director of the Tennessee Lawyers Assistance Program, he was in private practice focusing on estate planning, probate, trust administration and elder law. Prior to founding his own law firm in 2011, Randy served as the Executive Director of the Kentucky Lawyer Assistance Program for the Kentucky Bar Association. Randy has extensive experience in general civil litigation. Randy received his law degree (J.D.) from the University of Kentucky in 2000, and his M.A. in International Political Economy from the Patterson School of Diplomacy and International Commerce in 1998. He is a 1994 graduate of Kentucky Wesleyan College in Owensboro, Kentucky.

Emily Lacey, CRS, Program Manager *Email:* emily.lacey@tncourts.gov

Emily has been with TLAP since 2005 and became full-time in 2006. She is responsible for conference planning, volunteer coordination, expenses and reimbursements, random urine drug screening, and compliance management of TLAP Monitoring Agreements. She also manages repayments for the Cain Fund and is on call after hours to answer TLAP crisis calls. Emily was promoted to Program Manager in 2016. She is currently enrolled at MTSU studying psychology. She is a certified mental health first aid provider and recently became a Certified Recovery Specialist through the International Recovery Institute.

Kim Williams, CRS, Head of Office Operations *Email:* kim.williams@tncourts.gov

Kim Williams is a Nashville native and studied education and mass communications at Austin Peay State University. She was hired part-time for TLAP in April 2015 and proved she is a great communicator and self-motivated team player, which led her to a full-time position in July 2016. Since then, Kim has provided many strengths to TLAP and has taken on many responsibilities. She is an experienced professional responsible for cultivating strategic outreach activities. She is a certified mental health first aid provider, a QPR suicide prevention gatekeeper, and a Certified Recovery Specialist. Kim is on call after hours to answer TLAP crisis calls. She interfaces regularly with the clients and the leadership of the Commissioners of TLAP.

Lindsey O'Connell, LMSW, Mental Health Clinician *Email:* lindsey.oconnell@tncourts.gov

Lindsey O'Connell joined the Tennessee Lawyers Assistance Program in November 2018. Lindsey is a Licensed Masters Social Worker with a Masters in Clinical Social Work from the University of Tennessee. Prior to joining TLAP, Lindsey served as a clinician in settings such as a residential addiction treatment center, a community mental health center, and a psychiatric hospital, providing her with robust experience in the entire continuum of care for mental health. Lindsey's clinical specialties include somatic and attachment focused EMDR, trauma and addiction treatment, and mindfulness based therapies. Lindsey is also a certified Veterinary Social Worker, focusing on animal assisted therapy and utilizing the human-animal bond to promote healing.

Vanessa Reinarz LPC-MHSP, MMFT, ACT II, Mental Health Clinician *Email:* vaness.reinarz@tncourts.gov

Vanessa Reinarz is a Licensed Professional Counselor (LPC) and Mental Health Service Provider (MHSP) in the state of Tennessee. She joined the Tennessee Lawyers Assistance Program in May 2019 as a full-time Clinical Case Manager. Vanessa holds a Master's in Marriage and Family Therapy and has been certified as an ACT II in clinical adventure therapy. For the past 10 years, she has had the joy of serving clients in various roles as a mental health and marriage and family counselor. Vanessa started her clinical internship at Virginia Baptist Hospital working with all ages in the acute psychiatric hospital. Vanessa worked at Mental Health Cooperative as an office-based therapist for two years before she began working with residential treatment facilities. She has worked with diverse populations in both the public and private sectors and most recently worked with professionals in residential treatment. Vanessa is skilled in providing acute crisis intervention and stabilization. She enjoys working collaboratively with clients to help equip and support healthy change throughout the continuum of care.

2019 Highlights

NEW STAFF

TLAP is excited to welcome two new members to the TLAP Team. In May 2019, Vanessa Reinarz joined the agency. In December 2019, Randy Ratliff, Esq. was appointed Executive Director. Ms. Reinarz is an experienced mental health provider. Mr. Ratliff is an attorney licensed in Kentucky and Tennessee and served as Executive Director of the Kentucky Lawyer Assistance Program from 2008 to 2011. In addition to new staff TLAP was able to add Lindsey O'Connell as a full time clinician.



CONTINUING TO THRIVE

TLAP staff continued to provide excellent client care to a growing number of referrals (self, third-party, and disciplinary). During the 5 month period prior to the appointment of an Executive Director, TLAP staff successfully maintained all agency functions and streamlined operations and client care.

TRAININGS

In 2019, the TLAP staff participated in valuable training which included workplace policy training, and a three part training with The United States Department of Homeland Security regarding threat assessment and active shooter response preparation.



COLAP

TLAP had the opportunity to send 2 staff members and 3 Commission members to the American Bar Association Commission on Lawyer Assistance Programs annual conference in Austin, TX. TLAP representatives gained valuable resources on topics including judicial wellness, organizational trauma, law student mental health, and best practices for monitoring attorneys.



DEANS' SUMMIT

Every year, the BLE hosts the Deans' Summit. This gathering allows the Court, the BLE, and the deans of all of Tennessee's six law schools the opportunity to collaborate, share program information, and create policies—which in turn support the educative process for each student in the state of Tennessee as he or she prepares to enter the practice of law. This year, TLAP was given the opportunity to present facts and data about law student mental health. TLAP led a discussion on new opportunities to support law student well-being.

PRESENTATIONS

TLAP regularly presents to the various stakeholders in the profession. In 2019, TLAP continued its pattern of providing informative and meaningful presentations to law schools, bar associations, statewide conferences, law firms, and CLE's. Through the support of the TLAP Commission and Volunteers, TLAP was able to conduct thirty-five (35) TLAP Presentations in 2019.



WILLIAM B. CAIN REVOLVING LOAN FUND IS NOW THE TLAP FOUNDATION

The purpose of the Cain Fund was to provide financial assistance to Tennessee lawyers and judges facing addiction, depression, or other mental health illnesses who lack the resources to pay for appropriate help. The Cain fund was replaced by The Tennessee Lawyer Assistance Foundation in 2019. Mr. Andrew Branham serves as the Chair of the TLAP Foundation. TLAP looks forward to working with Mr. Branham and the TLAP Foundation to provide assistance to those members of the legal community in need of financial assistance and to expand the reach of TLAP throughout Tennessee.

FINANCES

TLAP continues to operate within its financial means. 2019 marked the fifth year in which TLAP has been able to realize efficiencies in its spending while maintaining the high quality of care offered to its clients.

MISCELLANEOUS

- Lincoln Memorial University's Duncan School of Law supporting a student's need to attend inpatient treatment and paying for 60 days of residential stay.
- Emily Lacey and Kim Williams completed coursework towards their respective degrees.
- Signing a new lease for 5 years of secured office space.
- Outreach to TBA Young Lawyers Division for collaboration on presentations and wellness initiatives.

Events

EVENTS

In 2019, TLAP hosted several special events which were enjoyed by hundreds of TLAP Clients, Volunteers, and Commissioners. In addition to the Annual TLAP holiday gatherings held in Memphis, Nashville, Knoxville, and Kingsport, TLAP hosted the 14th Annual Camp TLAP at Montgomery Bell State Park in April of last year.

14th Annual Camp TLAP Agenda April 5-7, 2019

FRIDAY, April 5th

- 4:00 Registration table opens
- 6:45 Welcome
- 7:00-8:00 Practicing the Principles-Tyler Hayes Rueff, Onsite
- 8:15-9:15 Candlelight meeting in the pavilion



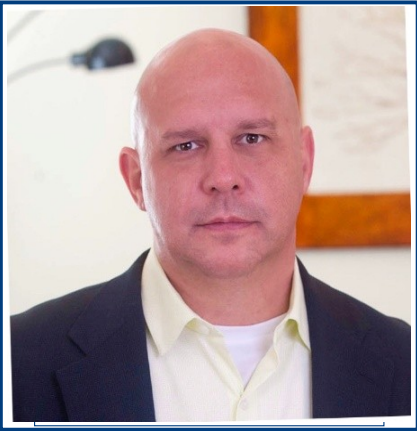
SATURDAY, April 6th

- 6:30-7:30 Daily Ponderables – A1&2
Breakfast (on your own)
- 8:30-9:30 History of TLAP-Retired Chief Justice Janice Holder &Stephenson Todd, Esq.
- 9:30-9:45 Break
- 9:45-10:45 Mindfulness for Lawyers-Retired Judge Steve Hornsby
- 10:45-11:00 Break
- 11:00-12:00 QPR: How to Save a Life-Nancy Corley, Esq. & Mark Westlake, Esq
- 1:45-4:45 a. The Truth, The Whole Truth, and Nothing But The Truth-Will Radford, LCSW
- 1:45-4:45 b. New and Challenging Methods for Personal and Professional Growth-Vanessa Reinarz, LPC/MHSP & Hugh Barker-Smith, LADAC
- 6:30-7:00 Camp TLAP Traditional Barbecue
- 7:00-7:30 Awards and Sponsor Recognition
- 7:30-8:30 **Speaker:** Buddy Stockwell, Executive Director, JLAP

SUNDAY, April 7th

- 7:00 Breakfast (on your own)
- 8:00-9:00 Open 12-Step Meeting – A1&2
- 9:00-10:30 God as I Understand Him- Rev. John Rice

The 2019 Stephenson Todd Volunteer of the Year
BYRON SIMPSON, ESQ.



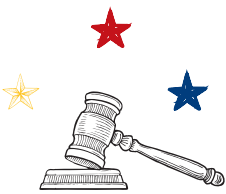
In Memoriam Byron Ray Simpson

Byron Ray Simpson, died on Friday, November 15, 2019 at the very young age of 53. He was born April, 24, 1966 in Baton Rouge, LA where he graduated from Baton Rouge Magnet High School in 1984. Byron studied music composition at the University of Southern California and earned a BA with the class of 1996. He graduated with a Juris Doctor degree from Pepperdine University Law School in 1999.

Byron served as an attorney in both Williamson and Davidson Counties in years past. Others familiar with Byron in recent years, though, know him best as the concerned, direct, and compassionate voice that guided hundreds - and likely thousands - of people suffering from addiction out of a maze of confusion and into healing. The consummate professional, he valued and practiced integrity and respect. He was an avid volunteer for the Tennessee Lawyers Assistance Program for a number of years. He is spoken of highly by colleagues as much as by those whose lives he helped save.

Byron also continued to create throughout his life. He enjoyed his seasons as a member of the Nashville In Harmony city chorus. He was in rehearsal for an upcoming play and in the midst of recording an album at the time of his unexpected death. he made time to write and to meditate, besides being extremely well-read. He was always well-aware of culture and current events. His overriding passions were his relationships to family and friends.

Goals for 2020



VOLUNTEER RE-VITALIZATION

TLAP’s first goal for 2020 is to re-engage with current volunteers and to bring more into the fold. Volunteers serve as a force multiplier for TLAP’s efforts. However, because volunteers can be geographically dispersed or feel isolated for other reasons, it’s important to maintain meaningful connection within our volunteer community.

TLAP will conduct a series of volunteer training events and informal meetings around the state beyond our active Lawyers In Recovery groups. TLAP will also encourage current volunteers to invite others whom they believe could participate in a meaningful way in our volunteer mission. By re-engaging and revitalizing our volunteer force, TLAP greatly improves our eyes and ears on the ground to ensure that when any member of the profession faces a crisis TLAP will be readily available for assistance.

INCREASING TLAP’S REACH

TLAP’s reach remains somewhat concentrated in the population centers of the state. That is both understandable and efficient since that is where most lawyers live and practice. However, in the rural areas and small towns, we know that the opioid crisis and the renewed specter of stimulant abuse impacts lawyers in areas where there are few mental health and substance abuse resources. Increasing TLAP presence in these communities is vital.



FISCAL RESPONSIBILITY

TLAP’s Executive Director has implemented an extensive review of TLAP’s annual budget to determine whether and how to reallocate resources to achieve maximum efficiency. Toward that end, TLAP staff will employ disciplined, data-driven approaches and methodologies to identify efficiencies. The Executive Director has also assessed TLAP’s current use of technology to determine where efficiencies can be achieved. In addition, all discretionary spending will be assessed. It is anticipated that in 2020, TLAP will finish the year in a fiscally conservative manner by keeping in mind that the funds expended are a public trust.

TLAP AMBASSADOR PROGRAM

In 2020, TLAP will roll out an Ambassador Initiative to increase the number of voluntary referrals. The focus of the Ambassador Initiative will be conducted on two fronts: Big Law and Law Schools. The Initiative will identify lawyers or staff in the big firms and faculty at the law schools to be trained as on-the-ground liaisons between TLAP and the legal communities. The training, which we are currently developing, will include the mechanics of how TLAP monitoring works, identification of individuals in mental health and substance abuse crisis, intervention, referral, QPR training, and familiarization with local community mental health and substance abuse resources. The Ambassadors will also serve as institutional advocates for TLAP.

INVEST IN TLAP STAFF

In 2020, TLAP’s staff will cross train with one another in order to better understand each team member’s duties and responsibilities. This training will allow the TLAP staff to more effectively perform the functions of the agency when a staff member is absent. Staff will be encouraged to further their education and skill sets. TLAP will continue to instill the importance of work/life balance and self-care for its employees.

PARTNER WITH “STAKEHOLDERS” IN THE LEGAL PROFESSION

In order to remain current and effective in our work, TLAP must strengthen our ties with each of the legal profession’s “Stakeholders.” In 2020, TLAP will take the following course of action:

- Work closely with the BLE, BPR, and BJC.
- Serve the law students in our six Tennessee schools.
- Educate law school faculty and administration.
- Provide education, crisis stabilization, and referrals for our lawyers.
- Strengthen relationships with Bar Associations.
- Educate and assist firms across Tennessee.
- Increase awareness of direct services to our judges.
- Provide continuing education and support to our volunteers.

Working with our “Stakeholders,” TLAP will educate the profession, serve the needs of our legal community, and protect the public.



Conclusion

The commitment of the Tennessee Supreme Court, the Commission, volunteers, and TLAP's staff enabled TLAP to withstand significant stress and challenges in 2019. TLAP remains a fundamentally strong and vibrant program. It is my firm belief that TLAP will, in 2020, become a more efficient and effective assistance program.

Respectfully submitted:

Randy Ratliff
Emily Lacey
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