



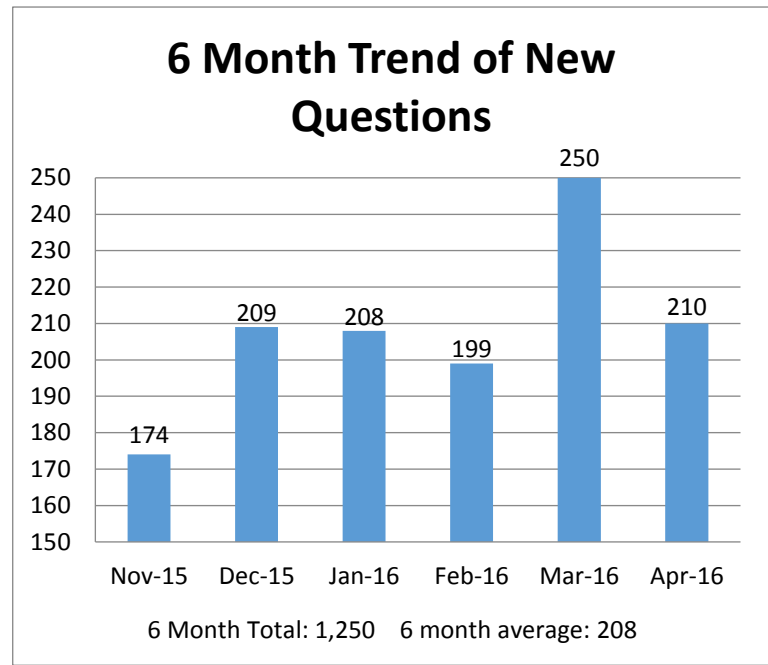
# Online Tennessee Justice Service Report

As of 04/30/2016

ATTORNEYS	This Month	Last Month
<b>Total Volunteer Attorneys</b>	<b>516</b>	<b>505*</b>
<b>Have Answered Questions</b>	<b>322</b>	<b>310</b>
50+ questions answered	32	32
10+ questions answered	67	63
< 9 questions answered	223	215

CLIENTS	This Month	Last Month
<b>Total Client Accounts</b>	<b>12,134</b>	<b>12,011</b>
1 Question Asked	9,334	9,229
2+ Questions Asked	849	846
<b>Ineligible Applicants</b>	<b>5,272</b>	<b>5,167</b>
Ineligible by income/assets	3,763	3,688

QUESTIONS BY TOP 14 CATEGORIES	Total Asked	% of Total
<b>Questions Asked Per Category</b>	<b>11,336</b>	<b>100%</b>
Family or Divorce	5,312	47%
Housing or Property	1,774	16%
Debt and Purchases	1,495	13%
Work	616	5%
Inheriting Property	258	2%
Health Care	180	2%
Benefits	169	1%
General Civil Procedure	145	1%
Natural Disaster	125	1%
Personal Injury	109	1%
Expungement	91	1%
School or Juvenile	81	1%
Seniors	50	<1%
Immigration or Citizenship	34	<1%



Percent of Use by Area	% of Total
<b>Top 10 Counties</b>	<b>57%</b>
Davidson	16%
Shelby	10%
Montgomery	7%
Rutherford	6%
Knox	6%
Hamilton	4%
Anderson	3%
Sumner	2%
Sullivan	2%
Blount	2%
<b>All Other Counties</b>	<b>43%</b>

#### Online TN Justice Updates

- On April 14, 2016, Online TN Justice celebrated its 5 year anniversary. One volunteer celebrated by donating \$500 to national version of the site, \$100 for every year of service!
- 100% of the 11 new volunteers who joined in April answered a question in their first month of volunteering.

#### Online Justice Model Adoption

- About 40 states have confirmed they will be joining the national site when it launches in 2016.
- Buck Lewis and Samantha Sanchez will demonstrate the client and attorney roles of the new ABA Legal Answers site at the Equal Justice Conference in Chicago in May.

#### Notes:

\*Total attorney count fluctuates as attorneys licensure status changes. \*\*The "Other" category is comprised of questions that do not fit into another category or questions that were answered by an attorney before the administrator could assign the question to the appropriate category. Criminal questions asked are not included in the category count, as they are not answered via Online TN Justice.