

# FOREWORD

*“We must open our minds to innovative approaches and to leveraging technology in order to identify new models to deliver legal services. Those who seek legal assistance expect us to deliver legal services differently. It is our duty to serve the public, and it is our duty to deliver justice, not just to some, but to all.”*

**William C. Hubbard**  
ABA PRESIDENT 2014-15

The American public deserves accessible and affordable legal services, and the legal profession has a special obligation to advance this goal. From 2014 to 2016, the American Bar Association Commission (Commission) on the Future of Legal Services examined various reasons why meaningful access to legal services remains out of reach for too many Americans. The Commission also studied traditional and evolving delivery models for legal services, scrutinized the strengths and weaknesses of the profession and justice system that impact the delivery of legal services, and developed recommendations for ensuring that the next generation of legal services more effectively meets the public’s needs.

The core values of the legal profession guided the Commission as it went about its work. Those values focus, first and foremost, on serving the interests of the public and ensuring justice for all. For this reason, the Commission’s efforts have centered on how consumers perceive the delivery

of legal services and how the public can be better served. The Commission’s recommendations reflect this mindset and identify changes that benefit the public, even if those changes cause disruption or discomfort to the profession.

This Report on the Future of Legal Services in the United States documents the Commission’s findings and recommendations. The Commission believes that the recommendations, if implemented, can greatly improve how legal services are delivered and accessed, thus advancing the cause of justice and the rule of law. Through bold action and innovation, universal access to meaningful assistance for essential legal needs is within our collective reach.

Judy Perry Martinez, Chair  
ABA COMMISSION ON THE FUTURE OF LEGAL SERVICES

Andrew Perlman, Vice Chair  
ABA COMMISSION ON THE FUTURE OF LEGAL SERVICES