



THE STATE BAR OF CALIFORNIA

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TO: Members, Committee on Regulation, Admissions and Discipline Oversight

FROM: Jayne Kim, Chief Trial Counsel, Office of the Chief Trial Counsel

DATE: July 2, 2013

RE: OCTC Status Report to RAD

Mid-year, the Office of the Chief Trial Counsel (“OCTC”) continues to prepare for several key initiatives, including implementation of a new case management system (“CMS”), other information technology (I.T.) initiatives, the Los Angeles building move, and further re-engineering efforts within OCTC. We expect the rest of the year to be challenging as these key projects converge during the last half of the year.

In consultation with RAD Chair Karen Goodman and Vice Chair Dennis Mangers, the full Board will receive a detailed status report regarding the I.T. initiatives, including the anticipated impact on productivity within the discipline system and how the State Bar is addressing productivity concerns. Budget Director John Chiappetta, Senior Director of State Bar Court Colin Wong, Senior Director of Information Technology Resty Buenavides and I will give a joint presentation at the July meeting.

2013 Key Initiatives

Technology Initiatives

OCTC continues CMS configuration work but remains on schedule with a November “go-live” date. The CMS steering committee and project team continue to meet weekly and discuss issues, progress and scheduled events. In addition, there are approximately 40 OCTC staff members – representing all aspects of our work flow and who are working with our CMS vendor, Sustain Technologies.

Prior to the implementation of OCTC’s new case management system, the State Bar will complete a “PC Refresh”, which includes new desktop computers, new software and training. Originally, the PC Refresh was scheduled to commence in May with completion in July. The project will now commence in early July with a target completion date by the end of July. Necessary training and support is scheduled.

Shortly thereafter, Human Resources will conduct a Technology Proficiency Assessment and Training for staff development purposes. The assessment and training will begin in OCTC and is distinct from the PC Refresh training. OCTC continues to work with I.T. and Human Resources to ensure that staff is prepared for the PC upgrade and the case management system implementation.

Los Angeles Building Move

The State Bar’s Los Angeles offices will move from Hill Street to Figueroa Street. The move is scheduled to begin during the latter part of the year – most likely in December. OCTC represents the largest department of the State Bar and is preparing to move its Los Angeles office, which consists of approximately 190 staff positions.

Re-Engineering & Development

As part of the CMS configuration work, OCTC has been re-examining many of its internal documents (eg. templates and macros) and work processes to identify deficiencies or redundancies and to better prepare for implementation of the new CMS and a Bar-wide document management system.

Pursuant to Board action at the May meeting, OCTC has been working to revise the format of its Notice of Disciplinary Charges (“NDC”) and will begin moving towards short-form NDCs later this year.

Since January 2012, OCTC has focused significant efforts towards staff training and development. As an example, last year OCTC revised its new hire training program and conducted a training assessment of its investigation staff. Moreover, since January 2012, OCTC has held more than 30 attorney training sessions on substantive topics with more sessions scheduled through the remainder of the year.

Backlog Inventories

As referenced above, the second half of the year is the most vital for OCTC given that backlog inventories are based upon year-end numbers. At the July RAD meeting, I will report OCTC’s known universe of “potential” backlog (i.e. those cases in the system which could be more than 6 months old as of December 31, 2013). In the meantime, tentative month-end inventory numbers are as follows:

Backlog Inventories as of June 30th:

- **Investigations Backlog of Complaints = 46** (holding steady from 46 last month).
- **Notice Open Backlog of Complaints = 351** (holding steady from 351 last month)
- **Potential Investigations Backlog = 1,100**
- Inquiry Inventory = 940 inquiries involving 1,063 respondents

Walker Petitions

In June 2013, there were five Walker petitions filed bringing the total to 53 Walker petitions filed during the first half of the year. During this same time period last year (January – June), there were a total of 59 Walker petitions filed.

As a reminder, in 2012, there were 103 petitions filed, compared to 193 petitions filed in 2011 and 435 petitions filed in 2010.

Trial Activity

Formal Filings: We had another active month of filings – formal charges were filed involving 77 complaints (involving 32 respondents).

Trials Commenced: According to OCTC’s data, we commenced 15 trials in June, bringing the year-to-date total of 176 trials commenced in the first half of the year.

Hearing Department Decisions: According to OCTC’s data, the State Bar Court issued 15 decisions in June, all of which resulted in a discipline recommendation.