

Workforce Planning Implementation - Client Security Fund

	Recommendation	Implementation Plan	Timeline
1	RECOMMENDATION: Use one vacant CSF FTE or a portion of to support the creation of an administrative support position for the State Bar Court Presiding Judge. In addition to supporting the Presiding Judge, this position will be responsible for notifying CSF of final discipline.	<ul style="list-style-type: none"> State Bar Court drafting position specifications. Leah Wilson and Colin Wong meeting 7/19/2016 with Supreme Court to review NCSC recommendations vis-à-vis rule changes/issues raised that require Supreme Court input Automate this functionality with new CMS 	Post position by 8/31/2016 Position filled by 10/31/2016
2	RECOMMENDATION: A protocol for ongoing email interaction from CSF to and from applicants should be established. This could be managed to ensure that each applicant had an established email account and CSF approved access with CSF staff for email use, and a secured method of contact. Email should be used to begin providing proactive applicant notification of the status of discipline cases and applications throughout the life of the case, to ensure that applicants are kept informed, improve customer service, and reduce applicant status check calls.	<ul style="list-style-type: none"> CSF has begun implementation of email communication with applicants Schedule for proactive status updates to be developed 	9/30/2016
3	RECOMMENDATION: The current "pending drawer" manual process of holding cases awaiting discipline outcomes should become an electronic file and listing. Prior to that happening, all open CSF cases should be maintained or stored in a single location, whether awaiting discipline, currently in the investigation stage or awaiting CSFC review and approval. Making this change will reduce time maintaining and locating paper files.	<ul style="list-style-type: none"> Electronic document storage to be implemented with new CMS Current paper files will be moved to a central location until electronic document storage is available 	9/30/2016
4	RECOMMENDATION: The current manually-maintained spreadsheet of pending and awaiting cases should be migrated to an automated database with links to data from OCTC.	COGNOS is used to automatically update spreadsheet from AS400 data into a more readable/user friendly format	Currently Implemented
5	RECOMMENDATION: CSF staff should be given access to the OCTC CMS and files for investigation and documentation purposes.	To be developed and implemented by COO with CTC & IT Director	12/31/2016
6	RECOMMENDATION: Evaluate the current vacancy in the Records Coordinator position to determine if the tasks can be absorbed by the Administrative Assistant and the Administrative Secretary. Review of this position should be coupled with targeted task simplification, cross training, and redundancy elimination.	Tied to Classification and Compensation study/recommendations	10/31/2016
7	RECOMMENDATION: Create and publish more detailed reports on pending cases, including: <ul style="list-style-type: none"> The number of CSF applications pending awaiting disciplinary action by OCTC and/or by the SBC; The length of time a case is in the system. Goals/objectives for each stage of the process should be established and compliance with those goals measured, including: <ul style="list-style-type: none"> Time from filing of the application to completion of initial screening; Time from initial screening to a determination by CSF whether to send a closing letter and the number and percentage of applications closed by a closing letter; Time from filing an application to Notice of Intent to Pay Letter sent to respondent and the number of Intent to Pay Letters sent; Time from filing an application to tentative case decision made by the CSF Commission; and Total time from the filing of an application to closure by the CSF Commission. 	<ul style="list-style-type: none"> Detail/contents, frequency and audience to be determined by Board of Trustees WG Will require addition of data tracking fields into AS400 	Define report data elements by 8/31/2016 Required fields added to AS400 by 10/31/2016 Data entered for pending cases and reports created by 12/31/2016
8	RECOMMENDATION: Assess the benefit and timing of proposing an increase in the CSF fee that is assessed as part of annual member fees. Small incremental increases (e.g., increasing from the current \$40 to \$42) could assist. Interviews indicated that the Bar has already begun consideration of using funding reserves from another area (LAP) to underwrite CSF payment needs.	2016 fee bill (AB2878) mandates a thorough analysis of the CSF and report to the Legislature by 3/15/2017.	Pre-empted by Legislature.

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9	RECOMMENDATION: Establish a process whereby data is exported from the AS400 for CSFC meeting preparation and document information. This will eliminate manual steps in the transmission of files and documents.	Partially implemented; CSF working with IT to fully implement	Scanning of documents has been implemented Secure site to be established by ____ Protocols for document security and access to be developed by ____ Full implementation by ____
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