

## Workforce Planning Implementation - Member Records and Compliance

	Recommendation	Implementation Plan	Timeline
1	RECOMMENDATION: Require approved providers of Continuing Legal Education to electronically certify satisfactory completion of a course or educational program. This change will dramatically decrease the time needed to record and audit MCLE compliance.	<ul style="list-style-type: none"> <li>· Analysis of potential rule changes to be conducted by OGC.</li> <li>· MRC and Admissions staff to develop business rules and work with IT to develop system requirements for system that would allow MCLE providers to report electronically to MRC. Self-reporting would be incorporated into any system to be developed.</li> <li>· Software solution to be developed either internally or by an outside vendor. If outside vendor, RFP to be developed and issued, vendor selected.</li> <li>· Phase-in with MCLE providers and members.</li> </ul>	<p>Develop and post RFP by ____</p> <p>Vendor selected by 12/31/16</p> <p>Full implementation by ____</p>
2	RECOMMENDATION: MRC should send files to the Intake Unit electronically. This change will reduce time used to refer matters for further investigation.	<ul style="list-style-type: none"> <li>· MRC has implemented scanning of files and sending them electronically to OCTC.</li> <li>· Incorporate system for automatic reporting to Intake into electronic MCLE reporting.</li> </ul>	7/31/2016
3	RECOMMENDATION: Provide MRC with authority and direction to access AS 400 data in the Office of the Chief Trial Counsel and other departments, and provide training to MRC staff on how to read and interpret the data on the AS400. This change, in addition to vesting responsibility for tracking reinstatement eligibility with a new SBC administrative position, will reduce the time that MRC staff spends contacting other departments and units to obtain information on the status of disciplinary complaints so that MRC can issue timely Certificates of Standing and reinstatements.	<ul style="list-style-type: none"> <li>· MRC staff to be trained re how to interpret complaint information for inclusion on Certificates of Standing with Complaint Check</li> </ul>	10/31/2016
4	RECOMMENDATION: Once system access is provided to MRC staff, the practice of sending packets to OCTC's Intake Unit for investigation and preparation of verified Certificates of Standing should cease; MRC staff should assume this responsibility.	<ul style="list-style-type: none"> <li>· OGC to work with OCTC to promulgate a rule regarding the types of complaints to be included in verified Certificates of Standing; proposed rule will be presented to RAD at October 2016 meeting; expected implementation after public comment period.</li> </ul>	1/31/2017
5	RECOMMENDATION: Implement a policy or, if necessary, promulgate a rule, clarifying that attorneys should be notified of closed complaints and outlining when such complaints may be purged from the OCTC file.	<ul style="list-style-type: none"> <li>· OGC to work with OCTC to promulgate a rule regarding notifying members of complaints, as well as expungement of complaints; proposed rule will be presented to RAD at October 2016 meeting; expected implementation after public comment period.</li> </ul>	1/31/2017
6	RECOMMENDATION: Implement a policy or, if necessary, promulgate a rule regarding who has authority to reinstate an attorney's license. This change will reduce delays in attorney reinstatement.	<ul style="list-style-type: none"> <li>· Work with OCTC, SBC to confirm clear lines of authority between discipline-related and administrative-related reinstatement categories.</li> </ul>	10/31/2016
7	<p>RECOMMENDATION: Upon implementation of a new case management system, require OCTC, the SBC, OP and CSF to electronically notify MRC of every action that impacts the attorney's disciplinary status, including when a complaint is forwarded to the Enforcement Unit, and when it is filed in the SBC. The notification should automatically be sent when an entry is made in the department and it should automatically populate the attorney's electronic MRC file, which should capture:</p> <ul style="list-style-type: none"> <li>• All continuing education courses completed</li> <li>• All complaints filed with OCTC and the status of that complaint</li> <li>• All cases filed with the SBC and the status of the case</li> <li>• All probation conditions and their status</li> <li>• All CSF applications filed and their status</li> </ul>	<p>Work with IT to ensure that new CMS will interface with AS400 and future databases to be used by MRC, to provide automatic notification to MRC regarding attorney discipline status.</p>	Dependent on new CMS

# Workforce Planning Implementation - Member Records and Compliance

	Recommendation	Implementation Plan	Timeline
8	RECOMMENDATION: All persons within the Bar who need access to the attorney file in order to fulfill their job responsibilities should have access to the attorney's MRC file. The public should not have access to any information in the MRC file that it does not currently have.	<ul style="list-style-type: none"> <li>Business rules to be developed for what types of access to be provided.</li> <li>Changes to AS400 to be implemented by IT</li> </ul>	<p>Business rules re AS400 access to be developed by 8/31/2016</p> <p>Increased access to be provided by 11/30/16</p>

DRAFT