



The State Bar *of California*

OPEN SESSION AGENDA ITEM JULY 2019 REGULATION AND DISCIPLINE COMMITTEE III.C

DATE: July 11, 2019

TO: Members, Regulation and Discipline Committee

FROM: Leah T. Wilson, Executive Director

SUBJECT: Review of Metrics for Offices Within Regulation and Discipline Committee Purview

The 2019 May Metrics Report has been submitted to the Board of Trustees as an attachment to the Executive Director's July 11 report. This agenda item addresses those metrics under the purview of the Regulation and Discipline (RAD) Committee where identified performance targets were not met.

RAD METRICS PERFORMANCE

- Metric OCTC3, Maintain annual caseload clearance rate of 1.0 or higher¹
 - Target, 1.0 or higher; May Performance, .89

The February go-live of the Odyssey Case Management System had a significant impact on OCTC operations and has slowed down case processing. Efficiency will improve as users get more familiar with the system and initial implementation challenges are resolved. There has also been an increase in the number of complaints received since the advent of online filing in October of last year.

As noted in the Executive Director's report, one of the metrics for the Office of the Chief Trial Counsel and all of the metrics for State Bar Court were excluded from the 2019 May Report due to challenges with Odyssey Case Management System report functionality. It is expected that all metrics will be included in the second quarter report that will be presented to the Board in September.

¹ May figures are based on a 12 month rolling average using month end snapshots from June 2018 to May 2019.