



The State Bar *of California*

OPEN SESSION AGENDA ITEM SEPTEMBER 2019 PROGRAMS COMMITTEE III.C

DATE: September 19, 2019

TO: Members, Programs Committee

FROM: Leah T. Wilson, Executive Director

SUBJECT: Review of Metrics for Offices Within Programs Committee Purview

The 2019 June and July Metrics Report has been submitted to the Board of Trustees as an attachment to the Executive Director's September 19 report. This agenda item addresses those metrics under the purview of the Programs Committee where identified performance targets were not met.

PROGRAMS COMMITTEE METRICS PERFORMANCE

- Metric A2, Advance 80 percent of Moral Character Applications from "received" to "filed" status within 60 days by Q2 2019
 - Target, 80 percent; bi-annual performance, 41 percent.

Admissions went live with the Admissions Information Management System (AIMS) in early 2019. The transition to AIMS, including a challenging data migration effort, were contributing factors to staff not being able to meet this metric. Improvement is expected in the next reporting period.

- Metric ARCR2, External callers report a high level of overall satisfaction with Resource Center experience
 - Target, 75 percent; Q2 performance 64 percent, July performance 70 percent.

Staff continues to work to improve performance on this metric. As indicated in previous reports, a professional call center consultant has been engaged to assist with analysis and remediation activity; as a next step the consultant will edit phone tree scripts to make them easier to navigate and more succinct.

- Metric ARCR6, Fulfill 100 percent of requests for certificates of standing within five business days of receipt
 - Target, 100 percent; Q2 performance, 97 percent.

Staff plans to amend this metric's target performance to reflect a goal of 95 percent of requests processed within five business days. As it stands, even one outlier request results in "failure to meet."