



The State Bar *of California*

OPEN SESSION AGENDA ITEM SEPTEMBER 2019 REGULATION AND DISCIPLINE COMMITTEE III.H

DATE: September 19, 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 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 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 higher
 - Target 1.0; June and July performance, .88 and .88 respectively.

The February go-live of the Odyssey Case Management System is still having an impact on OCTC operations and has slowed down case processing. Efficiency is improving as users become more familiar with the system. This improvement can be seen in metric OCTC6 where the percentage increase in case inventory has slowly been decreasing in recent months. In addition, this metric has been impacted by the launch of an online complaint process which has significantly increased the number of new complaints filed. Additional staffing resources have been provided to OCTC in an attempt to address incoming workload.

- Metric OPC3, For E-Learning Courses, Participants report that: (1) courses meet their expectations; and (2) courses contain significant practical content
Target, 85 percent; Q2 performance, 68 and 68 percent respectively.

Staff has reviewed survey results to determine the reasons for the relatively low satisfaction. Although some of the comments are the result of user experience, which can be impacted by

hardware, browser or browser settings, much dissatisfaction appears to arise from the fact that the New Attorney Training Program courses are mandatory for new admittees who recently studied similar content in preparing for law school finals and the California Bar Examination. The State Bar is conducting several studies on the admissions process to ascertain the knowledge and skills that a new attorney needs to possess and know how to perform. The New Attorney Training Program may be modified in the future based on an analysis of study results. Regarding user experience resulting from technical factors, staff has updated the e-learning portal FAQs accordingly.

- Metric SBC2-A, Hearing Department: 90 percent of cases reach final outcome within timelines
 - Target 90 percent; June and July performance, 80 and 88 percent respectively.

Staff has reviewed the cases that resulted in this metric's performance target not being met and determined that case processing delays were caused by factors outside of the State Bar Court's control.

- Metric SBC2-B, Hearing Department: All cases reach final outcome within 150 percent of timelines
 - Target 100 percent; July performance, 96 percent.

Minor variance from target level for one month is not viewed as significant at this time.