



The State Bar *of California*

# Office of Chief Trial Counsel Performance Metrics

George Cardona, Chief Trial Counsel

Board of Trustees, September 22, 2022

# Interactive Dashboard

Performance metrics for the Office of Chief Trial Counsel (OCTC) are available for viewing in an [interactive dashboard](#).

This interactive dashboard will be continuously updated and provided to the Board of Trustees as a standing agenda item.





# Q2 2022 Key Performance Indicators Office of Chief Trial Counsel

[Show List of Reports](#)

Previous Quarter: Q1 2022

Caseload Clearance Rate

**93%**

Previous Quarter: 91%  
(+2%)

Median Days to Close

**54**

Previous Quarter: 53  
(+1)

Average Days to Close

**221**

Previous Quarter: 140  
(+81)

Median Days Spent in  
Investigation

**162**

Previous Quarter: 152  
(+10)

Average Days Spent in  
Investigation

**240**

Previous Quarter: 234  
(+6)

Jan-Jun 2020: 190 average days reported by Auditor

Percent Cases Spent in  
Investigation  $\geq$  365 Days

**22%**

Previous Quarter: 21%  
(+1%)

Jan-Jun 2020: 11% reported by Auditor

Cases Closed in  $\leq$  180 Days

**75%**

Previous Quarter: 79%  
(-4%)

CRU Reopens for New  
Evidence Reasons

**2.5%**

Target: 2.0% (+0.5%)

Random Audit Reopens for  
Substantive Reasons

**4.7%**

Target: 4.3% (+0.4%)

Period: Sep 2020 - Feb 2021

Projected 2021  
Backlog

**2,355**

2019 Backlog: 2,686  
2020 Backlog: 2,547

Previous Quarter: Q1 2022

Case Inventory

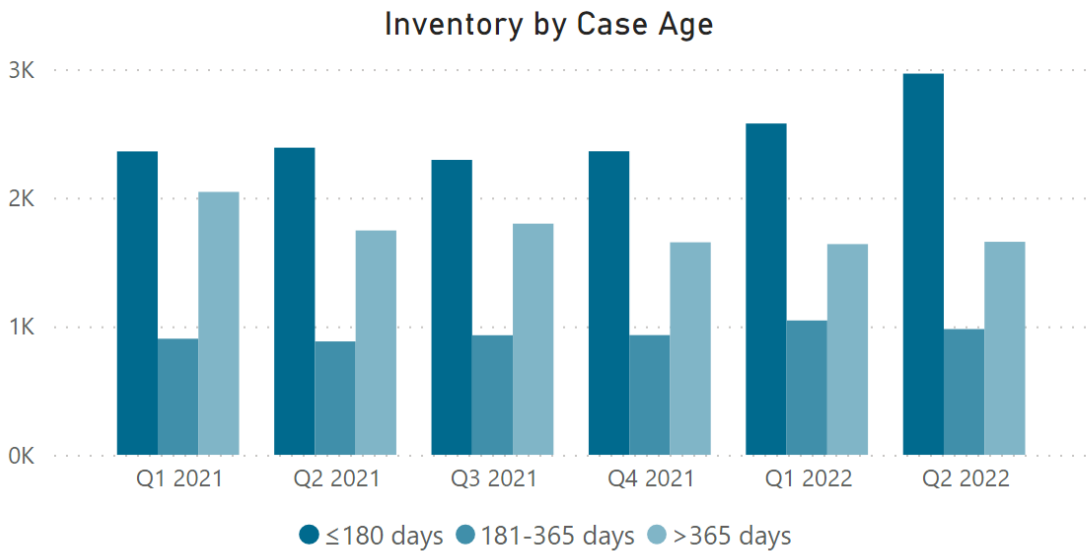
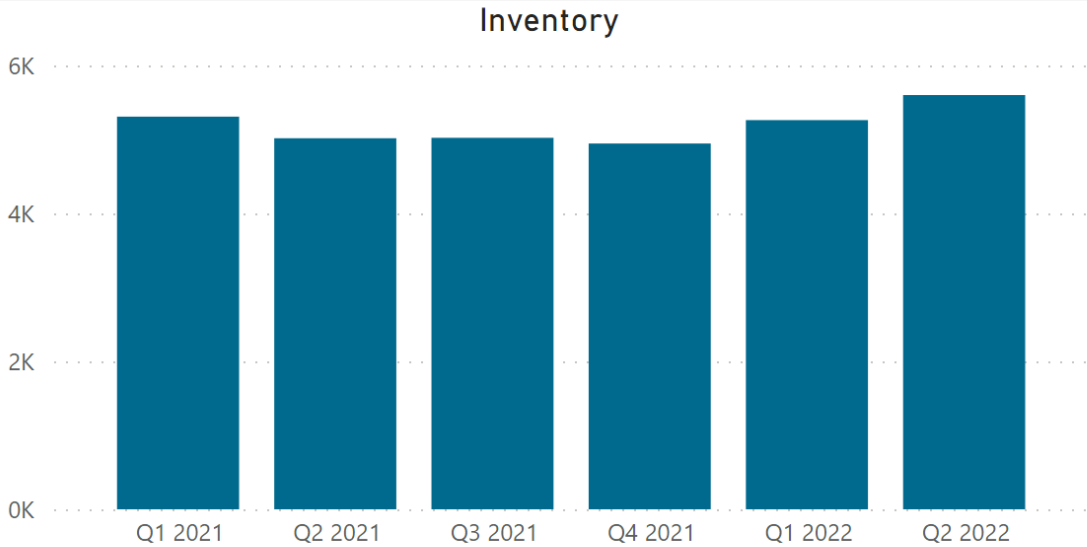
5,600

Previous Quarter: 5,261  
(+339)

Percent Cases Greater than 180 days old

47%

Previous Quarter: 51%  
(-4%)



Previous Quarter: Q1 2022

Case Inventory

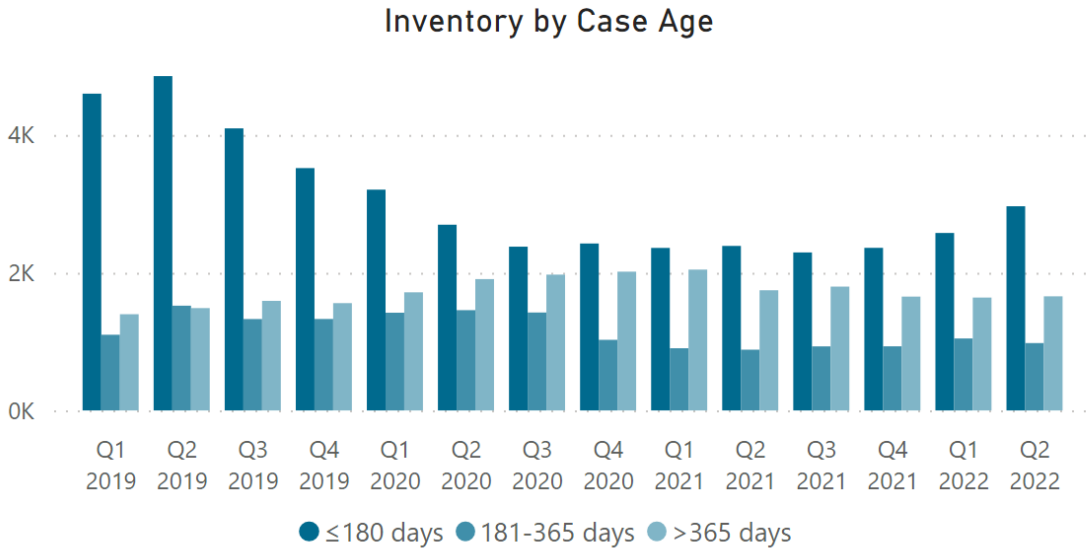
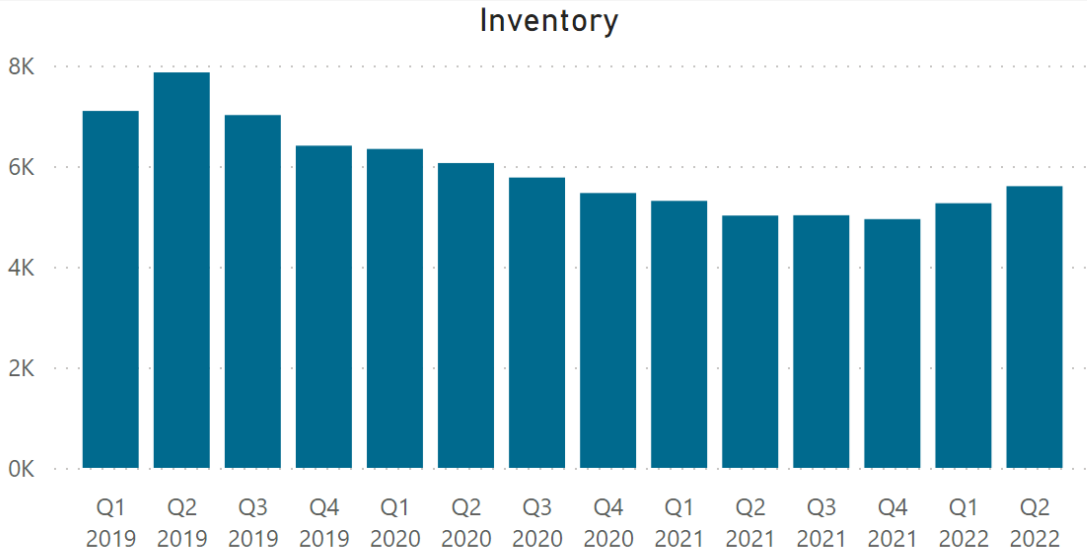
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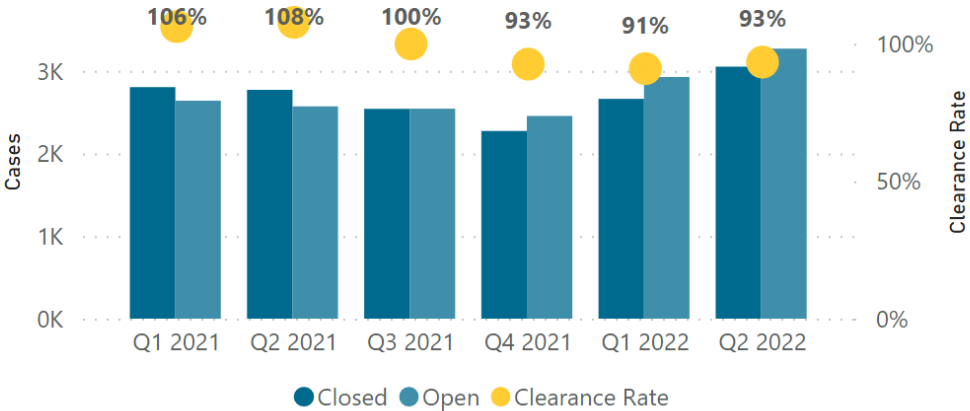
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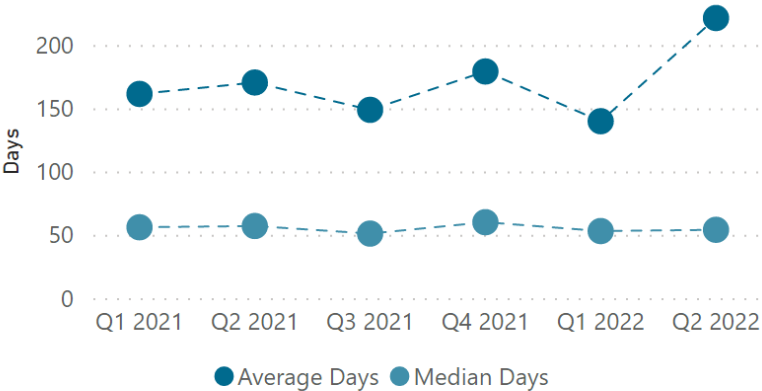
221  
Previous Quarter: 140 (+81)

Note: Complex filter does not apply to clearance rate due to the nature of its calculation.

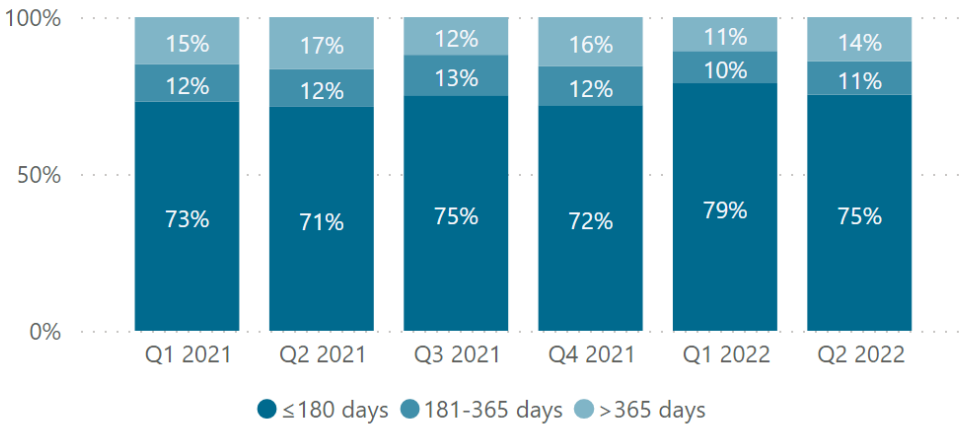
Open & Closed Cases with Clearance Rate



Case Age at Closure



Cases Closed by Case Age



Previous Quarter: Q1 2022

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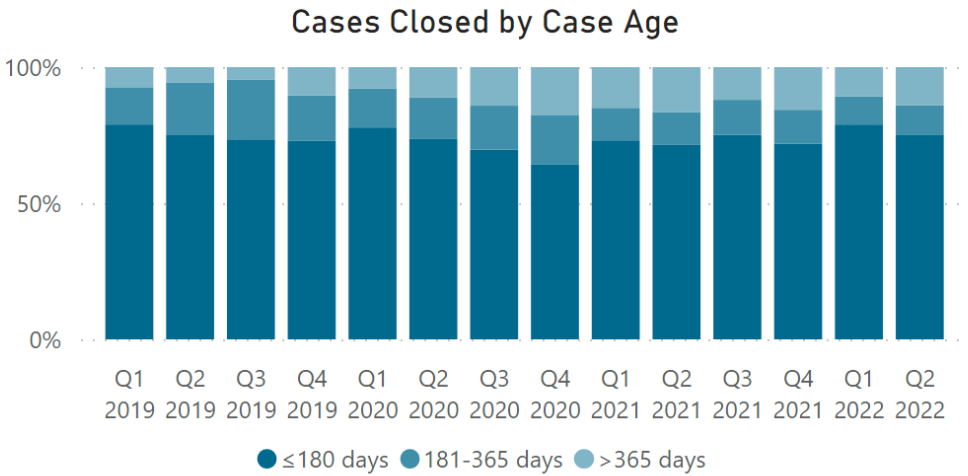
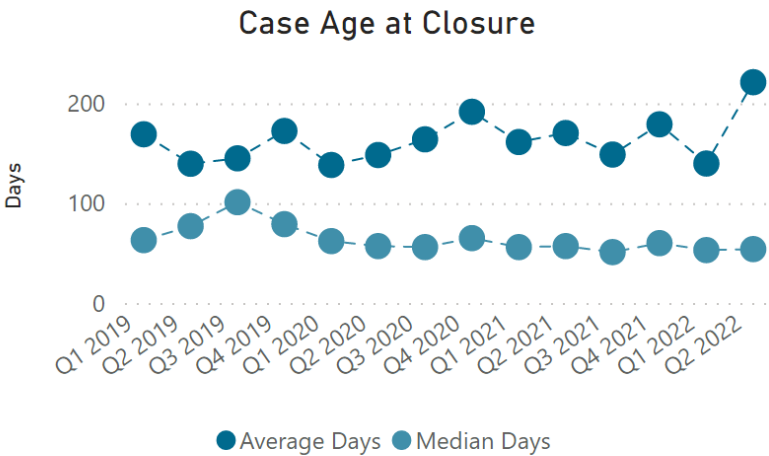
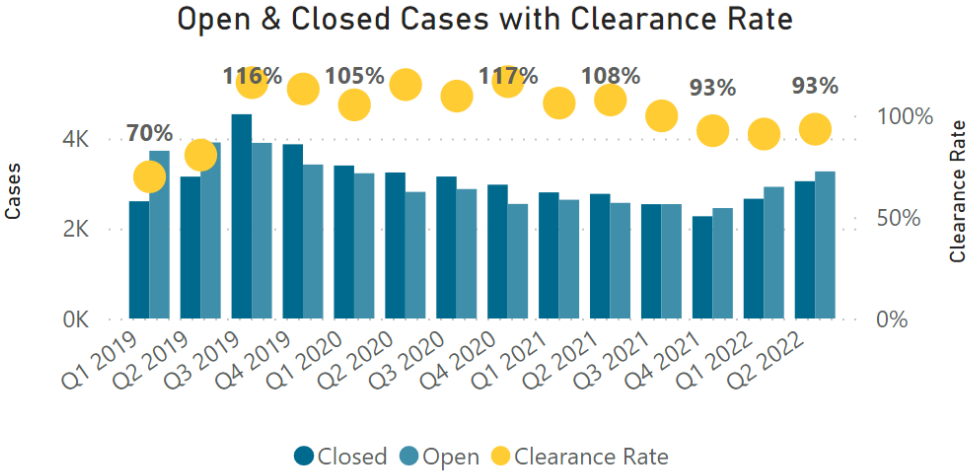
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Percent Cases Spent in Investigation ≥ 365 Days

22%

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Jan-Jun 2020: 11% reported by Auditor

Median Days Spent in Investigation

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Previous Quarter: 152 (+ 10)

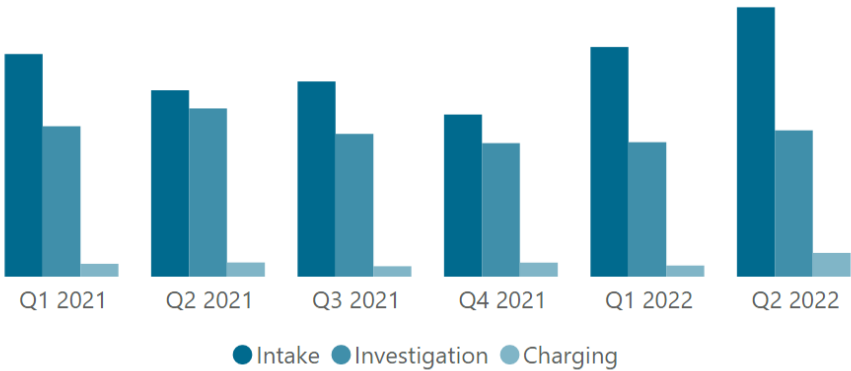
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240

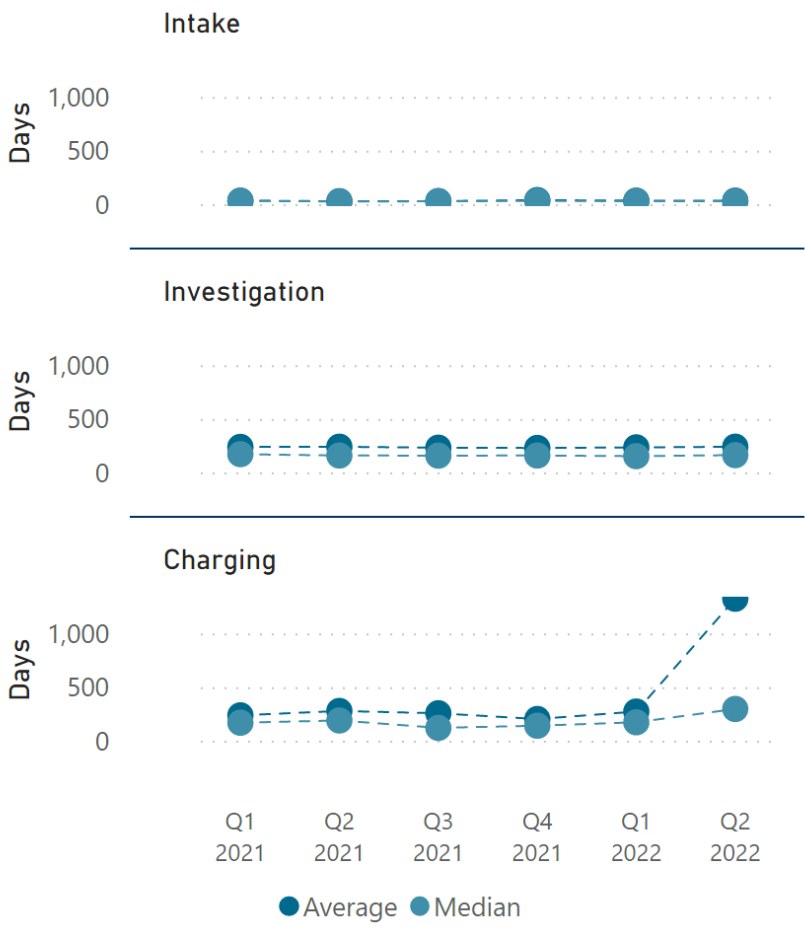
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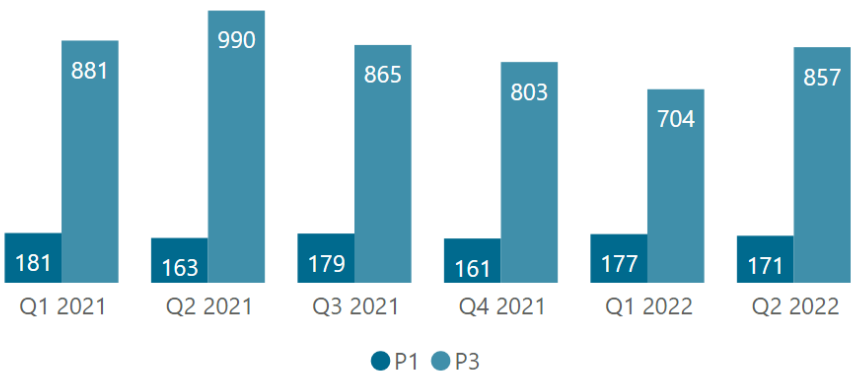
Case Count Passing Through Each Phase



Duration of Cases at Each Phase



Count Cases Spent in Investigation 365 Days or More





## Duration of Cases in Intake, Investigation, & Charging

ADR

☒ Yes  
☐ No

Abated

☐ No

Complex

☐ Yes  
☐ No

Period

Multiple selections

Priority

All

Show  
Slicer Info

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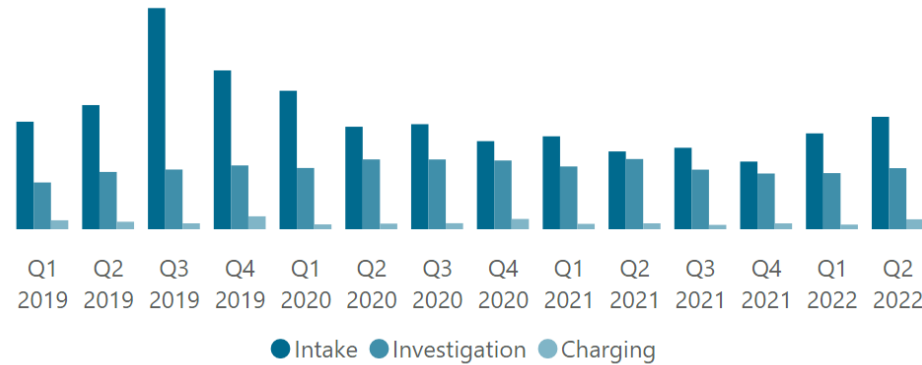
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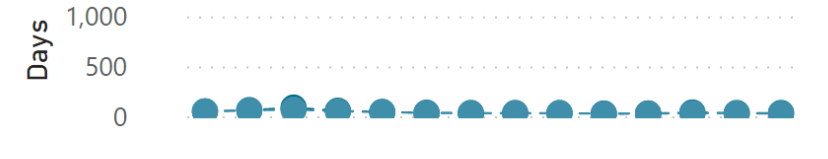
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### Case Count Passing Through Each Phase

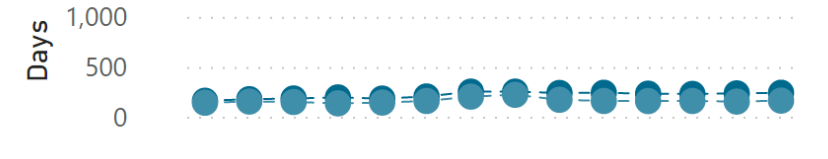


### Duration of Cases at Each Phase

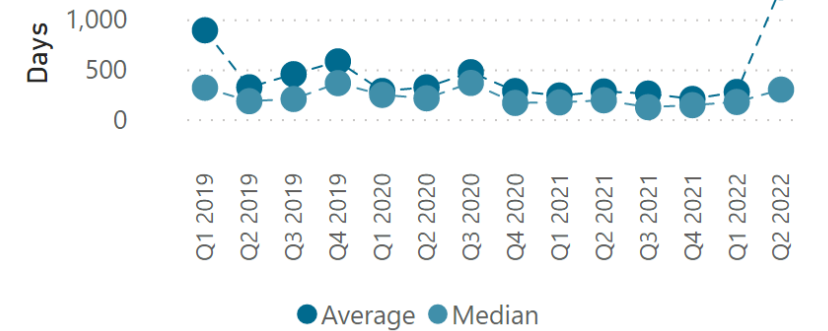
#### Intake



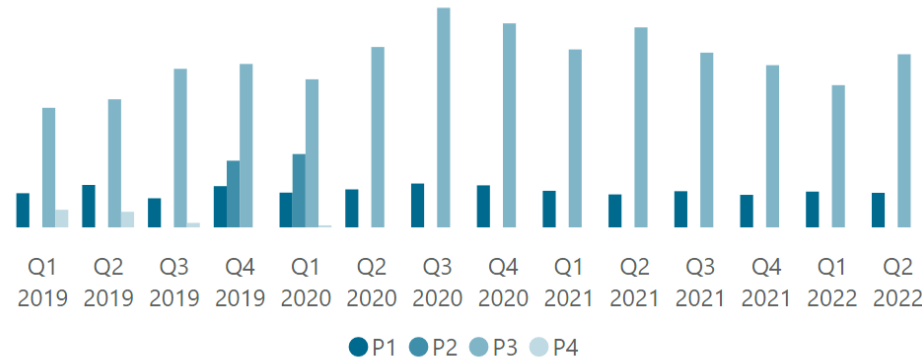
#### Investigation



#### Charging

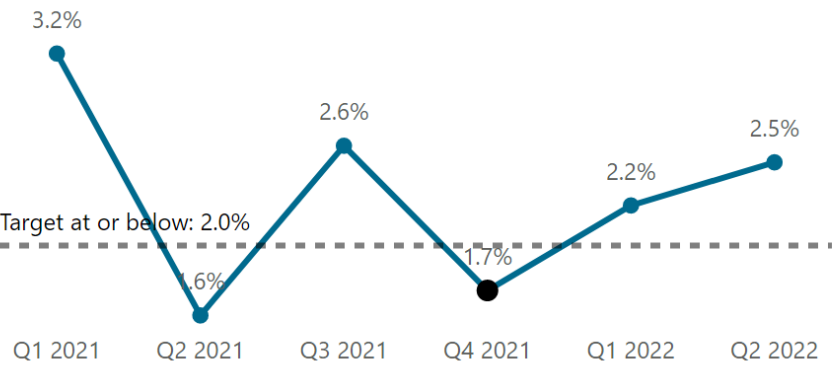


### Count Cases Spent in Investigation 365 Days or More



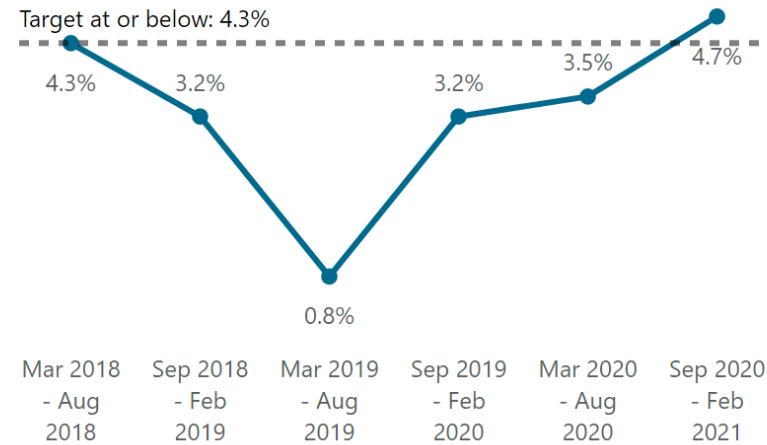
Quality

Percent of Complaint Review Unit Reopens for Reasons Other Than New Evidence

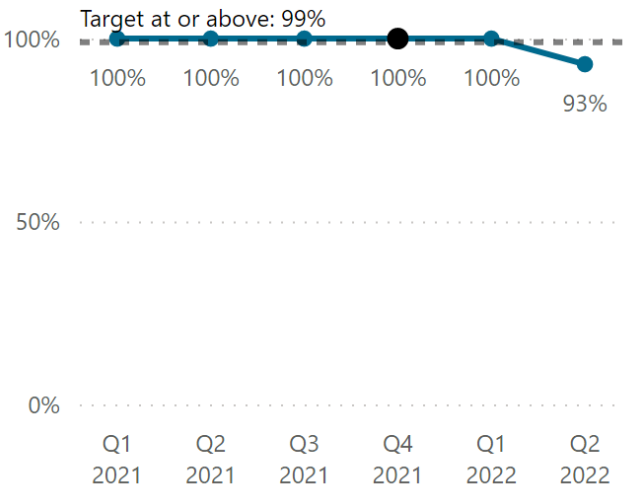


Black dot indicates beginning of CTC tenure

Percent of Random Audit Reopens for Substantive Reason



Percent of Walker Petitions Denied



Black dot indicates beginning of CTC tenure

## Complaining Witness Survey Comment Summary

Please see this [document](#) for responses to open ended questions from the Complaining Witness Surveys received during Q2 2022. Below are highlights gleaned from the responses.

### What is going well

- There was no positive feedback received during this reporting period.

### Challenges

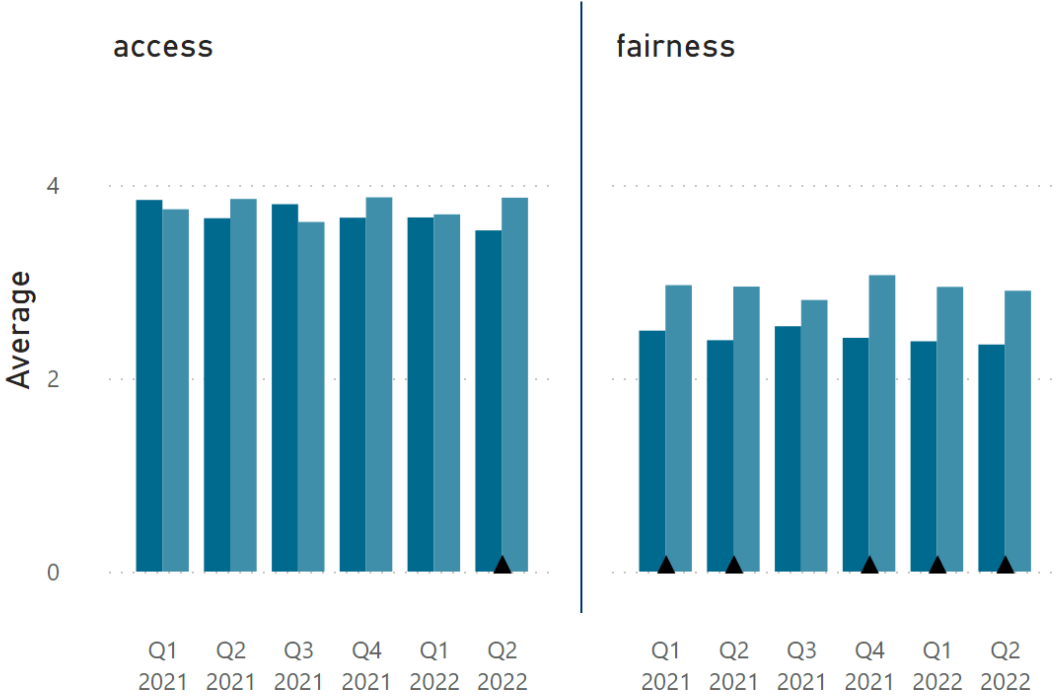
- State Bar biased in favor of attorneys; believes attorneys over complainants
- Case not taken seriously by State Bar; felt dismissed or felt complaint not important enough for State Bar.
- Poor communication; State Bar does not return calls or respond to other forms of communication.

Response	Response Description
1	strongly disagree
2	somewhat disagree
3	neither agree nor disagree
4	somewhat agree
5	strongly agree

339

Respondents Q2 2022

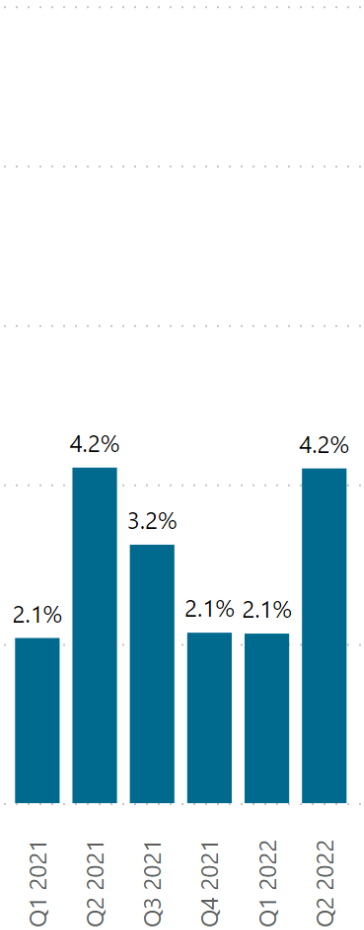
Response Average by Case Closure Stage & Composite Type



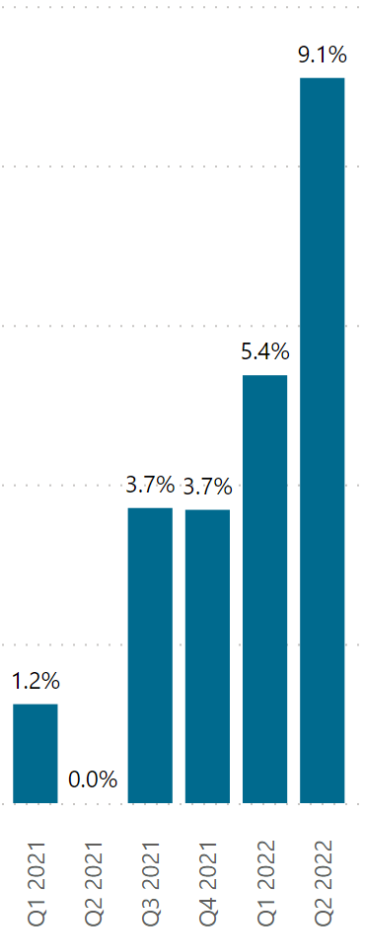
● Intake ● Investigation or Charging ▲ Difference significant at p<0.05

# Employee Engagement: OCTC Turnover Rates

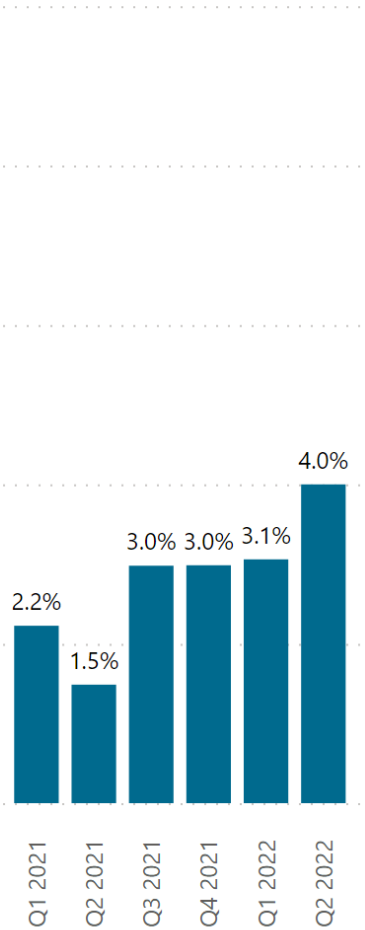
Attorneys



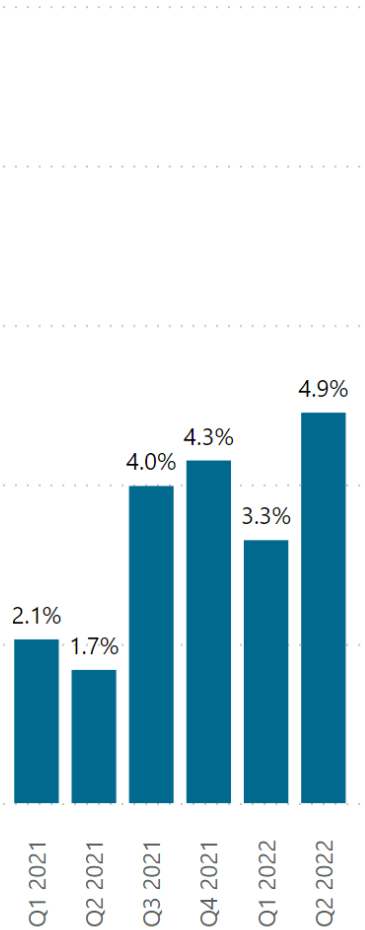
Investigators



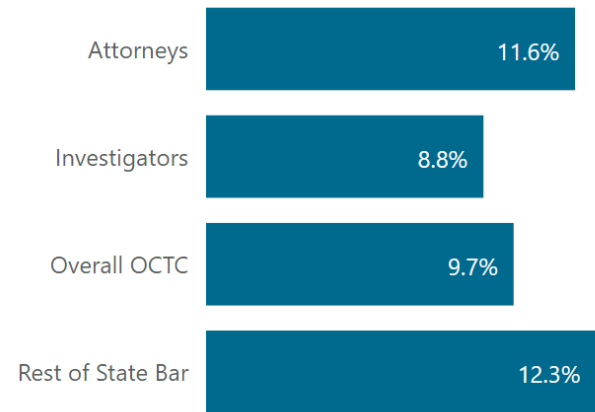
Overall OCTC



Rest of State Bar



Annual Turnover Rate (2021)



Note: Rest of State Bar does *not* include OCTC Staff

# Disciplinary Filings

## Disciplinary Outcomes by Quarter

Filing Type	Q2 2021	Q3 2021	Q4 2021*	Q1 2022	Q2 2022	Total
Notices of Disciplinary Charges	101	68	85	69	120	443
Stipulations to Facts and Discipline	21	15	19	28	18	101
Criminal Conviction Transmittals	33	26	33	37	38	167
Total	155	109	137	134	176	711

\*beginning of CTC tenure

