



The State Bar of California

Approval of State Bar Metrics Reporting Schedule and Discussion of Case Processing and Operational Performance Metrics

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California State Audit Report and 2022 Metrics Report



California State Auditor 2023 Report

- Report reviewed 60 metrics in 2021 State Bar metrics report for offices funded by licensing fees
- Measurement of success: at program/office level** and only if all metrics met all targets during entire year
- Conclusion:** Only three offices/programs met all of their metrics' performance targets during entire year
- Staff analysis of 2022 metrics:** Seven programs/offices met all metrics' performance targets during entire year.

Only Three State Bar Programs Met All of Their Performance Metrics Targets

Programs

Office of the Chief Trial Counsel	4/4
Client Security Fund	1/2
State Bar Court	3/5
Attorney Regulation and Consumer Resources*	3/7
<i>(Includes Member Billing office metrics.)</i>	
Lawyer Assistance Program	4/5
Professional Competence	3/5
<i>(Includes Mandatory Fee Arbitration program metrics.)</i>	
Probation	1/1
Strategic Communications	1/2
Center on Access to Justice	3/4
<i>(Within the Office of Access and Inclusion.)</i>	
Judicial Evaluation	1/1
TOTAL	24/36

Administrative Offices

General Counsel	0/2
Finance	0/4
Human Resources	0/2
General Services	3/4
<i>(Includes building improvement metrics.)</i>	
Information Technology	1/4
Recruitment and Retention	0/4
Governance	2/4
TOTAL	6/24
Met all performance metric targets during the year	
Did not meet all of its performance metric targets during the year	



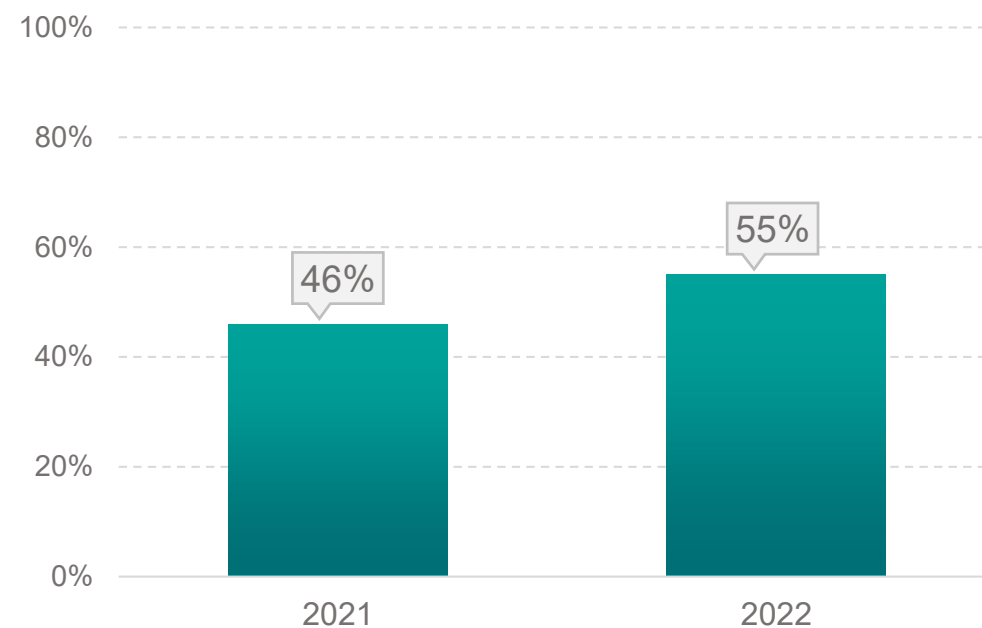
2022 State Bar Metrics Report

68 metrics with variation in tracking and reporting (monthly, quarterly, semiannually, annually, or one-time)

Definition of Success: metric met **all** targets during entire year

Summary: more metrics met targets in 2022 than in 2021

Percent of metrics that met all targets during entire year



2023 State Bar Metrics





2023 Metrics

Metrics Development

- Focused on “measuring what matters” by deleting or replacing irrelevant metrics
- Considered new strategic plan and accompanying core operational plan

19 Case Processing Metrics (see Attachment A)

- Propose reporting to Board of Trustees sitting as the Regulation and Discipline Committee twice per year

49 Operational Metrics (see Attachment B)

- Propose reporting to Board of Trustees once per year via an annual report

