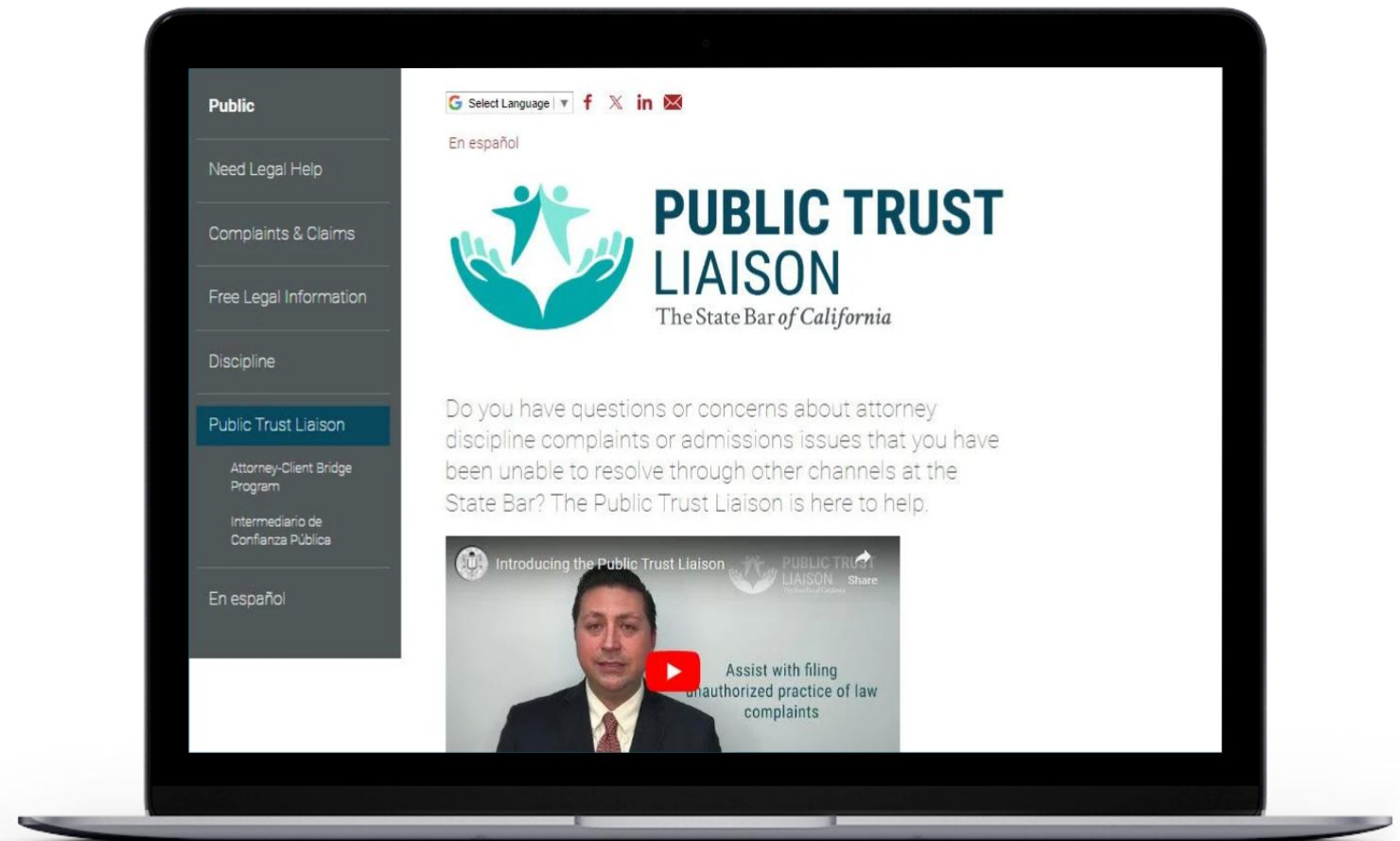


The Office of Public Trust Liaison

2023 Annual Report

July 2, 2023



Today's Agenda



Contact Center



Inquiries



Accomplishments



Recommendations



A Look Ahead



Contact Center

2023 Contacts and Requests:



Received and serviced an averaged of 10,837 calls per month



The most common caller request involved information on the State Bar's Lawyer Referral Service

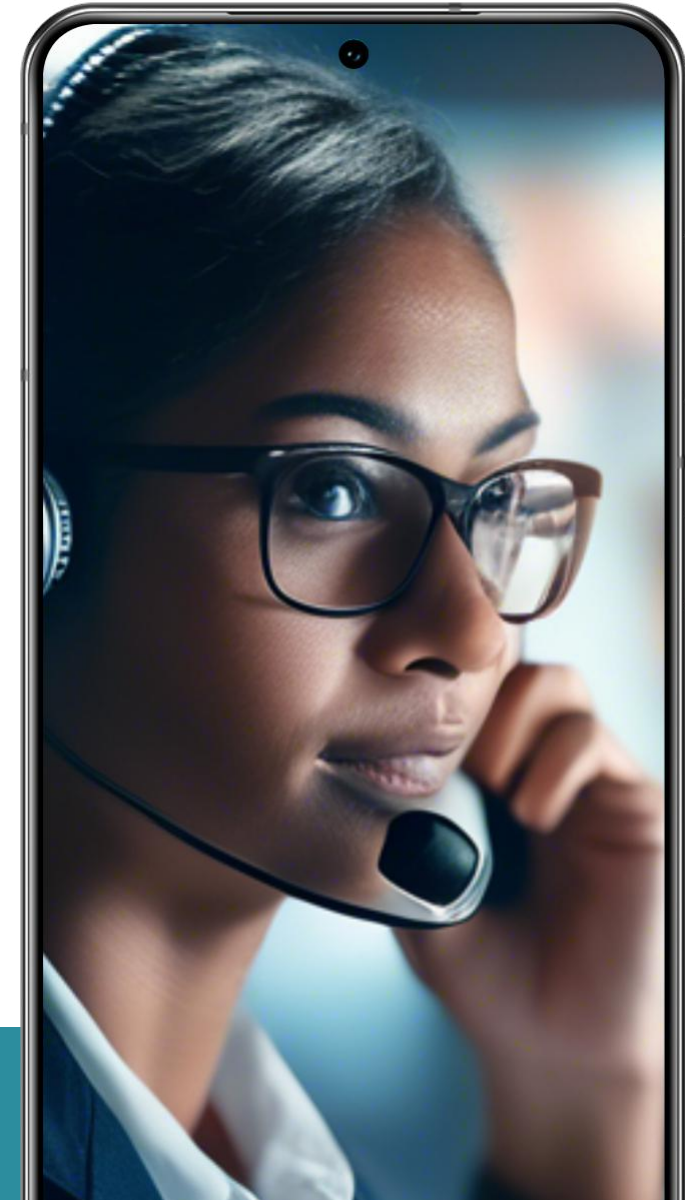


To Reach the Contact Center:

800-843-9053

-or-

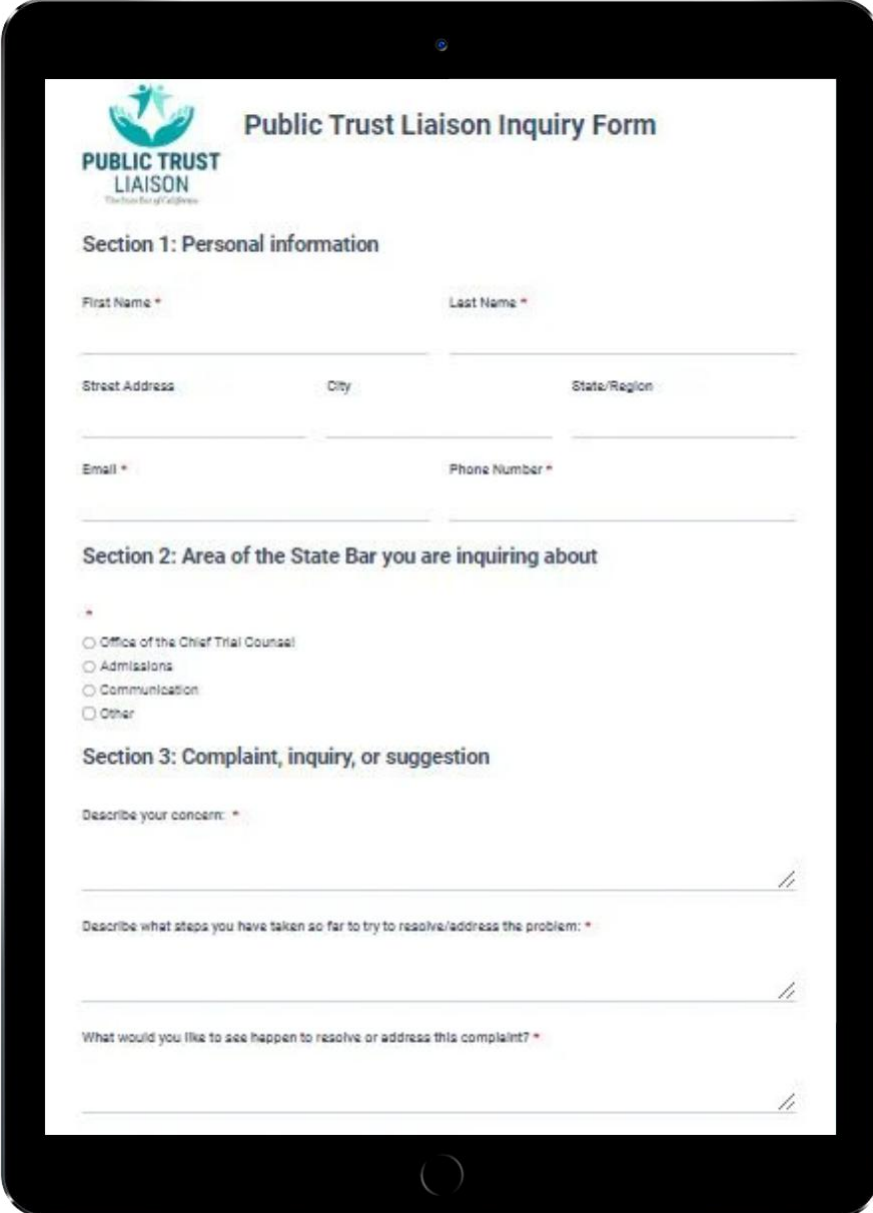
415-538-2250 (Callers outside California)



INQUIRIES



- Inquiries related to attorney misconduct made up the bulk of the requests at 63%
- The second most common topic was admissions at 16%



PUBLIC TRUST LIAISON
The State Bar of California

Public Trust Liaison Inquiry Form

Section 1: Personal information

First Name * Last Name *

Street Address City State/Region

Email * Phone Number *

Section 2: Area of the State Bar you are inquiring about

☐ Office of the Chief Trial Counsel
☐ Admissions
☐ Communication
☐ Other

Section 3: Complaint, inquiry, or suggestion

Describe your concern: *

Describe what steps you have taken so far to try to resolve/address the problem: *

What would you like to see happen to resolve or address this complaint? *

ACCOMPLISHMENTS

Public Outreach and Engagement

- Engagements with Spanish News media
- Radio placements
- Social media campaigns during March 2023
- Deceased attorney webpage

Results

- Lead to an unprecedented surge in phone call volume and over 100 inquiries alone in April 2023
- Before the outreach, inquiries only averaged 30 per month



RECOMMENDATIONS

Office of Chief Trial Counsel



Proper handling of additional mail submitted on previously closed complaints

Office of Admissions



Maintain neutral tone in written communications with law schools and applicants

A Look Ahead

A new initiative for 2024, the Attorney-Client Bridge Program ("Bridge"), a front end alternative to the complaint process.

The Bridge program seeks to amicably resolve issues, without the need to file a formal complaint, involving:

- ☐ Communication breakdowns between clients and attorneys
- ☐ Challenges regarding return of client files

