

## 5.4 Discussion Regarding Office of Chief Trial Counsel Performance Metrics



The State Bar of California

# Office of Chief Trial Counsel Performance Metrics – Q2 2024

George Cardona, Chief Trial Counsel

Board of Trustees Meeting, September 19–20, 2024

# Interactive Dashboard

- Performance metrics for the Office of Chief Trial Counsel (OCTC) are available for viewing in an [interactive dashboard](#). Dashboard is updated and provided to the Board, sitting as the Regulation and Discipline Committee, as a standing agenda item.
- Last presented on Q4 2023 and Q1 2024 performance metrics from dashboard at the May 16/17, 2024, meeting.
- Current dashboard includes a glossary that defines certain terms and has been updated to modify/add metrics and targets.
- Today's discussion includes proposed modifications to some targets
  - Several current targets based on SB 211 proposed case processing standards
  - Current fee bill (AB 3297) does not provide funding for additional OCTC positions identified as necessary to meet the SB 211 proposed case processing time standards in the April 1, 2024, [“Progress Report on Discipline System Case Processing Standards and Analysis of Office of Chief Trial Counsel Staffing Needs”](#)





**Current Target:** Modified from 100% to 120% with goal of working down case inventory over time.  
**Proposed Target:** No Change

CASE INVENTORY

**6388**

Previous QTR: 6823 (-435)

CASELOAD CLEARANCE RATE

**111%**

Previous QTR: 122% (-11%)

Target Clearance Rate: **120%**

CRU REOPENS FOR REASONS OTHER THAN NEW EVIDENCE

**1%**

Target: 2% (-1.4%)

RANDOM AUDIT REOPENS FOR SUBSTANTIVE REASONS

**3.1%**

Target: 4.3% (-1.2%)

Period: Sep 2022 - Feb 2023

AVERAGE DAYS SPENT IN INVESTIGATION

NON-COMPLEX CASES

**210**

Previous QTR: 216 (-6)

Target: 120 days

COMPLEX CASES

**276**

Previous QTR: 319 (-43)

Target: 180 days

AVERAGE DAYS TO CLOSE

NON-COMPLEX CASES

**79**

Previous QTR: 87 (-7)

Target: 60 days

COMPLEX CASES

**338**

Previous QTR: 373 (-35)

Target: 233 days

PERCENT CASES CLOSED WITHIN TARGET

NON-COMPLEX CASES CLOSED IN ≤180 DAYS

**86%**

Previous QTR: 87% (-1%)

Target: 90%

COMPLEX CASES CLOSED IN ≤365 DAYS

**66%**

Previous QTR: 64% (+2%)

Target: 90%

Jan-Jun 2020: 190 average days reported by Auditor

NOTES:

- Rule 2201 (OEX) program cases are not included in this report.
- Metrics are marked blue when targets are met and red when missed, except for the Case Inventory KPI, which reflects the performance of the previous quarter.
- KPI's shown on this page are for ADR cases only. For ADR case definition, see [Glossary](#).

# Current Targets:

Based on SB 211 Proposed Case Processing Standards



## CASE INVENTORY

**6388**

Previous QTR: 6823 (-435)

Case Category	Average Case Processing Time (Days)				
	2018-2021	2022-2023	2023	SB 211 Standard	Gap from Standard
1. Closed in Intake	42	35	37	30	7 (23%)
2. Closed after investigation: higher RPP, noncomplex cases	169	130	130	120	10 (8%)
3. Closed after investigation: lower RPP, noncomplex cases	196	164	169	150	19 (13%)
4. Closed after investigation: higher RPP, complex cases	248	226	225	180	45 (25%)
5. Closed after investigation: higher RPP, complex cases	307	300	286	210	76 (36%)
6. Closed or filed in charging	450	562	598	300	298 (99%)

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### AVERAGE DAYS SPENT IN INVESTIGATION

NON-COMPLEX CASES

COMPLEX CASES

**210**

**276**

Previous QTR: 216 (-6)

Previous QTR: 319 (-43)

Target: 120 days

Target: 180 days

Jan-Jun 2020: 190 average days reported by Auditor

### Noncomplex Cases:

**150** days (lower RPP, noncomplex cases)  
 - 30 days (intake) = 120 days (investigation)

### Complex Cases:

**210** days (lower RPP, complex cases)  
 - 30 days (intake) = 180 days (investigation)

### CASES CLOSED WITHIN TARGET

NON-COMPLEX CASES ≤ 90 DAYS

COMPLEX CASES CLOSED IN ≤ 365 DAYS

**66%**

Previous QTR: 64% (+2%)  
 Target: 90%

### NOTES:

- Rule 2201 (OEX) program cases are not included in this report.
- Metrics are marked blue when targets are met and red when missed, except for the Case Inventory KPI, which reflects the performance of the previous quarter.
- KPI's shown on this page are for ADR cases only. For ADR case definition, see [Glossary](#).

# Proposed Targets:

## Hybrid – 2023 Actual Case Data & SB 211 Standards



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### CASE INVENTORY

**6388**

Previous QTR: 6823 (-435)

### CASELOAD CLEARANCE

**111**

Previous QTR: 111

Target Clearance Rate: 120%

2023 Actual Case Data				
Case category	Proportion of Cases Resolved in each SB 211 Case Category (%)	Average Case Processing Time (Days)	SB 211 Standard	Gap from Standard
1. Closed in Intake	60.2	37	30	7 (23%)
2. Closed after investigation: higher RPP, noncomplex cases	3.7	130	120	10 (8%)
3. Closed after investigation: lower RPP, noncomplex cases	17.3	169	150	19 (13%)
4. Closed after investigation: higher RPP, complex cases	3.1	225	180	45 (25%)
5. Closed after investigation: lower RPP, complex cases	12.6	286	210	76 (36%)
6. Closed or filed in charging	3.1	598	300	298 (99%)

Target: 2% (-1.4%)

Target: 4.3% (-1.2%)

Period: Sep 2022 - Feb 2023

### AVERAGE DAYS SPENT IN INVESTIGATION

NON-COMPLEX CASES

**210**

Previous QTR: 216 (-6)

Target: 120 days

COMPLEX CASES

**276**

Previous QTR: 319 (-43)

Target: 240 days

Jan-Jun 2020: 190 average days reported by Auditor

### Noncomplex Cases:

Weighted average of days to close in investigation

– 30 days (intake) = 132 days

(rounding down to 120 days, so no change)

### COMPLEX CASES CLOSED WITHIN TARGET

COMPLEX CASES CLOSED IN ≤365 DAYS

**66%**

Previous QTR: 87 (-7)

Target: 60 days

Previous QTR: 373 (-35)

Target: 233 days

Previous QTR: 87% (-1%)

Target: 90%

Previous QTR: 64% (+2%)

Target: 90%

### Complex Cases:

Weighted average of days to close in investigation

– 30 days (intake) = 244 days (rounding to 240)

(Assumes move to charging takes same time as closure)

### NOTES:

- Rule 2201 (OEX) program cases are not included in this report.
- Metrics are marked blue when targets are met and red when they are not.
- KPI's shown on this page are for ADR cases only. For ADR case definition, see [Glossary](#).

## Average Case Processing Time (Days)

24 Q2

Case Category	2018-2021	2022-2023	2023	SB 211 Standard	Gap from Standard
1. Closed in Intake	42	35	37	30	7 (23%)
2. Closed after investigation: higher RPP, noncomplex cases	169	130	130	120	10 (8%)
3. Closed after investigation: lower RPP, noncomplex cases	196	164	169	150	19 (13%)
4. Closed after investigation: higher RPP, complex cases	248	226	225	180	45 (25%)
5. Closed after investigation: higher RPP, complex cases	307	300	286	210	76 (36%)
6. Closed or filed in charging	450	562	598	300	298 (99%)

**Noncomplex Cases:**  
 $75\% * 30$  (intake) +  $25\% * 150$  (investigation, lower RPP, noncomplex cases) = 60 days

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### AVERAGE DAYS SPENT IN INVESTIGATION

NON-COMPLEX CASES	COMPLEX CASES
<b>210</b>	<b>276</b>
Previous QTR: 216 (-6)	Previous QTR: 319 (-43)
Target: 120 days	Target: 180 days

### AVERAGE DAYS TO CLOSE

NON-COMPLEX CASES	COMPLEX CASES
<b>79</b>	<b>338</b>
Previous QTR: 87 (-7)	Previous QTR: 373 (-35)
Target: 60 days	Target: 233 days

### PERCENT CASES CLOSED WITHIN TARGET

NON-COMPLEX CASES CLOSED IN ≤180 DAYS	COMPLEX CASES CLOSED IN ≤365 DAYS
<b>86%</b>	<b>66%</b>
Previous QTR: 87% (-1%)	Previous QTR: 64% (+2%)
Target: 90%	Target: 90%

Jan-Jun 2020: 190 average days reported by Auditor

**Current Targets:**  
 Based on SB 211 Proposed Case Processing Standards

in this report.  
 and red when missed, except for the Case  
 for ADR case definition, see [Glossary](#).

**Complex Cases:**  
 $75\% * 210$  days (investigation, lower RPP, complex cases) +  $25\% * 300$  (charging) = 233 days

2023 Actual Case Data

Case category	Proportion of Cases Resolved in each SB 211 Case Category (%)	Average Case Processing Time (Days)	SB 211 Standard	Gap from Standard
1. Closed in Intake	60.2	37	30	7 (23%)
2. Closed after investigation: higher RPP, noncomplex cases	3.7	130	120	10 (8%)
3. Closed after investigation: lower RPP, noncomplex cases	17.3	169	150	19 (13%)
4. Closed after investigation: higher RPP, complex cases	3.1	225	180	45 (25%)
5. Closed after investigation: lower RPP, complex cases	12.6	286	210	76 (36%)
6. Closed or filed in charging	3.1	598	300	298 (995)

Target Clearance Rate: 120%

INDICATORS - 2024 Q2

Noncomplex Cases:

74% \* 30 days (SB 211 intake) + 26% \* 162 days (weighted average time to close in investigation) = 64 days (rounding down to 60, so no change)

1%

Target: 2% (-1.4%)

3.1%

Target: 4.3% (-1.2%)  
Period: Sep 2022 - Feb 2023

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AVERAGE DAYS SPENT IN INVESTIGATION

NON-COMPLEX CASES

COMPLEX CASES

210

Previous QTR: 216 (-6)

Target: 120 days

276

Previous QTR: 319 (-43)

Target: 240 days

Jan-Jun 2020: 190 average days reported by Auditor

AVERAGE DAYS TO CLOSE

NON-COMPLEX CASES

COMPLEX CASES

79

Previous QTR: 87 (-7)

Target: 60 days

338

Previous QTR: 373 (-35)

Target: 300 days

PERCENT CASES CLOSED WITHIN TARGET

NON-COMPLEX CASES CLOSED IN ≤180 DAYS

COMPLEX CASES CLOSED IN ≤365 DAYS

86%

Previous QTR: 87% (-1%)

Target: 90%

66%

Previous QTR: 64% (+2%)

Target: 90%

Complex Cases:

84% \* 274 days (weighted average time to close in investigation) + 16% \* 450 days (actual 2018-2021 average time to charging) = 303 days (rounding down to 300 days)

is reported when ADR cases

Proposed Targets:

Hybrid – 2018-2023 Actual Case Data & SB 211 Standards



## § 6094.5 Goals and Policy of Disciplinary Agency

(a) It is the goal and policy of the State Bar to ensure that matters are handled competently, accurately, and timely. Until processing goals are established pursuant to subdivision (b) and codified in statute, the goal and policy of the State Bar is to dismiss a complaint, admonish the attorney, or have the Office of Chief Trial Counsel file formal charges within **six months** after it receives a complaint alleging attorney misconduct. As to complaints designated as complicated matters by the Chief Trial Counsel, it shall be the goal and policy of the State Bar to dismiss a complaint, admonish the attorney or have the Office of Chief Trial Counsel file formal charges within **12 months** after it receives a complaint alleging attorney misconduct.

### AVERAGE DAYS SPENT IN INVESTIGATION

NON-COMPLEX CASES

**210**

Previous QTR: 216 (-6)

Target: 120 days

COMPLEX CASES

**276**

Previous QTR: 319 (-43)

Target: 180 days

### AVERAGE DAYS TO CLOSE

NON-COMPLEX CASES

**79**

Previous QTR: 87 (-7)

Target: 60 days

COMPLEX CASES

**338**

Previous QTR: 373 (-35)

Target: 233 days

### PERCENT CASES CLOSED WITHIN TARGET

NON-COMPLEX CASES  
CLOSED IN **≤180 DAYS**

**86%**

Previous QTR: 87% (-1%)

Target: 90%

COMPLEX CASES CLOSED IN  
**≤365 DAYS**

**66%**

Previous QTR: 64% (+2%)

Target: 90%

Jan-Jun 2020: 190 average days reported by Auditor

#### NOTES:

- Rule 2201 (OEX) program cases are not included in this report.
- Metrics are marked blue when targets are met and red when missed, except for the Case Inventory KPI, which reflects the performance of the previous quarter.
- KPI's shown on this page are for ADR cases only. For ADR case definition, see [Glossary](#).

**Current Targets:** Based on BPC 6094.5  
**Proposed Targets:** No Change



CASE INVENTORY

**6388**

Previous QTR: 6823 (-435)

CASELOAD CLEARANCE RATE

**111%**

Previous QTR: 122% (-11%)

Target Clearance Rate: 120%

No change in target

CRU REOPENS FOR REASONS OTHER THAN NEW EVIDENCE

**1%**

Target: 2% (-1.4%)

No change in target

RANDOM AUDIT REOPENS FOR SUBSTANTIVE REASONS

**3.1%**

Target: 4.3% (-1.2%)

Period: Sep 2022 - Feb 2023

No change in target

AVERAGE DAYS SPENT IN INVESTIGATION

NON-COMPLEX CASES

**210**

Previous QTR: 216 (-6)

Target: 120 days

No change in target

COMPLEX CASES

**276**

Previous QTR: 319 (-43)

Target: 180 days

New Target: 240 days

Jan-Jun 2020: 190 average days reported by Auditor

AVERAGE DAYS TO CLOSE

NON-COMPLEX CASES

**79**

Previous QTR: 87 (-7)

Target: 60 days

No change in target

COMPLEX CASES

**338**

Previous QTR: 373 (-35)

Target: 233 days

New Target: 300 days

PERCENT CASES CLOSED WITHIN TARGET

NON-COMPLEX CASES CLOSED IN ≤180 DAYS

**86%**

Previous QTR: 87% (-1%)

Target: 90%

No change in target

COMPLEX CASES CLOSED IN ≤365 DAYS

**66%**

Previous QTR: 64% (+2%)

Target: 90%

No change in target

NOTES:

- Rule 2201 (OEX) program cases are not included in this report.
- Metrics are marked blue when targets are met and red when missed, except for the Case Inventory KPI, which reflects the performance of the previous quarter.
- KPI's shown on this page are for ADR cases only. For ADR case definition, see [Glossary](#).

**FILTER BY:** [Filter Info](#)

**ADR**  Yes  No  
**ABATED**  No  
**COMPLEX**  No  Yes  
**PRIORITY** All

**OPEN CASES IN BACKLOG STATUS IN 2024 Q2**

**3372**

2023 Backlog: 3305 (+67)  
2022 Backlog: 1991 (+1314)

**53%**

2023 Backlog: 43% (+7%)  
2022 Backlog: 34% (+9%)  
**Target: Under 10%**

**PROJECTED CASES CLOSED IN BACKLOG STATUS IN 2024**

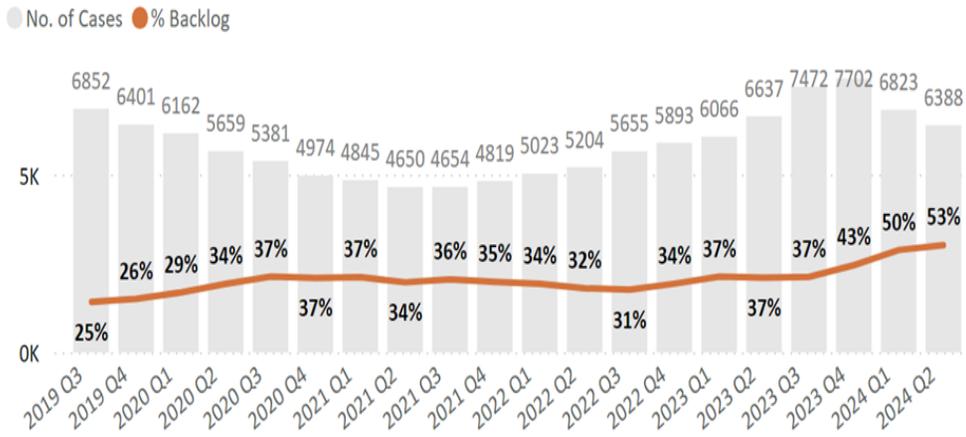
**3620**

2023 Backlog: 2123 (+1497)  
2022 Backlog: 1844 (+279)

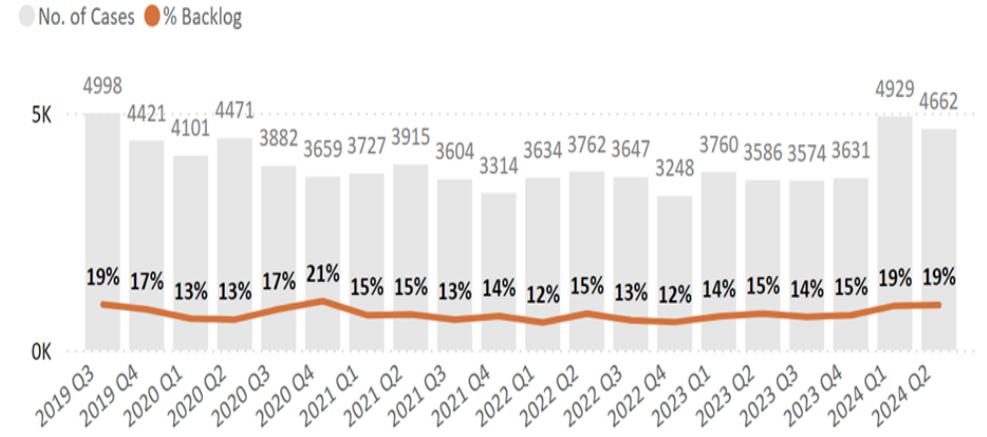
**19%**

2023 Backlog: 15% (+4%)  
2022 Backlog: 13% (+2%)  
**Target: Under 10%**

**% OF OPEN CASES IN BACKLOG STATUS**



**% OF CASES CLOSED IN BACKLOG STATUS**



**FILTER BY:**

Filter Info

**ADR**

- Yes
- No

**ABATED**

- No

**COMPLEX**

- No
- Yes

**PERIOD**

All ▼

**PRIORITY**

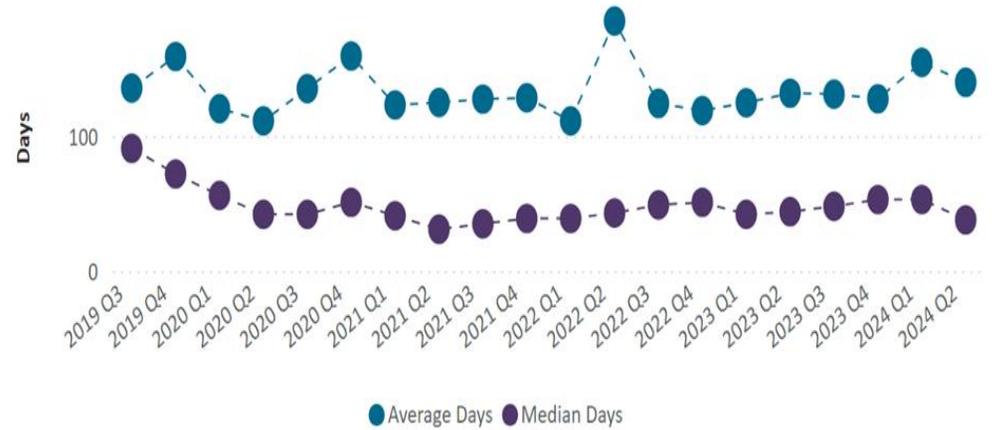
All ▼

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

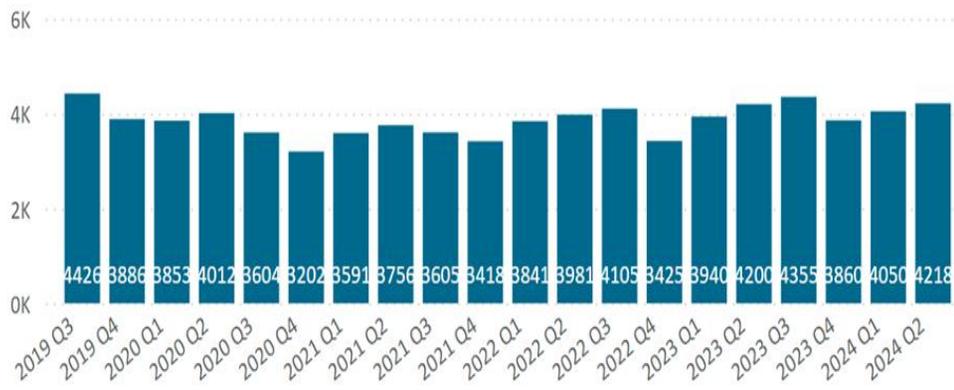
**CASES CLOSED AND CLOSURE RATE**



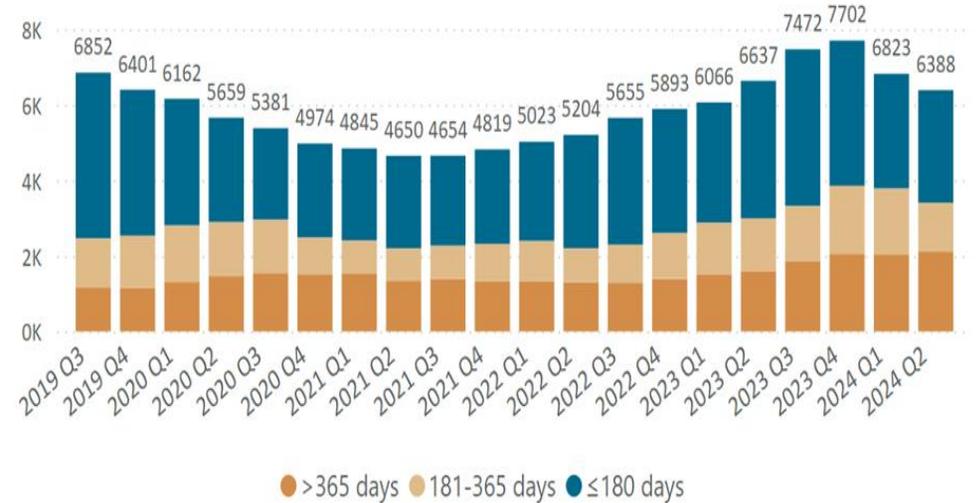
**CASE AGE AT CLOSURE**



**INCOMING CASES**



**INVENTORY BY CASE AGE**



**Current Target: SB 211 Standard**  
**Proposed Target: No Change**

**FILTER BY:**

Filter Info

**ADR**

- Yes
- No

**ABATED**

- No

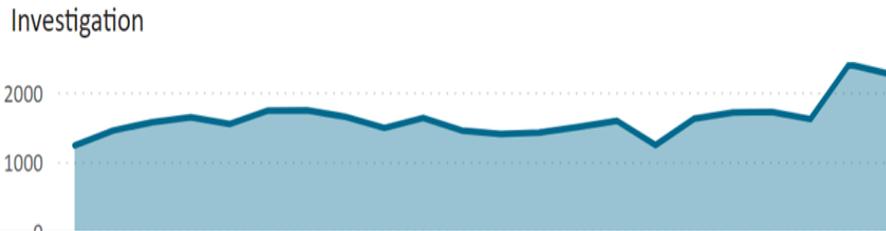
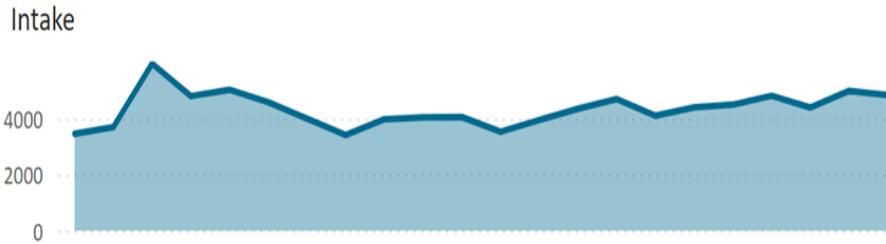
**COMPLEX**

- No
- Yes

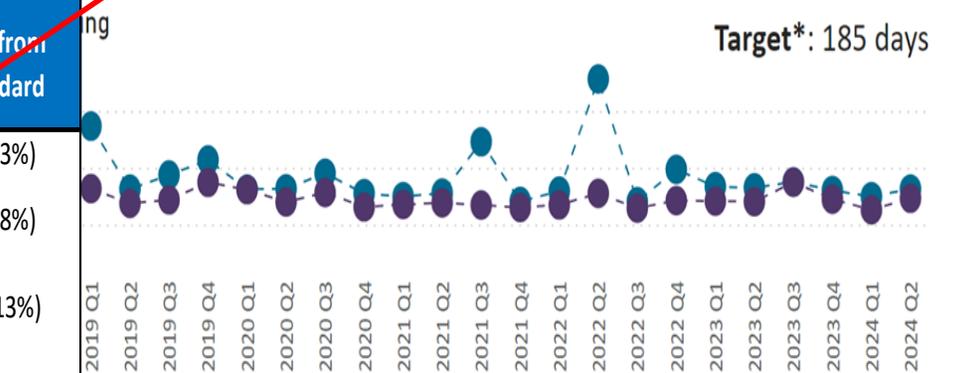
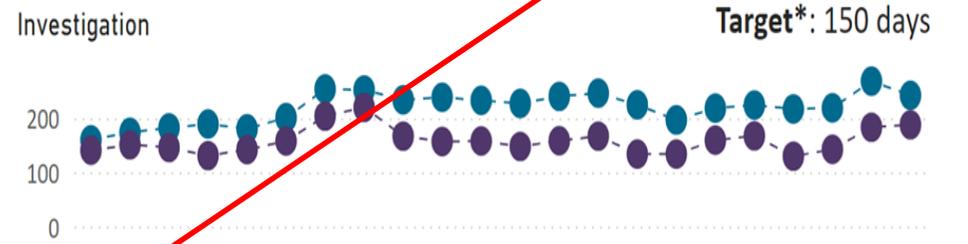
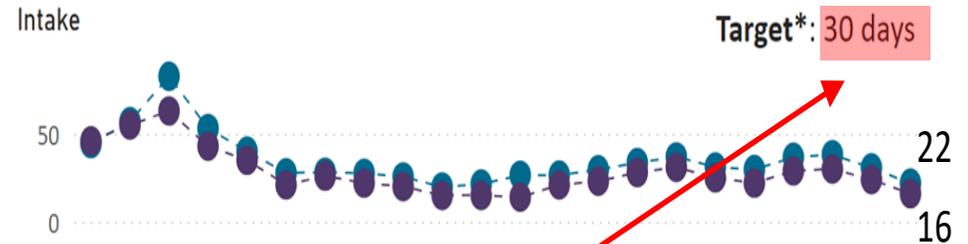
All ▼

All ▼

**CASES PASSING THROUGH EACH PHASE**



**DURATION OF CASES AT EACH PHASE (DAYS)**



**2023 Actual Case Data**

Case category	Proportion of Cases Resolved in each SB 211 Case Category (%)	Average Case Processing Time (Days)	SB 211 Standard	Gap from Standard
1. Closed in Intake	60.2	37	30	7 (23%)
2. Closed after investigation: higher RPP, noncomplex cases	3.7	130	120	10 (8%)
3. Closed after investigation: lower RPP, noncomplex cases	17.3	169	150	19 (13%)
4. Closed after investigation: higher RPP, complex cases	3.1	225	180	45 (25%)
5. Closed after investigation: lower RPP, complex cases	12.6	286	210	76 (36%)
6. Closed or filed in charging	3.1	598	300	298 (995)

was calculated using a weighted average of case processing standards for both and non-complex cases.

**FILTER BY:**

Filter Info

**ADR**

Yes  
 No

**ABATED**

No

**COMPLEX**

No  
 Yes

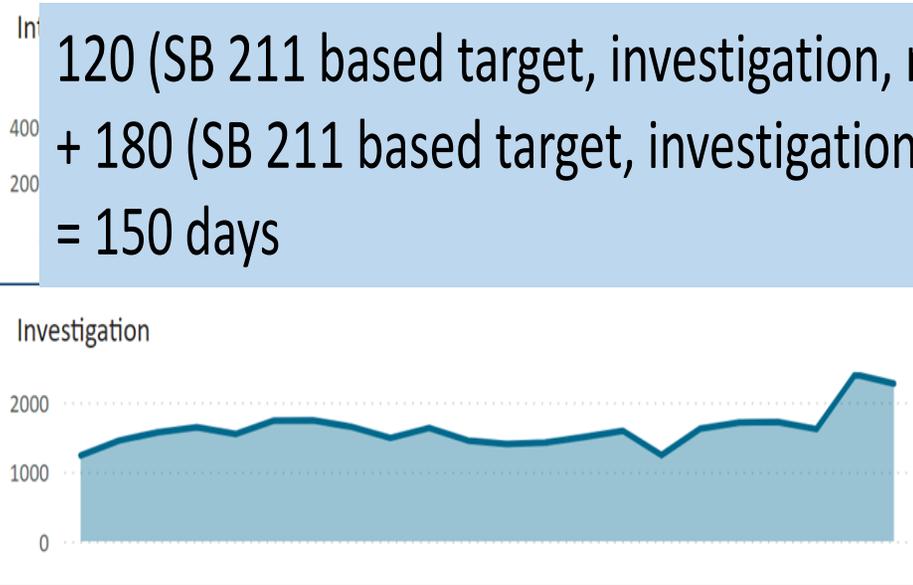
**PERIOD**

All

**PRIORITY**

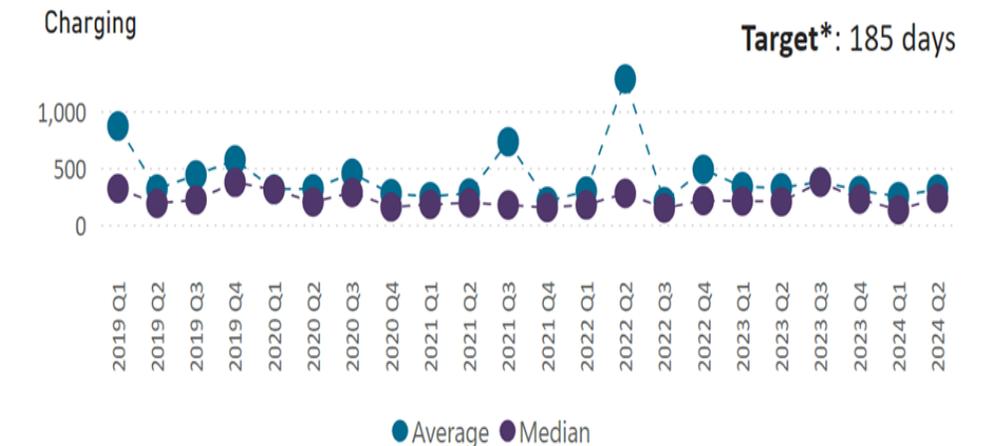
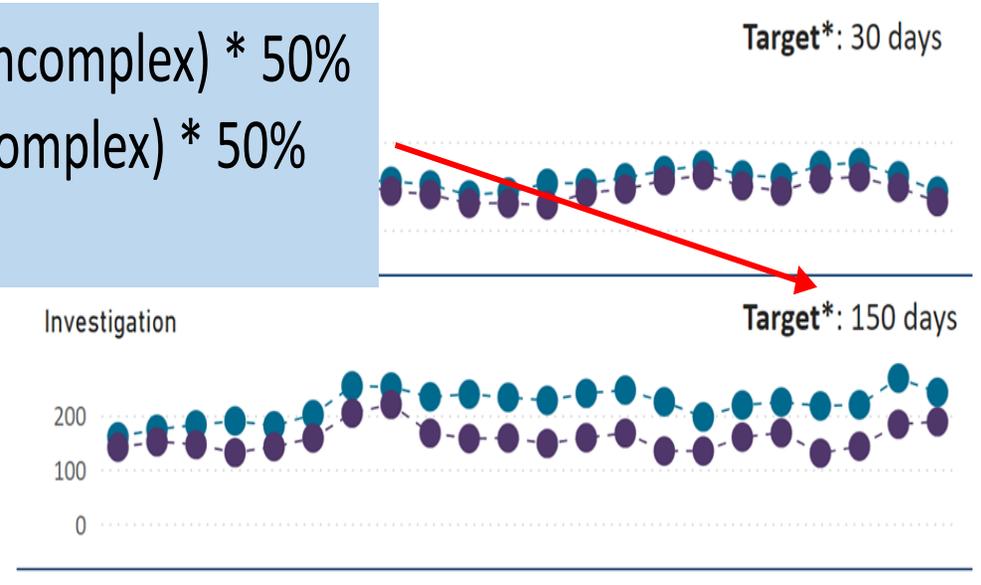
All

**CASES PASSING THROUGH EACH PHASE**



**DURATION OF CASES AT EACH PHASE (DAYS)**

120 (SB 211 based target, investigation, noncomplex) \* 50%  
+ 180 (SB 211 based target, investigation, complex) \* 50%  
= 150 days



**Current Target:**

Based on SB 211 Proposed Case Processing Standards

\*Target was calculated using a weighted average of case processing standards for both complex and non-complex cases.

**FILTER BY:**

Filter Info

**ADR**

- Yes
- No

**ABATED**

- No

**COMPLEX**

- No
- Yes

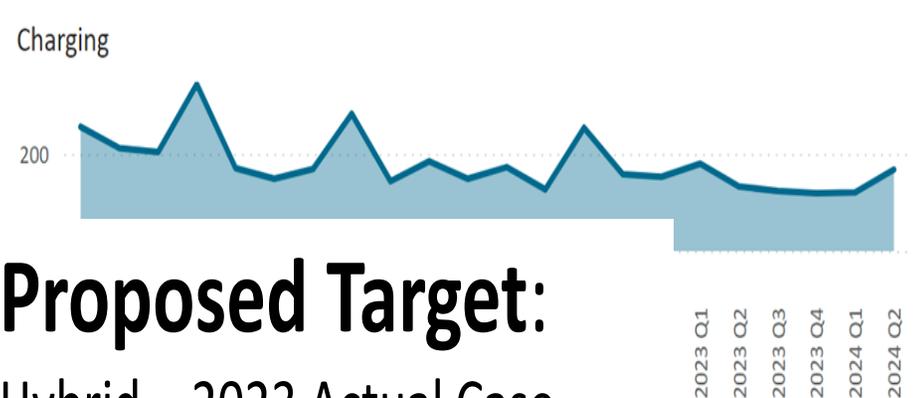
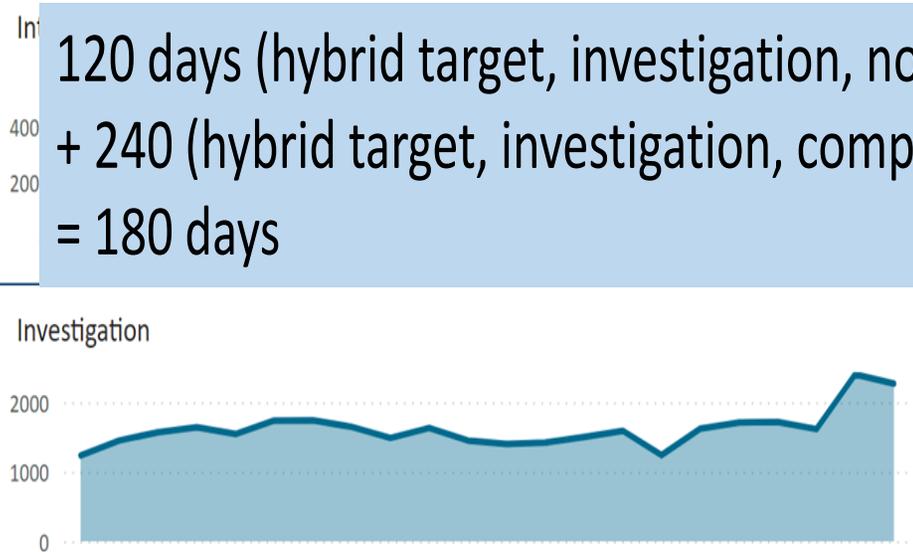
**PERIOD**

All ▼

**PRIORITY**

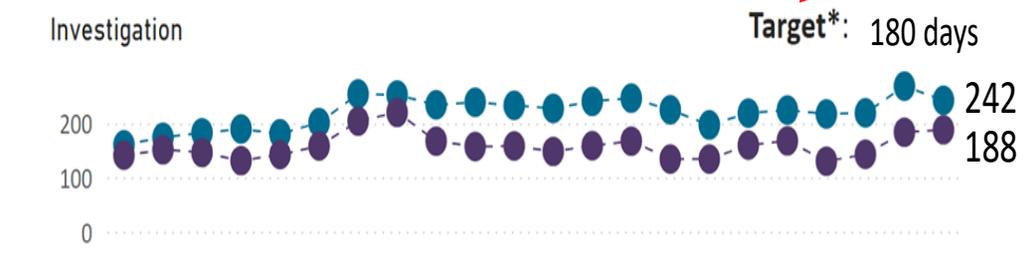
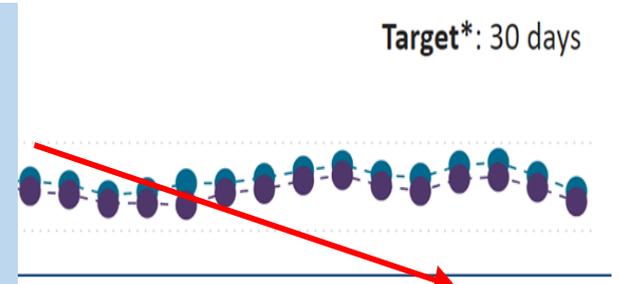
All ▼

**CASES PASSING THROUGH EACH PHASE**



**DURATION OF CASES AT EACH PHASE (DAYS)**

120 days (hybrid target, investigation, noncomplex) \* 50%  
 + 240 (hybrid target, investigation, complex) \* 50%  
 = 180 days



**Proposed Target:**

Hybrid – 2023 Actual Case Data & SB 211 Standards

2023 Q1  
2023 Q2  
2023 Q3  
2023 Q4  
2024 Q1  
2024 Q2

● Average ● Median

\*Target was calculated using a weighted average of case processing standards for both complex and non-complex cases.

# Current Target:

Based on BPC 6094.5 & SB 211

## Proposed Case Processing Standards

**FILTER BY:**

Filter Info

**ADR**

Yes  
 No

**ABATED**

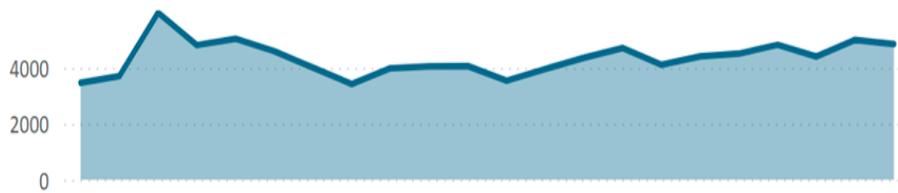
No

**COMPLEX**

No  
 Yes

### CASES PASSING THROUGH EACH PHASE

Intake



365 days (BPC 6094.5 target to close 90%, complex)

- 30 days (SB 211 target duration in intake)

- 150 days (SB 211 target duration in investigation)

= 185 days

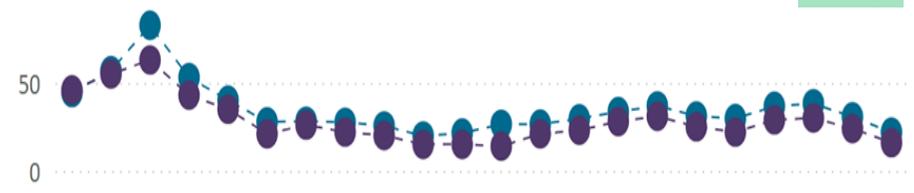
Charging



### DURATION OF CASES AT EACH PHASE (DAYS)

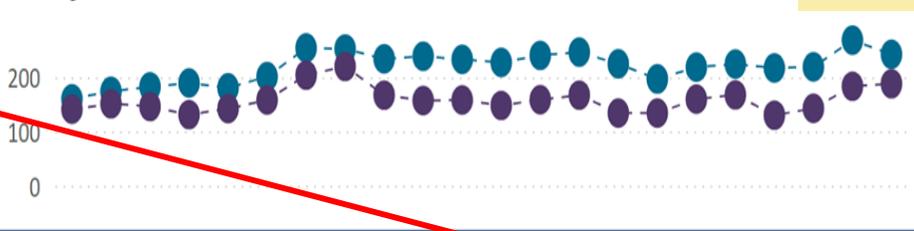
Intake

Target\*: 30 days



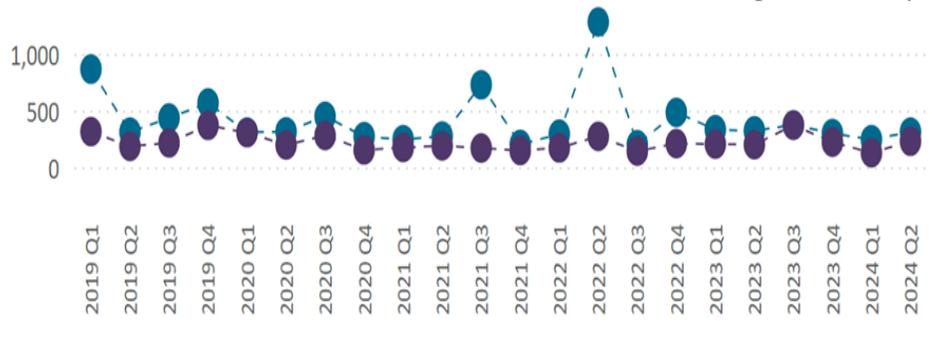
Investigation

Target\*: 150 days



Charging

Target\*: 185 days



● Average ● Median

\*Target was calculated using a weighted average of case processing standards for both complex and non-complex cases.

## Average Case Processing Time (Days)

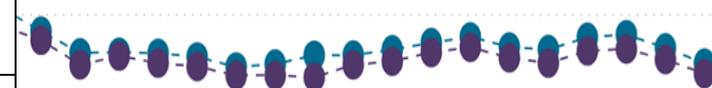
Case Category	2018-2021	2022-2023	2023	SB 211 Standard	Gap from Standard
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6. Closed or filed in charging	450	562	598	300	298 (99%)

# Proposed Target:

Hybrid – 2018-2023 Actual Case Data & SB 211 Standards

CASES AT EACH PHASE (DAYS)

Target\*: 30 days



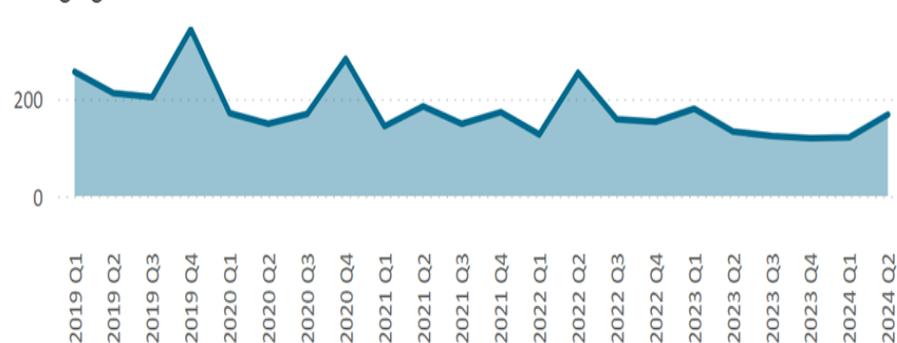
450 days (2018-2021 average to close/file in charging)

- 30 days (SB 211 target duration in intake)

- 180 days (hybrid target duration in investigation)

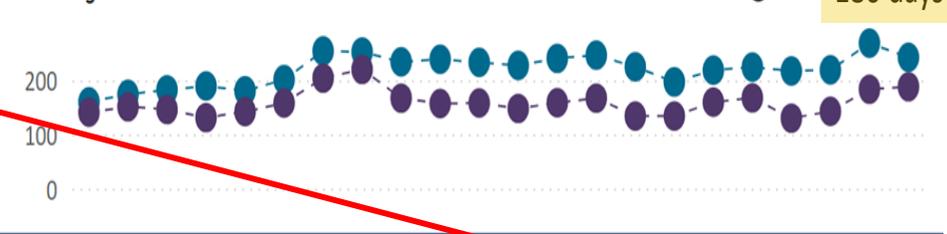
= 240 days

Charging



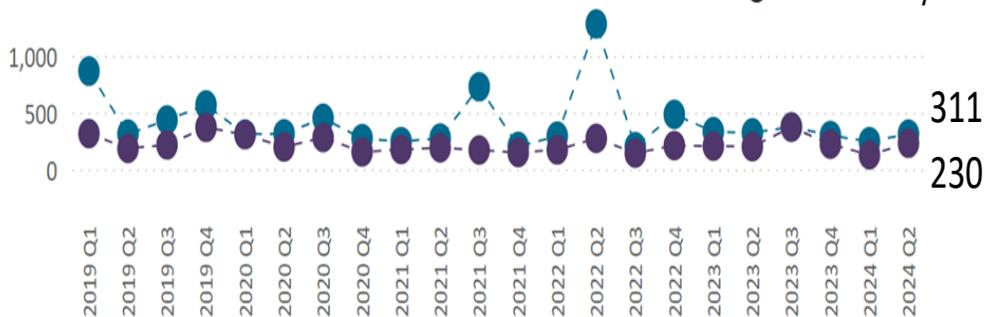
Investigation

Target\*: 180 days



Charging

Target\*: 240 days



● Average ● Median

\*Target was calculated using a weighted average of case processing standards for both complex and non-complex cases.

**FILTER BY:**

Filter Info

**ADR**

- Yes
- No

**ABATED**

- No

**COMPLEX**

- No
- Yes

**PERIOD**

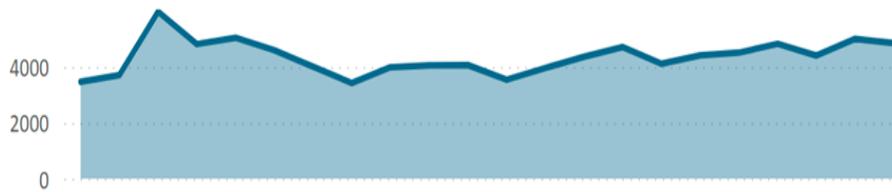
All ▼

**PRIORITY**

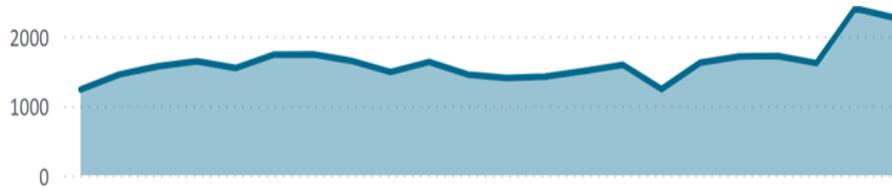
All ▼

**CASES PASSING THROUGH EACH PHASE**

Intake



Investigation



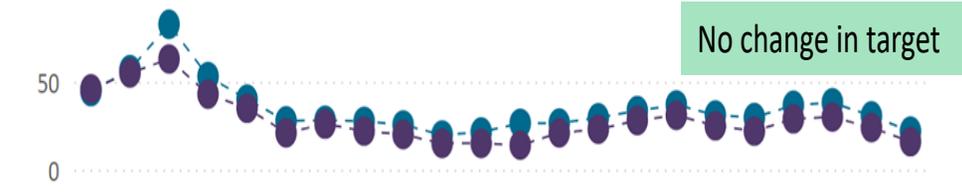
Charging



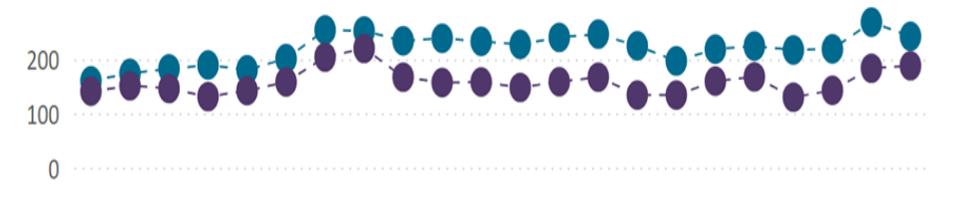
2019 Q1 2019 Q2 2019 Q3 2019 Q4 2020 Q1 2020 Q2 2020 Q3 2020 Q4 2021 Q1 2021 Q2 2021 Q3 2021 Q4 2022 Q1 2022 Q2 2022 Q3 2022 Q4 2023 Q1 2023 Q2 2023 Q3 2023 Q4 2024 Q1 2024 Q2

**DURATION OF CASES AT EACH PHASE (DAYS)**

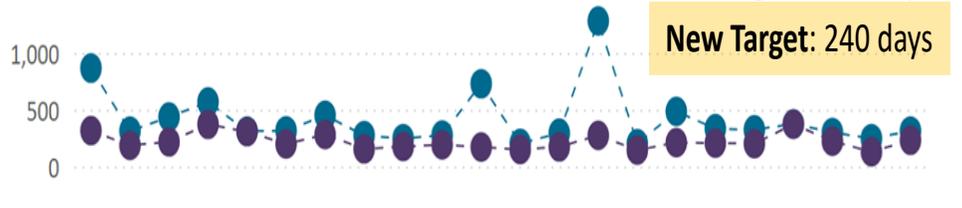
Intake



Investigation



Charging



2019 Q1 2019 Q2 2019 Q3 2019 Q4 2020 Q1 2020 Q2 2020 Q3 2020 Q4 2021 Q1 2021 Q2 2021 Q3 2021 Q4 2022 Q1 2022 Q2 2022 Q3 2022 Q4 2023 Q1 2023 Q2 2023 Q3 2023 Q4 2024 Q1 2024 Q2

● Average ● Median

\*Target was calculated using a weighted average of case processing standards for both complex and non-complex cases.

**FILTER BY:**

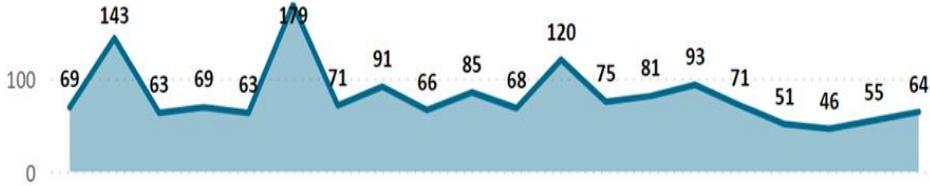
[Filter Info](#)

**PERIOD**

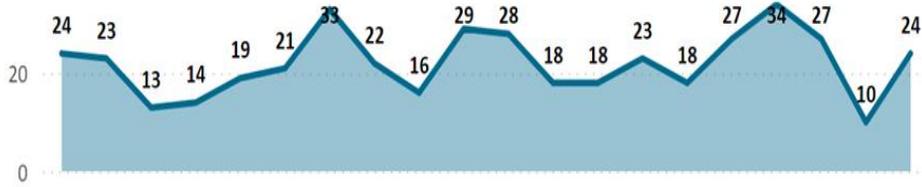
All ▼

**NUMBER OF FILINGS**

Notices of Disciplinary Charges



Stipulations to Facts and Discipline

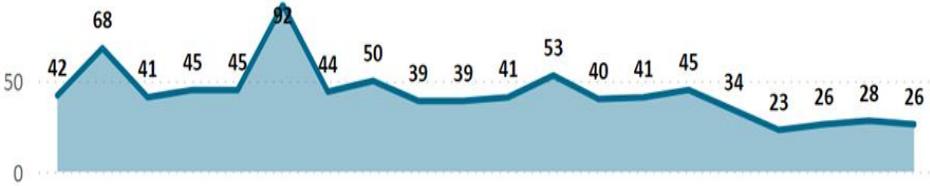


Criminal Conviction Transmittals

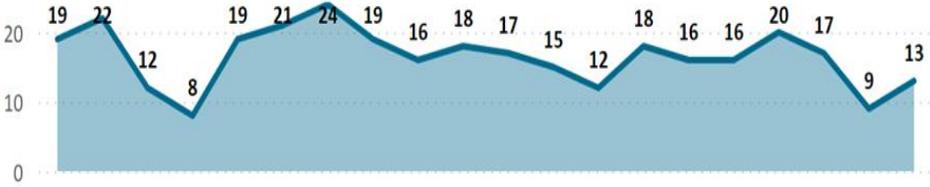


**NUMBER OF ATTORNEYS**

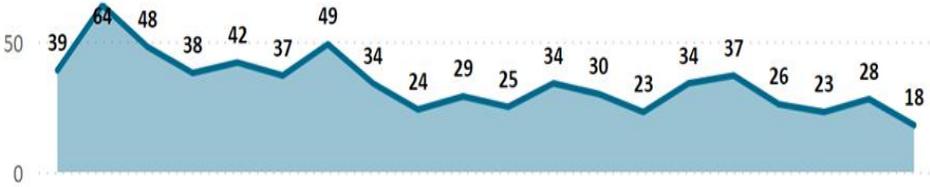
Notices of Disciplinary Charges



Stipulations to Facts and Discipline



Criminal Conviction Transmittals



**FILTER BY:**

Filter Info

**ADR**

- Yes
- No

**PERIOD**

2024 (Year) + 2 (Qua... ▾

**RESPONDENTS WITH NEW CASES OPENED IN 2024 Q2**

TOTAL

**3517**

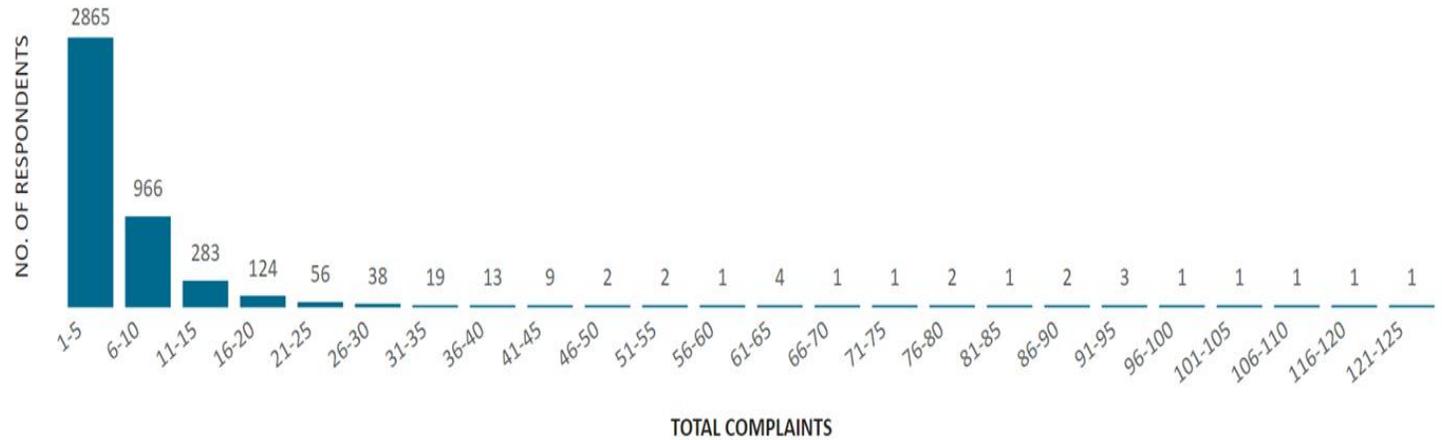
WITH 15+ COMPLAINTS

**159** 5%

WITH 40+ COMPLAINTS

**28** 1%

**TOTAL COMPLAINTS: ALL RESPONDENTS WITH OPEN COMPLAINTS**



**ALL RESPONDENTS WITH OPEN COMPLAINTS - CURRENT QUARTER**

TOTAL

**4398**

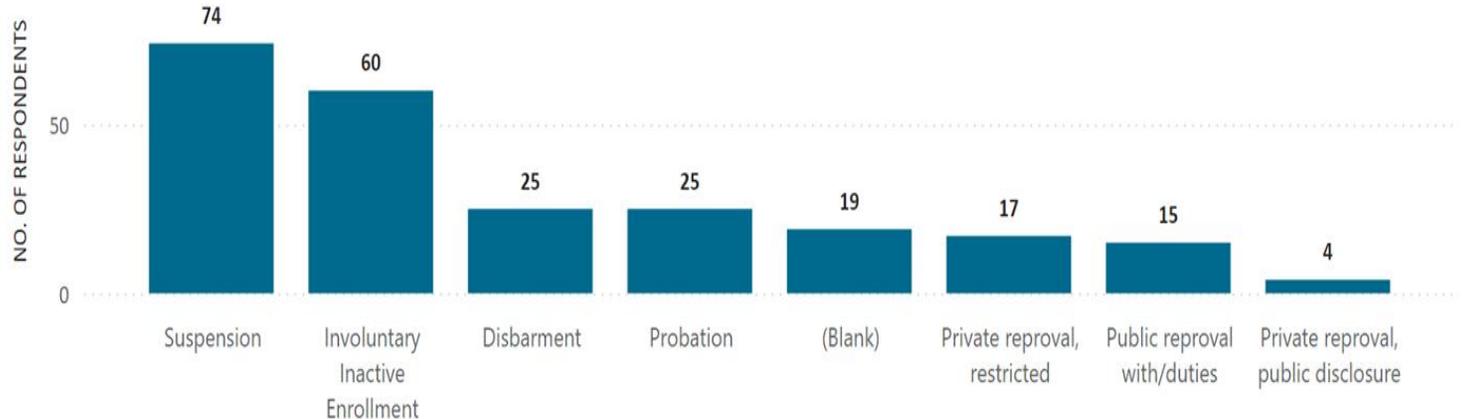
WITH 15+ COMPLAINTS

**284** 6%

WITH 40+ COMPLAINTS

**34** 1%

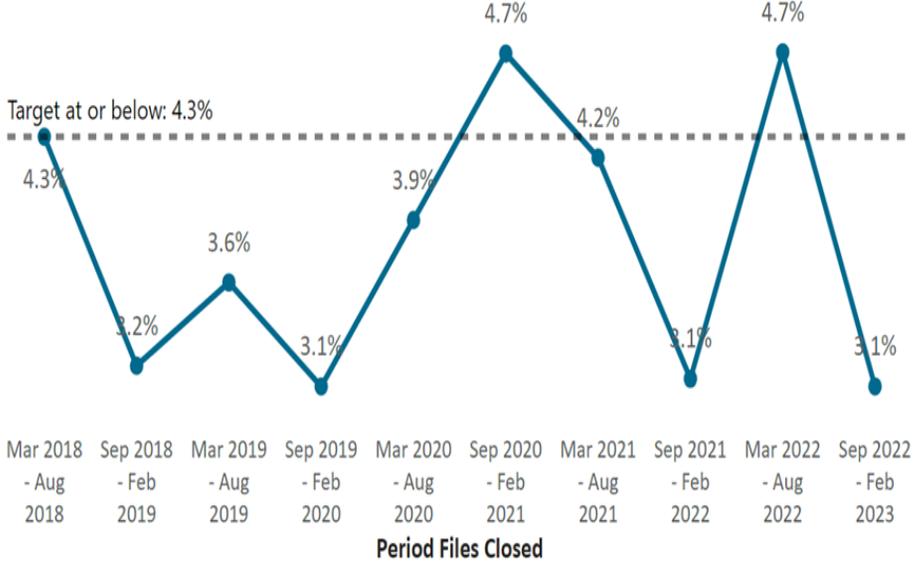
**PRIOR DISCIPLINE HISTORY: ALL RESPONDENTS WITH 15+ COMPLAINTS**



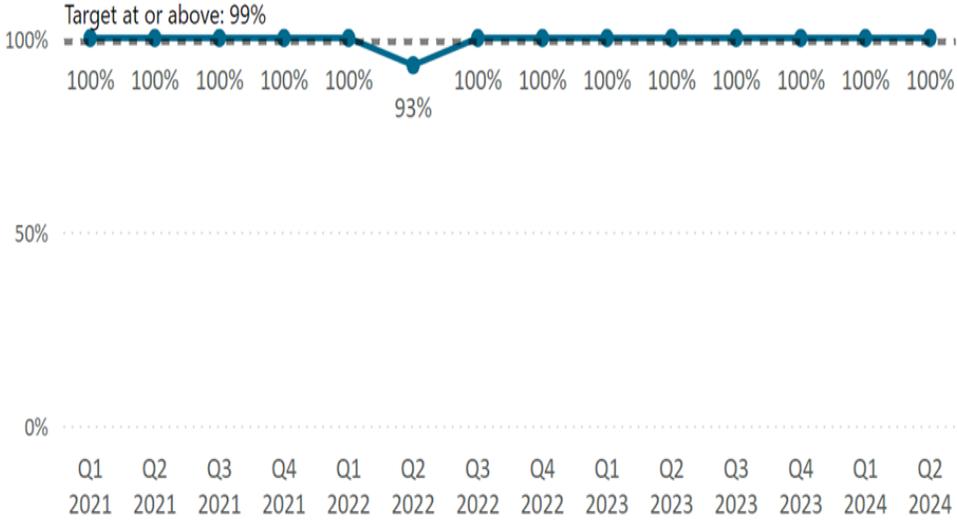
**PERCENT OF COMPLAINT REVIEW UNIT REOPENS FOR REASONS OTHER THAN NEW EVIDENCE**



**PERCENT OF RANDOM AUDIT REOPENS FOR SUBSTANTIVE REASON**



**PERCENT OF WALKER PETITIONS DENIED**



**FILTER BY:**

**PERIOD**

Multiple selections ▼

**Complaining Witness Survey Comment Summary**



Please see this [document](#) for responses to open ended questions from the Complaining Witness Surveys received during the second quarter of 2024. Below are highlights gleaned from the responses.

**What is going well**

- Positive experiences when CW's work with live staff, with a CW even praising a helpful front desk staff member who assisted when submitting a complaint in person.
- Ease of access during submission is a strong positive.

**Challenges**

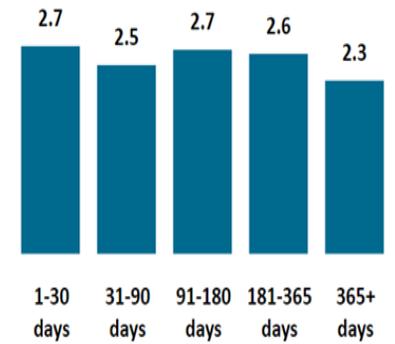
- CW's often feel that complaints are resolved without speaking to them or consulting them first, correlating with lower fairness scores.
- Repeated critiques about maximum limit on amount of evidence that can be submitted and the inability to edit a complaint after submission. This lead CW's to describe their initial submission as incomplete and therefore their case outcomes were unsatisfactory.

**482**

Respondents  
2024 Q2

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

**AVERAGE FAIRNESS RESPONSE BY CASE CLOSURE TIME**



**RESPONSE AVERAGE BY CASE CLOSURE STAGE & COMPOSITE TYPE**



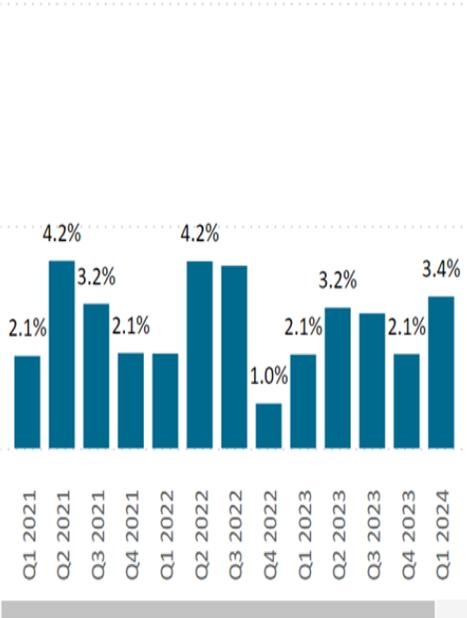
# OFFICE OF CHIEF TRIAL COUNSEL | EMPLOYEE ENGAGEMENT - TURNOVER RATES

## ANNUAL TURNOVER RATE - 2024

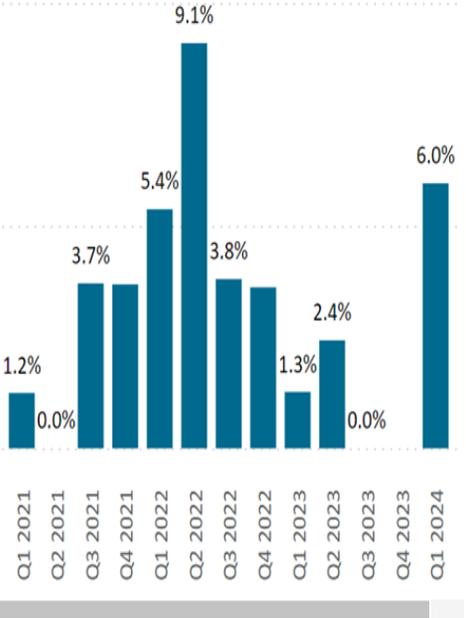


## QUARTERLY TURNOVER RATES

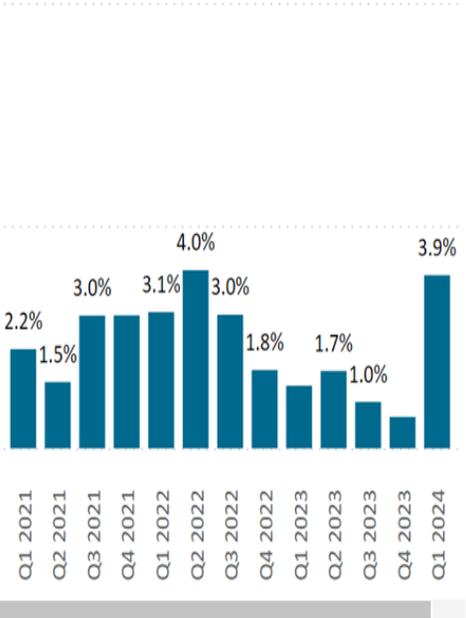
Attorneys



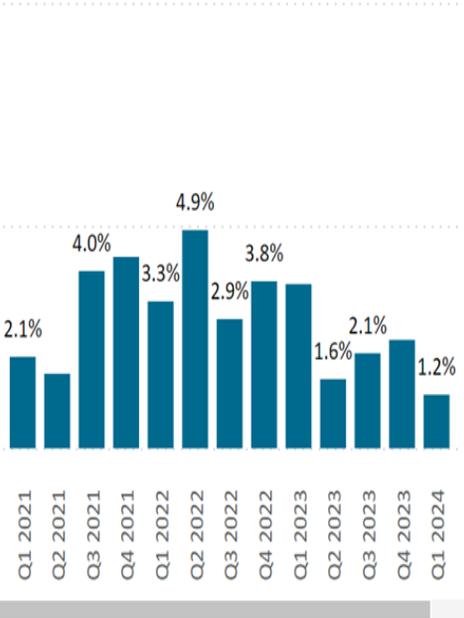
Investigators



Overall OCTC



Rest of State Bar



**ADR:** Annual Discipline Report (ADR) cases include the following case types:

- 9.20 Violations (State Bar Court Orders & Supreme Court Orders)
- Discipline in Other Jurisdiction
- Original Matters
- Probation Violations
- Repeal Violations
- RA cases (including Contempt Orders, Discipline by Other Licensing Agency, Insufficient Funds, Insurance Claim, Judgment, Multiple Lawsuits, Reversal of Judgment, & Sanction Orders)

**Abated:** Matters that are abated by OCTC or after filing in State Bar Court. This action is usually taken where there are other investigations or cases pending against a respondent and prosecution of those other complaints is likely to result in disbarment of the lawyer.

**Backlog:** Cases that failed to meet case processing time standards: 180 days for noncomplex cases and 365 days for complex cases. This dashboard provides the following 2 backlog metrics:

- **Closed Backlog Cases** - Cases that were closed during the reporting period that did not meet case processing time standards. This metric is reported in the Table SR-1B of the 2022 Annual Discipline Report (ADR).
- **Pending Backlog Cases** - Number of pending cases at the end of the reporting period that are older than the case processing time standards.

**Case:** An individual complaint, Office of Probation referral, State Bar initiated inquiry, reportable action, motion to enforce fee arbitration, motion to revoke probation, motion to terminate practice,\* or motion to impose interim suspension or license restrictions (petitions pursuant to section 6007).

**Caseload Clearance Rate:** Ratio of the total number of cases closed to the total number of cases opened during the reporting period.

**Case Inventory:** Number of pending cases at the end of a reporting period. For example, the case inventory metric for 2023 Q1 provides the number of pending cases on 03/31/2023.

**Complex:** Cases are designated as complex based on the indicators below:

- Major case designation;
- Subpoenas for records to banks, courts, federal immigration officials, or another third-party entity;
- Numerous potential charges (often arising from multiple incidents) or numerous potential parties; or
- Respondent fails to provide information as requested within a reasonable time or at all.

**Disciplinary Filings:** Cases are filed in State Bar Court (SBC) via a Notice of Disciplinary Charges (NDC), Stipulations to Facts and Discipline, and Transmittal of Criminal Convictions. Cases in which an NDC is filed or information about a criminal conviction is transmitted that are later resolved by stipulation are only counted based on the initial filing in SBC.

**Prior Discipline:** See Attorney Discipline Definitions page [here](#).

**Priority:** Effective 07/01/2023, the case priority designations have been revised as follows:

- **P1 – Higher RPP** (previously P1). Includes cases in which the conduct in the case caused substantial harm, or posed a risk of potential substantial harm, to clients or the public. Higher RPP cases also include those in which the attorney is the subject of multiple pending complaints, or the current complaint is similar to one or more prior closed complaints, suggesting an increased risk that, absent disciplinary action, the attorney may continue to engage in misconduct.
- **P3 – Lower RPP** (previously P3): Cases that do not meet the criteria for higher RPP cases.
- **P2 – No longer in use:** Discontinued. Includes expedited cases opened prior to the recent changes. Now new cases aren't given a separate priority. They are tagged as "expedited" and also fall under "P1- Higher RPP", "P3 - Lower RPP" or "No Priority" categories.

**Respondents with 15+ (or 40+) Complaints:** Respondents with over 15 (or 40) complaints including all open complaints plus complaints closed during the preceding 5-year period starting from the report ending date. For example, the 2023 Q1 report counts closed cases during the 5-year period, 03/31/2018 - 03/31/2023.

# Questions?

