

Initiative to Address Backlog

Background: Enforcement and Legal staff have been dealing with an increase in backlog of primarily lower priority cases for years. This is due to the ever increasing number of complaints received per year compounded with the limited number of resources to handle the increase. As of September 1, 2011, Enforcement staff had over 9000 active investigations. Of those, 2227 were over 2 years old.

Purpose: The purpose of the Initiative is to bring the ever increasing backlog to a manageable amount.

Goal: The goal is to have all cases that are 2 years or older as of April 1, 2012 resolved or at the final stages of resolution (i.e. Agreed Order pending or Formal Charges filed and set for SOAH).

Recommendation: For information only. No action necessary.

**ENFORCEMENT TEAMS
CRUNCH
September 2011 - March 30, 2012**

Investigator	Total ALL Cases	Cases > 2yrs old		<u>Remaining</u> Cases for Crunch Sept 1, 2009 - March 31, 2010															
		Total	% Crunch from Total # of Cases	Sept 1	Oct 1	Close	Nov 1	Close	Dec 1	Close	Jan 1	Close	Feb 1	Close	Mar 1	Close	Mar 31 st	Close	
Cindy's Team Crunch	2354	673	28.00%	673	574	99	498	76	428	70	314								
Mimi's Team Crunch	2055	485	23.00%	485	413	72	339	74	266	73	234								
Earl's Team Crunch	4864	1006	20.00%	1006	750	256	640	110	451	189	324								
Other	290	63	21.00%	63	54	9	53	1	53	0	43								
Enforcement Totals	9563	2227	23.00%	2227	1791		1530		1198		<u>915</u>								
Crunch Cases Closed During Month						436		261		332		283							
Crunch Cases Closed to Date						436		697		1029		1312							
To Legal:																			
Cindy's Team				30	44		43		74		71								
Mimi's Team				27	62		56		78		76								
Earl's Team				12	30		35		33		36								
Other				1	4		5		5		7								
Total to Legal:				70	140		139		190		190								