

**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. The goal was to have all cases that were 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.)by March 31, 2012. At the end of this project, there were only 296 of the 2,227 remaining. Based on the success of the aforementioned project, Enforcement and Legal have embarked on a new initiative: to have all cases over 12 months remain below the 25%. (please see attached data)

**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 12 months or older as of April 30, 2013 resolved or at the final stages of resolution (i.e Agreed Order pending or Formal Charges filed and set for SOAH).

**Recommendations:** For information only. No action necessary.

**March 1, 2012 - October 2012 CASE STATISTICS**  
**STATISTICS CALCULATED PER CRUNCH PERIOD TO 5/31/13**  
**(CATEGORY CASES GREATER THAN 1 YEAR TO 5/31/13 --- DIMINISHING TO OCTOBER 2012)**

<b>MONTH</b>	<b>CASES &gt; 1 YEAR TO 5/31/13</b>	<b>CASES WITH ACTIVITY</b>	<b>% WITH ACTIVITY</b>	<b>CASES WITHOUT ACTIVITY</b>	<b>% WITHOUT ACTIVITY</b>	<b>CLOSED IN PREVIOUS MONTH</b>	<b>TOTAL ALL CASES TO DATE</b>	<b>REMAINING CASES FROM ALL CASES</b>	<b>% &gt; 1 YEAR</b>
March 2012	3243	1112	34.29%	2131	65.71%	914	8675	5432	37.38%
April 2012	3344	1113	33.28%	2231	66.72%	649	8368	5024	39.96%
May 2012	2947	1219	41.36%	1728	58.64%	502	8388	5441	35.13%
June 2012	2477	1199	48.41%	1199	51.59%	894	8197	5720	30.22%
July 2012	1998	1225	61.31%	774	38.74%	928	8314	6316	24.03%
August 2012	1685	1113	66.05%	572	33.95%	948	8253	6568	20.42%
September 2012	1369	1030	75.24%	340	24.84%	753	8296	6927	16.50%
October 2012	1129	907	80.34%	222	19.66%	753	7953	6824	14.19%

**November 2012 - May 31, 2013**  
**STATISTICS CALCULATED - CASES GREATER THAN 1 YEAR PERIOD**

<b>MONTH</b>	<b>CASES &gt; 1 YEAR</b>	<b>CASES WITH ACTIVITY</b>	<b>% WITH ACTIVITY</b>	<b>CASES WITHOUT ACTIVITY</b>	<b>% WITHOUT ACTIVITY</b>	<b>CLOSED IN PREVIOUS MONTH</b>	<b>TOTAL <u>ALL</u> CASES TO DATE</b>	<b>REMAINING CASES FROM <u>ALL</u> CASES</b>	<b>% &gt; 1 YEAR</b>
November 2012	2636	1131	49.36%	1431	50.64%	1216	7894	5258	33.39%
December 2012	2608	1138	52.34%	1470	47.65%	765	7879	5271	33.10%
January 2013	2595	1004	38.69%	1591	61.31%	753	7690	5095	33.75%
February 2013	2477	1082	43.68%	1395	56.32%	844	7712	5235	32.12%
March 2013	2270	1264	55.68%	1006	44.32%	805	7578	5308	29.96%
April 2013	2098	1408	67.11%	690	32.89%	827	8089	5991	25.93%
May 2013	1918	1353	70.54%	1353	29.46%	837	8072	6154	23.76%
June 2013 (to 5/31/13)	1863	1252	67.20%	611	32.80%	1070	7961	6098	23.40%