

Complaint Status Report

Background: At the end of FY2011, Enforcement staff had 9204 active investigations, of which 4050 (44%) were over 1 year old and 2227 (24%) were over 2 years old. The “backlog” of primarily lower priority cases was due to ever increasing number of complaints compounded with the limited number of resources to handle the increase. To address the situation, at the beginning of FY2012 Enforcement began implementing initiatives to resolve the oldest of the old cases. As of April 1, 2012, 87% of the oldest cases had been reviewed and/or resolved, leaving only 296 of the original 2227 cases identified to be addressed.

Beginning in FY2013, performance measures communicating expected deadlines for case resolution based on priority were developed to help prevent another backlog from being created over time.

Goal: Based on the success of these initiatives, Enforcement established a new goal to have no more than 25% of cases open beyond 1 year and to have those cases in the final stages of resolution (i.e., Agreed Order pending, Formal Charges filed, and/or being set for SOAH).

Summary: As of August 31, 2019, the Board had 770 cases open for more than 1 year (24% of open cases). Of those cases open for more than 1 year, 588 (75.5%) had reached the stage of case review or beyond and 188 were pending.

	Total Open	Open > 1 year (% of Total Open)
FY2013	7707	1749(23%)
FY2014	4896	1505(31%)
FY2015	3715	815(22%)
FY2016	3806	685(18%)
FY2017	2917	696(23%)
FY2018	3044	676(22%)
FY2019	3203	770(24%)
FY2020(*)	3243	767(24%)

(*)1st Quarter of 2020

Recommendations: For information only. No action necessary.