

**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 resolved by April 30, 2013.

**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).

**Progress:** On April 1, 2012, there were 3,344 cases that met this criteria. As of March 1, 2012, the number of cases meeting this criteria has been reduced significantly.

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