Office of County Counsel 2012 Business Plan Update



PREPARED BY THE OFFICE OF

COUNTY COUNSEL COUNTY OF ORANGE

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> NICHOLAS S. CHRISOS COUNTY COUNSEL

MISSION OF THE COUNTY COUNSEL:

TO PROVIDE THE HIGHEST QUALITY LEGAL ADVICE AND REPRESENTATION TO THE BOARD OF SUPERVISORS, ELECTED AND APPOINTED DEPARTMENT HEADS, COUNTY AGENCIES/DEPARTMENTS AND STAFF, AND BOARD-GOVERNED SPECIAL DISTRICTS.

EXECUTIVE SUMMARY

The Office of County Counsel is charged with providing civil legal services to County government, e.g., defending and prosecuting litigation, advising the Board of Supervisors, and providing written opinions to County and district officers on matters pertaining to their duties. The Office of County Counsel, as provided by the Government Code, was created on September 16, 1941, by Ordinance No. 432. Most of the Office of County Counsel's functions are defined and mandated by California statutes, County ordinances, Board resolutions, Board policy and case law.

KEY PERFORMANCE MEASURES & REPORTING

Goal #1: Provide highly competent legal advice to clients on matters related to their public duties and responsibilities in the administration of the public's business, in accordance with high ethical and professional standards.

KEY PERFORMANCE MEASURES:

- Percentage of clients rating advisory and litigation support as satisfactory or better.
- Percentage of written opinions challenged in court or administrative proceedings.
- Percentage of challenged written opinions that are upheld.

Goal # 2: Effectively prosecute and defend civil actions in which clients are involved.

KEY PERFORMANCE MEASURES:

- Percentage of clients rating advisory and litigation support as satisfactory or better.
- Percentage of dependency cases upheld on appeal.
- Percentage of mental health cases won or resolved with approval of client.
- Percentage of general litigation cases won or resolved with approval of client.

Goal #3: Deliver all legal services to clients as efficiently and economically as possible.

KEY PERFORMANCE MEASURES:

• Percentage of clients rating advisory and litigation support as satisfactory or better.

KEY PERFORMANCE REPORTING

PERFORMANCE MEASURE	FY 2010-11	FY2011-12	FY2011-12	FY2012-13	HOW ARE WE
	BUSINESS PLAN	BUSINESS	ANTICIPATED	BUSINESS	DOING?
	RESULTS	PLAN	RESULTS	PLAN	
Percentage of clients rating Advisory	In the most recent	Continue to be	County	Be rated as	Based on survey
and Litigation Support as	client satisfaction	rated as	Counsel will be	satisfactory	results and ongoing
satisfactory or better.	survey conducted as	satisfactory or	rated as	or better.	dialogue with clients,
What: Measurement of quality and	of 2010, over 95% of	better.	satisfactory or		County Counsel's
effectiveness of services provided.	all client responses on		better.		client departments
Why: Client satisfaction is the primary	specific criteria rated				and agencies are
measure of success for a service	County Counsel's				very satisfied with
agency.	services as				the services and
	satisfactory (85% as				support provided by
	"extremely satisfied").				the office.
	County Counsel				
	expects the results of				
	its next bi-annual				
	survey to be reflected				
	in the 2012-13				
	business plan.				
Percentage of Written Opinions that	The Court of Appeal	Maintain 90%	County	Maintain	County Counsel is
are upheld.	upheld one County	or better rate of	Counsel will	90% or	producing sound,
What: Measurement of the quality of	Counsel written	success.	maintain a 90%	better rate	well-analyzed and
legal advice.	opinion. No other		or better rate of	of success.	accurate legal
Why: Provides measure of quality of	written opinions were		success.		opinions that
services provided.	challenged in court or				withstand (and do
	administrative				not provoke)
	proceedings.				challenges in court.

PERFORMANCE MEASURE	FY 2009-10 BUSINESS PLAN RESULTS	FY2010-11 BUSINESS PLAN	FY2010-11 ANTICIPATE D RESULTS	FY2011-12 BUSINESS PLAN	HOW ARE WE DOING?
Percentage of dependency cases upheld on appeal. What: Measurement of the quality of services provided by County Counsel. Why: Provides measure of quality and effectiveness of services provided.	Over 94% of all appeals were won	The office's goal is to continue to maintain its already impressive record of success and once again to attain a 90% or better rate of success.	County Counsel will maintain its high rate of success on these appeals but it cannot yet be projected as to whether the rate of success will exceed the 90 % threshold.	Maintain 90% or better rate of success.	Unlike other areas of litigation, dependency appeals are not typically settled or resolved without a ruling by the Court of Appeal. In this area, the County Counsel's office is exceeding its own ambitious goal by 4%. A 94% success rate is an excellent result.
Percentage of Mental Health cases won or resolved with approval of client. What: Measurement of the quality of services provided by County Counsel. Why: Provides measure of the quality of services provided by County Counsel.	95% of cases were won or resolved to the client's satisfaction	Maintain 90% or better rate of success.	County Counsel will maintain a 90% or better rate of success.	Maintain 90% or better rate of success.	In this area, the County Counsel's office is exceeding its own ambitious goal by 5 percent. A 95% rate of favorable results is very impressive.
Percentage of General Litigation Cases won or resolved with approval of client. What: Measurement of the quality of services provided by County Counsel. Why: Provides measure of quality and effectiveness of services provided.	Over 93% of all cases handled were won or resolved to the client's satisfaction	Maintain 90% or better rate of success.	County Counsel will maintain a 90% or better rate of success.	Maintain 90% or better rate of success.	The General Litigation Division continues its excellent performance, as shown by a success rate that exceeds 93 percent, well above the office's goal.