Office of County Counsel 2011 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 2009-10 BUSINESS PLAN RESULTS	FY2010-11 BUSINESS PLAN	FY2010-11 ANTICIPATED RESULTS	FY2011-12 BUSINESS PLAN	HOW ARE WE DOING?
Percentage of clients rating Advisory and Litigation Support as satisfactory or better. What: Measurement of quality and effectiveness of services provided. Why: Client satisfaction is the primary measure of success for a service agency.	Over 95% of all client responses on specific criteria in 2009 survey rated County Counsel's services as satisfied (85% as "extremely satisfied").	Continue to be rated as satisfactory or better.	County Counsel will be rated as satisfactory or better.	Be rated as satisfactory or better.	Based on survey results and ongoing dialogue with clients, County Counsel's client departments and agencies are very satisfied with the services and support provide by the office.
Percentage of Written Opinions that are upheld. What: Measurement of the quality of legal advice. Why: Provides measure of quality of services provided.	No County Counsel written opinion was challenged requiring judicial review.	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.	County Counsel is producing sound, well-analyzed and accurate legal opinions that withstand (and do not provoke) challenges in court.
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 go beyond its already impressive record of success and 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. An 88 percent success rate is an excellent result, despite not quite reaching the 90 percent target.

PERFORMANCE MEASURE	FY 2009-10 BUSINESS PLAN RESULTS	FY2010-11 BUSINESS PLAN	FY2010-11 ANTICIPATED RESULTS	FY2011-12 BUSINESS PLAN	HOW ARE WE DOING?
Percentage of Mental Health cases won or resolved with approval of client. What: Measurement of the quality of services provided by County Counsel. Why: Measure of the quality of services provided by County Counsel.	97% 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 96% 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 96 percent, well above the office's goal.