

Office of County Counsel **2008 – 2009 Business Plan**

(Only the Key Performance Measures and Reporting section was updated December 2008)



PREPARED BY THE
OFFICE OF

COUNTY COUNSEL COUNTY OF ORANGE

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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.**

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 2007-08 BUSINESS PLAN RESULTS	FY2008-09 BUSINESS PLAN	FY2008-09 ANTICIPATED RESULTS	FY2009-10 BUSINESS PLAN	HOW ARE WE DOING?
<u>Percentage of clients rating Advisory and Litigation Support as satisfactory or better.</u> <u>What:</u> Measurement of quality and effectiveness of services provided. <u>Why:</u> Client satisfaction is the primary measure of success for a service agency.	92% based on 2007-08 survey results.	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 is doing well in the area of providing satisfactory advisory and litigation legal services.
<u>Percentage of Written Opinions that are upheld.</u> <u>What:</u> Measurement of the quality of legal advice. <u>Why:</u> Provides measure of quality of services provided.	No 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 doing very well in producing quality written opinions that stand up to judicial review.
<u>Percentage of dependency cases upheld on appeal.</u> <u>What:</u> Measurement of the quality of services provided by County Counsel. <u>Why:</u> Provides measure of quality and effectiveness of services provided.	The percentage of cases upheld on appeal is over 90%.	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.	Very well
<u>Percentage of Mental Health cases won or resolved with approval of client.</u> <u>What:</u> Measurement of the quality of services provided by County Counsel. <u>Why:</u> Measure of the quality of services provided by County Counsel.	90% Won or Resolved	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.	Very well
<u>Percentage of General Litigation Cases won or resolved with approval of client.</u> <u>What:</u> Measurement of the quality of services provided by County Counsel. <u>Why:</u> Provides measure of quality and effectiveness of services provided.	Over 90%.	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.	Very well