Quality and Productivity Commission

29th Annual Productivity and Quality Awards Program

Champions of Change: Together We Make a Difference

2015 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: PD "ONE STOP" RESOURCE PORTAL

DATE OF IMPLEMENTATION/ADOPTION: JUNE 24, 2013
(Must have been implemented at least one year - on or before July 1, 2014)

PROJECT STATUS: X Ongoing _____ One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? _____ Yes X No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

The Public Defender's challenge was to develop electronic tools for centralized Office communication with staff. The solution was to create the Public Defender (PD) "One Stop" Resource Portal - an intranet website designed to be the "one stop" resource and informational system for Public Defender employees. The Portal Home Page automatically opens when employees log onto their computers. They immediately see the Portal's ribbon montage of employee photos, as well as management and administration announcements, news and notices of upcoming events, employee awards, activities, and achievements. It also features a legal tip of the day and showcases different employee groups each month. The Portal Home Page contains tabs that link users to more detailed information including pages for Case Support, Legal Resources, Legal Research, Motions and Forms, Investigations, Juvenile, Secretarial, Paralegal, Technology, and various contact directories. The Portal has greatly improved communication throughout the Office. Relevant and important information is readily available to staff. This instant communication is an invaluable tool for increasing work efficiencies for all Public Defender staff.

(1) ACTUAL/ESTIMATED **ANNUAL** COST AVOIDANCE	(2) ACTUAL/ESTIMATED **ANNUAL** COST SAVINGS	(3) ACTUAL/ESTIMATED **ANNUAL** REVENUE	(1) + (2) + (3) = TOTAL **ANNUAL** ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
$	$	$	$	☒

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS LOS ANGELES COUNTY PUBLIC DEFENDER 210 WEST TEMPLE STREET, 19TH FLOOR LOS ANGELES, CA 90012	**TELEPHONE NUMBER** (213) 974-2811
PROGRAM MANAGER'S NAME KELLY EMLING	**TELEPHONE NUMBER** (213) 974-0318 **EMAIL** KEmling@pubdef.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) JOANNE ROTSTEIN Joanne Rotstein **DATE** 7/14/15	**TELEPHONE NUMBER** (213) 974-3591 **EMAIL** JRotstein@pubdef.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE RONALD L. BROWN Ronald L Br **DATE** 7/14/15	**TELEPHONE NUMBER** (213) 974-2801

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1st FACT SHEET – LIMITED TO 3 PAGES ONLY: Describe the **Challenge, Solution, and Benefits** of the project. State clearly and concisely what difference the project has made. Use Arial 12 point font

CHALLENGE

In an increasingly "electronic" workplace, Public Defender employees became inundated with email, which was used as the primary means of Office communication. Employees' email in-boxes therefore contained important email messages from Public Defender managers and administrators as well as other general email messages. The challenge was to create a user-friendly/easily accessible Public Defender communication system for all employees.

Management also wanted to provide a centralized location for various employee groups to distribute work-related information and training materials. Public Defender staff spent a significant amount of time trying to find answers to legal issues and administrative questions, oftentimes engaging in the same inquiry or "re-inventing the wheel". Finally, Public Defender managers sought to build a stronger sense of community among the Department's thirty-four office locations spread throughout Los Angeles County. Public Defender staff too often did not know their colleagues in the various Public Defender locations. The challenge was to develop electronic tools for centralized management communication, to facilitate sharing work-related knowledge, and to build bonds among geographically distant offices.

SOLUTION

The solution was to implement the PD "One Stop" Resource Portal. It is an intranet (internal website for Public Defender staff only) and designed to be the "one stop" resource and informational system for the Public Defender's Office. The Portal Home Page automatically opens when employees long onto their computers. They immediately see management and administration announcements, news and notices of upcoming events, employee awards, activities, and achievements. It also features

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a legal tip of the day and showcases different employee groups each month.

The Portal also contains tabs that link users to more detailed information. This includes pages for Case Support, Legal Resources, Legal Research, Motions and Forms, Investigations, Juvenile, Secretarial, Paralegal, Technology, and various contact directories.

The Portal development team was comprised of Public Defender Information Systems staff members, support staff, attorneys and attorney managers. The development team met over the course of several months to determine the needs of employee users, to assess the tools necessary to meet those needs, and to make the Portal a "one stop" tool.

A development team member created the functional design of the Portal and an Information Technology team developed the Portal's technical design. Functional and technical design team members met regularly with an attorney manager to ensure that the Portal was developed and implemented in accordance with the Department's vision and strategic plan. Additional teams were formed to maintain different tabbed sections of the Portal. Each tab has a content manager, an employee who knows the subject matter of that particular section. For example, The Juvenile tab is maintained by an employee who is assigned to the Juvenile Division. A Portal administrator and a backup administrator manage the Portal. A Portal steering committee monitors content updates.

BENEFITS

The Portal is currently fully functional and is maintained and updated daily. It has greatly improved communication throughout the office. Relevant and important information is readily available to staff.

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LINKAGE TO THE COUNTY STRATEGIC PLAN (DETAIL IS REQUIRED FOR COUNTY DEPARTMENTS): THE COUNTY STRATEGIC GOAL OF OPERATIONAL EFFECTIVENESS IS SUPPORTED THROUGH THE IMPLEMENTATION OF THE PUBLIC DEFENDER PORTAL BY IMPROVING COMMUNICATION THROUGHOUT THE OFFICE, LEVERAGING THE KNOWLEDGE AND WORK OF THE ENTIRE OFFICE, AND IMPROVING THE QUALITY AND PRODUCTIVITY OF THE ENTIRE STAFF.

Cost savings and/or cost avoidance is difficult to quantify. The Portal is a "value added" endeavor that enhances the services of the Public Defender by leveraging the knowledge and work of the entire Office and results in improving the quality and productivity of the entire staff. We estimate that our 1,000 employees use the Portal a minimum of 150 hours per day and benefit from the increased access to County and Department information and resources. Those employees utilizing the Portal's tabs and links realize additional Office and service efficiencies.

Many Portal modules can provide "use metrics" by recording clicks by users and recording the date, time, and name of user. The motion and form banks count each time a motion or form is downloaded or opened. These monitoring metrics often result in improvements or new features to the Portal. Future enhancements will include a database for attorneys to locate experts for their cases, a forum for legal discussions, and a more advanced legal motions bank.

This "up to the moment" instant communication system has enhanced knowledge and camaraderie by building a sense of community. Each morning, over one thousand Public Defender employees are "connected" when logging onto the Portal.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFIT): If you are claiming cost benefits, include a calculation on this page. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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