

Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
"Heritage of Excellence"

2016 APPLICATION

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

NAME OF PROJECT: PROP 47 FRESH START NOW – A SECOND CHANCE

DATE OF IMPLEMENTATION/ADOPTION: 11/5/2014
 (Must have been implemented at least one year - on or before July 1, 2015)

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes 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.

1 Voters passed Proposition 47 Safe Neighborhood and Schools Act on November 4,
 2 2014 which made over half a million County residents eligible for immediate relief under
 3 the Act, which reduced common felony drug possession and low level theft offenses to
 4 misdemeanors. APD needed a way to immediately and effectively manage the
 5 unprecedented massive increase in workload and support the Board of Supervisor's
 6 community outreach efforts to help County residents clean up their criminal record so
 7 they could seek better employment and qualify for import services provided by the
 8 Federal and State governments. APD developed its Clean Record Now system that
 9 tracks all affected APD clients, both current and former, and manages the complex
 10 workflow associated with this legal process. Implementing this system allowed APD to
 11 manage this workload without the necessity of additional staff and resources. The
 12 system also assists APD in identifying those individuals who may be in need of
 13 additional county services including job placement, drug rehabilitation treatment, and
 14 immigration consequences.
 15


BENEFITS TO THE COUNTY

(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
\$ 740,261	\$	\$	\$ 740,261	<input type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS ALTERNATE PUBLIC DEFENDER 320 West temple St., Room G-35 Los Angeles, CA 90012	TELEPHONE NUMBER 213-974-6626
--	---

PROGRAM MANAGER'S NAME Jordan Yerian 	TELEPHONE NUMBER 213-893-2042 EMAIL jyerian@apd.lacounty.gov
---	---

PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Maria Cordero 	DATE 7/6/2016	TELEPHONE NUMBER 213-974-8244 EMAIL mcordero@apd.lacounty.gov
--	-------------------------	--

DEPARTMENT HEAD'S NAME AND SIGNATURE Janice Y Fukai 	DATE 7/6/2016	TELEPHONE NUMBER 213-974-8163
--	-------------------------	---

Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
“Heritage of Excellence”

2016 APPLICATION

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

NAME OF PROJECT: PROP 47 FRESH START NOW – A SECOND CHANCE

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: On November 4, 2014, California voters overwhelming passed Proposition 47 (Prop 47), the Safe Neighborhoods and Schools Act, which reclassified many common, low level felony drug possession and theft charges to misdemeanors. Prop 47 represented one of the most significant reforms to the criminal justice system in a generation. With its passage, hundreds of thousands of County residents could take immediate action to clean their record and remove the stigma associated with a felony conviction, pursue enhanced employment, qualify for state and federal aid programs, and take meaningful strides to improve their lives. Unfortunately, this reclassification was not self-executing and would require tens of thousands of current cases to be immediately reviewed for eligibility and appropriate legal action in court.

The changes in law brought on by Prop 47 took effect the day after passage. It is estimated that Prop 47 potentially impacts up to 500,000 county residents who can now seek reduction of their felony conviction. The Alternate Public Defender (APD) estimates that it represented up to 80,000 of those persons. Because the change in law took effect the day after passage, APD was immediately inundated with thousands of calls from persons seeking help at all twenty-three offices. In addition, APD had thousands of pending cases in court that needed to be identified for Prop 47 litigation.

APD also needed to find a way to identify any other special needs these former clients might have in areas of immigration, drug dependency and rehabilitation, and mental health disorders as part of the County's holistic outreach for Prop 47 affected residents. APD's challenge was to develop a system that could manage this process from the point of initial contact from the public, through the case evaluation stage and assignment to attorney staff, through the filing of legal documents with the courts and District Attorney's Office, to final resolution of the matter in court. The system would have to be developed on a very short timetable and maximize the efficiency of APD, since there would be no immediate additional staffing resources available.

Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
“Heritage of Excellence”

2016 APPLICATION

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

NAME OF PROJECT: PROP 47 FRESH START NOW – A SECOND CHANCE

Solution: APD developed its Prop 47 Clean Record Now (CRN) system to efficiently and effectively handle the unprecedented workload issues created by Prop 47. APD actually began developing the system utilizing in-house staff and resources three weeks prior to passage of Prop 47, because polling numbers indicated its likely passage. CRN collects all information obtained from clients, their family members, other APD and county data systems. Specific client and case profiles are created and additional information is added to the system as it proceeds through the automated workflow process. Notifications can be sent directly from the system to branch managers and assigned staff informing and reminding them of follow-up work that needs to be done. New cases that are entered into the system are automatically checked against APD’s regular Case Management System to identify all known cases and provide the attorney with a complete picture of a client’s legal history of convictions so patterns indicative of the need for drug treatment, counseling, or immigration troubles can be identified early and discussed with the client. A dashboard widget was added to APD staffs’ personal system dashboards so they can easily see cases that are pending and require further work. The system also allows support staff to fill out and print necessary court petition and application paperwork directly from the system to be filed in court. It also allows for the printing of general informational documents that can be mailed out to clients and/or family members explaining Prop 47.

Benefits: The creation of the APD Prop 47 Clean Record Now system allowed the APD to identify and track all pending cases affected by Prop 47, to handle thousands of calls from clients and concerned family located throughout the state, review over 12,000 cases for eligibility and file over 5,000 successful petitions and applications that have improved the chances for those Los Angeles County residents to secure a better future for themselves and their families. Importantly, the APD accomplished this major task without requesting or receiving any staff or resources, including additional attorneys, paralegals, or legal office support assistants. In addition, since development of the APD Prop 47 Clean Record Now system was completed entirely in-house using existing software platforms and resources and were linked directly to mission critical systems, there was no loss of time and efficiency while managing the time consuming process of securing funding and designing and implementing the system through an outside vendor. APD’s remarkable achievement has resulted in cost avoidance estimated at \$740,000.

Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
“Heritage of Excellence”

2016 APPLICATION

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

NAME OF PROJECT: PROP 47 FRESH START NOW – A SECOND CHANCE

LINKAGE TO THE COUNTY STRATEGIC PLAN (DETAIL IS REQUIRED FOR COUNTY DEPARTMENTS): Use Arial 12 point font

- 1. Operational Effectiveness/Fiscal Sustainability:** Maximize the effectiveness of processes, structure, operations, and strong fiscal management to support timely delivery of customer-oriented and efficient public services.

This project supports this goal by allowing APD to immediately absorb and process a tremendous increase in workload without any additional funding for staff or resources.

- 2. Community Support and Responsiveness:** Enrich lives of Los Angeles County residents by providing enhanced services, and effectively planning and responding to economic, social, and environmental challenges.

This project fully supports the Board of Supervisors community outreach initiative for residents affected by Prop 47 by providing legal services to the underserved and assisting them on a pathway to becoming productive County residents and improving the quality of their lives through better jobs, increased educational opportunities, and greater access to county, state and federal services.

- 3. Integrated Services Delivery:** Maximize opportunities to measurably improve client and community outcomes and leverage resources through the continuous integration of health, community, and public safety services.

This project effectively integrates public safety/criminal justice issues with the health and welfare of the community by creating a positive environment for residents to improve their lives and by directing them to County services that can improve their physical and mental health.

Quality and Productivity Commission
30th Annual Productivity and Quality Awards Program
“Heritage of Excellence”

2016 APPLICATION

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

NAME OF PROJECT: PROP 47 FRESH START NOW – A SECOND CHANCE

COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): 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.

(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
\$ 740,261	\$	\$	\$ 740,261	<input type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

Breakdown of Cost Avoidance:

Implementation of the APDs Clean Record Now system has made it possible for the department to avoid the hiring of additional support staff that would be necessary to manually process the high volume of cases impacted by Proposition 47.

POSITION	Number	S&EB
Legal Office Support Assistant II	2 positions	\$181,685
Supervising Paralegal	1 position	\$111,840
Paralegal	4 positions	\$345,863
	Sub-Total	\$639,388

SYSTEM DEVELOPMENT ONE-TIME COSTS

Estimated cost of system implementation by outside vendor	\$125,000	
APD cost for in-house development	- \$(24,127)	
Net Cost Avoidance	\$100,873	\$100,873
Total Cost Avoidance		\$740,261