COUNTY OF LOS ANGELES

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LLOYD W. PELLMAN
County Counsel

September 16, 2002

TO: SUPERVISOR ZEV YAROSLAVSKY, Chairman
SUPERVISOR GLORIA MOLINA
SUPERVISOR YVONNE BRATHWAITE BURKE
SUPERVISOR DON KNABE
SUPERVISOR MICHAEL D. ANTONOVICH

FROM: LLOYD W. PELLMAN
County Counsel

RE: **Implementation of Audit Recommendations**

This is to provide you with our report as requested by Supervisor Molina at your meeting of September 10, 2002.

Supervisor Molina had identified certain recommendations from the management audit completed in 1998. Those recommendations as summarized by her office are on the left on the enclosure. Our responses as to these items appear on the right.

If you should have ay questions, please do not hesitate to contact me.

LWP::

Enclosure

c: David E. Janssen
Chief Administrative Officer

Violet Varona-Lukens, Executive Officer
Board of Supervisors

AUDIT RECOMMENDATIONS 1998	ACTION TAKEN AS OF 2002
Design measurable, quantitative performance goals (pp. III-7; V-15,16)	All managers are in the MAPP plan with established goals. All staff attorneys are evaluated using a modified performance evaluation. All attorneys have been provided with our Client Services Model which delineates targeted performances.
Track Cost Effectiveness (i.e. cost per litigated case; compare actual losses to estimated exposure) (p. II-10)	The Client Services Model addresses the targeted performances for staff attorneys. The contract law firms are informally evaluated with client input as to further assignments of similar cases or matters. Contract law firms on panels are evaluated in concert with the third party administrators and, where appropriate, the client departments.
Design a systematic evaluation tool for outside counsel (p. II-17)	Outside counsel are evaluated by our office and by the clients as to performance based upon the results obtained and, where appropriate, assignments are shifted if the performance during the course of the matter or changed circumstances warrant the use of different resources.
Develop a measure of "success" from the standpoint of the client (p. VII-3)	The Client Survey, now in progress for the second year, provides feedback from clients as to the "success" from the viewpoint of the clients. We have established as a Client Services Model that every score should be or exceed a score of 90 on a scale of 100.

Address concern that the Board does not receive adequate or timely information regarding litigation and settlement matters (p. VII-11)	The Board is regularly sent copies of new liability claims when received, a summary of new lawsuits when received, notification of written settlement demands when received, notification that a case is starting trial, and notification that a trial has concluded with the results noted. In addition, for selected cases of Board interest, briefings are provided in closed session on cases of significance or on the request of a Supervisor. Interim memos regarding significant developments in each case of interest to the Board are also provided as developments occur.
Interact with and learn from private world legal managers, in light of the relative isolation of County Counsel from the private sector (p. II-8)	Direct contact with managers of private legal operations has been limited. Most contacts have been with legal managers of other public law offices within the State of California and in other public law offices through the International Municipal Law Officers organization. Another resource, as to litigation management, has been the attorney/consultant under contract to assist in designing contract performance review and related audits.