



BOARD OF SUPERVISORS  
AGENDA LETTER

**Agenda Number:**

**Clerk of the Board of Supervisors**  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

**Submitted on:**  
**(COB Stamp)**

**Department Name:** Public Defender's Office  
**Department No.:** 023  
**Agenda Date:** August 18, 2026  
**Placement:** Administrative Agenda  
**Estimated Time:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors  
**FROM:** Department Director(s): Tracy M. Macuga  
Contact: Stephen Acker, Fiscal Services Manager  
**SUBJECT:** Approval of a Five-Year Renewal Agreement for Journal Technologies eDefender  
license Public Defender's Office

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**County Counsel Concurrence**

As to form: Yes

**Other Concurrence:**

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- A. Approve, authorize, and ratify the Public Defender, or designee, to execute a five-year software license, maintenance and support agreement with Journal Technologies, Inc. for the period of July 1, 2026 through June 30, 2031, in an annual amount of not to exceed \$100,000, and adjusted each year thereafter pursuant to the Consumer Price Index (CPI) not to exceed 4% annually, for a total five year CPI adjusted amount of \$541,632; and
- B. Determine that the recommended actions are not a project subject to the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines section 15378(b)(5), finding that the actions consist of administrative activities of government that will not result in direct or indirect physical changes in the environment.

**Summary:**

The Public Defender's Office requests approval of a five-year renewal agreement for Journal Technologies eDefender content management services. The current Journal Technologies agreement expires in June 2026, and continued service is necessary to maintain secure client

management, collaboration, workflow management, and document processing operations utilized throughout the Department.

The proposed agreement maintains the Department's existing eDefender licensed environment and includes optional project-based services related to configuration, enhancements, training, and other technical support not covered under routine maintenance.

### **Background:**

The Public Defender's Office has utilized Journal Technologies content management system for all client and legal content management operations for the Department since 2015. An initial five-year agreement was entered into in 2015 through 2020, with one-year additional options available to exercise through 2024. The County has since extended the most recent agreement to extend services until June 30, 2026. The proposed agreement will initiate a new five-year term to become effective upon signature of the agreement and will maintain all terms and exhibits in the new agreement and attached exhibits.

The eDefender case management system will provide Public Defender staff with the ability to file, track, and review the complete range of cases for which the Public Defender Department is responsible. EDefender also provides the ability to build interfaces with other justice agencies to automate workflows, which Public Defender staff have successfully utilized with programs such as Box.com, the Department's cloud-based content repository. The interfaces provide the opportunity to reduce workload by eliminating certain data entry tasks and by establishing a common conduit for electronic case submission from multiple justice agencies.

### **Discussion:**

In 2024, Public Defender IT Staff worked to develop a complete eDefender redesign that allowed for enhanced reporting and data analysis, increased efficiency due to automation of certain tasks, and new work queues for staff. Staff have introduced critical data analysis, reporting and report generation tools, developed Key Performance Indices (KPIs), and built evidence-based practices linked to policy decisions and client advocacy metrics and dashboards that are vital to the reporting and compliance functions of the Public Defender Department.

The eDefender platform has supported the Department's transition toward secure electronic document storage, remote collaboration, and digital workflow management. It has allowed the Public Defender Department to move towards data-informed decision-making to support client, program and policy advocacy. The proposed renewal continues existing services while expanding the Department's ability to organize and process large volumes of electronic records while reducing the amount of staff time to do so. Through enhanced automation and validation, the department is positioned to produce more complete, accurate and timely data reports.

The Public Defender's Office currently utilizes eDefender as its primary client file management and data collaboration platform. The system supports secure data storage, information sharing, workflow/automation coordination, and remote access to information necessary for Department operations across multiple office locations and hybrid work environments. The platform provides the following:

- Client files and supporting documentation, including Discovery tracking;

- Court calendars, client appointments, and attorney requests;
- Supervisor requests, Support requests, Financial requests, Investigations requests, Specialty Services requests, Advocate Support requests along with all supporting documentation related to each;
- Draft template generation for forms, legal documents, and administrative workflows.

#### **Operational Benefits:**

- improve operational efficiency through fully customizable and internally configurable modules,
- reduce repetitive administrative tasks through extensive customized automation,
- Reduce errors and inaccurate data through the implementation of custom data validation,
- Leverage reporting capabilities to guide strategy, monitor grants, develop policies and report to stakeholders.
- and support staff productivity while maintaining secure data management practices.

The proposed agreement includes 141 managed user licenses, three internally managed application environments (production, test and training), application support and ongoing/continuous access to software version upgrades.

#### **Performance Measure:**

The proposed agreement is expected to delivery measure results in the following areas:

- **Data Security & Compliance:** The platform's continued operation and custom workflows will improve organization and accessibility of electronic records and unstructured data, and it will maintain uninterrupted client data access and collaboration services for Department staff.
- **Collaboration & Access:** Staff will benefit from improved workflow efficiency associated with discovery processing, case file documentation, and data records management. Improved collaboration between existing platforms used by Department staff will reduce manual processing time associated with data review and administrative workflows.
- **Data Reporting Capacity:** The platform will support continued enhancement of accurate data collection and reporting.

#### **Contract Renewals:**

The Department has successfully utilized Journal Technologies as its content management platform and the services have supported secure case management, data collection and analysis, and workflow management needs across the Department since 2015.

The proposed renewal maintains existing capabilities that allow for a seamless and efficient operation for Public Defender staff to continue administrative processing of all caseload data and client information. A change of content management application services (moving away from eDefender) would result in severe disruption of current office process and workflow as well as significant costs associated with the data migration, data mapping, automation reconfiguration and staff training required in a new system.

The contract was procured directly from Journal Technologies for a five-year term, with the option to renew it on a one-year term basis for three years forthwith. The County does not request additional options for renewal after the five-year requested term.

**Fiscal and Facilities Impacts:**

**Budgeted:** Yes

**Fiscal Analysis:**

| <b>Funding Source</b> | <b>FY 2026-27</b> | <b>FY 2027-28</b> | <b>FY 2028-29</b> | <b>FY 2029-30</b> | <b>FY 2030-31</b> | <b>Total</b>     |
|-----------------------|-------------------|-------------------|-------------------|-------------------|-------------------|------------------|
| General Fund          | \$100,000         | \$104,000         | \$108,160         | \$112,486         | \$116,986         | <b>\$541,632</b> |
| State                 |                   |                   |                   |                   |                   |                  |
| Federal               |                   |                   |                   |                   |                   |                  |
| Fees                  |                   |                   |                   |                   |                   |                  |
| <b>Total</b>          | <b>\$100,000</b>  | <b>\$104,000</b>  | <b>\$108,160</b>  | <b>\$112,486</b>  | <b>\$116,986</b>  | <b>\$541,632</b> |

**Narrative:**

This Licensing and Maintenance Agreement Term Agreement for Years 1–5 totals \$541,632 with three additional one-year optional extensions. Funding is provided by the General fund.

**Staffing Impacts:**

There are no staffing impacts associated with the recommended actions.

**Special Instructions:**

Please return one minute order to Stephen Acker at [sacker@countyofsb.org](mailto:sacker@countyofsb.org).

**Attachments:**

**Attachment A** – JTI-SBPD eDefender Agreement 5 year 2026 to 2031 with Exhibits

**Contact Information:**

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