

KPMG Operational and Performance Review of the Office of the Public Defender

KPMG and Public Defender Response



September 22, 2020
Meeting of the Board of Supervisors

Today's Presentation

1. Context and Scope
2. Public Defender Organization Overview
3. KPMG Operational and Performance Review Summary
4. Response and Implementation Timeframe

Context

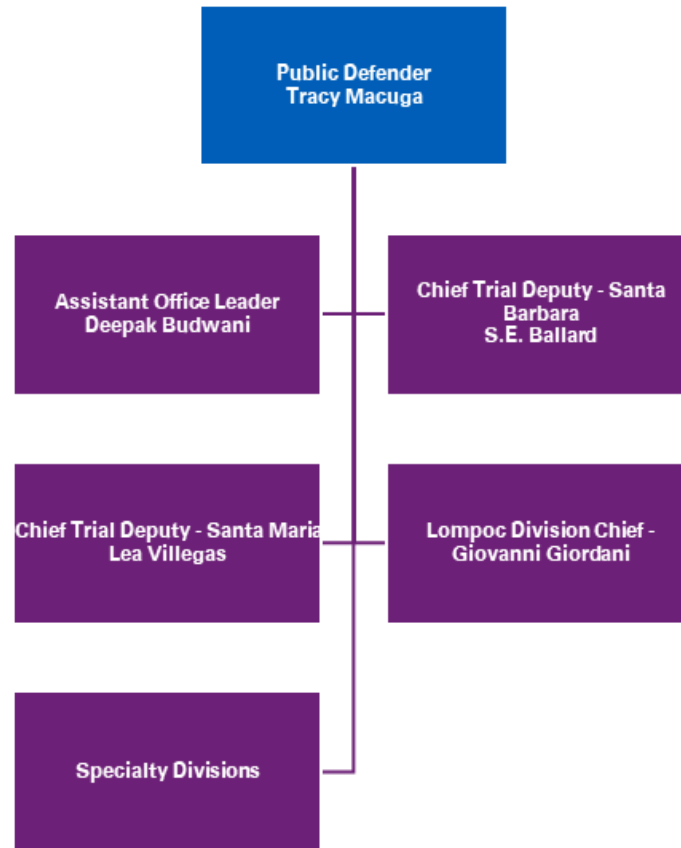
- Renew 22 – improve efficiency, effectiveness and customer service of all County operations.
- KPMG selected in May 2019 after competitive process
- Nine departments in first year
 - CEO, HR, GS – complete
 - Public Health and Planning & Development – complete or nearing completion
 - Sheriff, Public Defender – complete or nearing completion
 - Probation, District Attorney – underway
- All departments to be reviewed over four-year period

Scope

- Compare to best practices to highlight where improvements needed
- Not a financial audit or budget cutting exercise
- Recommendations should result in savings, efficiencies or better performance and outcomes
- Areas of focus - selected with department and CEO's office
- Relies on department cooperation, data availability and interviews
- Scope did not include implementation plans; will be up to departments

Public Defender Organization Overview

Staff: 67 FTE
Budget: \$13.6 Million





Improving Performance to Better Serve Our County Residents

Board of Supervisors Presentation

Year One Project Timeline

FY18-19			FY19-20															
Department	May	June	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	
County Executive Office	█																	
Human Resources			█															
General Services			█															
Public Health						█												
Planning & Development						█												
Sheriff-Coroner									█									
Public Defender									█									
District Attorney														█				
Probation														█				

Methodology

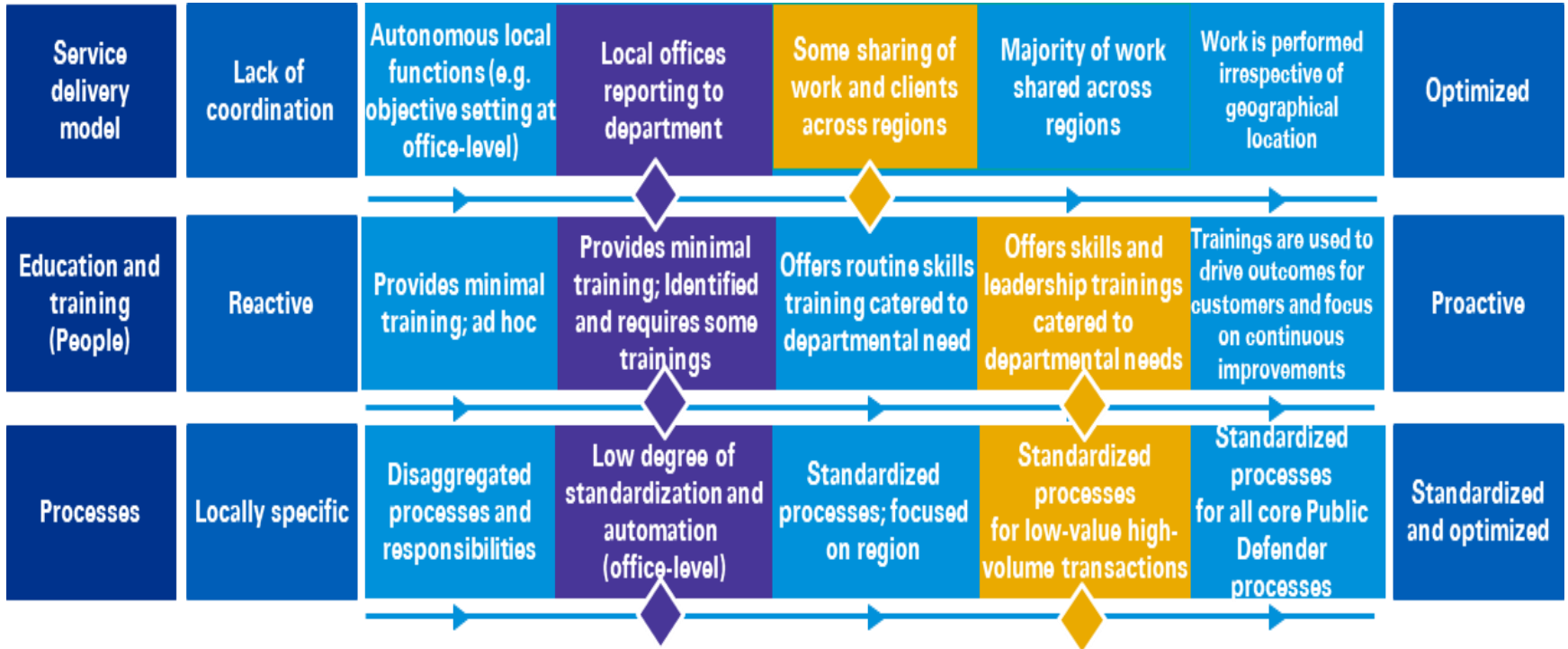
KPMG commenced the review of the Public Defender's Office in February 2020. The purpose was to identify strengths and opportunities to improve the overall operational efficiency, effectiveness, and service delivery provided by the County.



Commendations

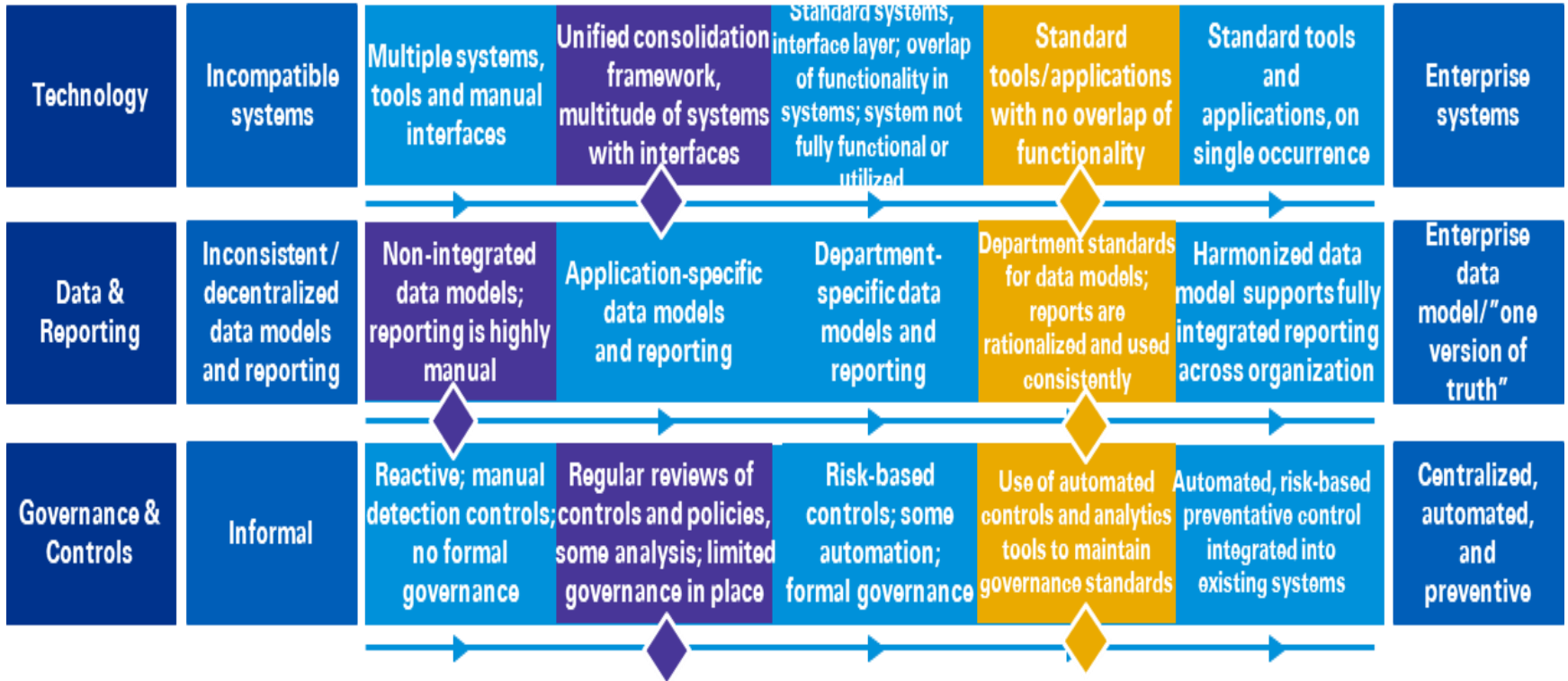


Current and Recommended Operating Model



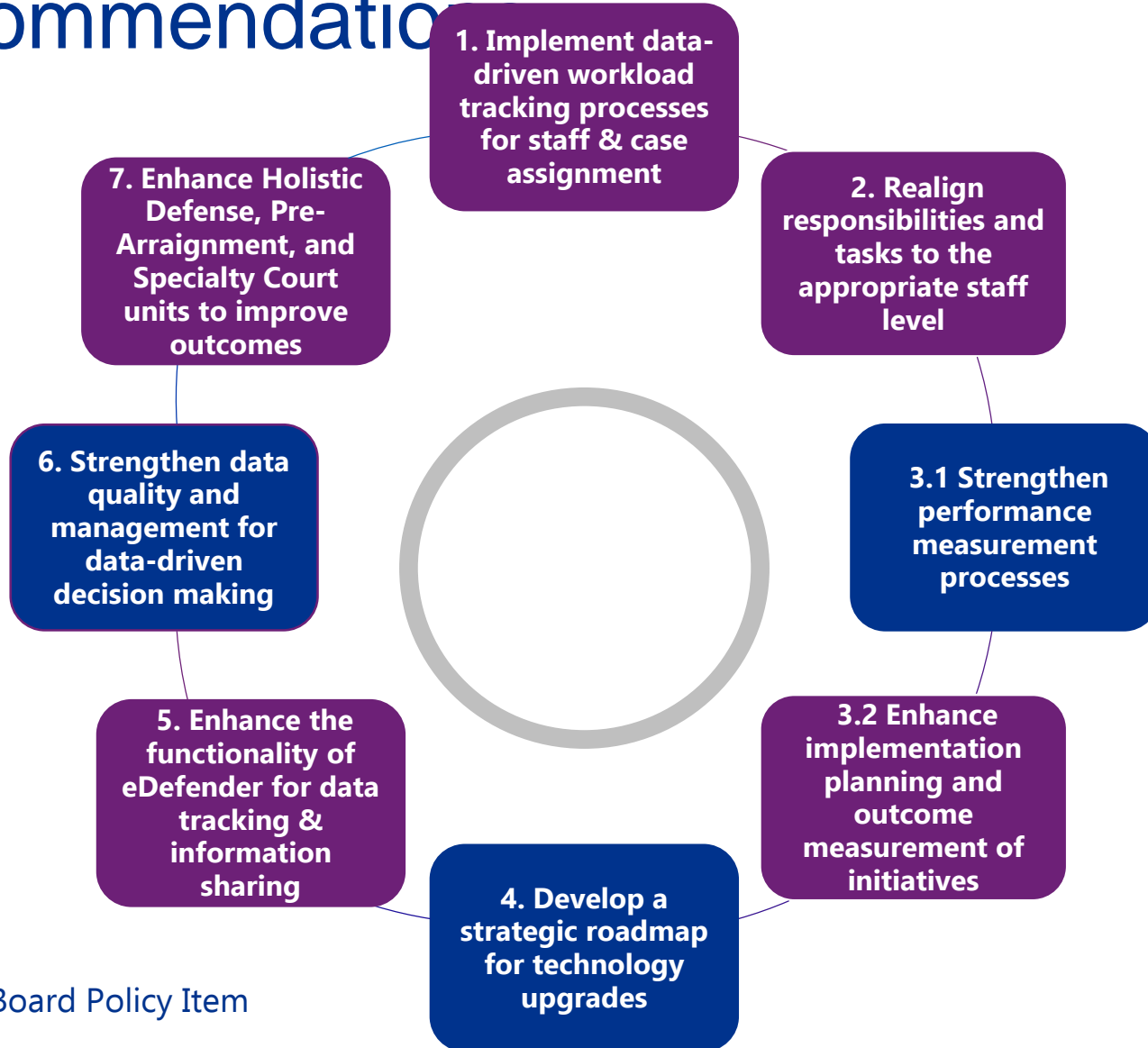
◆ Current State
◆ Target State

Current and Recommended Operating Model



◆ Current State
◆ Target State

Public Defender Office Recommendations





Questions