

Vermont Office of the Attorney General Management Review

Summary Outline

Themes: Organizational Structure, Staffing, IT & Training, Communication & Morale, Pay and Accountability

Perry Zinn-Rowthorn

- Front Office Observations
- Human Services
- Consumer Protection

70% morale ↑
30% ↑

Gerald Coyne

- Criminal Division Priorities
- GCAL vs. Agency Council

Front office → learn

John Knepper

- Civil Division
- Environmental Division
- Civil Rights
 - Morale
 - IT Staffing
 - Communication
 - Accountability

Need: Communications.
Flex time
tell-community.

↳ approval per CID

Aracelis Caraballo

- Information Technology Assessment
- Case Management
- Risk Management
- Role of IT Manager

Bennie - data entry → 1yr

Lissa Flock

- Communication
- E-discovery Tools
- Training

- Meyer

Jay Buchy

Need to change "Servers"
urgent
updated operating systems
Domain control

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NAAAG Mgmt Review

6/7/17

Debrief

70%, Morale excellent or very good.
33%, Morale improved after transition.

1. Perry, Jean front office:

A. Comm. Director Needed

External, Internal
Internal, (1) Policies, (2) News, (3)

B. Dep. AG:

- Limit Meetings.
- ^{Another} ~~AAAG~~ touch points
- Walk Around more often!

Comm. Director does first draft of press releases w/ AAG's input.

C. Messaging :

1. Outward facing.
- 2.

Walton
X
→ AHS, →
X

D. Paj, → Flex Time / Telecomm.

E. AHS →

→ Immediate supervisors

(1) Deputy Chief, or split Division
(2) Two Sections

Support staff.
MHA → 3 Lawyers, 2 PACAS →

(3) Universal budget → ABO
→ Difficulties

* (4) Badging →
(5) Shared Offices XX, "M Files"
77

F. Consumer Protection

II Gerry Boyle

A. Criminal:

→ what is role: A) need more definition to role.
b)

→ Crim. Justice Reform Message, separation w/
CG Program makes sense

Need

1) Admin support

2) Case Mgmt

3) Courtroom Technology
- need to reduce

B. GCA 2

1. Pay, → Agency Council get more \$,
ABO Allowed it

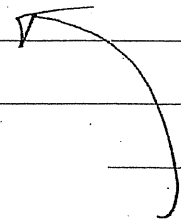
→

→

III: John Krepps

A, Civil → //

Allow Junior Attys
to first chair !!!



Mentoring
- Options
- on cases

→ Junior Attys, →

telecommute?

→ IT Staffing → *Case map* , Senior ^{Folks} ~~Man~~ !!!
→ , Not vision who has

Access !!!

Civil Cont

B. Em. → Investigator: split ^{among divisions.}

→

We do care

Prag

→ (1) ~~the~~ ^{effort to} analyze

→ no justice, w/degis.

(2) merit how it works

(3) Transparency

How computer?

(4) Per Division

(5) Make Best

Decision for your family is

Why not Value/effort

* Need to address *

C. Civil Rts →

// Briefing // Heads Up //

IV, VI

A. → VP Access, pages have sufficient support,
no back-up

X
Windows 2009
needs to be
updated.

B. Portable Internet, Projectors, Litigator,
Tablets

↓
D IT help? ≡

C. Law Manager
"Miles" →

no using enough
Monthly work load, ≡

X
↓
servers
≡

X Need Monthly
Reports X
≡

D.

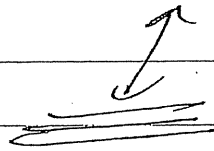
Need a second guy ≡

E. Design Miles # Law Manager for each division ≡

F. "MFiles"

-> rely on admin. staff

-> Compliance w/ IT, reflection
* in evaluations, *



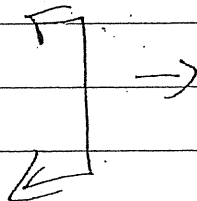
G. Security -> Annual Security Awareness Training

H.

- > Budget Process
- > Leadership role
- > IT Strategy for office
- > Maximize IT resources

V. Issues ->

- A. Counselor ->
- B.



- Staff Director w/ Photos ...
- Train iPad tools ...
- Case Mgr. ->
- Adopt Adobe Pro ... ->

(* Law Manager provides training *)

H. "How to" Share File

I. Brief Banks → Highly
Successful

J.

"Pen House"

* Meeting @ noon on 7/17

5-7-17

Exit Meeting - MBO given.

- 20% to good work
- 33% improved
-

Front Office:

- Nakala ... a lot of jobs
 - Commons Director ...
 - Deputy -- too many authors
 - Litigation management committee? Weekly mtgs?
 - M B W A ...
- { External } Increase
 { Internal } - policies, - press, etc.
- not drafted by MBOs

What do Ventura care about ... what cases (public protection, civil protection, etc.)

Flex-time, ...

- Human Services ...
- deputy chief?
 - support staff (esp. DMH vs DCF)
- { DOC
 DMH
 DCF
 DMH } Health
 DVHA

* Budgets -- inter-mixed w dist agencies

Watchy -- budget for position ...
-- IT systems, shared drives.

Public Protection/AT - less AG involvement? - } inventory of cases: list n, invest ...

AG authority to approve - CID's, lawsuits =

Ved. Johnson...

General Div'n

- sound cases

= conflicts cases ... doing good?

- complex cases

= quality over quantity

= change in direction?

= very collegial ...

= community justice ??? = the "quantity cases"

- David Schar ... "sits on a lot of committees"

- distinguishing civil vs. community justice.

- * - needs more admin support
- * - technology needs.

GLAL

- compensation.
- functional units ... e.g. team leaders?
- too many reports to Sarah ...
- e.g. Trans model ... w/ John Doherty
- AAs (some) not reactive w/ supervisor.

Civ Rights, Civil Lit'n

- flexible, time out of office
- T ... case map.
- mentoring ... first chair, second chair

(3)

Civil

- case assignments
- div'n meetings
- hiring & termination ... delay?

Envi'l

- Very large, support.
- positive on child
- supportive re envi'l policies ...
- IT = doc mgmt.?
- = envi'l news services? (or Google)
- = common - split staff.

AI - forwarding in process

- recent system process
- exploring basis for cases, etc ...
- per files.
- we value you, quality of KBO work, etc ...

CivRts

- commander ...
 - supervisor ...
 - spend a lot of investigating at us ???
- } manage matter
outreach

4

IT

- D11... hosts the server

* - Service level Agmt // Systems Admin?
... options // IT manager --
... deliverables

~~***~~ - 5 A60 servers... need updated O/S... from D11
- IT starter for telecommuting ???

* → no back-up for Day...

- CMS... system in part... but it is not used.

- Low Map -- update...

- You have to write the fields: e.g. for us, normal...

- M-Files... needs to be used by all... no just system staff.

- Security...

Low Map... per person priced...

Everlan... capacity priced...

Strategic Plan - - -

Map of Training / Performance Map