



Operational Service Plans

Department:	County Attorney	Date:	Updated 5/15/21
Proposed Service Delivery Model			
Describe how your department functions will operate.			

County Guidance:

- Staff are required to follow the current [Scott County Organizational Covid Health and Safety Guidelines](#) located on the County’s website.

County Attorney - Overall Office:

- Our law office schedules are largely driven by court calendars. We will ensure coverage for all cases. The majority of our staff have existing telework capability and can be shifted to teleworking from home full time as needed. Front desk staff must remain physically present.
- All attorneys and support staff have the capability to work from home other than when required to be in court. Supervisors will work with staff to identify and implement hybrid work from home/office plans as appropriate for individual staff.
- Supervisors will use a rotating daily schedule to ensure coverage in the office if necessary. A supervisor is always physically present along with attorneys that are required to appear in court.
- Staff are assigned calendars and cases that determine mandatory presence in the office and can otherwise use a rotating schedule to ensure some physical presence in the office.
- Staff are aware of their obligations to protect sensitive data. All staff have regular check-ins with supervisors, managers, and other staff, whether present in the office or working remotely.
- Court appearances will be covered as scheduled by the Courts.
- When required due to health concerns, appropriate distancing of over 6 feet between parties is possible within the office even with all staff present.
- When necessary, the general public can be barred from the office and directed to call or email so that matters can be taken care of. Doors can be locked with signs placed directing the public to call if they need assistance.
- When necessary, the public can be directed to mail or email any documents that need to be provided to staff. If documents must be delivered in person, staff can direct exchanging paperwork in its lobby while maintaining social distancing of at least 6 feet.
- If necessary, staff can wear face coverings.
- If necessary, staff can be directed to use individually assigned office equipment and supplies as much as possible. Since the office is paperless, use of shared equipment is minimal. Shared copier/printer touch screens can be wiped at the end of each day by the Receptionist.

Victims, Witnesses, and Law Enforcement:

- In-person services are performed as deemed necessary to ensure appropriate service delivery.
- All Scott County law enforcement is accustomed to contacting us as needed.
- In-person Appearances and Office Contact

- As part of scheduling, victims/witnesses are advised to contact the office as soon as possible if any situations exist or arise that will impact the person’s ability to be present.
- Victims/witnesses who are required to be present due to court appearances wait in dedicated victim/witness rooms apart from the front lobby area.
- They will be met by the victim/witness coordinator who escorts them to the waiting area where they will remain until their appearance
 - Visitors are not be permitted in other areas of the offices without escort
- If space needs will exceed the waiting area’s capacity, the victim/witness staff will need to make other arrangements by reserving other meeting rooms within the Office and/or County following County procedure and requirements for room use.

Level of Staff Changes and Resource Needs

Describe staff changes based on your department’s functioning under the “new normal” (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

Level of Staffing:

- Supervisors will ensure flexibility when regular work includes a tremendous backlog.
- Cross training has previously occurred and training manuals and job duties/checklists have been made for coverage needs. Staff will regularly update materials to ensure continued applicability.
- Through frequent contact with supervisors, staff will be assigned work, which will be managed to the best of our ability.

Needed Resources:

Training:

Staff providing services and back up functions will receive initial procedural training as well as periodic safety updates.

Enforcement:

Managers and employees are responsible to monitor and enforce safety processes. Coaching and corrections will take place when violations occur.

Division Director Comments

6/4/20: The County provided additional laptops so all staff are now able to work remotely as possible within workload restrictions. Our office will be increasing its internal presence on-site in response to Court influences and services provided in court, but will continue to restrict its non-court interaction with the public.

Strategic Branch Comments

3/27/20: Consideration of next steps:

- Currently, Admin Assistants in the County Attorney's Office do not have laptops or the ability to work remotely. The office is requesting 16 laptops to allow them to work remotely. Strategy Team will submit a request to the Logistics Unit.
- PPE is not being utilized by personnel who staff court hearings right now. It is not clear whether there has been a safety assessment of the court room for social distancing and PPE needs. Will forward that question to the Operations Chief to add an objective if this assessment has not been completed.

County Administrator Comments

3/27/20: Should contact County Attorney regarding some cross training of admin staff in other areas that have lower coverage.

County Administrator Signature _____

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

6/4/20: The Courts have begun scheduling limited in person hearings within the Justice Center, however the plan is to continue increasing hearings, including trials and jury trials, so more public interaction is expected. In addition, the County Attorney's Office has been advised that the Courts are opening up for public services as of June 15, 2020.