A collaboration of the Wisconsin State Public Defender's Office
and the University of Wisconsin Population Health Institute

Wisconsin Smart Defense Reporting, Analysis, and Mining Project (RAMP)

Final Report of Project Implementation and Outcomes (2015 – 2017)
September 2017

Prepared by
The Wisconsin State Public Defender's Office
Michael Tobin (Project Director), Katherine Dellenbach, and Chandru Solraj

The University of Wisconsin Population Health Institute
Kit R. Van Stelle and Janae Goodrich
- Research Partner -

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Wisconsin Smart Defense Reporting, Analysis, and Mining Project (RAMP)

Project Abstract

(2015 – 2017)

Prepared by the Wisconsin State Public Defender's Office (SPD) and the University of Wisconsin Population Health Institute (UWPHI)

The Wisconsin State Public Defender's Office (SPD), in collaboration with the University of Wisconsin Population Health Institute (UWPHI), implemented a data-driven strategy to enhance decision-making on individual cases, assess attorney performance, and enhance budget and legislative policy input through the Reporting, Analysis, and Mining Project (RAMP). RAMP was developed to address two of the American Bar Association's Principles of Public Defense Delivery System, which recommend that "the public defense counsel is controlled to permit the rendering of quality representation" (Principle #5) and that "defense counsel is supervised and systematically reviewed for quality and efficiency according to nationally and locally adopted standards" (Principle #10).

For years, SPD had been hampered by limited resources to gather and analyze statewide data. Twenty years after the creation of its home-grown case management system, SPD sought to upgrade its data collection and analysis. As a statewide indigent defense system, SPD sought to effectively measure quality indicators and to incorporate evidence-based decision-making into day-to-day operations. A variety of both qualitative and quantitative methods were used to guide the project direction and content, collect data, and use the data to enhance project implementation. Data from multiple sources was combined to create the underlying infrastructure necessary to build automated reports through the RAMP reporting system.

These automated reports allow SPD staff to access agency-level data as well as detailed information about some of SPD's most pressing issues. Outside of the RAMP reporting system, the SPD also modified its assigned counsel billing system. The modifications to the billing system allow SPD to collect detailed information on assigned counsel performance and build reports using the information. SPD management, staff and attorneys will use RAMP data to improve agency operations, assess attorney performance and workload, and enhance quality representation of clients.

Wisconsin Smart Defense Reporting, Analysis, and Mining Project (RAMP)
Final Report of Project Implementation and Outcomes (2015 – 2017)
Executive Summary

September 2017

This project was supported by Grant No. 2015-AJ-BX-0003, awarded by the Bureau of Justice Assistance (BJA). The Bureau of Justice Assistance is a component of the Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, and the Office for Victims of Crime. Points of view or opinions in this document are those of the authors and do not represent the official position or policies of the United States Department of Justice.

Description of the Project

The Wisconsin State Public Defender's Office (SPD), in collaboration with the University of Wisconsin Population Health Institute (UWPHI), implemented a data-driven strategy to enhance decision-making on individual cases, assess attorney performance, and enhance budget and legislative policy input through the development of the RAMP Reporting System. RAMP was developed to address two of the American Bar Association's (ABA) Principles of Public Defense Delivery System, which recommend that "the public defense counsel is controlled to permit the rendering of quality representation" (Principle #5) and that "defense counsel is supervised and systematically reviewed for quality and efficiency according to nationally and locally adopted standards" (Principle #10).

SPD's case management system (eOPD) was enhanced to receive and analyze additional data from the Wisconsin Circuit Court Automation Program (CCAP) to develop the "RAMP Reporting System." The figure at right details the system's enhanced capabilities.

SPD will use the RAMP Reporting System to improve the quality of the following:

- **policy decisions,**
- **client outcomes,**
- **agency impact, and**
- **effective management of legal operations.**

Summary of RAMP Outcomes

As a result of the RAMP grant funding, SPD made numerous improvements to increase agency-wide evidence-based decision-making capabilities and to enhance the effectiveness of staff. The RAMP Reporting System enhanced SPD's ability to review data pertinent to attorney performance and thereby provided SPD management with greater ability to evaluate quality representation in accordance with ABA Principle #5 and #10.

RAMP has enabled SPD to accomplish the following:

- enhance data infrastructure;
- develop, test, and release a variety of automated reports for both management and client representation purposes;
- integrate feedback from early RAMP report users;
- develop attorney performance indicators;
- use RAMP reports for 2017 attorney performance reviews;
- enhance attorney access to data to improve client case outcomes through RAMP reports;
- enhance the assigned counsel billing system;
- continue strong project leadership through the RAMP Team;
- achieve extensive agency staff input and collaboration; and
- maintain a strong UWPHI/SPD partnership.

RAMP Users Say:

"Impressed!" "That was easy." "Loved it compared to eOPD." "…That is awesome. No more using paper copies. I wish I would have had this three weeks ago when I was [calling] on my 45th attorney for a case I had to appoint."

Lessons Learned and Implications

Lessons learned during RAMP included the importance of a unified team approach, a structured work plan via a logic model, ongoing stakeholder engagement, data quality, data documentation, staff training, development of performance indicators, effective communication with Information Technology (IT) staff, and collaboration with other indigent defense systems. SPD will use these lessons learned to enhance agency operations.

SPD will also continue many of the RAMP-related project tasks after the end of the grant period, including the following:

- ongoing maintenance of the RAMP Reporting System,
- continued assessment and measurement of quality representation,
- use of RAMP reports to respond to legislative and budget requests, and
- use of RAMP reports to improve client case outcomes.

Wisconsin Smart Defense Reporting, Analysis, and Mining Project (RAMP)

Final Report of Project Implementation and Outcomes (2015 – 2017)

Prepared by the Wisconsin State Public Defender's Office (SPD) and the University of Wisconsin Population Health Institute (UWPHI)

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Project Description

- **Context**

The Wisconsin State Public Defender (SPD) is an independent, executive branch state agency that provides legal services statewide to indigent clients facing a loss of liberty. SPD makes approximately 140,000 appointments of attorneys annually (in criminal, juvenile, mental health, and administrative proceedings) in the trial and appellate courts. SPD has a hybrid system utilizing both staff attorneys and private attorneys (assigned counsel) appointed in conflict and overflow cases. SPD consists of five Divisions: Administration, Appellate, Trial, Assigned Counsel, and Training. The following SPD staff served as RAMP Team members:

- Michael Tobin, Deputy State Public Defender/RAMP Project Director,
- Katherine Dellenbach, Field Services Director/RAMP Project Coordinator,
- Jennifer Bias, Trial Division Director,
- Jeremy Perri, Appellate Division Director,
- Kathleen Pakes, Assigned Counsel Division Director,
- Adam Plotkin, Legislative Liaison,
- Chandru Solraj, Database Administrator, Information Technology (IT), and
- Martina Allen, Budget Director.

The University of Wisconsin Population Health Institute (UWPHI) served as the Research Partner, providing technical expertise in project implementation and evaluation. UWPHI is uniquely located within the UW School of Medicine and Public Health, which allows access to university faculty and staff expertise, library systems, and secure data transfer systems. UWPHI has expertise in collaborating with private, tribal, county, state, and federal partners to develop recommendations for system and program improvement, to communicate policy and practice recommendations, and to perform data collection, management, and analysis. The following UWPHI Research Partners served on the RAMP Team:

- Kit R. Van Stelle, Distinguished Researcher,
- Janae E. Goodrich, Senior Research Specialist.

• Problem Being Addressed

Utilizing U.S. Bureau of Justice Assistance (BJA) funding, SPD implemented a data-driven strategy to enhance decision-making on individual cases, assess attorney performance, and enhance budget and legislative policy input through the development of the RAMP Reporting System. RAMP was developed to address two of the American Bar Association's (ABA) Principles of Public Defense Delivery System:

- "The public defense workload is controlled to permit the rendering of quality representation" (#5).
- "Defense counsel is supervised and systematically reviewed for quality and efficiency according to nationally and locally adopted standards" (#10).

For years, SPD had been hampered by limited resources to gather and analyze statewide data. SPD's 1990s era case management system had a limited capacity to bring data-driven research into conversations about indigent defense. Twenty years after the creation of its home-grown case management system, SPD sought to upgrade its data collection and analysis. As a statewide indigent defense system, SPD sought to effectively measure quality indicators and to incorporate evidence-based decision-making into day-to-day operations. SPD strives to be a powerful model, resource, and advocate for best practices in indigent defense and for effective client representation.

The development of the RAMP Reporting System enabled SPD to enhance its case management (eOPD) data with data from the Wisconsin Consolidated Court Automation Program (CCAP) for reporting and analytical purposes. RAMP improved access to this data to 1) better inform policy decisions, 2) effectively increase the capacity of attorneys to incorporate court system data into their representation of clients, and 3) better assess the performance of assigned private attorneys and staff attorneys.

As a result of this project, SPD will be able to use the RAMP Reporting System to

- **Improve policy decisions:** One of SPD's goals is to use data from the RAMP reports to influence state and local policy, such as spurring the development of diversion programs using a data-driven approach based on charging and sentencing data. SPD also expects to improve its ability to provide legislative and budget estimates to the Legislative and Executive branches. As a critical component of the justice system, SPD strives to provide accurate information to inform policy makers through the RAMP reporting system.

- **Improve client outcomes and agency impact:** SPD had a limited ability to use court system data to provide quality legal services. As a result of this grant, the use of the RAMP Reporting System will enable attorneys to provide more effective and efficient legal representation. For example, the RAMP reports will give attorneys more knowledge of charging and sentencing patterns, which will assist in plea negotiations and sentencing arguments. In the future, SPD attorneys may also be able to use the RAMP reports to present data-driven briefs and arguments related to racial disparity (as litigation of this issue is extremely difficult without aggregate data to show a pattern of disparate treatment).

- **Effectively manage legal operations:** SPD appoints private attorneys in roughly 40% of its cases, but monitoring the quality of representation provided by these attorneys is limited. In the absence of direct supervisory authority, SPD is unable to monitor and review the day-to-day work of private attorneys to the same extent that it oversees staff. SPD can access public court records of individual cases, but such review is more reactive (in response to a complaint or concern) than proactive. RAMP will enable SPD to use an analytical approach to monitor assigned counsel workload and to use quality indicators to measure information related to litigation events, use of investigators/experts, and withdrawals. SPD will use the information provided by the RAMP Reporting System to apply evidence-based criteria to assist in the evaluation of effective and efficient representation.

• Nature and Basis of the Intervention (Evidence-Based; Evidence-Informed)

SPD developed the RAMP reporting system to help the agency utilize data to make evidence-based and data-driven decisions to enhance agency operations and to better address ABA Principles #5 and #10. SPD, in collaboration with UWPHI, incorporated evidence-based practices throughout the RAMP process.

Ongoing Feedback Loop

Throughout RAMP, SPD used the results of the program evaluation efforts in an ongoing feedback loop for project improvement purposes. For example, SPD collaborated with UWPHI to administer a web-based survey of 600+ SPD staff members, to conduct semi-structured interviews, and to hold listening sessions to collect feedback from agency staff on issues with the existing data system. The results of these efforts enabled the RAMP Team to make data-driven decisions about project activities and priorities.

Development of Logic Models

After the project activities and priorities were developed, the RAMP Team developed goals, objectives, and measures for each priority. The Team used logic models to inform project tasks and timelines. Specifically, the RAMP Team developed a logic model of goals and objectives related to attorney performance that informed the development of RAMP reports. The reports will enable SPD to make data-driven decisions to assess attorney performance. Further information about the logic models used can be found in the Logic Model section of this report.

Web-Based Surveys

Throughout RAMP implementation, SPD collaborated with UWPHI to gather staff feedback via web-based surveys related to the content, function, and usefulness of the RAMP reports developed. The RAMP Team used the feedback gathered from staff to improve the RAMP reports prior to finalizing the reports for release. This web-based survey approach was also used to gather feedback about the updated SPD assigned counsel billing system. SPD assigned counsel completed surveys at two different times during the development process and their responses were used to improve the updated system.

Pilot Testing

SPD also used the RAMP reports to gather information necessary for conducting SPD annual staff attorney performance reviews in 2017 as part of an initial test pilot of the functionality and usefulness of the new reporting system. UWPHI conducted a semi-structured group discussion with SPD staff involved in the performance review process. Information gathered via this discussion allowed SPD to improve use of the RAMP reports for attorney performance reviews.

• Logic Model

Table 1 details the overall project goals, objectives, and activities for RAMP. This table depicts a linear progression of RAMP activities, including developing the RAMP Reporting System, developing indicators for quality representation to include in the RAMP Reporting System, and using data provided by the RAMP Reporting System to inform internal SPD processes and to enhance SPD capacity regarding ABA Principle #5 and ABA Principle #10.

After developing the RAMP primary goals and objectives, the RAMP Team developed secondary goals and objectives. The RAMP Team used the developed secondary goals and objectives for the purposes of program planning and implementation. These secondary goals and objectives included detailed goals, objectives, and measures that acted as a roadmap for implementation throughout the project. Secondary goals and objectives were developed for the following RAMP primary goals.

- **Attorney quality performance measurement:** The RAMP Team developed and defined secondary goals, objectives, and measures specific to attorney performance, using both existing SPD criteria and information gathered during a comprehensive literature search. The RAMP Team then used the secondary goals and objectives to structure the process of developing and defining a comprehensive set of indicators to measure and assess the performance of staff and assigned counsel attorneys (see Appendix C-2).

- **Budget and legislative priorities:** The RAMP Team worked to develop secondary goals, objectives, and measures related to internal budget and legislative requirements. These indicators include measures needed to provide information for the biennial state budget, respond to requests from outside entities, and respond to legislative requests for agency data. The RAMP Legislative and Budget Indicators document was finalized in November 2016 (see Appendix C-3).

- **Attorney access to client case outcomes data:** UWPHI and RAMP Team members also collaborated to develop secondary goals, objectives, and indicators for enhancing attorney access to data to improve client case outcomes. The RAMP "Increasing Attorney Access to CCAP Case Outcomes Data to Assess Trends and Assist with Quality Representation" document was finalized in December 2016 (see Appendix C-4).

Table 1: Updated Wisconsin RAMP Goals, Objectives, and Activities	
Goal 1: Enhance data infrastructure to allow SPD to utilize data to improve agency operations and better address ABA Principles #5 and #10.	
***Objectives**	***Activities/Tasks**
A. Develop data infrastructure requirements:	i. gather data requirements, functional requirements, and business requirements;
	ii. review current data availability and identify future data needs; and
	iii. develop and finalize data model to document data flow.
B. Hire contract programming staff:	i. develop position requirements, advertise, interview, and hire qualified programmers.
C. Develop data elements and system design:	i. map CCAP and eOPD data elements and review tools necessary to complete data structure;
	ii. develop, test and finalize RAMP data structure design.
D. Develop implementation plan:	i. review current data collection procedures and develop implementation plan requirements;
	ii. collaborate with user groups and IT staff to finalize RAMP system implementation plan.
E. Transfer existing selected data elements from eOPD and CCAP to RAMP System:	i. complete data transfer process from CCAP and the eOPD data system and ensure successful transfer of data into SPD and RAMP systems;
	ii. complete initial testing of RAMP functionality and revise as necessary.
F. Develop RAMP user access and reporting capabilities:	i. develop RAMP management and operating functions and define usage and access control.
G. Complete testing and deploy RAMP system:	i. complete final testing of RAMP functions;
	ii. develop User Guide for RAMP reports, provide access to users, and conduct training for users.
Goal 2: Collaboratively develop indicators for assigned counsel and improve SPD's ability to provide quality representation.	
***Objectives**	***Activities/Tasks**
A: Develop analytics related to providing quality representation:	i. review CCAP and eOPD data to identify analytics that assist with improving client outcomes;
	ii. develop analytic functionality (i.e., number of appointments to private assigned counsel).
B: Develop indicators to improve SPD's review of assigned counsel performance:	i. obtain input of SPD stakeholders through Listening Sessions and discussions with agency policy and assigned counsel staff;
	ii. compile quality indicators/performance measures that promote proactive decision-making;
	iii. develop assigned counsel performance indicators to identify case trends and outcomes such as litigation events, dispositions, withdrawal rates, and potential training needs; and
	iv. provide feedback to project team through monthly planning and progress meetings.
Goal 3: Use data to facilitate evidence-based decision-making around key performance indicators, develop strategies for assisting with quality representation, and respond to external requests for information.	
***Objectives**	***Activities/Tasks**
A: Use RAMP data in state budget process:	i. identify critical data analyses for the state budget;
	ii. conduct data analyses using RAMP data to inform SPD budget request and use evidence to support parity in state budget request(s).
B: Use data to inform internal decision-making and address ABA Principles #5 & #10:	i. build RAMP reports to address critical internal data analyses;
	ii. build RAMP reports to assess status of ABA Principle #5 related to quality representation; and
	iii. build RAMP reports to assess status of ABA Principle #10 related to the evaluation of defense counsel.
C: Use data to respond to external data requests:	i. build RAMP reports to respond to requests from external parties and develop standardized procedures for responding to such ongoing requests.

Methods

A variety of both qualitative and quantitative methods were used to guide the project direction and content, collect data, and use the data to enhance project implementation. These approaches included the following:

- RAMP Team expertise and feedback;
- listening sessions (four facilitated group discussions recorded for qualitative analysis);
- pilot testing of RAMP report content/format by RAMP Team and other system users;
- web-based surveys to obtain pilot testing feedback;
- facilitated discussions at agency staff meetings;
- review of existing SPD materials such as internal attorney performance tools, minimum attorney performance standards, and prior issues with the eOPD data system;
- literature searches on evidence-based practice; and
- collaboration with National Legal Aid and Defender Association (NLADA), other Smart Defense sites, and other indigent defense organizations.

Table 2 provides an overview of the design and methods used to assess project implementation related to data infrastructure, ABA Principle #5, and ABA Principle #10.

Detailed descriptions of data collection methods and tools are included in Appendix A-1.

Table 2: Wisconsin RAMP Methods, Approach, and Data Sources	
Topic/Goal	**Approach & Data Source**
***Data Infrastructure Enhancement**	
Agency Staff Input on Existing "eOPD" Case Management System Data Infrastructure, Content, and Function:	Group discussions facilitated by Research Partner at four 2016 RAMP Listening Sessions and at agency quarterly management meetings with Local Attorney Managers, Regional Attorney Managers, Regional Office Administrators, and other Agency staff; web-based staff surveys.
Wisconsin Consolidated Court Automation Program (CCAP) Enhanced Data:	Technical design and development, data conversion/transfer, coding to integrate data into existing agency data, programming, and data quality assessment by SPD IT and contracted IT personnel.
***ABA Principle #5: "Public defense workload is controlled to permit the rendering of quality representation."**	
Development of Automated RAMP Data Report Content and Format:	RAMP Team discussions to develop data elements and format based on project goals, objectives, and indicators.
Technical Development of Automated RAMP Data Reports:	Technical project design and development, coding, data quality enhancement, and integration with CCAP data source by SPD IT and contracted IT personnel.
Testing of Automated RAMP Data Reports:	SPD IT staff – technical testing; RAMP Team – content testing; agency field staff – functional testing; and a series of pilot testing efforts with web-based surveys to obtain pilot test feedback on reports-results summarized for RAMP Team discussion and improvement of RAMP Reports.
RAMP Report Staff Training & Training Materials:	User Guide developed by Research Partner and RAMP Team with input from Regional Office Administrators.
***ABA Principle #10: "Defense counsel is supervised and systematically reviewed for quality and efficiency according to nationally and locally adopted standards."**	
Attorney Performance Indicator Development:	Qualitative data obtained through monthly RAMP Team meeting discussions (24) and shared document development/review, literature search, other Smart Defense site staff and materials.
Assigned Counsel Billing System Enhancement:	Collaboration with assigned counsel to develop and test enhancements; collaboration with other Smart Defense sites and Indigent Defense Systems outside Wisconsin.
Use of RAMP Reports in Attorney Performance Reviews:	Qualitative data obtained through facilitated group discussion with Regional Office Administrators.

Summary of Findings

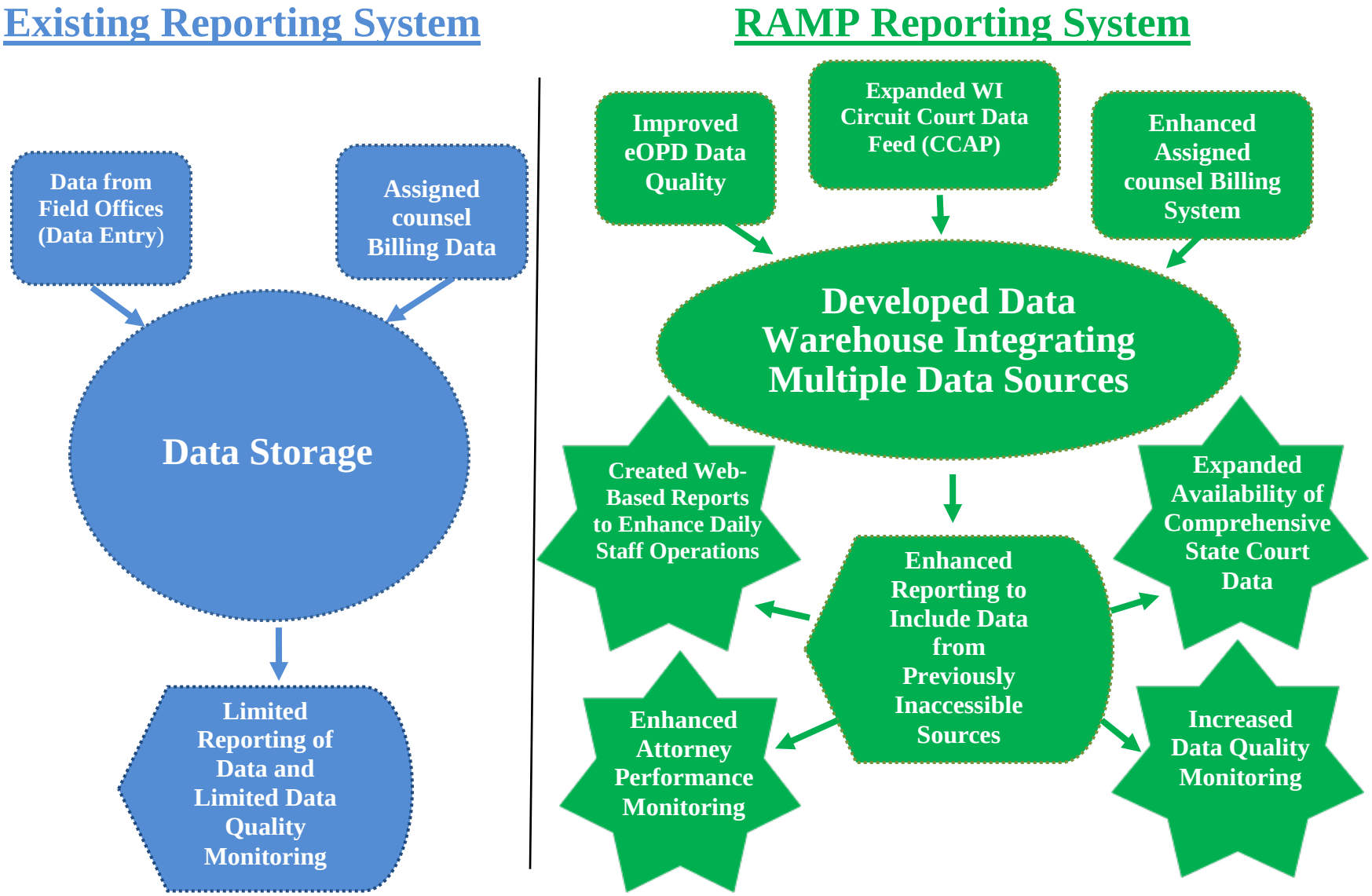
As a result of the RAMP grant funding, SPD has made numerous improvements that have led to an increase in agency-wide evidence-based decision making capabilities. Through RAMP, SPD is better able to assess attorney performance and focus on quality representation in accordance with ABA Principles #5 and #10. SPD's newly created attorney performance indicators allow the agency to consistently assess quality performance and to conduct ongoing improvements to ensure quality representation for clients. RAMP has enhanced the effectiveness of staff at all levels of the agency through automated reports.

Highlights:

- **enhanced data infrastructure created with CCAP data,**
- **RAMP reports developed and tested,**
- **RAMP User Guide created,**
- **early use of RAMP reports received positive response,**
- **counted total number of open cases and new cases for BJA reporting,**
- **developed attorney quality performance indicators,**
- **used RAMP reports for 2017 attorney performance reviews,**
- **RAMP reports developed to provide attorneys better access to data to improve client case outcomes,**
- **enhanced the assigned counsel billing system,**
- **strong leadership team oversaw project,**
- **extensive agency staff input and collaboration received, and**
- **strong UWPHI/SPD partnership supported project.**

Figure 1 provides an overview of the improvements and enhancements that RAMP has made possible for SPD. Although the existing SPD case management system (eOPD) allowed SPD to collect and report limited data, the RAMP Reporting System has enabled SPD to collect, integrate, and store data from several sources on an updated and improved data platform. RAMP also dramatically increased SPD's data reporting capabilities to include comprehensive and easily accessible data from previously inaccessible sources. The RAMP Reporting System allows SPD to receive enhanced Wisconsin Circuit Court Automated Program (CCAP) data, which has greatly improved the accuracy and completeness of the data that the agency can access and use.

Figure 1: Wisconsin RAMP Reporting System Enhancements



• Findings for Data Infrastructure Enhancement

Hardware and Software Platform

RAMP allowed the SPD to substantially upgrade its hardware and software with the creation of the RAMP reporting system. The former production database ran on Microsoft SQL Server 2008 R2, and Crystal Reports was the reporting tool. Crystal Reports was a difficult system to use and did not provide the flexibility that the SPD desired in a reporting tool. After receiving the RAMP grant, SPD made a significant upgrade to its data architecture and platform. Unlike eOPD and Crystal Reports, RAMP runs on Windows Server R12 64-bit operating system with 32 GB of memory. In addition, the database server is a Microsoft SQL Server 2014 running SSRS and SSIS, reporting tools that offer both flexibility and dynamic reporting capabilities.

Hiring of IT Contractors

Upon notification of the grant award, SPD began creating position descriptions and developing hiring procedures for contracted Information Technology (IT) staff. SPD hired two contracted IT staff in April 2016 to build the RAMP Reporting System. The contractors began immediately determining the processes necessary to integrate data from both eOPD and CCAP.

Data System Documentation and Data Quality Monitoring

UWPHI and SPD collaborated to develop a data dictionary documenting the contents of the existing eOPD data system, including identifying and defining all of the data fields. As no documentation existed at the time, the data dictionary was essential to the development of the RAMP reports and will be useful for making future modifications to eOPD.

During this time, SPD Information Technology (SPD IT) staff also compiled a list of ongoing issues reported historically by SPD staff that use eOPD. Although SPD IT staff had historically responded to individual staff requests, the list also surfaced larger system-level issues that had not yet been addressed. These issues were included in the documents summarizing user feedback related to eOPD.

In addition to this historical list of issues, in December 2015 the RAMP Team obtained internal staff feedback on the functionality, design, content, and quality of data in eOPD. As a first step, the RAMP Project Coordinator interviewed the directors/administrators in each major SPD division to obtain their input. The feedback was shared with UWPHI staff and summarized in a document.

UWPHI and SPD then collaborated to develop a web-based survey to obtain input from agency staff on the use of the eOPD data system. Staff comments included suggestions for improvement. The survey also asked SPD staff to volunteer to attend listening sessions in future months when a more in-depth discussion of eOPD would occur. This survey was distributed by SPD and was sent to over 600 SPD staff. A total of 108 survey responses were received, analyzed, and used to inform the development of discussion topics for the four listening sessions. UWPHI and SPD team members developed a master document to include all of the staff and stakeholder input regarding suggested improvements to eOPD and continued to update the document throughout the RAMP project.

SPD IT staff identified data quality issues within the existing eOPD data and conducted ongoing data correction and data quality monitoring to assure accuracy. Throughout RAMP, SPD IT staff shared data quality concerns with the RAMP Team and completed numerous data correction efforts. Through these efforts, the RAMP reports now contain more accurate data than previous reporting systems. As a result of BJA funding, these ongoing data-quality monitoring efforts will continue after RAMP ends.

Expansion of CCAP Data Feed

Although SPD was receiving limited CCAP data prior to this project, a need for a more comprehensive data feed was identified. A Memorandum of Understanding (MOU) between SPD and the Wisconsin Court System was executed in June 2016 after months of development. After this MOU was finalized, SPD IT staff began integrating CCAP data for use in the RAMP Reporting System.

Wisconsin CCAP data feed uses XML-based REST services. The RAMP project uses SSIS and SSIS Power pack from ZappySys to extract data from the REST services. The expanded CCAP feed gives SPD access to case-specific data in adult criminal cases in Wisconsin, including criminal felonies (CF), criminal misdemeanors (CM), and criminal traffic (CT) cases. The feed includes all cases in these categories filed on or after January 1, 2009. The expanded CCAP feed provides a more comprehensive analysis of various justice trends across counties and statewide.

Assessing Technology Requirements

As an industry practice, the following criteria were used to determine the technology requirements for the RAMP project:

- standardized platforms for software and hardware,
- identified vendor commitments to software development tools,
- assessed availability of the software tools in the future,
- created computer automation to reduce workload, and
- identified flexible and scalable infrastructure.

Building Data Models

The following best practices were considered while building the data models for the RAMP project. Although some of the considerations were derived based upon the data feed from CCAP, these guidelines were used along the way.

- **adaptability** – *creating schemas that withstand enhancement or correction,*
- **expandability** – *creating schemas that grow beyond expectation,*
- **fundamentality –** *creating schemas that deliver on features and functionality,*
- **portability –** *creating schemas that can be hosted on disparate systems,*
- **exploitation –** *creating schemas that maximize a host technology,*
- **efficient storage –** *creating optimized schema disk footprint, and*
- **high performance –** *creating optimized schemas that excel.*

To avoid conflict with production-table structures, RAMP project uses its own independent database but runs a nightly extract from eOPD for its reporting needs. These batch jobs run overnight without affecting production hours.

Listening Sessions

UWPHI conducted four stakeholder listening sessions using a semi-structured protocol to guide discussions related to the benefits and challenges of eOPD, as well as suggestions for improvement. This data was coded, thematically analyzed, and then used to guide the RAMP Team during the early stages of project planning. UWPHI compiled the listening session feedback into fifty pages of suggestions organized by topical area: additional fields/data needed, administrative task enhancements, specific output reports requested, structural enhancements, linkages to other data systems/sources, and specific drop-down menus suggested (Appendices B-3 and B-4).

Table 3 details the items identified as highest priority by the RAMP Team, as well as an additional listing of priority items to address if possible after the end of the funding period. These priorities included developing a centralized client contact and complaint log; improving documentation of race, ethnicity, and immigration status; and developing a process to document probation/parole revocation information.

Table 3: Stakeholder Suggestions for Data System Improvement Obtained via Listening Sessions
Enhance data quality: *correct/clean data throughout eOPD to make sure that data incorporated in reports is accurate, including: merge cases, delete duplicate cases, out of range values, missing data, identify unused and inconsistently used fields; develop strategy for capturing any missing historical data; *increase data standardization through use of data masks, drop-down menus, and required fields to increase data accuracy; and *fix all historical technical issues.
Develop mechanism for required data reporting to BJA beginning October 2016: *during the reporting period, the total number of -new and ongoing defense cases that originate out of the office, -public defenders with an active caseload within the office, and -cases systematically reviewed to assess the quality and efficiency of the defense counsel.
Better utilize the Circuit Court data available via CCAP: *populate eOPD with CCAP data (need list of fields that should be populated), *allow field staff to edit/correct auto-populated data, *make all CCAP fields that are being received available via reports, and *improve process in ways that saves time for staff and reduces duplicate data entry.
Enhance data system utility for evaluating attorney performance: *For both assigned counsel and staff attorneys. *Develop drop-down menu to document specific activities of assigned counsel attorneys. *Enhance ability to use the data for future workload planning, i.e., how much time are they spending on cases and activities within cases? How to apportion time across cases? *Enhance ability to use the data for cost per case calculations.
Better document attorney withdrawals from cases: *need information on the number and reasons for withdrawals for both staff and private attorneys; *need information on how often an attorney declines and the reason(s).
Update interface quality to increase user willingness to enter accurate data: *make eOPD more user-friendly and useful so staff *wants* to use it instead of being *required* to use it-increase staff perceived value of eOPD so that they want to accurately and completely report information.

Improve report function and ease of use:
*make it easier to create customized reports, including ad hoc reports;
*clearly list data fields available to include in reports, with clear definitions and a User Guide.

• Findings for ABA Principles

RAMP was developed to address two of the American Bar Association's (ABA) Principles of Public Defense Delivery System:

- "The public defense workload is controlled to permit the rendering of quality representation" (#5).
- "Defense counsel is supervised and systematically reviewed for quality and efficiency according to nationally and locally adopted standards" (#10).

One of the primary project goals was to address the ABA Principles by providing SPD with improved access to information that will assess attorney performance, workload, and enhance quality representation. To facilitate access to this information, data from multiple sources was combined to create the underlying infrastructure necessary to build automated reports through the RAMP reporting system. These automated reports allow SPD staff to access agency-level data as well as detailed information about some of SPD's most pressing issues. These automated reports were provided to SPD management, staff, and attorneys who will use the information to improve agency operations, assess attorney performance and workload, and enhance quality representation of clients going forward.

To determine what reports to build related to performance, SPD developed indicators and metrics to define and operationalize quality attorney performance. SPD used these indicators to create reports within the RAMP Reporting System to improve access to information for the purposes of evaluating ongoing attorney performance. These indicators were also used to enhance SPD attorney billing system to provide more detailed information on the performance of assigned counsel attorneys who take SPD cases.

Reports were also built to help the agency provide information for the biennial state budget, respond to requests from outside entities, and respond to legislative requests for agency data. In addition, UWPHI and the RAMP Team also collaborated to build reports to enhance attorney access to data to improve client case outcomes.

RAMP Project-Level Performance Indicators

During March and April 2016, the RAMP Team began to identify performance indicators to measure goals and objectives identified in the original RAMP grant application. This process included identifying and defining BJA performance indicators, as well as indicators for other goals and objectives specified in the RAMP grant application. These goals included development of attorney performance indicators, access to court data (indicators of litigation events) to help attorneys improve client case outcomes, and indicators necessary to respond to legislative and external information requests. UWPHI facilitated this process by conducting a literature search of performance indicators used by other public defense organizations and by reviewing the

performance indicators that already existed within SPD. Performance indicators from the literature search and attorney performance forms informed and contributed to this process.

At the RAMP Team meeting in April 2016, staff reviewed the identified performance indicators and began defining and operationalizing indicators and terms related to BJA reporting requirements. The document summarizing the indicators from the literature search and staff performance evaluation forms was revised and submitted to the RAMP Team for review (see Appendix C-1).

RAMP Attorney Performance Indicators

The RAMP Team developed and defined secondary goals, objectives, and measures specific to attorney performance based on both existing SPD attorney performance tools and information gathered during the comprehensive literature search. The RAMP Team then used the secondary goals and objectives to help in developing and defining a comprehensive set of indicators to measure and assess the performance of staff and assigned counsel attorneys. After this extensive document was developed, SPD IT staff assessed the feasibility of collecting and reporting data for each indicator. The RAMP Team then used the feasibility/availability information to operationalize and prioritize the quality indicators. During the ensuing months, the RAMP Team had numerous meetings to discuss, define, prioritize, and operationalize the evolving set of attorney quality performance indicators.

Figure 2 presents a two-page graphic representation of the RAMP "Attorney Quality Performance Indicators" that were finalized and released in late December 2016. The complete model for Assigned Counsel and Staff Attorney Performance Measurement, including goals, objectives, and indicators, is included as Appendix C-2.

Interpretation Guidance: Many aspects of quality representation for attorneys can be measured if pertinent data is accurately and consistently entered into a case management system. However, not all aspects of quality representation are suitable for this type of measurement. Many important aspects of quality representation are subjective, qualitative, or otherwise difficult to measure consistently. Although a national set of indicators will by necessity focus on items that can be accurately measured, any comprehensive definition of quality representation needs to acknowledge the importance of many hard-to-measure indicators. Examples of indicators that are subjective or otherwise difficult to measure consistently include, but are not limited to, client communication and relationships, legal advocacy, professional responsibility, case preparation, and contributions to defender programs, such as training and mentoring other attorneys.

Any single indicator of attorney performance has limited value and must be assessed in a broader context. These indicators are meant to be utilized as a whole, and all indicators must be considered within context. For example, litigation event indicators should be interpreted through the lens of "attorney workload/caseload" when assessing performance. An attorney who consistently takes more difficult clients/cases may receive more client complaints, so that context should be considered. Also, when assessing litigation outcomes, case disposition and sentencing factors should be considered in light of caseload factors, geographic region, prosecutorial and judicial policies, and other characteristics of the local justice system.

Figure 2: Wisconsin RAMP Indicators for Quality Representation

A: Assess litigation events

a. Document legal work activities

a1. # of discovery requests
a2. # of discovery reports and amount of time spent reviewing
a3. # of audio/video discovery and amount of time spent reviewing discovery audio/video
a4. # of revocation reviews
a5. # and type of legal research activities and amount of time spent on these activities
a6. # of investigator consultations
a7. # of expert consultations
a8. # of open records requests
a9. # of contacts with DA/ADA or corporation counsel
a10. # of court filings drafted and submitted
a11. # of witnesses interviewed pre-trial
a12. # of trials by case type
a13. # of subpoenas issued
a14. Other trial preparation (specify)

b. Document court appearances and non-appearances

b1. # of initial appearances
b2. # of bond and bond review hearings
b3. # of preliminary hearings/probable cause hearings
b4. # of felony arraignments
b5. # of calendar calls
b6. # of motion hearings
b7. # of juvenile review hearings
b8. # of detention hearings
b9. # of evidentiary hearings
b10. # of scheduling conferences
b11. # of status conferences
b12. # of plea hearings
b13. # of sentencing hearings
b14. # of plea & sentencing combined hearings
b15. # of jury trials
b16. # of court trials
b17. # of disposition hearings
b18. # of restitution hearings
b19. # of post-conviction motion hearings
b20. # of revocation hearings
b21. # of waiver hearings
b22. # of competency hearings
b23. # of other court appearances (specify)
b24. Total # of hearings (all types of hearings)
b25. # of juvenile hearings (sanctions, revisions, change of placement, extension of orders)
b26. # of oral arguments
b27. # of federal court appearances
b28. # of non-appearances by attorney
b29. # of non-appearances by case type
b30. # of requests for adjournment and why
b31. Volume of court appearances by attorney
b32. # of witnesses called for pre-sentencing hearings
b33. # of witnesses called for sentencing hearings

c. Filing of motions

c1. # of motions filed
c2. # of motions by type of motion
c3. Type of motions by case type
c4. # of withdrawal motions
c5. # of briefs
c6. # of reply briefs
c7. # of petitions for review
c8. # of no-merit reports
c9. # of no-merit petitions for review
c10. # of habeas corpus petitions
c11. # of petitions for writ of certiorari
c12. # of post-conviction motions
c13. # of extension motions
c14. # of in-court motions by type of motion
c15. # of appeals initiated
c16. # of evidentiary motions filed
c17. # of non-evidentiary motions filed
c18. # of evidentiary motions litigated
c19. # of non-evidentiary motions litigated

d. Use of external resources

d1. # of expert requests by stage of case (motion, trial, sentencing, other)
d2. # of experts used
d3. Type of expert by case type
d4. # of interpreters
d5. Cost of experts by case type
d6. Use of sentencing resources
d7. Use of mental health resources
d8. # of investigation requests
d9. # of social worker requests
d10. # of alternate presentence investigation report requests

e. Attorney workload/caseload

e1. Attorney caseload
e2. Hours reported on case closing
e3. # of open cases
e4. Hours per case type
e5. Volume by geographical region (attorney location vs. client location)
e6. Hours spent on intake
e7. Hours spent doing treatment court activities
e8. Travel points information
e9. # of team meetings for treatment court and/or diversion projects and time spent on meetings
e10. # of contacts for treatment court or diversion projects
e11. # of meetings with criminal justice partners on future diversion or treatment projects

f. Identify jury trial activities

f1. # of trials by case type
f2. # of jury trials
f3. # of court trials
f4. # of witnesses called during trial
f5. # of experts called during trial

g. Identify speed of case processing

g1. Age of pending cases by case type
g2. Days from charge to plea or trial
g3. Days from initial appointment to date of case disposition
g4. Days from initial appearance to appointment of counsel

B: Assess litigation outcomes

a. Document case disposition and sentencing factors

a1. Charge degradation (charges at case opening vs. case closing)
a2. Disposition type (plea, trial, etc…)
a3. # of criminal complaints amended with additional charges
a4. Sentence type
a5. Incarceration sentence length
a6. Percent of convictions resulting in alternatives to incarceration
a7. # of people diverted to specialty courts
a8. # of Deferred Prosecution Agreements
a9. Disposition & sentence by race
a10. Disposition & sentence by gender
a11. Disposition & sentence by citizenship
a12. Custody status at case resolution/disposition

b. Document pre-trial outcomes

b1. Result of first court appearance (release, recognizance, bail)
b2. Release conditions
b3. # of days of pretrial custody

C: Assess attorney/client relationship and level of interaction

a. Level of interaction with client based on attorney and client locations

a1. # of in-custody visits (jail, prison, etc…)
a2. # of office visits
a3. Time spent per meeting (in-custody or elsewhere)
a4. # of meetings at courthouse
a5. # of oral conferences (phone, video)
a6. # of written communications to client (emails, letters)
a7. Total # of client contacts (Total of 1a1, 1a2, 1a4-1a8)
a8. # of client contacts based on geographical location (attorney location and client location)
a9. # of days from initial appearance to first client interview by in-person, telephone, video, written contact
a10. # of days from Order Appointing Counsel (OAC) to first client interview by type of-contact (in-person, telephone, video, written)

b. Attorney appointment and continuity

b1. # of withdrawals
b2. Reason for withdrawal
b3. Withdrawal by case type
b4. Litigation stage of withdrawal
b5. # of attorneys from first assignment through disposition
b6. # of original appointed attorneys who dispose of the case

c. Document client complaints

c1. # of client complaints by type of complaint
c2. Type of complaints by case type

Development of RAMP Reports

Content Development- After considering both data priority and feasibility, the RAMP Team identified reports and worked closely with SPD IT staff to develop content, format, function, and user access. The RAMP Team also reviewed the list of issues identified by stakeholders during the listening sessions and other forums to assist in this process.

After finalizing a list of reports to develop, SPD IT staff members worked closely with the RAMP team to identify and gather clearly-defined reporting requirements. These reporting requirements were based upon usability, necessity, data flow, and feasibility. Each report was built with specific attention to user-end requirements, including content for the search bar, the initial report, sub-reports, and any detailed reports. After identifying the necessary data and data flow into the report, SPD IT staff designed and developed the reports and tested them for functionality.

Technical Development: The RAMP reports integrate data from both the internal eOPD case management system and the CCAP court data reporting system. To assure data quality, SPD IT staff spent a significant amount of time correcting the data in eOPD so that it could be used for the RAMP reports.

As part of this data correction, SPD IT staff also had to identify parts of the data sets that represented a data "gap." By identifying these gaps early on, SPD IT staff was able to collaborate with the RAMP Team to identify how to interpret the data and use it in a way that allowed for the most accurate reporting. This short feedback loop on data gaps allowed for a quick turnaround time, which minimized development costs and improved the quality of the reports.

SPD also collaborated with the Wisconsin Court System to reach an agreement that allowed SPD to capture and store additional circuit court case information from the CCAP data system. SPD IT staff integrated the data with the existing eOPD data. SPD included CCAP data in some of its RAMP reports to enhance the functionality of the reports.

Pilot Testing: Extensive pilot testing of each RAMP report resulted in modifications and improvements before release of the reports. After initial development, each RAMP report was tested at several levels before being finalized. SPD IT staff conducted technical testing to check for malfunctions and other issues. The reports were then tested for functionality by the RAMP Project Coordinator, who closely reviewed the accuracy of the data included in each report. The RAMP reports were also tested by the RAMP Team for functionality, content, and ease of use. Finally, SPD field staff pilot tested the RAMP reports and provided feedback via web-based surveys. The testers chosen included SPD staff with content knowledge that frequently use the information included in the RAMP reports. Improvements and modifications were made after each level of testing.

User Access: As part of the roll-out of the RAMP reporting system, the RAMP team decided which staff members were authorized to use the RAMP reports on a daily basis. The RAMP team took into account management/supervisory authority, report usage and functionality, and confidentiality considerations. A summary of RAMP report access can be found at the end of the

RAMP User Guide in Appendix F-3.

Responses to External Requests: In addition to defining levels of access, the RAMP Team also worked to develop guidelines for staff use of the RAMP reports related to sharing information from the reports and appropriate use of the results. The RAMP Team developed a process similar to the process used to respond to Open Records Requests, with SPD staff directed to contact SPD Legal Counsel and the appropriate SPD Division Director when requests for information are received from external stakeholders. SPD will continue to provide further guidance based on the needs of staff members.

User Guide and User Training: Members of the RAMP Team conducted an introductory hands-on RAMP reports training for SPD Regional Office Administrators (ROAs) in February 2017, during which the ROAs also provided feedback about format and content on a draft version of the User Guide. This session was the first computer-based training of its kind. The goal of the training was to familiarize the ROAs with RAMP data definitions and report structure. The training outline included the following topics:

- overview of the Smart Defense Project generally and RAMP specifically,
- data sources for RAMP data,
- RAMP process and prioritization,
- RAMP reports overview, and
- data definitions.

At the end of the training, ROAs were given a series of "problems" to solve and asked to use the RAMP reports to find the requested information. For example, one question asked: "*Your regional attorney manager approaches you and wants to know the number of attorney withdrawals that the attorneys in your region had between April 1, 2015 and March 31, 2016, broken down by individual attorneys. Using RAMP, figure out how many withdrawals those attorneys had.*" Through this exercise, ROAs were able to discover hands-on ways to use RAMP reports in day-to-day management.

In August 2017, members of the RAMP Team conducted a second RAMP Reports training for the Regional Office Administrators. This training focused on RAMP reports developed to help attorneys improve client-case outcomes. The training focused on report assumptions, the use of the reports in day-to-day legal representation, and report structure.

The RAMP Team, UWPHI, and selected users developed a User Guide to accompany the RAMP Reporting System for distribution to all users (see Appendix F-3). The User Guide includes information about how to use the reports, detailed system navigation instructions, data element definitions and report inclusion/exclusion criteria, downloading and printing reports, and technical assistance contact information. To increase ease-of-use, the electronic version includes links within the document to easily navigate through the User Guide. A one-page desk reference sheet was also developed to provide a brief overview of system content and function (see Appendix F-4). The RAMP User Guide was finalized and distributed to all users with access to the RAMP reports in July 2017. SPD will continue to revise and update the RAMP User Guide

and the one-page reference sheet.

Pilot Testing RAMP Reports in Annual Attorney Performance Reviews

In the spring of 2017, SPD instructed ROAs to use the RAMP reports to assemble information for the agency's annual attorney performance process rather than use the eOPD reports (Crystal Reports) that had been used in previous years. In May 2017, SPD gave ROAs access to the RAMP reports and asked them to provide RAMP data to their SPD supervisors for the performance reviews.

On June 8, 2017, UWPHI met with the ROAs to discuss their experiences using the RAMP reports to generate information for the attorney performance reviews. During this discussion, the ROAs provided feedback related to their experiences running, sharing, and using the reports, as well as suggestions for future training. The ROAs unanimously agreed that the RAMP reports were more user-friendly and more accurate than the previous eOPD reports. The ROAs indicated that the information necessary for the attorney performance reviews was more accessible and that the amount of time required gathering the information was significantly reduced. The ROAs described a process of previously having to run several eOPD reports to gather the information, while the RAMP reports allowed them to run a single report. During this discussion, the ROAs also identified some technical issues with the RAMP Reporting System and some areas for additional training. UWPHI staff prepared a summary of the discussion (see Appendix D-4), and the RAMP Team reviewed the results, modified the reports/process, and used the feedback to inform future training content.

An additional benefit of the RAMP reports was also revealed when the ROAs indicated that RAMP presented them with a training opportunity for attorneys. The critical importance of having attorneys accurately document their hours on the case-closing report can be emphasized because those hours will be used as part of their performance evaluation process.

"Overall, a huge, big improvement!"

"I'm grateful for having RAMP reports…we've been asking for years."

"Good to have it all in one spot!"

"Knowing the information is accurate is huge."

"I liked being able to do more than one office at a time."

"Attorney certification [report] is awesome."

Description of RAMP Reports

SPD rolled out the RAMP Reporting System to users in July 2017, with access both to the system and the User Guide. Table 4 details the RAMP reports included in the initial roll-out, along with a description of the content of each of the 15 reports. Reports can be created by the user using a date range, region, office, county, and case type as parameters.

Table 4: Summary of RAMP Reports Developed and Implemented July 2017

Report Name	Report Description
Number of Appointments to Individual Attorneys:	This report shows the number of appointments to attorneys organized by attorney and attorney office.
Number of Withdrawals by Individual Attorneys:	This report shows the number of attorney withdrawals over a given period of time organized by attorney and attorney office.
Reason for Private by Individual Attorney:	This report shows the number of new appointments to attorneys organized by attorney and case office. This report counts re-appointments.
Number of Open Cases for Individual Attorneys:	This report shows the number of cases that have not been closed in eOPD at the end of the reporting period entered. This report is organized by attorney and attorney office.
Number of Hours by Individual Attorney:	This report shows the total and average hours spent on cases by attorneys across the state as of the selected period.
Number of Trials by Individual Attorney:	This report shows the total number of trials that individual attorneys conducted over the selected time period. This report pulls from both CCAP data as well as eOPD data.
Attorney Certification:	This search tool is designed to help staff search for attorneys certified to take cases in specific counties in Wisconsin.
Number of Attorneys Per Case by Case Type:	This report shows the total number of attorneys per case broken down into the number of cases with one attorney, two attorneys, three attorneys, four attorneys, and five or more attorneys. This report is organized by case office and case type.
Reason for Private by Case Type:	This report shows the number of original appointments (excluding re-appointments) within a reporting period organized by case office and case type.
Number of Open Cases:	This report shows the number of cases that have not been closed in eOPD at the end of the reporting period entered. This report is organized by case office and case type.
Number of Hours:	This report shows the total and average hours spent on cases by office as of the selected period.
Number of Trials:	This report shows the total number of trials that an office conducted over the selected time period. This report pulls from both CCAP data as well as eOPD data.
Appellate Activities:	This report shows the number of appellate activities by type of activity over a given period of time organized by staff/private and attorney.
Disposition Activities:	This report shows the disposition of closed cases over a given period of time organized by staff/private and attorney.
Cost Per Case:	This report summarized the average cost per case by case type for a given fiscal year.

At the end of September 2017, SPD rolled out four additional reports to assist attorneys in improving client-case outcomes by providing them with dispositional and sentencing data by county. Table 5 details the RAMP reports included in the second roll-out, along with a description of the content of each report. Users can create reports by using a date range, county, and statute number as parameters.

Table 5: Summary of RAMP Reports Developed and Implemented September 2017	
Report Name	**Report Description**
CCAP Judges Sentencing Report:	This report shows CCAP sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and court official.
CCAP Prosecutors Sentencing Report:	This report shows CCAP sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and prosecutor.
CCAP Judges Disposition Report:	This report shows CCAP disposition information for cases that were disposed of within the selected date range, organized by county, statute number, and court official.
CCAP Prosecutors Disposition Report:	This report shows CCAP disposition information for cases that were disposed of within the selected date range, organized by county, statute number, and prosecutor.

BJA Data Reports

SPD developed several of the RAMP reports for the purposes of reporting agency-level information to BJA. BJA performance measures included the following data points: the total number of new and ongoing cases, the total number of public defenders with an active caseload, the total number of cases, and the total number of attorneys systematically reviewed to assess the quality and efficiency of defense counsel.

RAMP Numbers Reported to BJA	
Data Requested	**Statistics**
Total Number of Cases (between October 1, 2015 and September 30, 2017):	277,468 total appointments -165,061 staff appointments -112,407 assigned counsel appointments
Total Number of Ongoing Cases (open cases as of September 30, 2017):	121,626 ongoing cases -47,913 staff cases -73,713 assigned counsel cases
Total Number of Active Public Defenders:	374.2 full time employees
Total Number of Attorneys Systematically Reviewed:	100% of staff attorneys

RAMP Report Implementation

SPD managers use the RAMP reports to perform a variety of tasks more efficiently. These tasks include searching for assigned counsel for case appointments, monitoring attorney caseload and workload levels, identifying and monitoring attorney performance issues, monitoring data quality, and gathering information for the annual attorney performance reviews. SPD managers

also use the RAMP reports to identify areas for additional staff training.

RAMP also improved SPD's ability to monitor data input and quality. For example, when staff change a case type in eOPD (e.g., from felony to misdemeanor), the adjusted case weights have not historically been reflected in reports. The increased precision of the RAMP reports allowed SPD IT staff to identify and correct the problem so that case weights are accurately reported.

In addition, RAMP reports have made it easier for SPD staff to respond to both internal requests and external open records requests in a timely manner.

Enhancing the Assigned Counsel Electronic Billing System

Outside of the RAMP reporting system, the RAMP Team also used internal performance evaluation forms, the finalized list of attorney performance measures developed, and input from assigned counsel attorneys to modify SPD's assigned counsel billing system.[1]

The modifications to the billing system will allow SPD to collect detailed information on assigned counsel performance. SPD conducted two rounds of pilot testing, in which private attorneys provided feedback via two web-based surveys on the modified billing system. The results of the pilot-testing feedback revealed that the updated billing system required additional attorney time and effort to enter and submit bills.

After receiving this feedback, the RAMP Team discussed the importance of receiving detailed information related to attorney activities and balancing it against staff burden for bill submission. The detailed client communication information included in the updated billing system is required to accurately assess attorney performance, so the RAMP Team discussed ways to make the system less burdensome for the users. Several changes were made to the billing system to address this issue, including fixing technical issues identified during pilot testing, providing

[1] Although the grant period technically expired on September 30, 2017, this report includes the October 2017 roll-out of the enhanced billing system, which was a major priority and accomplishment throughout the two-year grant period.

instructions to make it easier for the updated billing system to coordinate with external billing systems via upload, and automating some of the fields rather than requiring user entry.

SPD implemented the updated billing system in October 2017. Before the transition, SPD auditors reviewed the submitted bills to test the updated system and provided feedback related to necessary changes. In August 2017, SPD completed the final changes before the October release of the updated system.

In September 2017, SPD staff developed training materials and user guides to accompany the updated billing system. These materials were distributed to assigned counsel throughout September 2017 to prepare them for changes. Included in these instructions were specific instructions for attorneys who upload their invoices into the billing system rather than manually entering this information. These specific instructions allowed attorneys to make changes to their internal billing software that will enhance the process of creating and uploading bills directly into the updated billing system. SPD will track all questions, issues, and errors with the new system and will update the system and accompanying materials as necessary.

After the new billing system has generated sufficient data from case information entered subsequent to its implementation, SPD IT staff will build reports in the RAMP Reporting System that include detailed information about the legal activities of assigned counsel attorneys. These detailed reports will provide data for many of the indicators included in the list of RAMP quality indicators.

• Findings for Collaboration

RAMP used a comprehensive collaborative approach to project implementation. The foundation for the success of RAMP included SPD's collaboration with UWPHI research partners, system and agency stakeholders, other Smart Defense Sites, other indigent defense organizations, and NLADA. In addition, extensive literature searches were conducted during the development of the project logic model and the indicators for quality representation to build on existing knowledge in the field.

Research Partner Collaboration

The importance of collaboration and communication between SPD and UWPHI was demonstrated early in the RAMP grant process. SPD contacted UWPHI during the initial grant application process, and UWPHI worked closely with SPD to write and submit the RAMP grant. Since the RAMP grant was funded, UWPHI and SPD have had a very close working relationship, and UWPHI staff members have been active members of the RAMP Team.

SPD and UWPHI had frequent contact and enhanced document sharing through the use of a Google Drive folder. As members of the RAMP Team, UWPHI staff collaborated with SPD staff to ensure that every step of the RAMP implementation was evidence-informed and evidence-based. UWPHI helped SPD to understand the importance of evidence-based practices and evidence-based decision-making strategies.

Number of SPD and UWPHI Project Engagements (October 1, 2015 – September 30, 2017):

- 35 in-person meetings,
- 38 telephone calls,
- over 500 email communications, and
- joint travel to four national meetings.

Table 6 below describes all of the RAMP Research Partner tasks performed by UWPHI throughout the project. UWPHI provided technical assistance with administrative activities, data infrastructure enhancements, project indicator development, attorney performance indicator development, and development of the RAMP reports.

Table 6: RAMP Research Partner Engagement

Task Type	Description of Task
Administrative:	Collaborated with SPD to develop the RAMP grant application to BJA.
	Attended monthly RAMP Team meetings.
	Participated in teleconferences with RAMP Team members at least monthly.
	Collaborated with SPD to develop quarterly/bi-annual reports to BJA.
	Collaborated with SPD to develop a description of the RAMP approach and goals to be included in monthly SPD newsletter.
	Attended the Smart Defense Inter-Site Summits in Washington, D.C. and provided RAMP Team with information.
	Attended the Smart Suite Researcher Practitioner Fellows Academy at Michigan State University and shared experiences with the RAMP Team.
	Attended the Smart Suite Summit in Washington, D.C. and provided other smart suite sites with information about collaboration and team-building.
Data Infrastructure Enhancement:	Collaborated to develop data dictionary for the eOPD data system.
	Received and documented list of eOPD issues from IT staff and feedback from SPD Division Administrators.
	Implemented and analyzed survey of staff feedback about eOPD.
	Conducted four Listening sessions with SPD staff, conducted thematic analyses, and prepared summary of results.
	Collaborated with SPD to develop a central repository of all feedback related to eOPD improvement.
	Collaborated with SPD to prioritize staff feedback related to eOPD.
Project Indicator Development:	Collaborated with SPD to develop performance indicators to measure project goals/objectives.
	Collaborated with SPD to identify and operationalize indicators related to legislative and external budget information requests.
	Collaborated with SPD to identify and operationalize indicators related to providing attorneys access to client case outcomes data to monitor trends and assist with quality representation.
Attorney Performance Indicator Development:	Conducted literature search for attorney performance indicators and reviewed SPD internal attorney performance tools.

	Collaborated with SPD to review and document practices used to capture client complaint information.
	Collaborated with SPD to develop attorney performance indicators.
	Facilitated discussion with SPD staff who used RAMP reports in the annual attorney performance review, analyzed and summarized discussion.
Update Assigned Counsel Billing System:	Collaborated with SPD to identify changes necessary for the assigned counsel billing system.
	Collaborated with SPD to develop an updated assigned counsel billing system drop-down menu and upload function. Conduct, analyze, and summarize an online survey to collect feedback related to testing the initial assigned counsel drop-down billing system.
RAMP Reports Development:	Participated in monthly RAMP Team discussions of report development.
	Collaborated with SPD to develop and conduct a series of online surveys for testing the RAMP Reports as they were released, including summary of user feedback results.
	Collaborated with SPD to develop the content and format of the RAMP User Guide and one-page reference sheet to accompany the User Guide.

Agency Stakeholder and Staff Collaboration

SPD staff from all levels within SPD has collaborated to advance RAMP goals and objectives. Throughout the project, SPD staff was informed about RAMP, and many provided feedback related to the implementation of RAMP. All 600+ members of the agency were invited to respond to a survey about issues with the current eOPD system. Additionally, SPD staff provided feedback related to RAMP through participation in listening sessions, phone interviews with agency heads, semi-structured interviews, online surveys, and at regularly-scheduled monthly and quarterly SPD management meetings. The RAMP Team updated SPD staff about project implementation at SPD management meetings, and RAMP was often included in the monthly SPD newsletter distributed to all staff.

SPD Leadership Input: RAMP was a regular topic at monthly and quarterly manager meetings. The RAMP Project Coordinator updated SPD management about the project at the following meetings:

Regional Office Administrator (ROA) Conference Calls

- April 20, 2016,
- June 9, 2016,
- July 28, 2016,
- October 13, 2016,
- December 15, 2016,
- January 26, 2017,
- February 26, 2017,
- March 23, 2017,
- June 8, 2017,
- August 3, 2017, and
- August 24, 2017.

Attorney Manager Meetings

- March 18, 2016,
- January 20, 2017,
- June 9, 2017,
- August 25, 2017, and
- Public Defender Board Meeting on June 24, 2016.

The RAMP Project Coordinator also conducted the following in-person training programs on the use of RAMP:

- February 26, 2017 ROA Training,
- June 8, 2017 ROA Training,
- June 9, 2017 Regional Attorney Manager/ROA Training,
- August 24, 2017 ROA Training, and
- August 25, 2017 Regional Attorney Manager/ROA Training.

Assigned Counsel Input: In addition to SPD staff, other external stakeholders provided feedback related to the implementation of RAMP. Many assigned counsel attorneys provided feedback during the development and troubleshooting of the updated assigned counsel billing system. In December 2016, the RAMP team collaborated with UWPHI evaluators to develop a web-based survey to collect information from assigned counsel related to the updated billing system. SPD worked to enhance the billing system based on the feedback received (see Appendix E-1).

After the initial system modification and upload function was completed, a second pilot test of the assigned counsel billing system occurred during May 2017. Before the second pilot test, the RAMP Team identified the importance of having assigned counsel in the northern regions of the state test the updated system. This decision reflects the relative difficulty in finding private attorneys in some counties, and thus the Team was particularly concerned about a smooth transition to the new system for attorneys in these areas. SPD staff worked with the ROAs in the Fond du Lac, La Crosse, Superior, Green Bay, Stevens Point, and Eau Claire regions to collect information related to assigned counsel attorneys willing to test the updated billing system.

During the week of April 3, 2017, ROAs contacted their list of assigned counsel attorneys. During this discussion, ROAs asked whether the attorneys submit bills to SPD by directly entering the bills into the billing system or by uploading a file to the billing system. They also asked the attorneys if the attorneys would be willing to test the updated billing system. The ROAs contacted 96 assigned counsel attorneys, of who 72 said that they submitted bills via the direct-entry method and 24 said that they upload bills to the SPD billing system. A total of 68 attorneys agreed to test the updated billing system, including 47 who agreed to test the direct-entry portion and 21 who agreed to test the upload function. In addition to these 68 attorneys, the six attorneys who tested the system during the first round of pilot testing were contacted personally by SPD staff to request their assistance in the second pilot testing process. All six attorneys agreed to test the updated system.

The second pilot test took place from May 1-12, 2017. After testing the system by entering and

submitting billing information for at least two cases, users were asked to complete an online survey about their experiences testing the system. To complete this survey, users were asked to answer a series of questions related either to the direct-entry method or the upload function, depending on which function they tested. A total of 21 surveys were completed: 16 respondents tested the direct entry method and five respondents tested the upload function. Four of the six people who tested the system during the first December 2016 pilot testing process provided additional feedback during the second pilot testing. UWPHI staff analyzed the survey results and provided a summary of the attorney feedback to the RAMP Team (see Appendix E-2). SPD staff used the feedback from the second round of testing to inform next steps of modifying the updated billing system and developing specific instructions for attorneys using software packages with the billing system.

Other Stakeholder Input: Other local criminal justice stakeholders have also collaborated with SPD for the purposes of RAMP. The RAMP Team members are active in many of the subcommittees of the Statewide Criminal Justice Coordinating Council (CJCC). One RAMP team member attends the Outcomes, Trends, and Indicators Subcommittee, which is working on issues related to measuring data consistently across Wisconsin criminal justice organizations. SPD participation in this subcommittee and other statewide work groups has informed the implementation of RAMP.

Smart Defense Sites, NLADA, and Other Indigent Defense Collaborations

The RAMP Team discussed measures used to assess attorney performance with Smart Defense sites throughout the grant period. When developing the list of attorney performance measures, the RAMP Team reviewed the measures used by indigent defense systems in Texas, North Carolina, and Harris County (Texas). These measures were documented and used for discussion while developing the list of performance measures. After the RAMP Team finalized and distributed the list of performance measures, SPD received proposed measures from other indigent defense systems. The RAMP Team reviewed and considered these measures in formulating the final list of performance measures.

In addition to the local RAMP activities, UWPHI and RAMP Team members had the opportunity to participate in several national meetings to network with other collaborators.

- SPD staff attended the NLADA Defender Research Consortium in December 2015.
- SPD staff attended the Smart Suite Academy in February 2016.
- SPD IT staff attended a webinar to preview the Travis County, Texas database in March 2016.
- UWPHI and SPD staff attended the annual Smart Defense Inter-Site Summit in 2016.
- UWPHI and SPD staff attended the Smart Suite Researcher Practitioner Fellows Academy in May 2016.
- SPD IT staff attended the second annual Defender Consortium in July 2016.
- SPD staff and UWPHI staff conducted a presentation related to RAMP processes and lessons learned at the BJA Smart Suite Summit in September 2016.
- UWPHI attended the Data Analytics for Defenders webinar hosted by NLADA in September 2016.

- UWPHI and SPD staff attended the annual Smart Defense Inter-Site Summit in 2017.
- SPD staff attended the third annual Defender Consortium in September 2017.

The RAMP Team remained engaged with the National Legal Aid and Defender Association (NLADA) throughout the project period. The Project Coordinator participated in monthly teleconferences with the NLADA representatives, and NLADA conducted on-site visits in 2016 and 2017. SPD hosted NLADA (Jack Cutrone, Marea Beeman, and Claire Buetow), for a two-day site visit in August 2016. During this site visit, NLADA representatives met with the State Public Defender and the Deputy State Public Defender, toured the three Madison SPD offices (the appellate office, the trial office, and the administrative office), and attended a monthly RAMP Team meeting. NLADA representatives also met with staff members from partner agencies including the Wisconsin Department of Justice, the Wisconsin Department of Corrections, the Wisconsin Director of State Courts Office, and UWPHI. Finally, NLADA representatives attended and observed the Dane County Drug Treatment Court.

SPD again hosted NLADA for a two-day site visit on August 24-25, 2017. A NLADA representative (Jack Cutrone), met with members of the RAMP Team, as well as with UWPHI research partners. The NLADA representative attended an ROA in-person training that focused on the release of new RAMP reports and an ROA/Regional Attorney Manager meeting at which participants discussed the reports in more detail. The NLADA representative had an opportunity at both meetings to discuss how the RAMP reports have impacted day-to-day operations in the agency.

Lessons Learned and Implications

• Practice and Policy

SPD implemented many practice and policy changes in response to experiences and lessons learned during the implementation of RAMP. SPD will use these lessons to enhance agency operations in the future, and the enhancements made during RAMP will continue after BJA funding ends.

The lessons learned during RAMP have allowed SPD to develop a data-driven approach to enhance agency operations and to improve SPD's ability to respond to external requests for information. In the future, SPD will benefit from the RAMP project in the following ways:

- use data to improve staff efficiency for internal operations;
- use data to increase staff access to and use of data to improve client outcomes;
- use data to assess attorney performance, workload, and enhance quality representation;
- use data to impact state budget; and
- use data to contribute to efforts to improve the statewide criminal justice system.

Team Approach

The characteristics of the project team can often dramatically impact the success of a project of

this nature. A strong team, like the RAMP Team, comprises agency leaders with decision-making authority and representing all agency sectors. The RAMP Team took advantage of the unique strengths of each member, with the diversity of the group also bringing a variety of perspectives and opinions to the table. This approach increases the potential for rich discourse and a greater variety of ideas and perspectives, although it can also extend the length of the decision-making process until consensus is reached.

The challenges of such an intensely collaborative approach are (a) accommodating leaders' schedules and competing priorities, (b) asking members to volunteer their time to attend frequent meetings and review numerous work products on an ongoing basis, and (c) keeping the team members engaged between meetings. These obstacles can be addressed by increasing the value of team meetings (for example, by actively seeking their input rather than just a reporting of project progress), and by bringing tasks to the team that take advantage of their expertise.

Structured Workplan via Logic Model

The most effective approach to managing project activities is to develop a structured work plan. The RAMP Team utilized a logic model structure to revise overall project goals, objectives, and tasks to manage the workload, assign tasks, and prioritize activities. This structured approach also included goal development for each subtask – essentially several mini-logic models embedded within the larger project structure to assess progress toward specific objectives and to provide a roadmap to direct project tasks. The Team prioritized activities that could be easily accomplished, those that could be completed with small changes to agency policy/practice, and those that SPD would commit effort and resources to changing or improving. This approach also allowed the RAMP Team the flexibility to make midcourse improvements and changes to the project priorities and direction as circumstances dictated.

Stakeholder Engagement

Engaging project stakeholders was an integral part of the success of RAMP. The project was successfully implemented due in large part to the ongoing feedback loop established among stakeholders in different agency positions, during all stages of the project, using a variety of formats. Meaningful input was received from administrative and local staff, from design to pilot testing to implementation, via web-based surveys, facilitated group discussions, and personal interviews. All feedback and input were used to drive the project direction and make ongoing improvements. This approach provided direct benefits of engagement to stakeholders, including increasing perceived ownership of the RAMP Reporting System, increased data accuracy, and development of user-friendly output.

The challenges of engaging frequently with stakeholders are (a) asking stakeholders to volunteer time to review numerous reports and other products, (b) keeping stakeholders engaged as the requests for feedback increase, and (c) accommodating the requests with work assignments. To address these issues, the RAMP Team offered a variety of structured ways for stakeholders to engage in the RAMP feedback process, including discussions, listening sessions, online surveys, meetings, emails, and other efforts. The RAMP Team sought opportunities for stakeholders to provide meaningful feedback, while not asking for feedback when it was not necessary.

Data Correction Efforts

As reports were being developed, and tested, SPD staff noticed several inconsistencies in the data that led to data correction efforts. For example, SPD noticed that some attorney appointment dates in eOPD were before the case-opened date. Although this discrepancy might not necessarily indicate an error, the RAMP team decided on one methodology to apply consistently for all entries in order for the RAMP report data to remain consistent.

Report Consistency

To make use of the reports easier, the RAMP team decided to keep the user interface and parameter lists consistent across reports, so that every report looks similar. The similarity of each report provides the users with the familiarity they need to navigate the reporting system. Before building the reports, SPD IT staff used historical data requests as a guideline to build data models with reporting assumptions and parameters consistent across data requests. By following this process, SPD IT staff minimized errors and the turnaround time for reports.

Data Quality, Documentation, and Training

Ongoing review of data collection methods is a necessary component to ensure accuracy and quality in reporting. One lesson learned during the RAMP process was the importance of data correction and ongoing data quality monitoring. The RAMP Team discovered that the most comprehensive way to review data quality is by talking to local staff about how data is collected, where and when the data is entered, and how the data elements are defined locally. After this initial discovery, reports are tested through multiple channels for accuracy and consistency.

Several measures that the RAMP Team would like to collect in the future would require more consistent collection methods. For example, currently local staff have different methods for capturing data related to client complaints. Local staff would need a more consistent tracking method for this type of data before the data could be accurately placed into a report for analysis.
The RAMP reporting system provides staff with reports that include more accurate and comprehensive data. Parameters in each report are clearly defined, and help text is available with data definitions for users who may need extra assistance in navigating the reports. However, data errors can occur. The RAMP reports were built with the flexibility to help users identify where errors may be, allowing the SPD IT staff to fix erroneous user entries in the system as they are discovered.

In addition to the help text, the RAMP Team created user guides to ensure that all staff have an adequate understanding of the underlying data in the reports, what the reports can be used for, and how to navigate the reports to answer specific operational or management questions. Documentation through the help text, user guide, and underlying data models allows the SPD to update the reports in the future, with little cross-training needed for new staff.

One lesson learned during this process is that in addition to written documentation, in-person comprehensive training programs are also necessary. The RAMP Team trained Regional Office Administrators to be the experts in their regions on the use of the reports, enabling a local point-of-contact for staff that may have questions as they are using the system.

Performance Indicator Considerations

In addition to reaching consensus on conceptual and functional definitions when developing the performance indicators, the availability, feasibility, and potential application of the indicators must be considered. Data elements must be clearly defined, and the indicators developed must be built upon the existing evidence base. Reaching RAMP Team consensus was a lengthy and iterative process, and developing the attorney performance indicators took nearly a full year.

After the performance indicators are developed, it is essential to fully integrate the indicators into agency policy and practice. As a next step, the RAMP Team will continue progress toward fully implementing the attorney performance indicators to evaluate the performance of all SPD attorneys in accordance with ABA Principles #5 and #10.

Project-Identified Other Related Issues

One of the unexpected benefits of the Smart Defense funding was that it allowed SPD to identify and address issues that might not otherwise have been considered. Examples included better identification of specific criminal charges (for example, subdividing drug cases according to the statutory subsections specific to different controlled substances), recognition of differences in how certain counties enter data into the statewide court database (CCAP), and better data about how often and why attorneys withdraw from cases.

Considerations for IT Staff

For an effort that involves building a reporting system, it is important to hire IT staff that has the necessary IT capabilities and to balance that with the content requirements related to legal representation of SPD clients. Throughout the RAMP grant, the RAMP Team was diligent in providing the IT staff with the content information necessary so that the IT staff could effectively create the necessary technical capabilities. For the purposes of RAMP, IT contractors were hired to build the RAMP Reporting System that the existing SPD IT staff would manage after the RAMP grant ended. For the purposes of longevity of the RAMP Reporting System, it was important to have cross-training efforts between the hired IT RAMP staff and the existing SPD IT staff.

Other lessons learned related to the IT contractors included the necessity of prioritizing IT tasks and realistically projecting the time necessary to conduct the IT tasks. These processes were ongoing as components of the RAMP Reporting System were developed, feedback was received, and changes were made to the system. Because the IT contractors were funded by the RAMP grant, it was important that the highest priority tasks were completed before the completion of the RAMP grant. Some barriers were experienced when one IT contractor left before the completion of the RAMP grant, and there were some concerns related to whether all of the priority tasks could be completed. The Team regularly reassessed the tasks and priorities for the remaining IT contractor, who was able to work additional hours (due to revision of the budget for the contracted services).

Collaborating with Other Indigent Defense Systems

Another “lesson learned” is related to the important benefits received from interacting with other public defense systems nationwide. The RAMP Team had the opportunity to collaborate with

and learn from other public defense systems across the nation at training events and conferences such as the BJA Smart Suite conferences, the Smart Defense Inter-Site Summits, the Fellows Academy, and the Defender Consortium.

• ABA Principles 5 and 10

RAMP was developed to address two of the American Bar Association's (ABA) Principles of Public Defense Delivery System:

- "The public defense workload is controlled to permit the rendering of quality representation" (#5).
- "Defense counsel is supervised and systematically reviewed for quality and efficiency according to nationally and locally adopted standards" (#10).

Both principles center on quality representation, and through the RAMP reporting system, many aspects of quality representation can be measured. However, one lesson learned by the RAMP Team is that not all aspects of quality representation are suitable for this type of measurement. Many important aspects of quality representation are subjective, qualitative, or otherwise difficult to measure consistently. Although the RAMP Team's efforts were focused on items that can be accurately measured, any comprehensive review by SPD management of quality representation will need to acknowledge the importance of these subjective measures, including client communication, building trust, and being cognizant of cultural, economic, racial, and religious diversity of the clients the SPD represents. The RAMP Team acknowledged at the end of this process that to accomplish quality representation under these ABA principles, any comprehensive attorney evaluation must include both the quantitative and qualitative aspects.

• Replication

It is unlikely that the RAMP model could be replicated in its entirety at other sites, as RAMP was designed solely for implementation within Wisconsin SPD. SPD operates a statewide agency that employs both staff attorneys and contracts with assigned counsel attorneys to represent indigent clients. SPD has a homegrown case management system (eOPD) that was developed in the 1990s and has a limited reporting capacity.

However, the Indicators for Quality Representation developed for assessing attorney performance could be widely adapted and disseminated to other indigent defense organizations (Appendix C-2). These indicators could be tested and revised for further study of ABA Principle #10 or could be used as a guide for other organizations to customize in light of their particular organizational models.

Other public defense organizations might also implement some of the general approaches or processes developed by RAMP. For example, other agencies could use the list of RAMP Reports (Table 4 and Table 5) as a starting point for their own efforts to enhance attorney ability to use data to improve client outcomes and more adequately address ABA Principle #5. Additionally, a public defense organization could replicate the agency and research partner relationship formed

for RAMP. A public defense organization could also easily emulate the collaborative process of gathering feedback from agency staff and stakeholder to improve policies and practices related to adopting a data-driven approach to quality representation.

- **Sustainability**

SPD requested, in the agency's 2017-2019 biennial state budget request, funding to continue RAMP activities. In this request, SPD highlighted its work on RAMP and noted that through this work "SPD has identified numerous ways in which to enhance eOPD beyond what is possible through the RAMP grant." SPD requested additional funding to "upgrade and enhance the current case management (eOPD)" and to continue its work to "create and track performance metrics to inform agency operations and client representation." This request for inclusion in the state biennial budget was denied, however, and SPD does not anticipate additional funding for RAMP beyond the end of BJA funding.

The RAMP Reporting System will be sustained and utilized beyond BJA funding to increase staff efficiencies and further integrate a data-driven approach to agency policy and procedures improvement. SPD will continue to benefit from the technical advances that RAMP has provided, including the upgraded server, enhanced platform, linkage to CCAP court data, and enhanced data quality.

Figure 3 lists agency efforts that SPD anticipates will continue beyond federal funding.

Figure 3: Future SPD RAMP Project-Related Tasks

RAMP Reporting System:
- **update the User Guide,**
- **fix errors encountered,**
- **create reports as necessary,**
- **ongoing data correction, and**
- **ongoing staff training.**

Responding to Legislative and Budget Requests:
- **develop a process for effectively using the RAMP reports in the Biennial State Budget Request and other external requests,**
- **use the RAMP reports to provide data for statewide efforts including cost-benefit analyses.**

Assessing Quality Representation:
- **develop instructions and prepare to release the assigned counsel billing system,**
- **review current documentation of client complaint practices and develop a standardized way to document client complaints,**
- **use the RAMP reports to assess attorney performance annually, and**
- **develop a process to gather historical attorney performance data.**

Improving Client Case Outcomes:
- **use the RAMP reports to improve client case outcomes,**
- **develop a process to identify how and when attorneys use the client case outcomes reports.**

Several structural and resource limitations should be noted.

One limitation is that not all of the critical efforts identified could be completed within the two-year BJA funding window or within the budget available. For example, the attorney Quality Performance Indicators were successfully developed as a result of RAMP, but resource and time limitations prevented the development of an automated RAMP report to gather data for every indicator. In addition, the development of a consistent statewide data structure for documenting client complaints could not be implemented given time and resource limitations.

Also, given the specific circumstances under which RAMP was implemented, it may be difficult to replicate RAMP within other public defense organizations with different organizational structures. RAMP was designed to be implemented specifically for Wisconsin, so the tasks, activities, and priorities may not be generalizable to other states or jurisdictions.

Additionally, UWPHI research team members were unable, due to client confidentiality, to fully access the RAMP Reporting System to test reports, analyze the data, or provide substantive review and feedback related to report content, function, and usability.

Finally, the collaborative nature of the development and testing of the RAMP Reporting System was extremely staff-intensive. It was critical to involve SPD staff in the development and testing of the reports, but staff feedback decreased over time due to the sheer volume and frequency of feedback requested over the first 20 months of the project period. As a result, the RAMP Team conducted more of the testing internally for the last series of reports instead of asking staff for testing feedback.

• Future Research

Consistent with the efforts undertaken and agency priorities identified during RAMP, there are several areas of focus that SPD could continue to pursue related to ABA Principles #5 and #10:

- continue to develop and operationalize a process to systematically review the performance of staff and assigned counsel attorneys;
- continue to monitor attorney caseloads using statewide and national caseload standards in the RAMP reports;
- continue to pursue a method for including historical attorney performance data in the RAMP reports, especially for the assigned counsel attorneys;
- continue to pursue calculation of cost per case for different case types, counties, and attorneys;
- collect and analyze data available from the Assigned Counsel Billing System enhancement; and
- develop a consistent process a standardized format for documenting and responding to client complaints.

The following SPD activities SPD could also build upon the RAMP accomplishments:

- continue to pursue a method for evaluating the performance of other SPD staff members (client services staff, investigators, etc.) and expert witnesses;
- continue efforts to make eOPD more compatible with other state data systems for possible connections in the future (e.g., common key fields); and
- continue to improve eOPD using staff feedback gathered during RAMP and continue to reduce the need for tracking data external to eOPD.

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Appendix A: RAMP Methods and Data Sources

Appendix A includes a detailed summary of the methods and data sources used during the implementation of RAMP.

Appendix A-1 describes the data sources and methods used to develop and test the RAMP Reporting System, to develop the updated SPD private bar billing system, and to develop the sub-goals and objectives used for the implementation of RAMP.

Appendix A-1: Methods and Data Sources

The Wisconsin State Public Defender (SPD) and the University of Wisconsin Population Health Institute (UWPHI) used a variety of both qualitative and quantitative collaborative methods to guide the project direction and content. The data sources used included feedback from SPD staff and partners, information gathered via literature searches, existing SPD resources, information from other Smart Defense sites, and technical resources necessary for developing the RAMP reports such as data from the existing SPD case management system (eOPD) and data from the Wisconsin Circuit Court system (CCAP).

Input from SPD Agency Staff and Partners

Agency staff input was the driving force behind the RAMP Project, drawing upon the existing expertise of both administrative and local staff.

The RAMP Team served as the primary source of expertise. The RAMP Team met monthly throughout the entire grant period and acted as a steering committee for RAMP. The RAMP Team was intricately involved with all aspects of the RAMP Project, providing feedback related to project implementation, identifying issues within the eOPD data system, establishing staff to participate in program planning meetings, developing goals and objectives, developing and operationalizing performance indicators, prioritizing project tasks, reviewing RAMP policies and procedures, and disseminating information about RAMP agency-wide. The RAMP Team contributed their expertise to the design, development, testing, and revision of the RAMP Reports.

Input was also gathered from **SPD staff and partners** outside of the RAMP Team on an ongoing basis through the two-year project period using multiple methods including facilitated group discussions, web-based surveys, and feedback during quarterly agency meetings (see below).

Listening Sessions

During January and February 2016, UWPHI conducted four Listening Sessions with SPD staff in several locations throughout Wisconsin to obtain staff input on enhancements to the eOPD data system. Volunteers for the Listening Sessions were recruited through the December 2015 staff survey and via nomination by SPD Division Directors. Throughout January and February 2016, the four Listening Sessions were held in Eau Claire, Milwaukee, and twice in Madison. These sessions lasted 2-3 hours each and were attended by 51 SPD staff in a variety of positions within SPD. UWPHI project evaluators facilitated the semi-structured discussions (see Appendix B-2 for discussion protocol) related to eOPD data system content, functionality, design, quality, reporting capabilities, and suggestions for improvement. UWPHI recorded and took comprehensive notes of participant responses, and then thematically analyzed the qualitative data to prepare an extensive summary of results (see Appendix B-3 for results summary).

Web-Based Surveys

During the first months of project start-up, UWPHI collaborated with SPD to develop a web-based survey that was sent to more than 600 SPD staff asking for feedback related to the existing "eOPD" data system and suggestions for improvement. As a part of that survey, SPD staff members were asked to volunteer to attend one of four Listening Sessions throughout the state to provide more detailed feedback about the eOPD data system.

Web-based staff surveys were also utilized to obtain pilot testing feedback for all of the RAMP Reports prior to release. A total of four surveys were designed and implemented, with UWPHI conducting data analysis and preparing summaries of results for the RAMP Team to use to improve the report content and function.

Feedback was also gathered from assigned counsel attorneys who accept SPD cases. As part of RAMP, an updated billing system was developed to collect detailed information on assigned counsel attorney performance. Two separate pilot tests of the assigned counsel billing system were conducted. A small group of assigned counsel attorneys tested the initial billing system and provided feedback via a web-based survey. UWPHI analyzed and summarized the feedback and provided the summary to the RAMP Team for discussion. Based on this initial testing, the RAMP Team made necessary modifications to the billing system. A sample of assigned counsel attorneys retested the system and provided feedback again through a web-based survey.

Pilot Testing of RAMP Reports

Staff feedback was also gathered as the RAMP reports were developed and released. SPD staff in a variety of roles participated in numerous pilot tests to test all of the RAMP reports prior to the reports being finalized and released. First, IT staff developed and tested the technical aspects of the RAMP reports. Then, the RAMP Project Director tested the reports for content and functionality. After that, the RAMP Team tested the functionality and content. Finally, other agency users tested the RAMP reports and provided feedback. The SPD staff that tested the RAMP reports included selected staff with content knowledge in the areas being tested and who frequently use the information included in the RAMP reports in daily operations. The web-based focused on report functionality, content, and application within SPD. The surveys were conducted, and UWPHI summarized the results. The RAMP Team discussed and made revisions to the RAMP reports after each step in the pilot testing process.

SPD Regional Office Administrators (ROAs) also provided feedback on the use of the RAMP reports in the annual SPD staff attorney performance review process. As part of the 2017 attorney performance review process, the Trial Division Director asked the ROAs to use the RAMP reports rather than the previous eOPD reports to gather the information needed. After the attorney performance review process was complete, UWPHI staff met with the ROAs and facilitated a discussion to obtain their feedback on the process of using the RAMP reports to gather information needed for attorney performance reviews, issues experienced, suggestions

for improvement, and future training needs. After this discussion, the feedback was analyzed and summarized and a summary document was prepared for RAMP Team discussion.

SPD Attorneys and investigators provided feedback on certain RAMP reports that were developed to improve client case outcomes. These reports, which combined eOPD and CCAP data, were tested for functionality, ease of use, and accuracy. The Trial Division Director identified SPD attorneys and investigators to test the reports, including all regional attorney managers, local attorney managers, and 50 attorneys and investigators. Out of the individuals selected, a total of 49 individuals tested the reports and provided feedback. Upon completion of testing, the RAMP Project Coordinator summarized and submitted the results to the RAMP Team. The feedback was used to improve the reports prior to release.

Finally, SPD staff provided feedback related to training and materials necessary to accompany the RAMP reporting system. SPD users who tested the reports were invited to an initial training after some of the RAMP reports were developed and finalized. During this training, the SPD staff in attendance reviewed draft versions of a user guide developed to accompany the RAMP Reporting System, and provided feedback related to content and application within SPD. These staff also made suggestions related to the format and content of future training efforts for the RAMP Reporting System. SPD staff provided additional input on these topics during the discussion related to using the RAMP reports in the annual attorney performance review process. These suggestions were summarized and submitted to the RAMP Team for use in project planning.

SPD staff also attended a subsequent training program on the RAMP CCAP reports in August of 2017. During the training, staff was encouraged to provide feedback on the design, use, and accuracy of the reports. The input from this session informed final changes to the reports prior to release.

Pilot Testing of Assigned Counsel Billing System

Efforts to identify attorney performance indicators led to identification of the need to better track the activities of assigned counsel attorneys representing SPD clients. Collecting the more detailed information necessary to document these activities resulted in an additional effort to update the billing system used by assigned counsel attorneys to submit bills to SPD.

As a result, SPD staff members collaborated with members of the SPD Assigned Counsel Division to create an initial drop-down menu included in a system that would allow for the direct entry of detailed attorney activities. The initial drop-down menu and updated system were developed in Fall 2016 and were tested by six selected assigned counsel attorneys from around the state who provided feedback via a web-based survey. UWPHI staff analyzed the survey results and provided a summary the RAMP Team. The system was modified based on the feedback received.

In addition to directly entering billing information into the SPD billing system, assigned counsel attorneys have the option to use software packages to create bills and to upload the bills to the SPD billing system. After the initial billing system was modified based on the first pilot test and after SPD IT staff incorporated the upload function, a second pilot test was conducted in May 2017.

The second pilot test included a sample of assigned counsel attorneys in the northern regions of the state. SPD staff worked with the ROAs in the Fond du Lac, La Crosse, Superior, Green Bay, Steven's Point, and Eau Claire regions to collect information related to assigned counsel attorneys who would be willing to test the updated billing system. These regions include 55 Wisconsin counties and 22 SPD offices. During the week of April 3, 2017, the ROAs asked 96 assigned counsel attorneys (a) whether they submit bills to SPD by directly entering the bills into the billing system or by using the upload function; and (b) whether they would be willing to test the updated billing system. Of those 96 attorneys, 72 said that they submitted bills via the direct entry method, and 24 said that they upload bills to the SPD billing system. In addition, 68 attorneys agreed to test the updated billing system, including 47 who agreed to test the direct entry portion and 21 who agreed to test the upload function. In addition to these 68 attorneys who agreed to test the updated system, the six first-round pilot testers were contacted personally to again test the system. Detailed testing instructions were developed for both the direct-entry option and the upload function, and pilot testers were asked to test the method that they use most frequently. After testing the system by entering and submitting billing information for at least two cases, users were asked to complete an online survey about their experiences testing the system.

A total of 21 surveys were completed -- 16 respondents tested the direct entry method, and five respondents tested the upload function. Four of the six people who tested the system during the first December 2016 pilot testing process provided additional feedback during the second pilot testing. UWPHI staff analyzed the survey results and provided a summary of the attorney feedback to the RAMP Team. SPD staff used the feedback from the second round of testing to inform next steps related to modifying the updated billing system and developing instructions for using specific software packages to create files to upload to the new billing system. SPD scheduled implementation of the updated billing system for October 2017.

Review of Existing SPD Materials and Resources

Several existing SPD internal resources were also used as reference materials during RAMP. For example, SPD IT staff had developed a historical list of issues that staff experienced while using the internal eOPD case management system. This list included issues that had been identified by SPD staff, but were not yet resolved in eOPD. In addition, SPD expended considerable effort prior to beginning RAMP to develop attorney performance review tools for use in annual staff attorney performance reviews. This effort informed the development and modification of the forms currently used to measure attorney performance. Also, as a part of developing goals, objectives, and measures related to attorney performance, the need to centralize and standardize documentation of client complaints was identified. SPD staff collaborated with

UWPHI staff to review practices used by the SPD attorney offices to document client complaints. A summary document of practices related to documenting client complaints for each identified SPD region was created and discussed with the RAMP Team.

Literature Searches

UWPHI and SPD staff collaborated to conduct literature searches throughout the RAMP Project. UWPHI conducted a literature search related to the development of RAMP goals and objectives, gathering information on improving client case outcomes, attorney workload control, and defining and measuring quality representation.

UWPHI and SPD also collaborated to conduct a literature search as the first step in the process of gathering and defining attorney performance measures based on best practices. This literature search included measuring the performance of public defense attorneys, other types of attorneys, and other professionals. The Wisconsin *Minimum Attorney Performance Standards* were also reviewed during this process.

Collaboration with other Indigent Defense Organizations and Smart Defense Sites

Throughout the RAMP Project, members of the RAMP Team collaborated with other Smart Defense sites, as well as with other indigent defense systems that were not funded by BJA.

RAMP Team members had the opportunity to collaborate with other Smart Defense sites during the required annual grantee meetings, the Smart Suite Fellows Academy, and the Smart Suite Summit Conference. During these meetings, the RAMP Team members in attendance learned about activities at the other Smart Defense sites and brought this information back to share with the team. RAMP Team members also collaborated with other indigent defense organizations around the topic of developing attorney performance measures and measuring quality representation. When working on developing and revising the updated assigned counsel billing system, SPD staff reached out to three indigent defense systems to inquire about their billing systems and procedures for tracking and measuring the performance of assigned counsel attorneys. SPD staff discussed these issues with staff in Travis County (Texas), South Carolina, and Massachusetts.

Appendix B: Documents from the Listening Sessions

Appendix B includes detailed information related to the protocols and summaries of information that were developed as a result of conducting the RAMP Listening Sessions.

Appendix B-1 includes the questions that were included in the web-based listening sessions survey that was sent to 600+ SPD staff members to gather feedback about the SPD case management system (eOPD).

Appendix B-2 includes the discussion questions that were used to solicit feedback from the SPD staff who attended the listening sessions.

Appendix B-3 includes a short summary of the results of the staff feedback gathered via the web-based survey and during the listening sessions. This summary includes the feedback that was prioritized by the RAMP Team and was used during the implementation of RAMP.

Appendix B-4 includes a summary of the changes that the SPD staff suggested for the eOPD case management system. This summary includes suggestions for changing open text data fields into drop-down menus for the purposes of consistency and data quality.

Appendix B-1: Survey for State Public Defender (SPD) Listening Sessions

The survey below was distributed to more than 600 SPD staff members requesting feedback related to the existing "eOPD" data system and suggestions for improvement. This survey was also used to request staff attendance at listening sessions that provided an opportunity for more in-depth discussion related to enhancements to the eOPD data system.

Survey Introduction: The Wisconsin State Public Defender (SPD) received a two-year grant from the Bureau of Justice Assistance in October 2015 to implement the "Wisconsin Reporting, Analysis and Mining Project" (RAMP). As a part of RAMP, SPD is collaborating with staff at the University of Wisconsin Population Health Institute (UWPHI) to enhance the content and function of our current eOPD data system. To begin this enhancement effort, UWPHI and SPD staff will be gathering feedback from eOPD users and stakeholders throughout the state.

Please take a moment to complete the survey below regarding your use of eOPD and your interest in providing the RAMP team with more detailed input on eOPD through participation in a Listening Session. Please complete this survey by the end of the day on Friday, December 11, 2015.

1. What is your position at SPD? _____

2. What SPD office do you work in? _____

3. How often do you use eOPD?

- Never
- Annually
- Monthly
- Weekly
- Daily

4. For what purpose(s) do you use eOPD (i.e. open/close cases, generating reports, documenting client information, billing, etc.)?

5. Who in your office uses eOPD the most? Please enter the position title(s) for the most frequent eOPD users.

6. How often do the people listed above use eOPD?

- Never
- Annually
- Monthly
- Weekly
- Daily

7. For what purposes do the people you listed above use eOPD (i.e. open/close cases, generating reports, documenting client information, billing, etc.)?

8. In your opinion, what is the most critical information that is currently missing from eOPD?

9. In your opinion, what are the <u>most critical</u> reports or functions that should be included in the eOPD enhancement (regardless of whether they are currently in eOPD)?

For the following three questions, please identify the three most critical improvements/ enhancements that should be made to eOPD.

10a. Most critical improvement/enhancement.

10b. Second most critical improvement/enhancement.

10c. Third most critical improvement/enhancement.

11. Are you interested in participating in a small group Listening Session regarding eOPD in January 2016 in Madison, Milwaukee, or Eau Claire? This would be an opportunity to provide the RAMP team with your detailed input into possible enhancements to data elements, report content, and data system functions. *[If you answer "yes", you may or may not be selected for participation by the University evaluation team based on the number of volunteers.]*

- No
- Yes

12. If yes, please choose the dates/locations below that would work best for you to attend a Listening Session discussion. *[If you select more than one option the University evaluation team will assign you to one group/location based on number of potential participants.]*

- Eau Claire – Monday, January 11, 2016, 9:30am – 12:00pm
- Madison – Thursday, January 21, 2016, 9:30am – 12:00pm
- Milwaukee – Tuesday, January 26, 2016, 9:30am – 12:00pm

13. If you indicated that you would like to participate in one of the Listening Sessions on eOPD, please provide your full name.

14. If you indicated that you would like to participate in one of the Listening Sessions on eOPD, please provide your email address so that UWPHI or SPD can contact you in the coming weeks to provide further details about these events:

Thank you for your participation!

Please contact Anna Oehler (oehlera@opd.wi.gov)
with any technical difficulties related to responding to this survey.

Appendix B-2: RAMP Listening Session Discussion Topics
Uses of Current eOPD Data System and Suggestions for Improvement

A. Introduction to RAMP

B. eOPD Enhancement Discussion Topics:

1. What Currently Works Well?
2. What Enhancements Are Needed?
    a. To Content:
        i. Data elements needed (vs wanted)
        ii. What information is collected separately/outside eOPD?
    b. To System Function/Interface
    c. To Reports
        i. Content
        ii. Format (listing, table, chart, graph, etc.)

C. 5-Minute Rapid-Fire Wrap-Up

D. Next Steps

Appendix B-3: Staff Feedback Results
eOPD RAMP Grant and Post-RAMP Enhancement Priorities
Summary of RAMP eOPD Prioritization Team Discussion of 2/22/2016
Prepared by UW Population Health Institute

The table below was developed based on suggestions for improvement to eOPD that were gathered from staff members via the listening sessions and other meetings. The table below contains a summary of the suggestions gathered based on a priority-setting discussion that occurred at a RAMP team meeting in February 2016. This table also includes comments related to the suggestions. Priorities that appear below the black line in this table are identified priorities that will be addressed after the RAMP grant is completed.

RAMP Grant Priorities	Suggestion Description	Comments Related to Suggestion
1	Data cleaning	-Need data cleaning throughout eOPD to make sure that data incorporated in reports is clean and accurate – clean historical data. -Historical data cleaning should include: Merging, duplicate cases, out of range, missing data, identify fields not used, identify fields used inconsistently; develop strategy for correcting existing historical/legacy data and capturing any missing historical data. -Create data masks, drop-down menus, and required fields to increase data standardization going forward to keep the data accurate. -Create list of fields that need drop-down menus added or enhancement. -Chandru should look at anything in the summary document that says "glitch" and fix it if possible.
2	Required data for reporting to BJA beginning October 2016	During the reporting period, the total number of: -New and ongoing defense cases that originate out of the office -Public defenders with an active caseload within the office -Cases -Cases systematically reviewed to assess the quality and efficiency of the defense counsel
3	Better utilize CCAP data	-Populate and update eOPD with CCAP data (need list of fields that should be populated) and allow field staff to edit/correct auto-populated data. -Make all CCAP fields that are being received available via reports. -"Do whatever saves time for staff and do what reduces double-entry." -In future: Get CCAP data for all cases and not just SPD cases.

RAMP Grant Priorities	Suggestion Description	Comments Related to Suggestion
4	Improve interface quality to increase user willingness to enter accurate data	-Making eOPD more user-friendly and helpful would make it so that staff want to use eOPD instead of being required to use eOPD. Staff need to get value from eOPD in order for them to want to accurately and completely report information.
5	Evaluating attorney performance	-For private bar and staff attorneys. -Need drop-down to document specific activities of private bar attorneys. This could be done through a pilot program. -For staff and private bar, how much time are they spending on cases and activities within cases? -How to apportion time across cases? -This is needed for using estimates in future planning for workload, etc. -Also figures into cost per case calculations.
6	Better document attorney withdrawals	-Need information on withdrawals for staff and private attorneys. -Also need information on when an attorney declines.
7	Reporting	-Make it easier to create customized reports, including ad hoc reports. -Clearly list data fields available to include in a report – create separate listing of fields available (with definitions) or user guide specifically for report function
Post-RAMP Priorities	DOC inmate locator	-Connect eOPD with DOC inmate locator? -DOC inmate locator has become more useful and might be nice to have in eOPD.
	Centralize client contact and complaint log	-Need a centralized contact log that documents contact with the clients, notes about case, and complaints – needs to be searchable by client and attorney.
	Evaluating performance of other staff (investigators, CSS, experts, etc.)	-Look at performance measures to use for investigators, CSS, experts, and other staff. -Information about expert requests (number of requests, amount of money spent, billing rate by county, etc.). -Also ties into attorney performance.
	DOC revocation data	-Need DOC revocation information and information related to revocation hearing dates, etc.
	Staff training needs	-Training is needed for staff for eOPD and training may need to include policy-level issues related to data entry, reporting, access, etc.
	Client management system	-Turn eOPD into a client-based management system. -Make eOPD more like Court Tracker to increase parity with prosecution.

RAMP Grant Priorities	Suggestion Description	Comments Related to Suggestion
	Improve documentation of race, ethnicity, and immigration status	-Need agency policy on collection of these data. -Need race data to provide reports/data to criminal justice system partners.- To reduce missing race data SPD could: -- autopopulate from CCAP and allow staff to edit/correct -- require race to be entered at closing if not entered at opening -Need to also document ethnicity. -Need immigration status at case opening – either make a required field or a field that must be filled before you can open a case?
	Cost per case and other costs	-Need to refine definition of cost per case.
	Retain history when case is transferred from staff to private bar (or vice versa)	-Need to fix issue with when an attorney transfers from private bar to staff attorney (or vice versa). -Add fields for start/end date of attorney.
	Add state ID number	-Incorporate State ID (SID) into eOPD so that SPD can link to other state agency systems in the future.
	Reduce need for tracking files external to eOPD	-To standardize tracking of essential information currently external to eOPD such as list of private bar attorneys, investigator caseloads, case deadlines, auto-fill templates of case opening letters and discovery, client complaints, tracking conflict checking, etc.: Either incorporate those functions into eOPD OR Provide standard Excel/Word files to offices statewide

Appendix B-4: Summary of Drop-Down Menu Enhancements
Enhancements Suggested for eOPD Fields

The table below includes suggestions for drop-down menus for eOPD fields to make entry easier and more consistent. These suggestions were gathered from SPD staff during the listening sessions and other discussions.

RAMP team members are encouraged to:

A. Add other fields needing drop-down menus to this document as more fields are identified
B. Make a decision to make drop-down lists consistent as to ordering alphabetically, most common, or something else
C. Consider which lists might also lend themselves to use of checkboxes rather than drop-down menus if a user would be documenting multiple activities (i.e., billing)
D. Add formatting masks to increase data quality, especially for case number.

Note. The first column contains "Suggestion Number" and this number currently is for ease of reference/discussion purposes only and does <u>not</u> currently denote priority or importance.

Suggestion Number	Name/Description of Field	Drop-Down Suggested	Discussion/Comments
1	Documentation of attorney time and billing		-A drop-down menu should be created to document specific activities that attorneys are billing for. -Kathy Pakes provided lists. -Drop-down menu vs. checkboxes?
1a	Client Contact	Jail visit Prison visit Office visit Meeting at court house Phone conference Video conference Letter to client Email to client Other Describe:_____	

Suggestion Number	Name/Description of Field	Drop-Down Suggested	Discussion/Comments
1b	Court Appearances	Withdrawal Motion Initial Appearance Bond hearing Preliminary Hearing Arraignment Calendar Call Motion Hearing Juvenile Review Hearings Detention Hearings Motion Hearing Describe Scheduling Conference Status Conference Plea Sentencing Plea and Sentencing Jury Trial Court Trial Disposition Describe Restitution Hearing Post Conviction Motion Hearing Describe Revocation Hearing Other Court Appearances: Describe	
1c	Legal Work	Discovery Review Review Reports/Statements Review Audio or Video Recordings Describe Review Revocation	

Suggestion Number	Name/Description of Field	Drop-Down Suggested	Discussion/Comments
		documents/packet Legal Research Describe Draft Documents Motion Describe Appellate Petition Appellate Reply Not. of Intent to pursue Post Conviction relief Other Describe Consult with Investigator Describe Consult with Expert Describe Obtain Records Describe Contact/negotiate with DA/ADA or Corp Counsel Describe Trial Preparation Conference w/witness Review Discovery Other Describe Other	
1d	Travel	Purpose Describe Travel Points: From……To	

Suggestion Number	Name/Description of Field	Drop-Down Suggested	Discussion/Comments
1e	Other	Meet with witnesses ??????	
2	Documentation of investigator and expert time and billing		-Same comments as above for attorneys, but different lists of activities
3	Attorney CLE reporting		-Need categories to summarize
4	Diversion of clients	Drug treatment court OWI court Mental health court Family dependency court Veterans court Deferred Prosecution Agreement Deferred Entry of Judgement Diversion ?????? Other: describe	-Need to document diversion participation
5	Investigator caseload tracking		-Ask local staff to provide suggested categories
6	CSS and expert caseload tracking		-Ask local staff to provide suggested categories
7	Reasons for attorney conflicts	Categories for why not appointed, why can't take case, etc.	-Need to define and document reasons for conflicts (example – "prior pending"), could include drop-down menu and text field for "other".
8	Revocation information	Supervision Outcomes: Active Completed Revoked Other Revocation Filing: Filed only ?????	-Need to track supervision outcomes and results of revocation filing, hearing, and sentencing [checkboxes? drop-downs?] Or single field with long list of options that are updated/changed as the process plays out?

Suggestion Number	Name/Description of Field	Drop-Down Suggested	Discussion/Comments
		Revocation Hearing: Hearing waived Awaiting hearing Hearing cancelled ?????? Revocation Sentence Result: [check all that apply???] Prison (+ months) ES (+ months) Jail (+ days) Probation (+ months) Time served/credit (+days) Community service Restitution Fees/costs Fines Assessment Ignition interlock What else??????	
9	Correspondence log		-Add correspondence log to document attorney and client services staff interactions with clients, with drop-down to speed entry
10	Reason for attorney decline		-Add a drop-down menu for reasons the appointment was declined – distance from home to county, difficulty of charge/case, etc.
11	Reason for appeal	Ineffective assistance What else???????	-Need to document reason for appeal
12	Reason case did not go to trial	???????	-Need to document why a case did not go to trial

Suggestion Number	Name/Description of Field	Drop-Down Suggested	Discussion/Comments
13	Attorney certification types		-Need listing of the types of certifications each attorney has so can assign cases more efficiently
14	Drop-down menu in ad hoc reports		-For ad hoc reports, need an easier format and better drop-down options (including a description of options in the drop-down menu).
15	Categorizing statutes/chapters		-Allow multiple enhancers in the statute box or even have a drop-down menu on the next statute instead of having to go to a different window to put it in. -Also need a better search for modifiers and not a huge drop-down.
16	Court disposition categories		-Need categories to document dispositions more consistently
17	Current case status	Set for trial Motions Trial Jury Sentencing What else?????	-Need a single field that shows exactly where each case is in the process
18	Reason case assigned to private bar	?????	-Need to document why cases are farmed out using a consistent list of options
19	Collection screens		-In the drop-down menu in collection detail, the Collection Inquiry Letter should be updated to current Manager's name.
20	Update list of "canned reports" on case search		-Remove or re-examine the drop-down of reports on the bottom of the case search page.

Appendix C: RAMP Secondary Goals and Objectives

Appendix C includes the secondary goals and objectives that were developed by the RAMP Team and were used to implement the larger goals and objectives of RAMP.

Appendix C-1 includes a summary of the primary RAMP program goals and objectives that were used to develop the secondary goals and objectives of RAMP.

Appendix C-2 includes the secondary goals and objectives that were developed to measure the quality performance of SPD attorneys.

Appendix C-3 includes the secondary goals and objectives that were developed to measure the budget and legislative priorities that SPD identified.

Appendix C-4 includes the secondary goals and objectives that were developed to provide SPD staff with the information necessary to improve client case outcomes.

Appendix C-1: Secondary Goals/Objectives Developed for the RAMP Project

Performance Indicator Development & Required Reporting for BJA – Suggestions from Other Sources

Developed by the University of Wisconsin Population Health Institute

The purpose of this document is to document and discuss reporting required for BJA and how to operationalize the performance indicators. The table contains the following main sections:

-- Specific Case Numbers Required in BJA Reports Beginning in October 2016

A. Quality Representation
B. Workload Control & Adjustment of Case Weights
C. Reports to Help Improve Client Outcomes (case outcomes?)
D. Attorney Performance Review
E. Respond to Requests for State Budget Process

Possible Performance Indicators/Measures for Required RAMP Reports to BJA Beginning in October 2016		
Information Promised to BJA	**RAMP Team Tasks/Decisions to Identify Performance Measures Associated with the Topic**	**Field(s) to Measure/Report Performance Measures**
Specific Case Numbers Required in BJA Reports Beginning in October 2016		
Language from RAMP Proposal: 2a. During the reporting period, total number of new and ongoing defense cases that originate out of the office	***Team Decisions on Defining "new" and "ongoing" case:*** ***# of new cases: # of new attorney appointment dates within a date range, where one appointment = one case*** ***# of ongoing cases: Irrespective of when the case was opened, if there is no date closed within the period of reporting, then it is an open case. This is consistent with the definition of new cases. Do not count cases with zero attorney hours reported.*** ***Report private bar and staff attorneys separately*** *Need ability to run reports by flexible start date and end date on new and ongoing cases* *Field staff would have 4 days after the last day of the month to enter opening/closing data and then admin should delay in running any numbers until the 5th of the month* *"Case" currently defined in a manner consistent with Beeman (below) in that one case consists of several charges* <u>Measures from Basic Data Every Defender Needs to Track (Beeman – 2014)</u> "The National Center for State Courts defines a case as 'all charges against an individual defendant arising out of a single incident.' Case = In a criminal or delinquency proceeding, a single charge or set of charges, arising out of a single incident involving the same victim(s), concerning a single defendant in one court proceeding. Incident = All criminal activity occurring in a twenty-four hour period, committed by a single defendant."	By reporting period: # new cases # ongoing cases -staff -private bar

Possible Performance Indicators/Measures for Required RAMP Reports to BJA Beginning in October 2016		
Information Promised to BJA	**RAMP Team Tasks/Decisions to Identify Performance Measures Associated with the Topic**	**Field(s) to Measure/Report Performance Measures**
Language from RAMP Proposal: 2b. During the reporting period, total number of public defenders with an active caseload within the office	***Team Agrees with the Following Definition:*** ***Definition of "# of Public Defenders with an active caseload": # of attorneys (including staff attorneys and private bar) who have an open file/open case during that time period.*** ***Report private bar and staff attorneys separately*** *Use a start date and end date to run reports on public defenders with an active caseload*	By reporting period: # public defenders with active caseload -staff -private bar
Language from RAMP Proposal: 2c. During the reporting period, total number of cases	***See definitions of new and ongoing cases in 2a above.*** <u>Guidance from BJA Original Grant RFA (FY 2015 Grant Announcement)</u> 1. Used with "cases systematically reviewed" to calculate "percent of cases systematically reviewed according to appropriate local or national standards for quality and efficient defense counsel."	By reporting period: # new + ongoing cases
Language from RAMP Proposal: 2d. During the reporting period, total number of cases systematically reviewed to assess the quality and efficiency of the defense counsel	***Team decision to ask BJA for guidance regarding the definition of "systematically reviewed".*** <u>Guidance from BJA Original Grant RFA (FY 2015 Grant Announcement)</u> 1. "During the reporting period, total number of cases systematically reviewed to assess the quality and efficiency of the defense counsel."	By reporting period: # cases systematically reviewed
Other Measures Required to be Reported to BJA		
A. QUALITY REPRESENTATION *Language from RAMP Proposal:* *"Goal 2A. Develop analytics related to providing quality representation (Principle 5)."* *Language from ABA Principle 5:* *"Defense counsel's workload is controlled to permit the rendering of quality representation. Counsel's workload, including appointed and other work, should never be so large as to interfere with the rendering of quality representation or lead to the breach of ethical obligations, and counsel is obligated to decline appointments above such levels. National caseload standards should in no event be exceeded, but the concept of workload (i.e. caseload adjusted by factors such as case complexity, support services, and an attorney's nonrepresentational duties) is a more accurate measurement."*	**RAMP Team must define "quality" representation for SPD** **Attorney-level vs. client-level** ***How to assess performance in light of case type/mix, other activities like drug court, committees, mentoring, etc.; defining an attorney "who cares about their clients and acts in their best interest"??*** ***RAMP Team prioritized the list of suggested examples based on what is available in eOPD (in column to the right) and should add other measures as appropriate.*** ***SPD suggestion to survey judges and DAs to get input on SPD performance rather than input from clients; in addition to examination of client complaints*** <u>Key Performance Indicators from North Carolina (2012):</u> The following are identified as the components of providing "quality representation": 1. A defendant's right to an attorney is preserved: -Access to attorney is real (indicators below): --% of defendants who waive counsel the first time they appear before a judge (in court or by remote appearance) --% of defendants who waive counsel and plead guilty the first time they appear before a judge (in court or by remote appearance) --% of waivers made on the record. -Access to attorney is timely enough to preserve constitutional rights (indicators below): --# of days between arrest and appointment of counsel --# of days between arrest and first client interview by in-person, video, phone) 2. Best possible outcomes for clients (see indicators in RAMP Goal 2Ai. 3. Indigent defense system is accountable to taxpayers: -Use taxpayer money as efficiently as possible: --Cost per case by type of case	**Quality Representation Indicators Selected by Team (based on current availability in eOPD):** **1. days from eForm filing to appointment of counsel** **2. # attorneys from first assignment through disposition** **3. *# of defense activities by type from appellate case closing form (court filings, motions, briefs)*** **4. Volume by type of case** **5. *Charge degradation – compare charges at case open vs. close - Findings in eOPD: dismissed/ acquitted, reduced felony, reduced misdemeanor, reduced to misdemeanor, reduced to ordinance, as alleged, and other.*** **6. # of Investigators,**

Possible Performance Indicators/Measures for Required RAMP Reports to BJA Beginning in October 2016		
Information Promised to BJA	**RAMP Team Tasks/Decisions to Identify Performance Measures Associated with the Topic**	**Field(s) to Measure/Report Performance Measures**
	--% of cases ending in failure to appear 4. Defendants receive the same quality representation regardless of race, gender, ethnicity, or income: -Analyze all indicators by race, gender, ethnicity and income <u>Measures from Gideon's Call National Recommendations Report (2014)</u> Measures related to performance monitoring (for attorneys and other staff – could also apply to assigned counsel and investigators): 1. Intake data: - Volume by type of case (#) -Disposed at arraignment/initial hearing (%) -Volume by client (#) -Client demographics (% by race/ethnicity, age, sec) -Interpreter needed (%) 2. Staff activity (court and case specific related best practices): -Distribution of number of days from first appearance to assignment of attorney (#) -Average days from assignment to first (private, in person) contact (#) (for criminal/juvenile cases) (# and % of cases) -Open cases with investigator involved (staff or hired): --Witness(es) interviewed (%), visit crime scene (%), testifies in court (%) 3. Staff activity (client related best practices): -Client contacts --Out of court, in-person client contacts by any staff member: --Office (#/%), Detention/placement location (#/%), Home (of client) (#/%), Other face to face (#/%), Out of court, NOT in-person contacts (email, phone, text, etc.) -Clients for whom Social Service Advocate (SSA) engaged --Client contacts from SSA (#/%) --External from PD Office collateral contact (e.g., school, work, health care, family, etc.) --Client contacts from SSA (#/%) and collateral contacts by attorney	**Experts, *CSS (for staff attorneys only)*** **Review North Carolina at left for other measures** **Indicators to Consider When WI CCAP Data is Available:** **7. days from eForm filing to first client interview by type of contact (in-person, telephone, video, written)** **8. Result of first court appearance *(to include release, recognizance, bail); release conditions*** **9. Days of pretrial custody; custody status at case resolution/ disposition** **10. Age of pending cases *by case type and use CCAP "pause" function*** **11. # Motions (including responses/oppositions)** ***12. # of motions by type (from case closing form)*** **13. *# of hearings*** **14. *# of written and other motions*** **15. # Trials (bench & jury)** **16. # Client contacts** **17. # Collateral contacts** **18. Plea bargain (type, days from charge to plea), *merge into charge degradation measures***
B. WORKLOAD CONTROL 1c. Data about whether caseload and workload measures are being adjusted to encourage desired behavior.	*Incorporate SPD caseload/case weights as well as ABA caseload guidelines* Cases referred out to private bar vs. staff attorneys (#, type, reason) *Incorporate SID into eOPD as primary key field; useful for conflict checking* *Need to incorporate ABA caseload guidelines into eOPD to enable SPD to track overages* <u>Measures from Basic Data Every Defender Needs to Track (Beeman – 2014)</u>	# of cases by case type by type/certification of attorney *Track SPD cases using ABA caseload guidelines to measure overages*

Possible Performance Indicators/Measures for Required RAMP Reports to BJA Beginning in October 2016		
Information Promised to BJA	**RAMP Team Tasks/Decisions to Identify Performance Measures Associated with the Topic**	**Field(s) to Measure/Report Performance Measures**
*case weights and adjustments	…the NAC accepted the work of the NLADA committee with "the caveat that local conditions – such as travel time – may mean that lower limits are essential to adequate provision of defense services in any specific jurisdiction." Measures related to workload: 1. Cases assigned, cases closed, cases open (by attorney and by case type/division) 2. Number of attorneys (by case type/division) 3. Experience level of attorneys (by case type/division) Measures from Guidelines for Indigent Defense Caseloads (Texas – 2015) Suggestions related to "annual full-time equivalent caseload" from Texas studies: 1. Full-time attorneys should have no more than the following numbers below (annually): -236 Class B Misdemeanors -216 Class A Misdemeanors -174 State Jail Felonies -144 Third Degree Felonies -105 Second Degree Felonies - 77 First Degree Felonies Suggestions from the maximum caseloads from NLADA/NAC (1973): 2. Standards recommend that attorneys should take no more than, on average in a year: -150 Felonies -400 Non-Traffic Misdemeanors -200 Juvenile Court Cases -200 Mental Health Act Cases - 25 appeals	*Integrate SPD case weights* Discuss strategy to adjust SPD case weights: how to determine if current weights are appropriate and how to adjust if necessary Draft Examples 1. Length of trial 2. Offense severity 3. Distance (in/out county)
C. DEVELOP eOPD REPORTS TO HELP *Attorneys* IMPROVE *Client* CASE OUTCOMES *Language from RAMP Proposal:* *"Goal 2Ai. Identify analytics that would assist attorneys with improving client outcomes."* *"Goal 2Bii. Indicators that promote proactive decision-making."*	***Team Decision:*** ***Interpreted as identifying/creating reports that attorneys can run in eOPD – for case outcomes that impact the client (or "client case outcomes"), not client-level outcomes such as recidivism, employment, housing, etc.*** *Positive case outcome definition discussion: charge degradation, sentence reduction, dismissal, acquittal, immigration consequences, pretrial release/bond characteristics, etc.* **RAMP Team develops comprehensive list of fields and format to be included in reports for attorneys that provide information related to case outcomes.** Possible Measures Mentioned in the Original RAMP Grant Application (2015) 1. "The average sentence for an offense in a given county with this judge." 2. "The number of cases represented by SPD by specific drug type." Measures from Basic Data Every Defender Needs to Track (Beeman – 2014) Case numbers, charges, dispositions, time, case activities, client demographics and client satisfaction; Sentencing patterns among judges, information on individual police officers and police agencies' practices, and information on expert witnesses	Fields to be used in eOPD reports for attorneys related to case outcomes *Use CCAP disposition types?* *Consider diversion types?*
D. ASSIGNED COUNSEL/PRIVATE BAR PERFORMANCE REVIEW	**RAMP Team discusses critical elements to assess performance of assigned counsel: What are the criteria currently used by SPD when assessing performance? Are these**	Suggested Examples: -met caseload goals

Possible Performance Indicators/Measures for Required RAMP Reports to BJA Beginning in October 2016		
Information Promised to BJA	**RAMP Team Tasks/Decisions to Identify Performance Measures Associated with the Topic**	**Field(s) to Measure/Report Performance Measures**
Language from RAMP Proposal: "Goal 2B. Develop outcomes, trends and indicators to improve SPD's review and evaluation of assigned counsel performance (Principle 10)." *Language from ABA Principle 10: "Defense counsel is supervised and systematically reviewed for quality and efficiency according to nationally and locally adopted standards. The defender office (both professional and support staff), assigned counsel, our contact defenders should be supervised and periodically evaluated for competence and efficiency."*	**clearly defined and operationalized?** **Is it appropriate to link the following to attorney performance: time spent on case, case outcomes, use of investigators/experts?** **How to aggregate time/hours across cases? (going forward and existing legacy cases)** **Measure attorney effectiveness, not just hours spent on a case** ***Withdrawals:*** ***-- Discuss "stages" where an attorney might withdraw; how to define these stages using information available in CCAP?*** ***-- Need to know reason why an attorney withdraws with a trial date scheduled for a reason other than conflict*** <u>Measures from Basic Data Every Defender Needs to Track (Beeman – 2014)</u> Measures related to attorney activity (should be tracked by case and by attorney): 1. Client contact: -Number of client visits: jail vs. non-jail 2. Legal research: -Westlaw/Lexis time records 3. Motion practice: -Number and type of motions filed 4. Social Worker: -Requested? -Granted/used? 5. Investigator: -Requested? -Granted/used? 6. Expert: -Requested? -Granted/used? -Type of expert 7. Procedure: -Trial, plea, deferred sentence Measures related to case outcome: 1. Pre-trial status: Detained. released 2. Disposition: Guilty, not guilty, Nolle Prosse, deferral 3. Sentencing: -Incarceration, probation, fines (with specific amounts – length, fine amount) -Plea to reduced charge vs. sentence for original top charge (diversion or drug court?) <u>Measures from Guidelines for Indigent Defense Caseloads (Texas – 2015)</u> Measures suggested for documenting/categorizing time spent on a case: 1. Client communication: -Meetings, letters, emails, text, phone, discussions at court with client/family members -Jail visits, wait time, time locating client -Arranging for interpreter 2. Negotiation/meetings: -Negotiation with officials (e.g. judges, DA, probation department, pretrial services) regarding plea bargaining, discovery, trial preparation, motions, client supervision or bond status, sentencing or other litigation issues 3. Discovery: -Discovery requests -Review of discovery materials or state's evidence -Listening to jail calls to family and friends 4. Attorney investigation: -Investigation of the facts conducted by attorney (recorded external private practice of	-# and type of cases -# and type of client contacts -number of withdrawals and reason for withdrawal, # seek reappointment? -diversion (# and type) -case outcome/disposition -client complaints - etc. **See Texas guidelines at left for additional ideas From WI SPD Trial Forms: 1. # of withdrawals (*at which stages and reasons for withdrawal)* 2. # of client complaints 3. Assigned caseload/ achieved caseload 4. # of expert requests 5. # of investigation requests 6. Hours reported on case closings 7. # of open cases WI SPD Trial Long Form: 1. # of investigator requests 2. # of defense experts used 3. # of jury trials 4. # of court trials 5. # of cases prepared for trial 6. # of briefs *(and type)* 7. # of hearings: -Preliminary hearings -Revocation hearings -Wavier hearings -Probable cause hearings -Competency hearings -Other hearings 8. # of cases withdrawn from for the fiscal year

Possible Performance Indicators/Measures for Required RAMP Reports to BJA Beginning in October 2016		
Information Promised to BJA	**RAMP Team Tasks/Decisions to Identify Performance Measures Associated with the Topic**	**Field(s) to Measure/Report Performance Measures**
	public defender investigation) -Depositions and statements from witnesses/family/friends -Visits to the crime scene -Consulting with external investigator 5. Investigator's time: -Investigation of the facts conducted by private practice or public defender investigators -If investigation is conducted by office support time, record the time 6. Legal research/trial preparation: -Consulting with experts (e.g. immigration attorney, social workers, forensics specialists) -Drafting case-specific motions and pleadings -Developing theory of the case -Preparing/coordinating with witnesses, jury instruction -Sentencing materials, alternative sentencing research 7. Court time: -Filing documents (including standardized documents) -Calls, emails, internet usage to schedule court time or check court dates -Calls to court clerk regarding specific case -Court appearances, hearing and trials, time waiting in court 8. Social work/case management: -Assistance to help clients to get benefits of services needed for better defense outcomes. Examples include mental health treatment, medical care, public benefits, housing, etc. -Other forms of direct client assistance to improve their wellbeing and case outcomes 9. Case-specific office support: -Time spent by attorneys or their staff (paralegals, clerical, or administrative support staff) helping to prepare defense of a specific client -Administrative work such as file creation and management, invoicing, and calendaring. -Fact-finding, social work, or other case functions performed by a non-attorney assistant *"Goal 2Biii. Assigned counsel performance indicators to identify case trends and outcomes such as litigation events, dispositions, withdrawal rates, and potential training needs."* <u>Measures from Harris County, Texas Improving Indigent Defense (Texas – 2013)</u> Measures related to case outcome (measure by staff attorneys vs. assigned counsel): 1. Defining positive defense outcomes: -No bill: A grand jury finding of no probable cause -Dismissal: The prosecution on its own motion ceasing pursuit of a criminal charge -Charge reduction: A plea bargain resulting in conviction of a less serious offense -Acquittal: A finding of "not guilty" by a judge or jury -Reversal: An appellate court's rejection of a trial court result 2. Attorney case outcomes vs. assigned counsel case outcomes. Harris County looked at outcomes of attorneys vs. assigned counsel in the areas of: -Mental health division -Misdemeanor convictions -Recidivism rates (% rearrested within 1 year after disposition, days to rearrest) -Felony trials	WI SPD Appellate Form: 1. # of expert requests 2. # of investigation requests 3. Hours reported in closed cases 4. # of open cases 5. # of extension motions *6. # of case filings*

Possible Performance Indicators/Measures for Required RAMP Reports to BJA Beginning in October 2016		
Information Promised to BJA	**RAMP Team Tasks/Decisions to Identify Performance Measures Associated with the Topic**	**Field(s) to Measure/Report Performance Measures**
	-Appellate division -Juvenile division Furlong, Jordan (2009). *Measuring lawyer productivity*. Law21 "Lawyer productivity metrics will have to move away from the effort-based measures of the past (e.g., hours billed) towards metrics that focus on accomplishment, usually measured against a series of predetermined criteria." Possible Measures Mentioned in the Original RAMP Grant Application (2015) "Develop assigned counsel performance indicators to identify case trends, litigation events, dispositions, withdrawal rates, and potential training needs."	
E. STATE BUDGET LEGISLATIVE REQUESTS *Language from RAMP Proposal: "Goal 3A. Critical analyses for the state budget and responding to external parties."*	*State Budget Requests Provided by Adam and Anna from "Wants and Needs Document"* *1. Average cost per case report* *-Identify costs that should go into these averages* *-Zero cases go into this average?* *-Impact of withdrawal rates on these averages* *-Transcript and expert costs not captured in current average cost per case reports* *2. Cases by case type* *-# of cases by case type that allows restructuring of data available (i.e. appellate cases together, juvenile cases together, etc.) – with and without withdrawals* *3. Withdrawal rates* *-By office, attorney, region, statewide by reason* *4. Case credit report (statutory requirement)* *-Statutory caseload report to determine if we are meeting per case type/category – by region and state* *5. FTE off caseload (case credit)* *-The number of FTE given caseload credit for LWOP, Management, Practice Group, Military Leave, Retirement, etc.* *6. Litigation timeline* *-How long did they have the case before they withdrew (days and case stage/phase)* *-How often did they withdraw?* *-How often did successor counsel resolve the case (close the case)?* *7. Expert cost* *-How much are we paying per expert and expert type (pathologist, fingerprint analyst)* *-What date was the expert requested?* *-In what case/types of cases are experts used?* *8. Decline rates* *-Decline rates within county* *-Overflow – cost due to travel versus closer overflow attorneys, availability list of overflow adjacent vs. overflow any distance.* *-Reasons the appointment was declined* *9. Conditions of bail* *-What are conditions of cash bail? Bond?* *Specific State Budget Request Examples from RAMP Team* *1. "Heroes and zeroes":* *-Individual caseloads* *-Aggregate caseloads by office, county, region, state*	Identify Highest Priority From List at Left: 1. 2. 3. 4. 5. Need to define "year"

Possible Performance Indicators/Measures for Required RAMP Reports to BJA Beginning in October 2016		
Information Promised to BJA	**RAMP Team Tasks/Decisions to Identify Performance Measures Associated with the Topic**	**Field(s) to Measure/Report Performance Measures**
	-Caseloads as % of standards (ABA) *-# of open cases snapshot* *-Total new cases taken in month/year* *-Workload measure (CJCC, treatment court)* *-# of open files snapshot* *2. "Do you really need more staff attorneys?"* *-Lack of private bar attorneys in proximity to an office* *-Amount spent for mileage for private bar attorneys* *-Travel time paid for private bar attorneys* *-# of calls to find a willing private bar attorney (# of calls to appointment)* *-# of times private bar staff declined appointment* *3. "Staff for TAD"(Treatment Alternatives and Diversion, DEJ, DPA, etc.)* *-Attorney workload* *4. "June swoon" – Make assigned caseload goal for the year and stop taking cases* *- Cases taken per month* *-% of staff over statutory and recommended caseloads* *-% of staff over ABA caseloads* *5.Statutory caseload report* *-Report for 67% of juvenile and felony cases need to be handled by staff attorneys according to statutes* *6. % of private bar contracts in the year* *-Offer as many contract cases "as practical, up to 33% to the private bar"* *-Cost per contract by county* *State Budget Request Examples from Anna* *1. Calculating attorneys with an active caseload that are able to take cases* *-# of attorneys able to take cases (for statutory caseload funding)* *2. Average cost per case by private bar (using Results First Definition)* *-Discovery and transcript costs paid by SPD admin office (add to an average cost per case for the private bar)*	

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Appendix C-2: Quality Performance Indicators

Indicators to Measure Quality Representation for Wisconsin Defense Attorneys: Private Bar and Staff Attorney Performance Measures

Developed by the Wisconsin State Public Defender's Office as a part of the Wisconsin Reporting, Analysis and Mining Project (RAMP)

These goals/objectives are specific to assessment of private bar and staff attorney performance and quality representation, as a subset of the larger RAMP project goals/objectives.

Many aspects of quality representation can be measured if pertinent data is accurately and consistently entered into a case management system. However, not all aspects of quality representation are suitable for this type of measurement. Many important aspects of quality representation are subjective, qualitative, or otherwise difficult to measure consistently. Although a national set of indicators will by necessity focus on items that can be accurately measured, any comprehensive definition of quality representation needs to acknowledge the importance of many hard-to-measure indicators. Examples of indicators that are subjective or otherwise difficult to measure consistently include, but are not limited to, client communication and relationships, legal advocacy, professional responsibility, case preparation, and contributions to local defender programs, such as training and mentoring other attorneys.

Interpretation Guidance. Any single indicator of attorney performance has limited value and must be assessed in a broader context. These indicators are meant to be utilized as a whole and all indicators must be considered within context. For example, litigation event indicators (2a-2e) should be interpreted through the lens of "attorney workload/caseload" (2e) when assessing performance. If an attorney consistently takes more difficult clients/cases they may receive more client complaints so that context needs to be considered. Or when assessing litigation outcomes (Goal 3), case disposition and sentencing factors should be considered in light of caseload factors, geographic region, etc.

Private Bar and Staff Attorney Performance Measurement – Goals, Objectives, and Indicators		
Goal	**Objective**	**Indicator**
1. Assess attorney/client relationship and level of interaction	1a. Measure level of interaction with client based on attorney and client locations	1a1. # of in-custody visits (jail, prison, etc…) 1a2. # of office visits 1a3. Time spent per meeting (in-custody or elsewhere) 1a4. # of meetings at courthouse 1a5. # of oral conferences (phone, video) 1a6. # of written communications to client (emails, letters) 1a7. Total # of client contacts (Total of 1a1, 1a2, 1a4-1a8) 1a8. # of client contacts based on geographical location (attorney location and client location)

		1a9. # of days from initial appearance to first client interview by type of contact (in-person, telephone, video, written) 1a10. # of days from Order Appointing Counsel (OAC) to first client interview by type of contact (in-person, telephone, video, written)
	1b. Attorney appointment and continuity	1b1. # of withdrawals 1b2. Reason for withdrawal 1b3. Withdrawal by case type 1b4. Litigation stage of withdrawal 1b5. # of attorneys from first assignment through disposition 1b6. # of original appointed attorneys who dispose of the case
	1c. Document client complaints	1c1. # of client complaints by type of complaint 1c2. Type of complaints by case type
2. Assess litigation events	2a. Document legal work activities	2a1. # of discovery requests 2a2. # of discovery reports and amount of time spent reviewing reports 2a3. # of audio/video discovery and amount of time spent reviewing discovery audio/video 2a4. # of revocation reviews 2a5. # and type of legal research activities and amount of time spent on these activities 2a6. # of investigator consultations 2a7. # of expert consultations 2a8. # of open records requests 2a9. # of contacts with DA/ADA or corporation counsel 2a10. # of court filings drafted and submitted 2a11. # of witnesses interviewed pre-trial 2a12. # of trials by case type 2a13. # of subpoenas issued 2a14. Other trial prep (specify)
	2b. Document court appearances and non-appearances	2b1. # of initial appearances 2b2. # of bond and bond review hearings 2b3. # of preliminary hearings/probable cause hearings 2b4. # of felony arraignments 2b5. # of calendar calls 2b6. # of motion hearings

		2b7. # of juvenile review hearings 2b8. # of detention hearings 2b9. # of evidentiary hearings 2b10. # of scheduling conferences 2b11. # of status conferences 2b12. # of plea hearings 2b13. # of sentencing hearings 2b14. # of plea & sentencing combined hearings 2b15. # of jury trials 2b16. # of court trials 2b17. # of disposition hearings 2b18. # of restitution hearings 2b19. # of post-conviction motion hearings 2b20. # of revocation hearings 2b21. # of waiver hearings 2b22. # of competency hearings 2b23. # of other court appearances (specify) 2b24. Total # of hearings (all types of hearings) 2b25. # of juvenile hearings (sanctions, revisions, change of placement, extension of orders) 2b26. # of oral arguments 2b27. # of federal court appearances 2b28. # of non-appearances by attorney 2b29. # of non-appearances by case type 2b30. # of requests for adjournment and why 2b31. Volume of court appearances by attorney 2b32. # of witnesses called for pre-sentencing hearings 2b33. # of witnesses called for sentencing hearings
	2c. Filing of motions	2c1. # of motions filed 2c2. # of motions by type of motion 2c3. Type of motions by case type 2c4. # of withdrawal motions 2c5. # of briefs 2c6. # of reply briefs

		2c7. # of petitions for review 2c8. # of no-merit reports 2c9. # of no-merit petitions for review 2c10. # of habeas corpus petitions 2c11. # of petitions for writ of certiorari 2c12. # of post-conviction motions 2c13. # of extension motions 2c14. # of in-court motions by type of motion 2c15. # of appeals initiated 2c16. # of evidentiary motions filed 2c17. # of non-evidentiary motions filed 2c18. # of evidentiary motions litigated 2c19. # of non-evidentiary motions litigated
	2d. Use of external resources	2d1. # of expert requests by stage of case (motion, trial, sentencing, other) 2d2. # of experts used 2d3. Type of expert by case type 2d4. # of interpreters 2d5. Cost of experts by case type 2d6. Use of sentencing resources (alternate presentence investigation report, etc…) 2d7. Use of mental health resources 2d8. # of investigation requests 2d9. # of social worker requests 2d10. # of alternate presentence investigation report requests
	2e. Attorney workload/caseload	2e1. Attorney caseload 2e2. Hours reported on case closing 2e3. # of open cases 2e4. Hours per case type 2e5. Volume by geographical region (relating attorney location to client location) 2e6. Hours spent on intake 2e7. Hours spent doing treatment court activities 2e8. Travel points information 2e9. # of team meetings for treatment court and/or diversion projects and time

		spent on meetings 2e10. # of contacts for treatment court or diversion projects 2e11. # of meetings with criminal justice partners on future diversion or treatment projects
	2f. Identify jury trial activities	2f1. # of trials by case type 2f2. # of jury trials 2f3. # of court trials 2f4. # of witnesses called during trial 2f5. # of experts called during trial
	2g. Identify speed of case processing	2g1. Age of pending cases by case type 2g2. Days from charge to plea or trial 2g3. Days from initial appointment to date of case disposition 2g4. Days from initial appearance to appointment of counsel
3. Assess litigation outcomes	3a. Document case disposition and sentencing factors	3a1. Charge degradation (charges at case opening vs. case closing) 3a2. Disposition type (plea, trial, etc…) 3a3. # of criminal complaints amended with additional charges 3a4. Sentence type 3a5. Incarceration sentence length 3a6. Percent of convictions resulting in alternatives to incarceration 3a7. # of people diverted to specialty courts 3a8. # of Deferred Prosecution Agreements 3a9. Disposition & sentence by race 3a10. Disposition & sentence by gender 3a11. Disposition & sentence by citizenship 3a12. Custody status at case resolution/disposition
	3b. Document pre-trial outcomes	3b1. Result of first court appearance (release, recognizance, bail) 3b2. Release conditions 3b3. # of days of pretrial custody

Appendix C-3: Budget and Legislative Indicators

Priorities for RAMP Legislative and Budget Indicators

The following tables were developed to identify and prioritized SPD legislative and budget indicators. The RAMP Team collaborated to identify common data requests related to SPD legislative and budget information. These data requests were defined and prioritized by RAMP Team members including the SPD Budget Director and the SPD Legislative Liaison. This document includes two tables. Table A provides an overview of the indicators that were prioritized for implementation during the RAMP Project. Table B includes all of the SPD legislative and budget needs that were used to develop the priorities in Table A.

Table A: Budget and Legislative Priorities to be Implemented during the RAMP Project	
Objective	**Indicator**
1a. Identify average cost per case	1a1. Amount paid for discovery costs 1a2. Amount paid for transcript costs 1a3. Amount paid for travel time and mileage for attorneys 1a4. Amount paid per case (excluding zeroes) 1a5. Hours per case type
2a. Identify aggregate caseloads for SPD staff attorneys and private bar attorneys	2a1. # of cases by attorney 2a2. # of cases by office 2a3. # of cases by region 2a4. # of cases statewide by case type 2a5. # of cases broken down staff vs. private 2a6. # of cases as a percentage of ABA standards 2a7. # of case points in comparison to assigned case points 2a8. Aggregate staff caseload as % of ABA standards 2a9. Aggregate staff caseload as % of statutory standards
2c. Assess yearly trends in attorney appointments	2c1. # of appointments by month by case type 2c2. # of appointments by staff vs. private 2c3. # of appointments by region
2d. Document number of attorneys able to take cases	2d1. # of attorneys available for case assignment by case type and attorney certification type
3c. Document attorney turnover rates for SPD staff attorneys	3c1. # of attorneys who leave the SPD in a fiscal year
4a. Monitor staff vs. private appointments for juvenile and felony cases	4a1. # of appointments by staff/private for juvenile and felony cases 4a2. # of staff/private appointments broken out by all felony case types 4a3. # of staff/private appointments broken out by all juvenile case types
4c. Develop statutory caseload report	4c1. % of staff vs. private appointments for felony and juvenile cases in a fiscal year

Table B: Detailed SPD Legislative and Budget Indicators		
Goal	**Objective**	**Indicator**
1. Measure Effective Use of Resources	1a. Identify average cost per case	1a1. Amount paid for discovery costs 1a2. Amount paid for transcript costs 1a3. Amount paid for travel time and mileage for attorneys 1a4. Amount paid per case (excluding zeroes) 1a5. Hours per case type
	1b. Identify expert cost per case	1b1. Amount paid by case type 1b2. Amount paid by expert type
	1c. Identify overhead costs	1c1. Define and measures overhead costs
2. Track Attorney Workload	2a. Identify aggregate caseloads for SPD staff attorneys and private bar attorneys	2a1. # of cases by attorney 2a2. # of cases by office 2a3. # of cases by region 2a4. # of cases statewide by case type 2a5. # of cases broken down staff vs. private 2a6. # of cases as a percentage of ABA standards 2a7. # of case points in comparison to assigned case points 2a8. Aggregate staff caseload as % of ABA standards 2a9. Aggregate staff caseload as % of statutory standards
	2b. Identify local and individual attorney caseload to differentiate local practice among SPD staff attorneys	2b1. # of cases per month by attorney, by county, by office, and by region 2b2. % of staff over statutory and assigned caseloads 2b3. # of cases charged per month through CCAP (how many non-SPD private, how many SPD staff and SPD private)
	2c. Assess yearly trends in attorney appointments	2c1. # of appointments by month by case type 2c2. # of appointments by staff vs. private 2c3. # of appointments by region
	2d. Document number of attorneys able to take cases	2d1. # of attorneys available for case assignment by case type and attorney certification type
	2e. Develop litigation timeline	2e1. # of days between each litigation event
3. Monitor Capacity to Assign and Process Cases	3a. Identify withdrawal rates	3a1. # of withdrawals statewide by reason for withdrawal 3a2. # of withdrawals by attorney 3a3. # of withdrawals by office 3a4. # of withdrawals by region 3a5. # of withdrawals by stage of case 3a6. # days from case assignment to withdrawal 3a7. # times successor counsel saw case through to case closing/resolution
	3b. Identify attorney staffing needs	3b1. # certified with the SPD by county 3b2. Amount spent for mileage 3b3. Travel time paid

Table B: Detailed SPD Legislative and Budget Indicators		
Goal	**Objective**	**Indicator**
		3b4. # of declined appointments by attorney 3b5. # of calls to appoint a private bar attorney onto a case 3b6. Amount of staff time spent on treatment courts, CJCCs, and other collaborative partnerships 3b7. # of staff assigned to treatment courts, CJCCs, etc. 3b8. # and amount of staff given caseload credit for LWOP, Management, Practice Group, Military Leave, Retirement, etc.
	3c. Document attorney turnover rates for SPD staff attorneys	3c1. # of attorneys who leave the SPD in a fiscal year
	3d. Document attorney vacancy rates for SPD staff attorneys	3d1. # of vacant attorney positions by FTE and the amount of time in which the positions are vacant
	3e. Document decline rate for private bar attorneys	3e1. Decline rate by county 3e2. Reasons appointment declined 3e3. Availability list of overflow adjacent county vs overflow any distance
4. Meet Statutory Guidelines on Caseload	4a. Monitor staff vs. private appointments for juvenile and felony cases	4a1. # of appointments by staff/private for juvenile and felony cases 4a2. # of staff/private appointments broken out by all felony case types 4a3. # of staff/private appointments broken out by all juvenile case types
	4b. Monitor caseloads for private bar contracts	4b1. % of private bar contracts per private bar certifications annually 4b2. # of private bar contracts 4b3. Cost per contract by county
	4c. Develop statutory caseload report	4c1. % of staff vs. private appointments for felony and juvenile cases in a fiscal year

Appendix C-4: Indicators to Improve Client Case Outcomes

These goals/objectives are specific to providing attorneys with information that will assist with improving client case outcomes, as a subset of the larger RAMP project goals/objectives.

Note: Many of the indicators in the table below can be combined for reporting purposes. For example, the indicators in Objective 2a could be put in one report to be able to review disposition by county and by charge, etc.

Increasing Attorney Access to CCAP Case Outcomes Data to Assess Trends and Assist with Quality Representation – Goals, Objectives, and Indicators		
Goal	**Objective**	**Indicator**
1. Identify data needed and assess the availability of the data.	1a. Use information collected from staff to identify data needs	1a1. Feedback reviewed and information gathered to collect necessary data 1a2. Data needs identified
	1b. Assess the availability of data needed	1b1. CCAP data availability identified 1b2. eOPD data availability identified
	1c. Assess the technical implications of data needs	1c1. Technical specifications assessed 1c2. Technical capabilities implemented
2. Create and define indicators to provide attorneys with information to improve client case outcomes.	2a. Develop indicators to assess case disposition data	2a1. # and type of dispositions by county 2a2. # and type of dispositions by case type 2a3. # and type of dispositions by judge 2a4. # and type of dispositions by DA assigned to the case 2a5. # and type of dispositions by charge 2a6. # and type of dispositions by race 2a7. # and type of dispositions by statute number
	2b. Develop indicators to assess sentencing trends	2b1. # and type of sentences by county 2b2. # and type of sentences by case type 2b3. # and type of sentences by judge

		2b4. # and type of sentences by DA assigned to the case 2b5. # and type of sentences by charge 2b6. # and type of sentences by race 2b7. # and type of sentences by statute number 2b8. # and type of sentences by court branch 2b9. # of probation only sentences vs. incarceration sentences 2b10. # and types of DA demands by statute 2b11. Average sentence by case type 2b12. Average sentence by judge 2b13. Average sentence by county 2b14. Average sentence by statute 2b15. Amount of time sentenced to jail vs amount of time sentenced to prison 2b16. Range of confinement time by statute
	2c. Develop indicators to assess revocation data	2c1. # of probation revocations by month/year (how often probation is revoked) 2c2. # of revocations by case type 2c3. Revocation sentence vs. original non-probationary sentence
	2d. Develop indicators to assess charge degradation, added charges, and positive case outcomes	2d1. # of cases in which charge degradation occurred 2d2. # of cases in which a sentence reduction occurred 2d3. # of dismissals 2d4. # of acquittals 2d5. # of cases in which immigration consequences were reduced 2d6. # of cases that included pre-trial release 2d7. Initial bond amount 2d8. Type of final charge vs. type of initial charge 2d9. # of cases in which additional charges were added

	2e. Develop indicators to assess charging outcomes	2e1. # and type of charging outcomes by race 2e2. Bond amount by charge 2e3. Bail amount by charge
	2f. Develop indicators to assess the use of treatment courts and diversion projects	2f1. # of individuals ordered to diversion projects 2f2. # of individuals ordered to treatment courts 2f3. # and types of cases ordered to treatment court by DA assigned to the case 2f4. # and types of cases ordered to treatment court by county 2f5. # and types of cases ordered to treatment court by judge
	2g. Develop indicators to assess the impact of SPD assistance	2g1. Case outcomes with/without PDI 2g2. Case outcomes with/without CSS 2g3. Case outcomes with/without experts 2g4. Amount of jail time sentenced with/without PDI 2g5. Amount of jail time sentenced with/without CSS 2g6. Amount of jail time sentenced with/without experts 2g7. Amount of prison time sentenced with/without PDI 2g8. Amount of prison time sentenced with/without CSS 2g9. Amount of prison time sentenced with/without experts
3. Develop processes to provide data access for attorneys.	3a. Develop **process for allowing access** to client case outcomes data	3a1. Process for assigning attorney access to client case outcomes data developed (access for staff attorneys and private bar attorneys) 3a2. Process for assigning access for other SPD staff developed (admin staff, RAMs, LAMs, ROAs, etc.)
	3b. Develop process **for assigning levels of access** to client case outcomes data	3b1. Process for assigning levels of attorney access to client case outcome data based on case location developed (access to all cases in county, region, state, etc.) 3b2. Process for assigning levels of attorney access to details of client case outcome data developed (access to data from individual cases, aggregate data only, etc.)

		3b3. Levels of access for other SPD staff developed (Access for admin staff, RAMs, LAMs, ROAs, etc.)
	3c. Develop process for **creating reports** to assess client case outcomes	3c1. Parameters for client case outcome reports defined 3c2. Reports to assess client case outcomes created 3c3. Reports pilot tested, modified and implemented 3c4. Staff training materials developed and distributed as necessary
	3d. Develop process for **pilot testing reports** developed	3d1. Users to pilot test reports identified 3d2. Pilot testing conducted 3d3. Changes implemented based on results of pilot testing
	3e. Develop and **provide training** for client case outcomes reports	3e1. Training materials developed 3e2. Training provided to all users of the client case outcomes reports.
4. Develop processes to assess use of client case outcome reports.	4a. Develop process to identify how and when attorneys use client case outcomes reports	4a1. Information on frequency of report usage gathered. 4a2. Information related to uses for report data gathered. 4a3. Information related to report usability gathered.

Appendix D: RAMP Reports Testing Documents

Appendix D includes the documents that were developed for the purposes of testing the reports that are included in the RAMP Reporting System.

Appendix D-1 includes a summary of the pilot-testing process used for each of the RAMP reports developed.

Appendix D-2 includes the web-based surveys that were used to gather staff feedback related to the RAMP reports.

Appendix D-3 includes summaries of the staff feedback gathered via the web-based surveys. These summaries were used to modify the RAMP reports prior to release.

Appendix D-4 includes a summary of the discussion topics and results of the discussion with the SPD ROAs related to using the RAMP reports during the annual attorney performance review process.

Appendix D-1: Summary of the RAMP Reports Tested

Extensive pilot testing of each RAMP report resulted in modifications and improvements before release of the reports. After initial development, each RAMP report was tested at several levels before being finalized. SPD-IT staff conducted technical testing to check for malfunctions and issues. Then the RAMP Project Coordinator tested the reports and closely reviewed the accuracy of the data included in each report. The RAMP reports were also tested by the RAMP Team for functionality, content, and ease of use. Finally, SPD local staff pilot tested the RAMP reports and provided feedback via email, or via web-based surveys. The testers included SPD staff with content knowledge in the areas being tested who frequently use the content in daily operations. The RAMP Team made improvements and modifications to the reports after each level of testing.

The table below includes methods for gathering feedback from the SPD local staff, either via email or via web-based surveys. The RAMP Team gathered feedback via web-based surveys for some of the RAMP reports in order to receive specific and structured feedback. For those reports where users responded via web-based surveys, copies of the web-based surveys and summaries of the results are included in Appendix D-2 and D-3.

Summary of Method for Gathering Field Staff Feedback for RAMP Reports	
RAMP Report Name	**Method of Gathering Field Staff Feedback (Email or Web-Based Survey)**
Number of Appointments to Individual Attorneys	Email
Number of Withdrawals by Individual Attorneys	Email
Reason for Private by Individual Attorney	Email
Number of Open Cases for Individual Attorneys	Email
Number of Hours by Individual Attorney	Web-Based Survey
Number of Trials by Individual Attorney	Web-Based Survey
Attorney Certification	Web-Based Survey
Number of Attorneys Per Case by Case Type	Email
Reason for Private by Case Type	Email
Number of Open Cases	Email
Number of Hours	Web-Based Survey
Number of Trials	Web-Based Survey
CCAP Judges Sentencing Report	Web-Based Survey
CCAP Prosecutors Sentencing Report	Web-Based Survey

Appendix D-2: Web-Based Surveys for RAMP Report Feedback
Survey for Testing of the RAMP Hours Reports

The Wisconsin State Public Defender (SPD) received a two-year grant from the Bureau of Justice Assistance in October 2015 to implement the "Wisconsin Reporting, Analysis and Mining Project" (RAMP). As a part of RAMP, SPD is collaborating with staff at the University of Wisconsin Population Health Institute (UWPHI) to enhance the content and function of our current eOPD data system. As a part of this enhancement effort, UWPHI and SPD staff have developed several reports for SPD staff to use in daily operations.

Two reports showing the number of hours that attorneys spend on cases are now ready for you to test:
1. The "Number of Hours Report (Cases Report)" shows the number of hours attorneys spend on each type of case. In the survey below, this report is called the "**Hours by Case Type Report**".
2. The "Number of Hours by Individual Attorney (Attorneys Reports)" shows the number of hours specific attorneys spent on cases. In the survey below, this report is called the "**Hours by Attorney Report**".

The survey will ask you to provide your feedback for both reports. Thank you for agreeing to take part in the pilot testing of these new reports. After you have completed testing both of the reports, please carefully think about the experience using the new reports and provide your feedback by completing the survey questions below. If your technology allows it, you may want to have this survey open as you are testing the reports so that you can provide feedback as you progress through the report testing. **Please complete and submit this survey by the end of the day on Friday, March 24, 2017.**

If you experience any technical difficulties related to completing this survey, please contact Janae Goodrich at UWPHI (jgoodrich@wisc.edu). If you have additional feedback or if you experience any difficulties using the RAMP reporting system, please contact Kat Dellenbach (dellenbachk@opd.wi.gov) or Chandru Solraj (Chandrus@opd.wi.gov).

Please provide your first and last name: _____

Please provide your email address so that we can follow-up with you if we have any questions related to your feedback: _____

Please carefully think about your experience using the new reports and answer the questions below for each of the two surveys separately. The name of each survey is included at the top of the questions for your reference.

	Hours by Case Type Report	Hours by Attorney Report
1. Did you have all of the information that you needed prior to testing this report?	Yes No	Yes No
If you answered NO to Question #1, what other information would have been helpful prior to testing this report?		
2. How easy was it to understand the information included in this report?	Very Easy Somewhat Easy Neutral Somewhat Difficult Very Difficult	Very Easy Somewhat Easy Neutral Somewhat Difficult Very Difficult
2a. Do you have suggestions for making the information more understandable or clear?		
3. Does this report include all of the information that you need to assess the number of hours that attorneys spend on cases?	Yes No	Yes No
If you answered NO to Question #3, what other information would be helpful to include?		
4. Is there information included in this report that is not necessary to include?	Yes No	Yes No
If you answered YES to Question #4, what information can be eliminated?		
5. Did you experience any problems while using this report?	Yes No	Yes No
If you answered YES to Question #5, please explain the problems that you experienced.		
5a. Were you able to resolve the problems that you experienced?	Yes No, I needed assistance to resolve the issue	Yes No, I needed assistance to resolve the issue
6. How would you improve this report? Please be specific and provide feedback related to any concerns you might have related to individual fields included, overall content, how you would use them, how it functions, how it looks, placement of items, input on lists or categories included for individual items, etc.		

	Hours by Case Type Report	Hours by Attorney Report
7. What did you like best about this report? Please be specific and provide feedback related to anything that you think worked well, how this approach might be an improvement over existing processes, function, and content.		
8. How will you use this report? Please be specific and provide feedback related to situations when you will use this report, how this report will be helpful in your work, etc. If you will not use this report, please provide feedback related to why you will not use this report.		
9. In your opinion, who should have access to this report? Please be specific and provide names/titles of people who would benefit from having access to this report.		
10. Do you have any other comments or suggestions?		

Thank you for your input!

Please contact Kat Dellenbach (dellenbachk@opd.wi.gov)
with any additional feedback or if you experienced technical difficulties related to completing this survey.

Survey for Testing of the RAMP Trials Reports

The Wisconsin State Public Defender (SPD) received a two-year grant from the Bureau of Justice Assistance in October 2015 to implement the "Wisconsin Reporting, Analysis and Mining Project" (RAMP). As a part of RAMP, SPD is collaborating with staff at the University of Wisconsin Population Health Institute (UWPHI) to enhance the content and function of our current eOPD data system. As a part of this enhancement effort, UWPHI and SPD staff have developed several reports for SPD staff to use in daily operations.

Two reports showing the number of trials that attorneys conducted are now ready for you to test:
1. The "Number of Trials Report (Case Reports)" shows the number of trials a case region/office conducts by cast type. In the survey below, this report is called the "**Trials by Case Type Report**".
2. The "Number of Trials by Individual Attorney (Attorneys Reports)" shows the number of trials specific attorneys conduct. In the survey below, this report is called the "**Trials by Attorney Report**".

Please note that these are the first reports released for testing that incorporate data gathered from the Wisconsin Circuit Court Access Program (CCAP) data system. For the purposes of this reporting system, CCAP data includes all felony, misdemeanor, and misdemeanor traffic cases filed in Wisconsin from January 1, 2009 to present. Cases filed before January 1, 2009 are not included.

The survey will ask you to provide your feedback for both reports. Thank you for agreeing to take part in the pilot testing of these new reports. After you have completed testing both of the reports, please carefully think about the experience using the new reports and provide your feedback by completing the survey questions below. If your technology allows it, you may want to have this survey open as you are testing the reports so that you can provide feedback as you progress through the report testing. **Please complete and submit this survey by the end of the day on Wednesday, June 21, 2017.**

If you experience any technical difficulties related to completing this survey, please contact Janae Goodrich at UWPHI (jgoodrich@wisc.edu). If you have additional feedback or if you experience any difficulties using the RAMP reporting system, please contact Chandru Solraj (Chandrus@opd.wi.gov) or Kat Dellenbach (dellenbachk@opd.wi.gov).

1. Please provide your first and last name: _____

2. Please provide your email address so that we can follow-up with you if we have any questions related to your feedback: _____

Please carefully think about your experience using the new reports and answer the questions below for each of the two surveys separately. The name of each survey is included at the top of the questions for your reference.

	Trials by Case Type Report	**Trials by Attorney Report**
3. Did you have all of the information that you needed prior to testing this report?	Yes No	Yes No
3a. If NO, what other information would have been helpful prior to testing this report?		
4. How easy was it to understand the information included in this report?	Very Easy Somewhat Easy Neutral Somewhat Difficult Very Difficult	Very Easy Somewhat Easy Neutral Somewhat Difficult Very Difficult
4a. Do you have suggestions for making the information more understandable or clear?		
5a. Does the Trials by Case Type Report include all of the information you need to assess the number of trials conducted by case type for an office in your region? (	Yes No	
5b. Does the Trials by Attorney Report include all of the information you need to assess the number of trials that attorneys conducted?		Yes No
5c. If NO, what other information would be helpful to include?		
6. Is there information included in this report that is not necessary to include?	Yes No	Yes No
6a. If YES, what information can be eliminated?)		
7. Did you experience any problems while using this report?	Yes No	Yes No
7a. If YES, please explain the problems that you experienced.		
7b. If YES, were you able to resolve the problems that you experienced?	Yes No, I needed assistance to resolve the issue	Yes No, I needed assistance to resolve the issue

	Trials by Case Type Report	Trials by Attorney Report
8. How would you improve this report? Please be specific and provide feedback related to any concerns you might have related to individual fields included, or overall content, any inaccuracies or inconsistencies in the report results, how you would use the reports, how it functions, how it looks, placement of items, input on lists or categories included for individual items, etc.		
9. What did you like best about this report? Please be specific and provide feedback related to anything that you think worked well, how this approach might be an improvement over existing processes, function, and content.		
10. How will you use this report? Please be specific and provide feedback related to situations when you will use this report, how this report will be helpful in your work, etc. If you will not use this report, please provide feedback related to why you will not use this report.		
11. In your opinion, who should have access to this report? Please be specific and provide names/titles of people who would benefit from having access to this report.		
12. Do you have any other comments or suggestions?		

Thank you for your input!

If you experience any technical difficulties related to completing this survey, please contact Janae Goodrich at UWPHI (jgoodrich@wisc.edu). If you have additional feedback or if you experience any difficulties using the RAMP reporting system, please contact Chandru Solraj (Chandrus@opd.wi.gov) or Kat Dellenbach (dellenbachk@opd.wi.gov).

Survey for Testing of the RAMP Attorney Certification Report

The Wisconsin State Public Defender (SPD) received a two-year grant from the Bureau of Justice Assistance in October 2015 to implement the "Wisconsin Reporting, Analysis and Mining Project" (RAMP). As a part of RAMP, SPD is collaborating with staff at the University of Wisconsin Population Health Institute (UWPHI) to enhance the content and function of our current eOPD data system.

RAMP Programmers have developed an "Attorney Certification Report" to assist local staff in identifying which private bar attorneys are qualified to be appointed to public defender cases. The report organizes the certification lists by county and by certification type.

Please complete this survey by Monday, January 3, 2017 regarding your feedback of this report. Your responses will be used to make improvements to the report prior to the report being published.

Please provide your email address: _____

Please provide your name: _____

1. How easy was it to use the report?
   Very Easy
   Somewhat Easy
   Neutral
   Somewhat Difficult
   Very Difficult

2. Was all of the information that you needed included in the report?
   Yes
   No
      If no, what items should be added to the report?

3. Do you have any recommendations for improving the report?
   Yes
   No
      If yes, what are those recommendations?

4. Did you experience any problems while using the report?
   Yes
   No
      If yes, please explain the problems that you experienced.

5. Will this report be useful to local staff?

Yes
No

If yes, please explain why the report will be useful and be specific.
If no, please explain why the report will not be useful. Please be specific and provide feedback related to any concerns you might have related to specific content, how you would use it, how it functions, how it looks, how long it took to get the information you needed, placement of items, etc.

6. Would additional information be helpful in order to use the report effectively?
   Yes
   No

   If yes, what information would be beneficial?

7. Who in your office would use this report?

8. Do you have any other comments or suggestions?

Survey for Testing of the RAMP Sentencing Reports

The Wisconsin State Public Defender (SPD) received a two-year grant from the Bureau of Justice Assistance in October 2015 to implement the "Wisconsin Reporting, Analysis and Mining Project" (RAMP). As a part of RAMP, SPD is collaborating with staff at the University of Wisconsin Population Health Institute (UWPHI) to enhance the content and function of our current eOPD data system. As a part of this enhancement effort, UWPHI and SPD staff have developed several reports for SPD staff to use in daily operations.

Two reports showing CCAP sentencing data are now ready for you to test:

1. The "**CCAP Judges Sentencing Report**" shows sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and court official.
2. The "**CCAP Prosecutors Sentencing Report**" shows sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and prosecutor.

Please note that these reports incorporate data gathered from the Wisconsin Circuit Court Access Program (CCAP) data system. For the purposes of this reporting system, CCAP data includes all felony, misdemeanor, and misdemeanor traffic cases filed in Wisconsin from January 1, 2009 to present. Cases filed before January 1, 2009 are not included.

The survey will ask you to provide your feedback for both reports. Thank you for agreeing to take part in the pilot testing of these new reports. After you have completed testing both of the reports, please carefully think about the experience using the new reports and provide your feedback by completing the survey questions below. If your technology allows it, you may want to have this survey open as you are testing the reports so that you can provide feedback as you progress through the report testing. Please complete and submit this survey by the end of the day on Friday, August 4th.

If you experience any technical difficulties related to completing this survey, please contact Kat Dellenbach (dellenbachk@opd.wi.gov). If you have additional feedback or if you experience any difficulties using the RAMP reporting system, please contact Chandru Solraj (Chandrus@opd.wi.gov).

Email Address: _____

CCAP Judges Sentencing Report

This report shows sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and court official.

1. Did you have all of the information that you needed prior to testing the CCAP Judges Report?
   - Yes
   - No

1a. If NO, what other information would have been helpful prior to testing the CCAP Judges Report?

2. How easy was it to understand the information included in the CCAP Judges Report?

Very Easy
Somewhat Easy
Neutral
Somewhat Difficult
Very Difficult

2a. Do you have any suggestions for making the information more understandable or clear?

3. Does the CCAP Judges Report include all the information you need to assess how a particular judge sentenced on particular statutes?

Yes
No

3a. If no, what other information would be helpful to include?

4. Is there information in the CCAP Judges Report that is not necessary to include?

4a. If YES, what information can be eliminated?

5. Are the graphs and charts in the sub-report useful to understanding sentencing by county or by a particular judge?

Yes
No

5a. If NO, what other types of visuals or information would be helpful to include?

6. Did you experience any problems while using the CCAP Judges Report?

Yes
No

6a. If YES, please explain the problems that you experienced.

6b. If YES, were you able to resolve the problems that you experienced?

Yes
No, I needed assistance to resolve the issue.

7. How would you improve the CCAP Judges Report? Please be specific and provide feedback related to any concerns you might have related to individual fields included, or overall content, any inaccuracies or inconsistencies in the report results, how you would use the reports, how it

functions, how it looks, placement of items, input on lists or categories included for individual items, etc.

8. What did you like best about the CCAP Judges Report? Please be specific and provide feedback related to anything that you think worked well, how this approach might be an improvement over existing processes, function, and content.

9. How will you use the CCAP Judges Report? Please be specific and provide feedback related to situations when you will use this report, how this report will be helpful in your work, etc. If you will not use this report, please provide feedback related to why you will not use this report.

10. In your opinion, who should have access to the CCAP Judges Report? Please be specific and provide names/titles of people who would benefit from having access to this report.

11. Do you have any other comments or suggestions?

CCAP Prosecutors Sentencing Report

This report shows sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and prosecutor.

1. Did you have all of the information that you needed prior to testing the CCAP Prosecutors Report?

Yes
No

1a. If NO, what other information would have been helpful prior to testing the CCAP Prosecutors Report?

2. How easy was it to understand the information included in the CCAP Prosecutors Report?

Very Easy
Somewhat Easy
Neutral
Somewhat Difficult
Very Difficult

2a. Do you have any suggestions for making the information more understandable or clear?

3. Does the CCAP Prosecutors Report include all the information you need to assess sentences organized by prosecuting attorney for particular statutes?

Yes
No

3a. If no, what other information would be helpful to include?

4. Is there information in the CCAP Prosecutors Report that is not necessary to include?

4a. If YES, what information can be eliminated?

5. Are the graphs and charts in the sub-report useful to understanding sentencing by county or by a particular prosecutor?

Yes
No

5a. If NO, what other types of visuals or information would be helpful to include?

6. Did you experience any problems while using the CCAP Prosecutors Report?

Yes
No

6a. If YES, please explain the problems that you experienced.

6b. If YES, were you able to resolve the problems that you experienced?

Yes
No, I needed assistance to resolve the issue.

7. How would you improve the CCAP Prosecutors Report? Please be specific and provide feedback related to any concerns you might have related to individual fields included, or overall content, any inaccuracies or inconsistencies in the report results, how you would use the reports, how it functions, how it looks, placement of items, input on lists or categories included for individual items, etc.

8. What did you like best about the CCAP Prosecutors Report? Please be specific and provide feedback related to anything that you think worked well, how this approach might be an improvement over existing processes, function, and content.

9. How will you use the CCAP Prosecutors Report? Please be specific and provide feedback related to situations when you will use this report, how this report will be helpful in your work, etc. If you will not use this report, please provide feedback related to why you will not use this report.

10. In your opinion, who should have access to the CCAP Prosecutors Report? Please be specific and provide names/titles of people who would benefit from having access to this report.

11. Do you have any other comments or suggestions?

Appendix D-3: Results of the Web-Based Surveys for RAMP Report Feedback
Summary of Pilot Test Results for the RAMP Attorney Case Hours Reports

Prepared by Janae Goodrich and Kit Van Stelle
University of WI Population Health Institute
March 2017

The Wisconsin State Public Defender (SPD) received a two-year grant from the Bureau of Justice Assistance in October 2015 to implement the "Wisconsin Reporting, Analysis and Mining Project" (RAMP). As a part of RAMP, SPD is collaborating with staff at the University of Wisconsin Population Health Institute (UWPHI) to enhance the content and function of the current eOPD data system. As a part of this enhancement effort, the RAMP Team developed an updated reporting system for daily use by SPD staff. Reports in this system are created and then tested by SPD project staff and the RAMP Team before being released for pilot testing by the SPD Regional Office Administrators (ROAs).

Two reports showing the number of hours that attorneys spend on cases were released to the ROAs for pilot testing in March 2017:

1. The "Number of Hours Report (Cases Report)" shows the number of hours attorneys spend on each type of case. [Hours by Case Type]
2. The "Number of Hours by Individual Attorney (Attorneys Reports)" shows the number of hours specific attorneys spend on cases. [Hours by Attorney]

Both reports were released to eleven of the SPD ROAs, who were asked to test the two reports and then complete an online survey to provide feedback. In the survey, the ROAs were asked to answer questions for each of the reports separately. Nine of the 11 ROAs completed the survey to provide feedback about their experience, and their responses are summarized below.

Overall, the two Attorney Case Hours Reports were received positively. The ROAs found both reports to be easy to use and understand, and enjoyed being able to access information that could not be easily accessed before. ROAs indicated that they would use these reports to evaluate case weights, as a guide during attorney performance reviews, to justify why an office might need additional attorneys, to track attorney travel time, and to monitor caseload levels.

"Great job on coming up with a form to get us useful information."

"Keep up the great work folks! I am loving RAMP ☺ "

The RAMP Team should review the feedback received and discuss next steps for making changes to the reports as necessary.

Strengths of the Attorney Case Hours Reports

ROAs were asked to rate how easy it was to understand the information included in the reports. For both reports, eight of the nine ROAs said that it was either "very easy" or "somewhat easy" to understand. All of the ROAs indicated that the reports included all of the information necessary to assess the number of hours spent by case type for an office in their region, and none of them experienced any problems while testing the reports.

Several of the ROAs provided positive feedback about things that they like about the Attorney Case Hours Reports. Overall the ROAs found both of the reports to be easy to use and enjoyed being able to access information that could not be easily accessed before. Table 1 presents strengths identified by the ROAs.

Table 1: Strengths of Reports Identified
Hours by Case Type Report
It was easy to use as it is. (2)
Able to see if case-weights should be adjusted in region. Nice to compare to other regions.
This is information we haven't been able to pull in the past. Not without looking at each individual case.
It's relatively simple to find the information you need without having to go back and forth. RAM's and LAM's may actually ask for this information knowing it's so easy to access.
It provides good detail for when you need to evaluate a particular attorney (i.e. where/how they are spending their time).
Hours by Attorney Report
It was easy to use as it is. (2)
I really like this report. I like being able to see the detailed information about the attorneys. I think the overall content is good.
Able to see if attorney is in line on time spent on cases. If providing accurate information instead of ball park times.
It's interesting to see the differences in attorney reported time by each case, even if it the same case type. It shows how different each case is, and a time limit can't be put on a case, because they each have their own needs.
Ability to see several views for general (overall) and individual numbers.
It's relatively simple to find the information you need without having to go back and forth. RAM's and LAM's may actually ask for this information knowing it's so easy access.
Was quick to run. I liked that I could do a whole region at a time as opposed to having to go office by office like before (which is inefficient when you're talking 7 offices).
That you could see the difference between the attorneys in the office in one easy glance.
I like being able to see the detailed information in regards to the hours being spent in and out of court.

Future Uses for the Attorney Case Hours Reports

The ROAs provided valuable feedback about potential uses for these reports and several indicated that these reports will also be useful for the Regional Attorney Managers (RAMs) and Local Attorney Managers (LAMs). All of the ROAs reported that access to these reports should be given to the ROAs, the RAMs, and the LAMs.

ROAs provided the potential uses for these reports listed in Table 2.

Table 2: Uses for the Reports
Hours by Case Type Report
Able to see if case weights should be adjusted in region. Nice to compare to other regions.
To see if certain Judges that handle certain types of cases take longer in the court room, and to help with appointments to staff to see if they can handle the cases they are being appointed with the time limits that they have.
When reviewing attorney performance, it will be used as a guide during reviews to share whether one is spending more than average on cases, or less than average.
These can be used to justify why an office may need additional attorneys. If "x" amount of cases are going out as others we could show it's more cost effective to hire additional staff than continue to farm cases out.
This information is also asked for during the attorney performance evaluations.
I would be forwarding this information on to our LAM. This info would be helpful to them to report to the individual attorney.
To run reports for the RAM and LAMs, so they can monitor attorney caseload and for attorney evaluations
Uses for the Hours by Attorney Report
Able to see if attorney is in line on time spent on cases. If providing accurate information instead of ball park times.
To see why an attorney could be falling behind, their caseload may be the same but the amount of time being spent on a couple of specific cases could show where they could be falling behind.
I will use this report in preparing documentation/statistics for attorney reviews.
These can be used to justify why an office may need additional attorneys. If "x" amount of cases are going out as others we could show it's more cost effective to hire additional staff than continue to farm cases out.
This information is also asked for during the attorney performance evaluations.
I would only run this report at the request of a RAM or LAM in my region ...usually around evaluation time, or when they are otherwise evaluating an attorney's performance/time keeping. Also good tool to determine how much time certain attorneys spend on the road.
I think it will be very helpful for the managers when it is time for evaluations.
This information would be forwarded to the LAM. It would be useful for attorney evaluations.
To run reports for the RAM and LAMs, so they can monitor attorney caseload and for attorney evaluations.
I would use this infrequently...just to determine how much time someone spent on a particular case. I can see this being a really helpful tool for ACD and anyone running stats on average time

for cases for say...cost of counsel projections/budget issues

Suggestions for Improvement

The ROAs participating in the pilot test provided several suggestions for improving the two Attorney Case Hours Reports (Table 3).

Table 3: Suggestions for Improving the Attorney Case Hours Reports
Would be interested in seeing opened and closed within a time period not just closed within a time period with no regard to when it was opened.
I think it would be beneficial to be able to filter the stats report so you could see staff/private for region and office, not just statewide.
Also, if there was a way to run a private bar report showing why cases were appointed out and how many hours were billed to the agency.
Being able to print without reducing so much because it is hard to read/see.
It might be useful to have some guidelines about what is appropriate numbers in these categories; I found myself constantly referring to Mike Tobin's old email about how to flag attorneys who are either under reporting time or over reporting time. That's more of a training issue not report functionality, unless you could put some static general header that describes what to look for when interpreting this report.
Time Per 200.5 Case Points is confusing. What does it really mean. Is this the projected time to end of year for subject attorney assuming he/she has full caseload?

Suggested Information to Remove from the Reports

Few of the ROAs indicated that some information could be eliminated from the reports (Table 4).

Table 4: Information to Remove from the Reports	
Report Name	**Comment**
Both Attorney Case Hours Reports	In the detailed reports-# of cases it's confusing because they aren't broken down by cases, they're broken down by statutes in the cases. For example SPD ID # 130504690A looks like the attorney put in 32.6 hours (16.3 per statute) when in fact it was 16.3 total for the case. I don't think we need individual statutes per case.
Hours by Case Type Report	Not sure why there is the column "status at case opening". There are some cases that were originally opened to private bar that were then transferred to staff yet the status at case opening says staff.
Hours by Attorney Report	The total credits, average time per credit and time per 200.5 caseload for private bar.

Areas Needing Additional Clarification

One ROA mentioned confusion related to specific report results:

> *"Confused why the number totals are different when using the same time period for each report. Milw Crim with same date range 7/1/16 to 3/1/17. App to staff 4157 (atty) 4119 (case)--private 3517 (atty) 3104 (case)."*

Next Steps

Below is a list of suggested next steps based on the feedback from the testing of the Attorney Case Hours Reports.

1. SPD staff should review the feedback received and decide on next steps for modifying the Attorney Case Hours Reports based on the feedback received.
2. If SPD staff decide to make revisions to the Attorney Case Hours Reports, the following changes should be considered:
    a. The suggestions for improvement should be reviewed, and revisions should be made to resolve or clarify as many issues as possible.
    b. The suggestions related to information to remove from the reports should be reviewed and implemented if appropriate.
3. SPD staff should also review areas where confusion was identified, make changes to mitigate further confusion in these areas, and provide additional information to the ROAs who tested the reports as necessary.
4. SPD staff should discuss options for next steps related to providing training and to sharing these reports with additional staff.

Summary of Pilot Test Results for the RAMP Attorney Trials Reports

Prepared by Kat Dellenbach
Wisconsin State Public Defender's Office
June 2017

The Wisconsin State Public Defender (SPD) received a two-year grant from the Bureau of Justice Assistance in October 2015 to implement the "Wisconsin Reporting, Analysis and Mining Project" (RAMP). As a part of RAMP, SPD is collaborating with staff at the University of Wisconsin Population Health Institute (UWPHI) to enhance the content and function of the current eOPD data system. As a part of this enhancement effort, the RAMP Team developed an updated reporting system for daily use by SPD staff. Reports in this system are created and then tested by SPD project staff and the RAMP Team before being released for pilot testing by the SPD Regional Office Administrators (ROAs).

Two reports showing the number of trials that attorneys conducted were released to the ROAs for pilot testing in June 2017:

1. The "Number of Trials Report (Cases Report)" shows the number of trials that attorneys conducted on each type of case. [Trials by Case Type]

2. The "Number of Trials by Individual Attorney (Attorneys Reports)" shows the number of trials specific attorneys conducted. [Trials by Attorney]

Both reports were released to eleven of the SPD ROAs who were asked to test the two reports and then complete an online survey to provide feedback. In the survey, the ROAs were asked to answer questions for each of the reports separately. Five of the 11 ROAs completed the survey to provide feedback about their experience, and their responses are summarized below.

The ROAs identified several benefits of using the RAMP reports, including the ease of pulling the data, improved ability to get an accurate snapshot of data over a unique time frame, and increased ability to correct inaccurate data if the information was entered incorrectly. One ROA said the report "[d]efinitely gives me a tool to make corrects to inaccurate closing information." The ROAs also provided feedback on technical issues experienced and data inaccuracies. Examples of the technical issues included one ROA being unable to access one of the reports. Another ROA indicated that the report revealed data inaccuracies due to clerical error in entering data into eOPD.

Strengths of the Trials Reports

ROAs were asked to rate how easy it was to understand the information included in the reports. For both reports, all five ROAs stated that it was “Very Easy” or “Somewhat Easy” to use and understand the reports. All ROAs indicated that the reports included all of the information necessary to assess the number of trials by region or attorney.

Several of the ROAs provided positive feedback about things they liked about the Trials Reports. Overall the ROAs found both of the reports to be easy to use and enjoyed being able to access information that could not be easily accessed before. Table 1 presents strengths identified by the ROAs.

Table 1: Strengths of Reports Identified
Trials by Case Type
Able to get a picture of what is happening on cases.
This information was not available prior to this report, so it is an enormous improvement. The detailed report provides a comprehensive list of all the data in one place and will be useful. The link to the eOPD case is a nice feature.
It was an easy process and I think it is a good report and I like that is was easy to find out the different case types that we are having trials on.
Easy to use and understand. It's an improvement over existing processes because there were no existing processes other than word of mouth.
Like all RAMP reports, it is easy to pull a lot of information.
Trials by Attorney
Able to get a more complete picture of who is doing trials.
I liked just being able to see how many trials and what kind of trials the attorneys have had in a certain time period.
Like all RAMP reports, it is easy to pull a lot of information.
Able to get a more complete picture of who is doing trials.

Future Use of Trials Reports

The ROAs provided valuable feedback about potential uses for these reports. Several ROAs indicated that these reports would be useful for all managers (Regional Attorney Managers, Local Attorney Managers, and Regional Office Administrators). All of the ROAs reported that access to these reports should be given to these management groups.

ROAs provided the potential uses for these reports listed in Table 2.

Table 2
Trials by Case Type
Local office litigation credits.
We look at the data monthly in order to adjust caseload internally. This will also be useful for attorney managers to use as a performance measure.
To inform attorney managers and for evaluation purposes.
To pull information for trial reports
It could be used to find out how judges typically sentence on cases when attorneys are counseling their clients on whether to go to trial or accept a plea bargain.

Table 2
Trials by Attorney
Performance evals.
For evaluation purposes and to keep the attorney managers up to date on who is doing trials in
This would be helpful if you need to find an attorney to take a case that you know is going to trial. You can see which attorneys are willing to take cases over the ones who usually try to talk their clients into a plea bargain because they don't like taking cases to trial.
To pull information for trial reports.

Suggestions for Improvements

Two ROAs suggested improvements to the reports. These suggestions are summarized in Table 3:

Table 3
Trials by Case Type
Perhaps a link to CCAP to the CCAP data? I can only foresee using that if I questioned the data though.
Trials by Attorney
inaccurate data based on wrong information in eOPD. Found a few cases where a retained attorney did trial but because withdrawal info entered incorrectly by secretary it came up as staff atty. Also found several jury trial entries wrong in eOPD as actually were not trials.

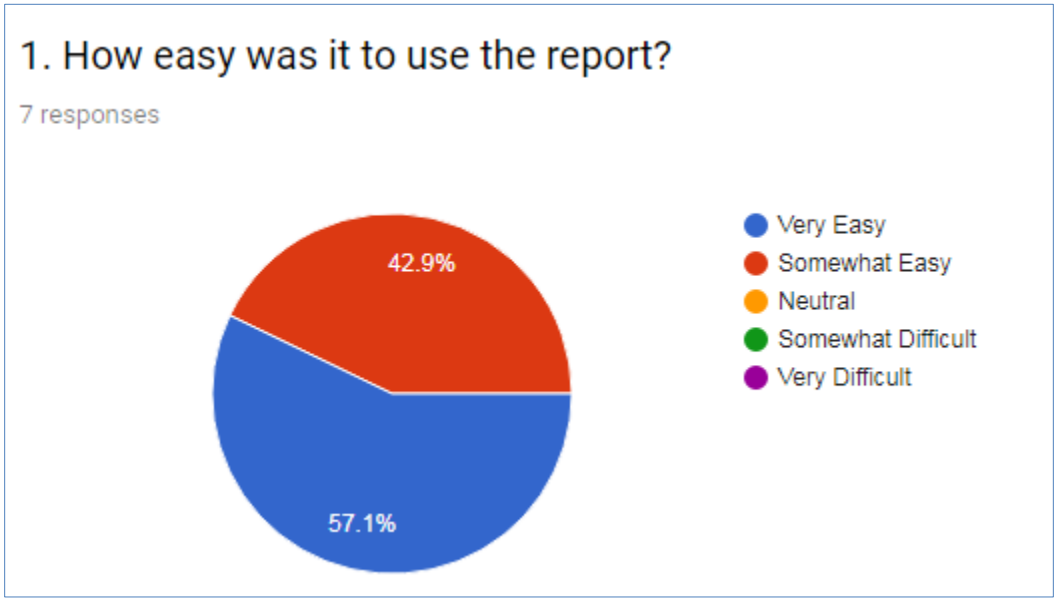
Next Steps

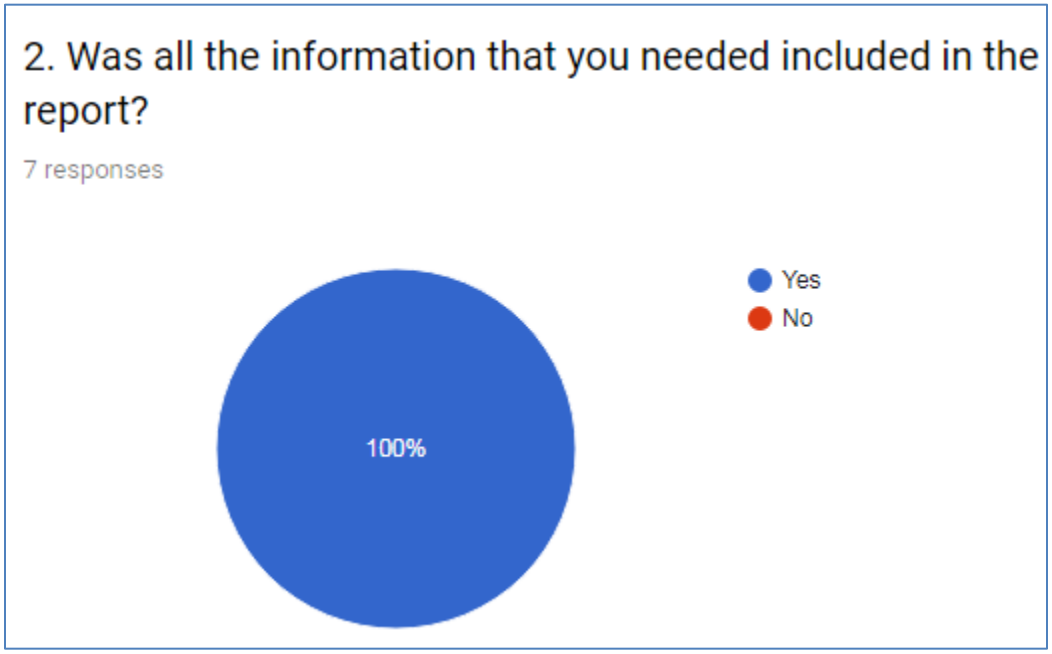
Below is a list of suggested next steps based on the feedback from testing of the Trials Reports:

1. SPD staff should review the feedback received and decide on next steps for modifying the reports based on the feedback.
2. If SPD staff decide to make revisions to the Trials Reports, they should consider whether to link to CCAP data as suggested.
3. SPD staff should discuss options for next steps related to providing training and sharing these reports with additional staff.

Summary of Pilot Test Result of the RAMP Attorney Certification Report

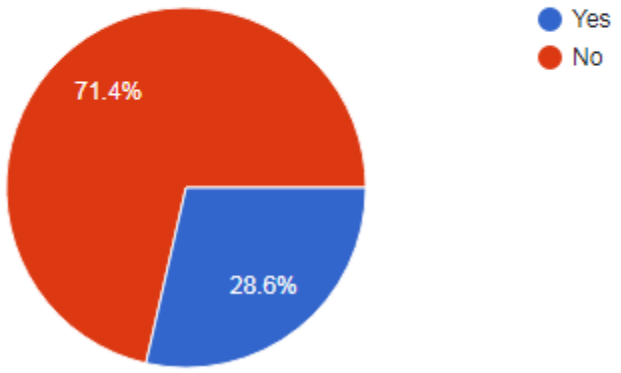
Prepared by Kat Dellenbach
Wisconsin State Public Defender's Office





3. Do you have any recommendations for improving the report?

7 responses



3a. If you answered "YES" to Question 3, what are those recommendations?

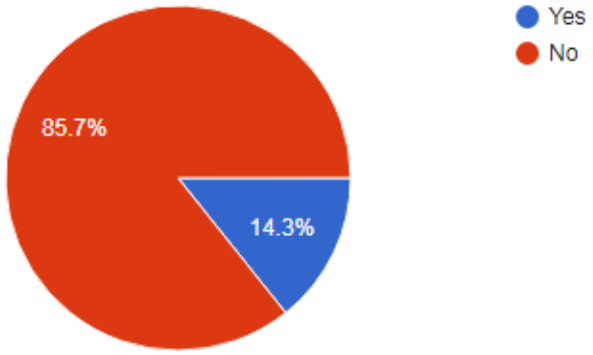
2 responses

It would be helpful if under Attorney Certification County, it could list what overflow counties the attorneys are approved for.

Filter by active only

4. Did you experience any problems while using the report?

7 responses



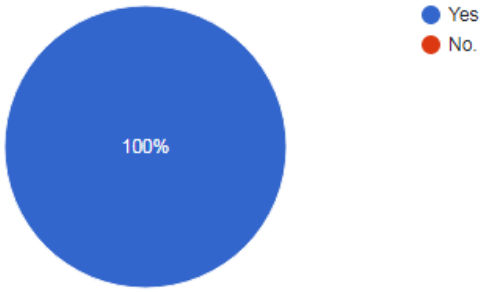
4a. If you answered "YES" to Question 4, please explain the problems that you experienced.

1 response

What does exp. date mean?

5. Will this report by useful to local staff?

7 responses



5a. If you answered "YES" to Question 5, please explain why the report will be useful. Be specific.

7 responses

It will make searching the state for attorneys who take a specific case type 100% easier. Very important when cold calling attorneys who don't work in your region. I like the feature where you can see how many cases they currently have and where (county)..if it's zero...you know not to bother asking and can move on.

In some of the offices in our region finding private bar to take cases is the most time consuming of all the tasks, because of the small number of active private bar in the county. This will help support staff to pin point which staff is active and which are able to take cases. It is much easier to read than the the reports that we are currently able to generate in eopd.

It will be helpful when looking for attorneys certified for certain level felonies.

It will be useful to support staff that have to appoint out numerous co-defendants in large drug cases. They will be able to see who is certified in neighboring counties and state wide. Within the last year Brown County had a drug bust with roughly 60 co-defendants and this report would have been very helpful. eOPD doesn't list certifications by case type, they're listed as Trial 1, Trial 2, etc.

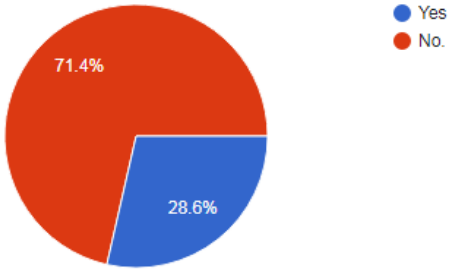
Easier view of who is certified for what.

EOPD's version to find PB attorneys in certain counties is much more complex when trying to narrow it to case types. RAMP's version is great!

Because you have the information right at your finger tips and it is easily accessible. You can limit it to just the attorneys that are certified (yes) and you can then click on their name to immediately get their contact info.

6. Would additional information be helpful in order to use the report effectively?

7 responses



6a. If you answered "YES" to Question 6, what information would be beneficial?

7 responses

NA (3)

Perhaps not for this report...but maybe down the road...tracking attorney refusals by attorney and also by case. Of course that would require the data to be entered on our end first in order to be tracked.

7. Who in your office would use this report?

7 responses

Myself and clerical staff

All of the support staff.

Legal Secretaries responsible for Farming cases.

Myself and support staff

Appointment secretaries

Support staff and ROA

ROA, Legal secretaries - possibly RAM

8. Do you have any other comments or suggestions?

2 responses

Same attorney appearing multiple times and those are no longer certified showing up makes the report look long and a bit more cumbersome to weed through. I understand why their names show up multiple times, so not sure if it can be fixed or not, but it's not terribly important since you can work around it by downloading it into excel and cutting out the duplicate names to get a list to work from.

Not at this time. Nice work!!!!!!!!!!!!!!!!!!!!

Summary of Pilot Test Results of the RAMP CCAP Sentencing Reports

Prepared by Kat Dellenbach
Wisconsin State Public Defender's Office
August 2017

The Wisconsin State Public Defender (SPD) received a two-year grant from the Bureau of Justice Assistance in October 2015 to implement the "Wisconsin Reporting, Analysis and Mining Project" (RAMP). As a part of RAMP, SPD is collaborating with staff at the University of Wisconsin Population Health Institute (UWPHI) to enhance the content and function of the current eOPD data system. As a part of this enhancement effort, the RAMP Team developed an updated reporting system for daily use by SPD staff. Reports in this system are created and then tested by SPD project staff and the RAMP Team before being released for pilot testing by SPD staff.

Two reports showing CCAP sentencing data were released for testing at the end of July 2017.

1. The "CCAP Judges Sentencing Report" shows sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and court official.

2. The "CCAP Prosecutors Sentencing Report" shows sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and prosecutor.

These reports incorporate data gathered from the Wisconsin Circuit Court Access Program (CCAP) data system. For the purposes of this reporting system, CCAP data includes all felony, misdemeanor, and misdemeanor traffic cases filed in Wisconsin from January 1, 2009 to present. Cases filed before January 1, 2009 are not included.

Both reports were released to all SPD local attorney managers, regional attorney managers, and a selected group of 50 staff members, including Client Services Specialists, Investigators, and Staff Attorneys. Staff were asked to test the two reports and then complete an online survey to provide feedback. In the survey, staff were asked to answer questions for each of the reports separately. 49 staff members completed the survey to provide feedback about their experience and their responses are summarized below.

Staff identified several benefits of using the CCAP reports, including the charts, accessibility of data, ease of use, and how helpful it will be in identifying inconsistencies or trends in sentencing.

Understanding the CCAP Reports

Staff were asked to rate how easy it was to understand the information included in the reports. Their responses are available in Table 1 below.

Table 1			
CCAP Judges Report	**Number of Individuals**	**CCAP Prosecutors Report**	**Number of Individuals**
Very Easy	26	Very Easy	26
Somewhat Easy	18	Somewhat Easy	17
Neutral	5	Neutral	5
Somewhat Difficult	0	Somewhat Difficult	1
Very Difficult	0	Very Difficult	0

Strengths of the CCAP Reports

Several staff provided positive feedback about things they liked about the CCAP Reports. Overall staff found both of the reports to be easy to use and enjoyed being able to access information that could not be easily accessed before. Table 2 presents strengths identified by staff.

Table 2
CCAP Judges Report
A quick and easy way to give a general prediction about the likely range of outcomes for the client. Also, could be valuable to tell the Judge at sentencing--for example, the maximum penalty for a charge might be 6 years in prison, but no one in our county has received more than 6 months jail for the last three years, etc...
Ability to see the different sentences imposed for the same charge.
Access to SPD information through the SPD ID#, listing the attorney information, listing age and race of defendant
Being able to see other outcomes is helpful for establishing a ballpark, and knowing if my case is an aberration.
Easy reference to cases.
I like being able to get a snapshot of all the cases for sentencing in a particular statute group. This does give us a foothold into other data, such as numbers and nature of charges dismissed, and helps in assessing the prosecutors as well.
I like how we can look at the different judges and how they handle different cases and compare private bar to PD outcomes
I like that when you open up the case details page, it contains a link directly to eOPD.
I liked the charts and the easy accessibility.
I liked the separation by DA and Judge.
I love having access in one place to review sentences imposed by particular judges
I really like the graphs. And the columns. It's in a very easy to read format.
I really liked the graphs and info regarding race/gender
I really liked the graphs. That helped to very quickly know whether certain offenses are likely to result in a probation or prison sentence. This was helpful.
I think that the whole process is working well. It seems to be pulling data accurately and provides a lot of useful information.
I think the reports are very thorough. I like that you can click on the case and see what other charges the

person was convicted of at the same time. This helps give better reference for the sentence, especially when the sentence is an outlier.
Including specifics such as race, gender, and age is helpful.
It does give me an idea of how a Judge may sentence on a particular statute, but that is also information that I knew based upon my experience with the Judge
It is a dream come true for a defense practitioner who has only had anecdotes to rely on forever.
It is nice to have them. We and judges need to be able to compare.
It is very helpful to see the types of sentences that a Judge is imposing and compare those to other judges.
It seemed like an improvement over the 'advanced search' functions on CCAP.
it was easy to do and easy to understand.
It was really valuable - I have used court tracker and the work is done for me but this was valuable to see how it actually looks. I really hope the data is correct that goes into CCAP
It will be helpful to look at racial disparity
It's very quick and I was able to get a good amount of data.It would be nice if I could get data on conditional jail time vs the imposed and stayed sentence. For example, searching battery shows that most people got probation and had the max imposed and stayed, but I have no idea how much jail time they actually served.
level of detail, and that fact that I can click on a link for more information. Also the speed and easy of using.
Loved the charts, and the ability to see how each individual judge handled a given sentence. Best thing was ability to download data to a csv file.
Provides a visual summary but helpful to also have information on which particular cases the data came from.
Seeing sentences of judges.
The ability to compare sentences within a county and across counties
The ease of going from the most useful information on the summary page (the judge, sentence imposed and prosecutor) to the CCAP entries/minutes.
The fact that it is a handy, quick source of information about sentencing practices.
The graphs in particular helped with translation of the information.
The layout was clear and easy to read. I like that we can access all of the CCAP notes from clicking on the case number.
The overall listing of case results in one place
This is simply a great tool and a great addition to the arsenal of information. Short of utilizing something like "court tracker," this now gives us a dramatically easy way to get information.
This is the first time I've known about and/or used these types of reports, so I don't have anything to compare it to. What I like best is having access to the information; more for criminal justice systems research and insight into a judge's previous actions.
This will be such helpful information to use in cases
very easy to use after a brief learning curve.
We didn't previously have access to this very valuable information, and now we do.
CCAP Prosecutors Report
Ability to see sentences imposed by different Judges related to particular prosecuting attorneys
As indicated in the previous section, it is a great source of information.
easy to locate
Gives us a great idea which prosecutors to avoid with certain types of cases
I could find out what charges were dismissed or dismissed and read-in
I like getting the lists of cases for each charge type along with the general disposition. It is helpful to have the link with the case number. But having the name in lieu of the ID would save us a step or two.

I like how you can compare different prosecutors and see also which prosecutors are trying cases.
I like that I can also organize the list by defense attorney
I like that it's separated by prosecutor. Very easy to read.
I like to see what is happening and be able to compare.
I liked the charts and how easy it was to use.
I think that it is great outside of my glitches.
I think that it will be helpful in negotiating and identifying inconsistencies in the office.
I thought it was very interesting to compare
in this one, the graphs
It tells you what has happened, which is a good indicator about what is going to happen.
Just the breakdown by particular DA for specific cases
Overall, I like the graphs because it helps to summarize and visualize the information.
results from matching judges with persecutors
the ability to look at a specific prosecutor
The ease at which you can read and sort.
This is a huge improvement over the information we are now able to access. It's amazing and I think it will help all parties
This is valuable information we'd have to mine for traditionally. Now it's readily accessible.
very easy to use after a brief learning curve.
What I liked best was the access to the information. For some reason, this report generator seemed more difficult to navigate, but I can't identify fixes.

Future Use of CCAP Reports

Staff provided valuable feedback about potential uses for these reports. Staff indicated that these reports would be useful for both attorneys and other staff (Regional Attorney Managers, Local Attorney Managers, Attorneys, Client Service Specialists, and Investigators). A few staff members indicated that the reports should be given to judges, prosecutors, probation officers, and the private bar.

Staff provided the potential uses for these reports listed in Table 3.

Table 3
CCAP Judges Report
As an investigator, I may be asked to pull data prior to sentencing.
Courttracker is still more detailed and flexible, so at this point I likely will continue to use that for my needs. But this is a great tool for those without access to the other database.
For sentencings mainly.
Given that I practice in juvenile court, I don't think that I can use this.
Hopefully in negotiations and with judges at sentencing arguments.
I am not totally sure that I will use these very often. I tend to believe that bringing up this information to a judge at a sentencing hearing can be counter-productive. However, I think it is helpful to get an idea on what type of sentence the client may receive for a specific charge. The data back-ups what we sort of already know - Judge X is likely to do this on a specific case. I appreciate having the data to give more support to these beliefs vs. just our gut feeling.
I do all juvenile and TPR cases so I won't use these reports as much as others. Interestingly, I have a TPR mom who is facing possible termination from drug court and can choose whether to be sentenced by the drug court judge or her original judge if she is terminated. So the first report I ran was to compare her two possible judges. She is definitely hoping to avoid prison if terminated. I can definitely see these

reports being helpful for making choices about substitution, for helping lawyers in plea negotiations, for helping lawyers assess what is a realistic request for sentencing. I think we will be able to get good information about racial disparities.
I ran reports to obtain information on the range of penalties set on specific common cases in Sauk and Columbia counties (OWIs and possession of THC) to review charging/amending/sentencing practices. This would also be helpful on less common/more serious cases.
I think it will be mostly helpful in either counties which I do not have much experience, or in cases that are not often seen. It will give me a historical basis for expectations, and hopefully a more solid position to argue from.
I will review sentences imposed in cases similar to my own to anticipate what sentence might be imposed, develop arguments to distinguish my cases, and to educate and influence the prosecutor during negotiations as to the types of sentences imposed by judges in and out of the county in similar cases. I will run general searches to: (1) determine if local judges may be using improper sentencing factors, such as, racial and ethnic biases; (2) determine is a specific judge is sentencing harshly on a specific type of offense, and (3) determine whether a specific judge maybe more influenced by a specific ADA or defense attorney.
I will use for plea negotiations and developing my own sentencing arguments. I think it would be useful to show to clients in discussing what the defense should recommend.
I will use it for sentencing arguments on specific cases if the Court is likely to sentence more harshly than other similarly situated clients. I will use it in advising clients on expectations and for negotiations with the DA. It will also be useful to track trends in sentences based on age, race, gender, etc.
I will use it in advising my client, evaluating offers, and making sentencing arguments. It is a goldmine for all of those things.
I will use it to look at sentencing trends for cases and whether someone is "punished" for going to trial. If an attorney wants to know whether to keep a particular judge on a particular case, it gives us a start for further research.
I will use it to see how judges sentence on particular cases. Perhaps use for racial and gender data as well. Averages in the graphs are nice too.
I will use them to push for sentences resolutions near the bottom -average end of the sentences. I will also use them to "shame" hard sentencing judges and DAs
I will use to see if a judge is giving disparate sentences (i.e. much higher than most other judges).
I would actually use this with sentencing arguments to compare sentences by a judge, especially when there is a different recommendation made by race
I would use it if an attorney has requested me to research info about how a Judge in our region is sentencing our client's in regards to a certain statute. This information is helpful for the attorneys and our CSS when preparing sentencing memos.
I would use it to determine substitution of judge, to determine if I am getting a good negotiation on a case, whether a judge is likely to follow or go below or above the recommendation offered.
I would use this report to get a glimpse into the kind of sentences a particular has given. Also, comparative analysis across the State regarding a particular statute may be helpful in sentencing recommendations. If I had ongoing access to this/these report(s), I would absolutely use them no less than at least quarterly.
I would use this report to make better substitution decisions and prepare my clients better for the range of sentencings.
In addition to what I put above, I think it will be extremely helpful to analyze this information to implement systemic changes. Like with the CJCC, office policies, treatment courts, etc. We can also incorporate more information at sentencing now that we're aware of, for instance, inexplicable higher sentences for males for drug paraphernalia.
In difficult cases it will be helpful to be able to show judges typical sentence for a given offense.
In pre-trial negotiations, in preparing client as to outcome expectations, in preparing sentencing

arguments, deciding whether to substitute on a particular judge, is there disparity bet judges?
In serious cases especially to try to get a better feel for a judge's tendencies.
In the appellate division, we could use this for purposes of identifying and developing potential sentencing issues for postconviction litigation, including sentence modification, plea breaches, and inaccurate information at sentencing claims.
It could be helpful to predict how a judge may sentence for a specific type of crime - or at least what a reasonable range may be.
It is helpful to know the sentencing range of a Judge for similar cases.
It will be helpful to define sentencing patterns but I think it may also help define areas where we need to educate a judge about why certain choices they make might not be the most effective option.
It will certainly help for prep on waivers
perhaps in negotiating, also - showing clients what this judge has given in other cases, teaching new lawyers the judges' tendencies, etc.
Provides data that may be useful in a sentencing argument.
Report could be helpful in advising clients regarding plea discussions and possible sentencing outcomes.
review of judges sentencing practices by charge and ethnicity.
See above. I would also use it to negotiate if the prosecutor gave me an offer that feel way above the previous sentences.
Since juvenile cases are not part of this report, I will only use on waiver and reverse waiver cases. I might check it out when there are recommendations for LHS too.
The attorneys can use this for working out pleas or at sentencing.
There's a lot of data there that we can use to determine if certain judges need to be avoided on a particular type of case or to determine whether there is a bias by certain judges or counties
This report is invaluable, I will use this report in talking with my client as they decide whether to exercise right of substitution, in preparing for negotiations with the DA, and in preparing for sentencing.
This report will be used at every sentencing hearing and, before, in negotiations with prosecutors.
to advise clients about possible outcomes based on past experience
To determine if the Judge is sentencing differently then what I have observed in the past.
To figure out the low end of judge's sentencing range for a particular charge.
When advising clients about jury trial v plea; when negotiating plea; when deciding when to substitute
When deciding whether to substitute on a sitting judge on a particular type of case, his or her sentencing history will play into the decision.
Will use to help determine sentencing trends.
CCAP Prosecutors Report
Assist in determining trends.
Deciding how willing the prosecutor is to dismissing or dismissing and reading-in counts
For sentencing and pleas
Given my practice in juvenile court, I can't see myself using this.
helpful to show prosecutors during negotiation what other prosecutors negotiated for sentencing recommendations.
Honestly, I don't think I am likely to use this information, expect in homicide cases. The reason is specific to Kenosha County, but in kenosha the prosecutor listed on CCAP is not always the prosecutor who stays on the case (I think they just list the person who charged it). The prosecutor can change based on what week the first court date is scheduled (DAs are assigned to a specific courtroom and have a 3 week rotation of duties) and also substitution of the judge. I think it is hard to make any conclusions from this data about what to expect from a specific DA on a specific case. In addition, another issue specific to Kenosha Co. is that in over half of the cases in Kenosha the DAs do not make a specific recommendation. I think this is because most of the judges are very independent and

are going to do what they want regardless of the DA recommendation. Again, both of these issues are specific to Kenosha, but I don't see myself using these reports very much. I think the judge reports are much more useful.
I don't know that I would use this information. Many of our local ADAs say they are bound by "agency policy" or other reasons that inform their sentencing recommendations. I don't know that these reports will help me have any insight into any particular prosecutor.
I probably won't use it much. If I do use it, it would be for the purpose of confronting a prosecutor with a sentence from an earlier defendant that is less draconian than they are offering on my client.
I think these will be helpful in plea negotiations with the prosecutors, and can provide some valuable info to share with clients as they decide whether to accept a deal or go to trial.
I think this report will be useful when making comparisons between prosecutors, especially during negotiations. Prosecutors are more willing to move on their offers when they see what others in their office are recommending.
I will definitely use it in negotiations and in tracking what is happening with racial disparities.
I will use it during every contact with a prosecutor about a possible case resolution. It will change the way we do business every day.
I will use it to advise clients, evaluate plea offers, and make sentencing arguments
I will use it to see if I can try and pinpoint biases on the part of our ADAs
I will use this report in conjunction with the judges sentencing report to compare prosecutors in a given court room (assigned judge). I believe it will be helpful in negotiations as well ad in helping my client to decide whether to exercise their right of substitution
I'd probably just use to see what prosecutors are seeking on a specified charge.
I'm not sure this can tell my everything I need to know about how a prosecutor typically handles a specific type of case, but it's a useful tool nonetheless.
In negotiations
In negotiations with certain prosecutors.
Maybe as a research tool before negotiations
Mostly in negotiating, especially when race is involved.
negotiating, showing clients what certain persecutors offer/argue for
Negotiations and advising clients
Only on waiver and reverse waiver cases right now
Same as the Judicial Report.
Same as with judges report.
Same comments from CCAP judges reports
See what the trends are.
sentences associated with prosecutors by charge and ethnicity.
sentencing negotiations.
to advise clients about past outcomes
To approach ADA to make sure that recommendations are similar regardless of age or race
to provide info to the attorney
To review what case dispositions have occurred (dismissals/case resolutions) in a given county with a given prosecutor on similar cases--this is very helpful
To see if an offer is way off from other results the prosecutor has received. To track if one Judge or DA is way different than others on certain crimes (to make substitution decisions, or decisions about consolidating cases to other counties, etc.)
To see what a client might expect from a particular prosecutor; to see if my offer is out of sink with what other prosecutors are giving; to compare it to the sentence by the judge to see how much impact that DA had on the case or with that judge.
To try to use what other ADAs have done to influence the ADA I am working with

When a prosecutor says "I never recommend probation on that kind of case:" we can verify or correct that statement. It will be useful in negotiations. It will also be useful to see whether the first offer is really the best in comparison with other similarly situated people.

Suggestions for Improvements

Staff suggested improvements to the reports. These suggestions are summarized in Table 4:

Table 4
CCAP Judges Report
- I would like to be able to search more than one statute, for example, if I'm looking for what the sentences were for repeaters. - It would also be nice to see the defendant's name after clicking on the case, instead of having to click on the SPD ID to get those details. - In the CCAP events/notes, when there are other cases mentioned, it would be nice to have links to those cases as well. - It would be nice to see the amount of probation that was ordered before having to click on the CCAP events/notes. -Even private bar attorneys are listed as Staff? Yes. It would be nice to have a private bar label so we know that even if they were SPD appointed, they are not listed as an SPD attorney.
Add non-probationary, non-incarceration sentences as noted above, and it will be even better when we have the ability to track all dispositions, not just sentences
As a non-attorney, I don't have the statutes memorized, so I needed to look them up. I realize that a drop-down menu, listing all statutes isn't feasible. Also, is it possible to link the "CCAP Case Number" directly to CCAP?
As I said above, I think more sorting options would be helpful. Such as being able to sort by plea v. trial. I tried to select multiple counties to do a comparison on disposition of a certain charge and that didn't seem to work - that would be somewhat useful. Adding navigation in the actual tool would also be helpful.
Color is great in graphs if viewed on computer. If printed in black and white which is most often available, it can be a little difficult to differentiate data.
do not like having to start over when looking up another judge.
Have it generate a more printer friendly report. Maybe its possible and I just don't know how to do it, but having a little more granularity (e.g. what do judges do on OWI 3rd specifically etc.) would be great.
Honestly, I cannot recommend anything. It is easy to use, the results are clear. As indicated above, I wasn't able to locate any charts/graphs, but that is probably my mistake. I am not sure that I would need them, but perhaps they are a nice visual.
I am not sure how to fix this given the data in CCAP, but the defense attorneys listed are somewhat misleading, as on some occasions, the attorney listed was the appellate attorney, not the trial attorney, which would really be most useful to know for purposes of utilizing the sentence data.
I do think I found some errors in information after doing a specific search and then doing an individual case search on CCAP (more information available upon request)
I found the reports simply fantastic. Kudos to all involved in the development. All of the vital information was included, and I was especially happy to see race, and gender. I'm not sure if there is a way to include age at sentencing, but if so I would like to see that. Maybe i missed that, but right now i have to drill down through EOPD to find DOB. Curious to see if there is a correlation between age and sentence.
I think knowing the race and age would be extremely beneficial. I think a hyperlink to the CCAP case number would be helpful as well.
I think the reports are really easy to read and will be very helpful. One suggestion that I am not sure is

possible, would be if there was some way to collect information on the priors to include. For instance, if a person has already been convicted of the same offense before, could that information be pulled from CCAP and included for reference in looking at the sentence?
I think there should be warning statements about limitations of particular searches.
I would add DPA information and dismissed charges.
I'm just ecstatic that we are possibly moving to this information being available. Everything about the report is leaps and bounds over what we have now. I suppose it would be nice to compare particular judge/prosecutor pairs to others but I think that is quibbling. Just having this information available as is will allow us to follow up to mine the details we need ourselves.
I'm not sure if it is possible, but having access to the state's recommendation at sentencing would be immensely helpful. It would enable us to see if judges are following the recommendation, or breaking from it (higher or lower).
Include fine results
Include Race
It is very easy to use and understand. Exporting the reports worked perfect.
It would be nice to know when searching by statute number, how many other charges were sentenced at the same time. (IE, if you do a search for DC, how many of the defendants were sentenced for other charges like battery, at the same time as this often makes a large difference in the sentence they receive).
My biggest critique is that I have to be on my work computer to access it. It would be nice to be able to access while not using the intranet, including on a mobile device, for a couple of reasons. First, I often work on nights and weekends at home. I leisurely open/prep files, prepare for Monday pre-trials, prepare for big sentencing hearings and SARs, etc. These reports would be extremely helpful for all of that. Second, we have a lot of down time at the courthouse waiting for pre-trials and it would be helpful to pull this report up before heading in to pre-trial negotiations. Third, sometimes I bring my own personal laptop or iPad to court for hearings, and I wouldn't be able to access this from there. Another critique would be with choosing the date. It was someone time consuming/annoying to have to click back on each month to go back to January 2016. I wish there was an easier/faster option.
Prior record of defendant is relevant, including juvenile record
Racial information may also be important to access
The basic nature and usefulness of the report is good. One would definitely need a tutorial or instructions provided prior to using it, as there is different information depending on what you click (+ vs. link, for example). Regarding inaccuracies, I would like to know how often the database is updated. For instance, I was trying to include information related to a statute that was sentenced mid-July; it was not included. I would use the report to TRY to identify patterns and be able to use that information to better understand the individual judge, while not trying to extract to the entire judiciary.
The graphs aren't terribly helpful since they are not a per judge graph but are per county. Also, clicking on the case number brought us to the docketing info, but it would have been nice to have the client name, instead of further going into the SPD client id. Not having conditional jail time can be really deceptive - no info on treatment court dispositions either, which is helpful in assessing a judge/result. It is also hard to tell what sentencing is if a probation is revoked - I know that there are many sentencing after revocation cases, and those do not seem to be captured in the initial screen. Is there going to be a plan to try and capture that data?
to group cases by other demographic info (age, race etc.) would be helpful
Visually it's clunky but I'm not sure if you're able to really improve the interface.
Which cases involved pre-sentence investigation reports.
Perhaps a link to CCAP to the CCAP data? I can only foresee using that if I questioned the data though.
CCAP Prosecutors Report
Again, the interface is just a little clunky.

Being able to combine the two (e.g. judge Smith with Prosecutor Jones) would be grand. But what's here is really good. More print friendly and more individual sorting options are my suggestions.
do not like having to start over when looking up another prosecutor.
I do not believe CCAP can address this, but the results seem to be what the court ultimately does in each of the prosecutor's cases - not necessarily what each prosecutor recommended.
I do not see that the tool is pulling Fine as a disposition in either report. I tried to run Disorderly Conduct think that I would get a lot of entries and I do not think it is pulling those cases where the disposition was a fine.
Include race of defendant
Include racial demographic information, median, mean and average sentences, etc.
Issues we have with prosecutors include overcharging, and disparate outcomes for certain classes of clients. Again, if someone is given probation, it would be useful to know how much conditional jail time has been imposed.
Large number of attorney unknown. When reviewing CCAP cases individual determined that several different ADA's appeared over the course of the case. On some the ADA listed is not who ultimately was at sentencing hearing.
Like the Judges's Report, I wonder how often the information is updated.
Looks good to me as is. In an ideal world, one could capture what was actually recommended by the DA at sentencing, but I believe this to be a great step.
search for individual prosecutors instead of by charge
Sentencing data, same as judges. Doesn't display conditional jail time it only displays imposed and stayed sentences.
the report is fantastic well thought out and the layout is easy to use and understand. Not sure if there is a way to ever see what the actual prosecutor recommendation was vs what the judge actually sentenced

Information to Include in the CCAP Reports

Staff suggested additional information to include in the reports. Their comments are summarized in Table 5.

TABLE 5
Race and age would be beneficial information to include
Averages and Median and Mean sentences would be very helpful
Charts showing breakdown by race for probation cases.
Criminal history and age of defendant (whether they had similar/related priors). Maybe there could be a link to CCAP (through the case number link) that lists any known convictions/sentencing while maintaining confidentiality of the defendant. It would be helpful to know if someone received 10/10 because of a similar history, or if that was just how the judge was feeling that day.
data analysis - a summary of disposition averages
defendant's prior record
I am not sure if it is possible, but when I did the Judges report I looked up the statute for 1st degree Intentional Homicide. Any conviction for this offense requires a life sentence, but the judge also decides parole eligibility. The report only states that a life sentence was imposed, but not if the defendant was found eligible for parole (or when they are eligible). That would useful. I realize that the way in which this information is collected may make this impossible, but that information would be useful.
I would also like to see age data.
Information when fines were imposed as a sentence.
Is there a way to see to provide whether a sentence is concurrent or consecutive to other counts? This

would be helpful, and would give a clearer picture.
it would be nice to know not just typical sentencing structures but also whether individuals received DPAS. Also helpful to know length of probation
Jail time as a condition of probation would be helpful. Also, original charge would be helpful.
Length of probation and conditional jail time
sentenced person's prior record, including same/similar convictions
Some of the data is cross contaminated. For example, I searched data on DC and found many sentences that were in excess of the max because the data appears to be lumped in with other charges that the person was put on probation for as well.
There should be information included as to forfeiture-costs only or costs-only sentencing dispositions.
Was difficult to know if there was any condition time imposed on probation sentences.
As with the judge's reports, information regarding non-probationary, non-incarceration dispositions would be great, as will be the anticipated addition of all dispositions, not just sentences
Did not see prosecutor sentencing recommendations. Thought there would be a tab or link but none was present.
I would appreciate more information about the race and gender of the defendant.
It would be helpful to know: 1) Whether there was prior contact/prosecution between a defendant and ADA; 2) What the prosecutor recommended vs. was the sentence turned out to be.
Jail time as a condition of probation would be helpful. Sex offender registration in non-mandatory cases would be helpful, but perhaps that info can simply be looked up on CCAP in individual cases.
Number of jury trials and charges, dispositions, demographic data such as race and gender
Racial demographic information, median / mean / average sentences
The ADA listed is not necessarily the ADA who was at sentencing.
Their recommendation. Also the prosecutor may change
We do not know what was recommended by the prosecutor
Whether it was an SAR or original sentence, and if there was more than one charge sentenced at the same time.
I think the graphs are skewed in both reports because it is not including fine as an option.
I like the graphs, but overall I am not sure how much value this information has for Kenosha County. The DA listed in CCAP is not always the prosecutor who follows the case.
The report seems incomplete. There may be more cases it's not capturing. DA information may be wrong if DA changes.

Information to Eliminate from the Report

Staff suggested information to eliminate from the reports. Their comments are summarized in Table 6:

Table 6
State Bar No of the attorney, SPD ID number
The charts are not terribly useful since the numbers for straight sentencing are so small.
The column titled "charge number." I don't personally see a use for it. Also, if the SPD # is on there, does that mean that I can't give this document to my client? The DA? The court?
Well, not in every report. My preference would be to be able to generate a report based on whatever specific information I wanted--just gender, or just race, or just age, or some combination I choose for a given situation.

Other Comments

Several staff members indicated that they were unable to access graphs or charts in the reports. It appears that this response indicates a training issue that will need to be addressed. In addition, several staff members expressed frustration with not being able to navigate the reports correctly or get to the screens that they wanted to see. In addition, several staff opened the reports in Google Chrome rather than Internet Explorer, which caused many staff to lose information when they hit the “back” button to return to a previous page. All of these comments should be taken into consideration by the RAMP team for future training purposes.

Next Steps

Below is a list of suggested next steps based on the feedback from testing of the CCAP Reports

1. SPD staff should review the feedback received and decide on next steps for modifying the reports based on the feedback.
2. SPD staff should review whether staff should be permitted to share this information with external parties (client, DA, judge, etc…).
3. SPD staff should discuss options for next steps related to providing training and sharing these reports with additional staff.

Appendix D-4: Summary of the ROA Discussion and Feedback Discussion Questions for Gathering ROA Input on Using RAMP Reports in the Attorney Performance Review Process

June 2017 ROA Meeting, Madison, WI

Janae Goodrich & Kit Van Stelle

Introduction

The Wisconsin State Public Defender's Office received a two-year grant from the Bureau of Justice Assistance, which is called the Wisconsin Reporting, Analysis, and Mining Project (RAMP). One of the goals of this grant is to improve the attorney performance monitoring process. As a part of this effort, the RAMP Team developed quality attorney performance indicators and reports were developed with the goal of improving access to information related to attorney performance. The RAMP Team prioritized information needed related to the attorney performance indicators and reports were built by IT programmers based on those priorities. These reports were pilot tested by the RAMP Team and by many of you, and an additional test of these reports was conducted by using the reports in the recent attorney performance review process.

The purpose of this discussion is to share your experiences related to using the RAMP report information in the attorney performance review process. After this discussion, we will create a summary of your feedback for the RAMP Team. The discussion will help us to develop instructions and training related to using the RAMP reports for attorney performance reviews.

Discussion Topics

1. **How did you use the RAMP reports in recent attorney performance reviews?**
    a. What worked well?
    b. What could be improved?
    c. Did you experience any issues/errors using the reports?
    d. Was there a specific process that you followed for gathering information from the RAMP Reports to use in attorney performance evaluations?
    e. Do you think it would be helpful to develop a standard process for how the RAMP reports can be used for the performance reviews? If so, what should that process look like?

2. **How did you share that information with the supervisors (RAMs, LAMs, etc.)?**
    a. Did you show them the RAMP reports (via screenshots or walking people through the reports) or did you send them information separate from the RAMP reports?
    b. Were there challenges to sharing the information with supervisors?

3. **What feedback did you get from supervisors about the RAMP reports?**
    a. Did they understand the information in the reports?
    b. Did the supervisors ask you questions about the RAMP reports? What type of questions? If so, were you able to answer the questions? Did you use RAMP reports to answer any of their questions?
    c. Did they find them useful in analyzing attorney performance?
    d. Did they have suggestions for improving the reports or how they could use them?

4. **Did you hear any feedback from attorneys (either directly or indirectly) about using the RAMP reports in their performance reviews?**

5. **What information was actually used from the RAMP reports for the performance reviews?**
    a. Was information needed for the performance reviews that wasn't available via the RAMP reports?
    b. What other sources of information were used in the process, outside of the RAMP reports? Did you use any of the reports from eOPD in this process? If so, which ones?

6. **Training/Instructions**
    a. What type of training or instructions do you think are needed?

Specific Questions/Areas of Discussion to Stimulate Discussion

1. **How did you use the RAMP reports in recent attorney performance reviews?**
   [What data from the RAMP reports did you give to the supervisors to use for the attorney performance reviews?]
    a. What worked well?
    b. What could be improved?
        i. [Ease of finding information in the reports to use for the performance reviews?
        ii. Were the reports organized in a way that you could find the information that you needed?
        iii. Is there any other information that would be helpful to include in RAMP reports?]
    c. Did you experience any issues/errors using the reports?
        i. [Did you notice any data inaccuracies or issues with data within the reports?]
    d. Was there a specific process that you followed for gathering information from the RAMP Reports to use in attorney performance evaluations?
    e. Do you think it would be helpful to develop a standard process for how the RAMP reports can be used for the performance reviews? If so, what should that process look like?

2. **How did you share that information with the supervisors (RAMs, LAMs, etc.)?**
    a. Did you show them the RAMP reports (via screenshots or walking people through the reports) or did you send them information separate from the RAMP reports?
    b. Were there challenges to sharing the information with supervisors?

3. **What feedback did you get from supervisors about the RAMP reports?**
    a. Did they understand the information in the reports?
    b. Did the supervisors ask you questions about the RAMP reports? What type of questions? If so, were you able to answer the questions? Did you use RAMP reports to answer any of their questions?
    c. Did they find them useful in analyzing attorney performance?
    d. Did they have suggestions for improving the reports or how they could use them?

4. **Did you hear any feedback from attorneys (either directly or indirectly) about using the RAMP reports in their performance reviews?**

5. **What information was actually used from the RAMP reports for the performance reviews?**
    a. Was information needed for the performance reviews that wasn't available via the RAMP reports?
    b. What other sources of information were used in the process, outside of the RAMP reports? Did you use any of the reports from eOPD in this process? If so, which ones?

6. **Training/Instructions**
    a. What type of training or instructions do you think are needed?
        i. [What instructions would be helpful to have for this process?
        ii. Format/layout of the instructions?
        iii. Instructions separate from the user guide, or within the user guide?
        iv. Who should receive these instructions?
        v. What type of training is needed in this area?
        vi. Suggestions for type of training, who should be trained, location, web-based or in-person, etc.?

Summary of Regional Office Administrator Feedback on Use of RAMP Reports in the Attorney Performance Review Process

Prepared by Janae Goodrich and Kit Van Stelle
University of WI Population Health Institute

June 2017

The Wisconsin State Public Defender (SPD) received a two-year grant from the Bureau of Justice Assistance in October 2015 to implement the "Wisconsin Reporting, Analysis and Mining Project" (RAMP). As a part of RAMP, SPD is collaborating with staff at the University of Wisconsin Population Health Institute (UWPHI) to enhance the content and function of the current eOPD data system.

As a part of this enhancement, the RAMP Team developed reports to be used in the annual attorney performance review process. In February 2017, SPD staff conducted a training related to using RAMP reports for the Regional Office Administrators (ROAs). Shortly after this training, the Regional Office Administrators were instructed to use the RAMP reports as part of the May 2017 attorney performance review process instead of the eOPD reports that had been used in previous years.

In June 2017, UWPHI staff members facilitated a discussion among 10 ROAs to obtain their feedback on the process of to using the RAMP reports in the attorney performance process. The feedback received from the ROAs is summarized below.

The ROAs identified several benefits of using the RAMP reports in the attorney performance review process. These benefits included increased efficiency, enhanced access, increased accuracy, and improved report output. One ROA said, "I'm grateful for having the RAMP reports that we have been asking for for years!" The ROAs also provided feedback related to technical issues experienced and suggestions for improvement. Examples of the technical issues included issues with Excel data files downloaded, formatting and printing results, and issues with the information updating correctly. The RAMP Team should review the feedback provided and make changes to the reports and provide additional guidance to the ROAs as necessary.

Benefits of Using RAMP Reports in the Attorney Performance Review Process

Increased Efficiency -- The ROAs identified the ability to quickly access the necessary information using the RAMP reports as a major success in improving the process. This decrease in time increased staff efficiency for the ROAs, and it allowed the supervisors to receive the information sooner in the performance review process. In terms of the impact that the RAMP reports had on the larger attorney performance review process, the ROAs mentioned that they appreciated the decrease in time with some local supervisors noticing that the information was provided more quickly than in previous years. However, they mentioned that the local supervisors might not recognize a change since the process because the information provided to the local supervisors remained the same as in previous years. The ROAs also indicated that their ability to access the information, without having to wait for the report of staff factors, increased efficiency.

Enhanced Access -- In addition the shorter time needed to gather information for the attorney performance reviews, the ROAs mentioned that having this quick access to the RAMP reports will allow them to monitor and report numbers easily throughout the year. Some of the ROAs mentioned that they could easily monitor caseloads on a monthly basis and could report attorney caseload information on an ongoing basis. They also mentioned that the reports provide an opportunity to inform the attorneys about how their information will be calculated and tracked. The ROAs also mentioned that the RAMP reports allowed them to easily run reports for different time periods based on requests from the local supervisors.

Increased Accuracy -- The ROAs also mentioned the accuracy of the RAMP reports as a strength of using the reports in the attorney performance review process. For example, one person said that the reports related to attorney appointments were very accurate. Also, the ROAs recognize that the information is only as accurate as the information that is entered. They provided examples of some issues that have happened with attorneys reporting the number of hours that they spend on cases. The ROAs mentioned that these reports will be a way to remind the attorneys about the importance of accurately documenting time and the relationship between hours reported and case weights. The ROAs suggested that RAMP Team members should remind attorneys about the importance of entering this information accurately.

Improved Report Output -- The ROAs also said that it was easy to use the RAMP reports and that they appreciated being able to get more than 2,000 rows of information in the reports. The ROAs also appreciated the ability to access data for multiple counties, especially for those who work in multiple counties. Finally, commenting on a report not directly related to the attorney performance review process, the ROAs mentioned that they really liked the “attorney certification” report.

Technical Issues Encountered

Issues with the Excel Data File downloaded -- The ROAs mentioned several issues that they experienced when working with an Excel data file after it was downloaded from the RAMP reporting system. ROAs mentioned that some of the Excel columns in the file are blank. There are blank columns throughout the file and several blank columns at the end of the file that should be eliminated if possible. The ROAs also mentioned that columns were not included in the Excel file if there was no information in those columns. For example, one county did not have any attorneys who requested a change of attorney, so the column was excluded from the Excel file rather than being blank or including zeroes. The third issue was that the information downloaded into Excel does not include column headings so the ROAs had to add them manually. The fourth issue related to the hidden columns in the Excel file that confused people. The fifth issue was that some people weren't able to change the margins on the Excel file. The final issue was that information cannot be copy/pasted into Excel from the RAMP reports when columns are missing from the Excel file.

Issues With Printing and Formatting Results -- The ROAs also identified issues related to printing and formatting results. One ROA attempted to use the "print icon" on the report screen and got an error message about not having the correct authorization. Other ROAs mentioned that it's not easy to print the Excel file information that is needed. ROAs often want to print one page of information to distribute, but a lot of work had to be done to change margins, hide columns, etc. to print the single page. Finally, some of the ROAs were not able to change the margins in the Excel file in order to make it easier to print.

User Errors -- One ROA mentioned a user error that involved forgetting to hit the "allow editing" button in Excel and made many changes that were then deleted when the "save" button was hit.

"Back" Button in the Browser Does Not Work When Viewing Detailed Reports -- Some of the ROAs mentioned that it's nice that the "back" button in the browser works in the RAMP reports, but noticed that it did not work when viewing the detailed RAMP reports.

Results Not Updating Correctly -- One ROA identified an issue with data not updating correctly in the system. This ROA closed a case on Sunday evening and the system did not update that case until Tuesday. The ROA wondered if this was because the system updates at midnight on weekdays only.

Difficulty Viewing Information in the Reports -- A couple of the ROAs reported difficulty with viewing all of the information that is in the reports. For example, when multiple windows are open, the top box on the screen is larger, but the bottom part is very small and should be expandable.

Contracts/Rotational Information is Not Included in the RAMP Reports -- Some of the ROAs expressed a desire for including contracts/rotational information in the RAMP reports.

Reports Do Not Include Necessary Information -- Several of the ROAs mentioned the need to access other sources in order to gather all of the information necessary for the attorney performance reviews. The ROAs mentioned that the RAMP reports do not currently include all of the information necessary for the attorney performance review process, such as the number of experts requested.

Training Needed for Using the RAMP Reports

ROAs provided feedback related to future training needs, which included training for RAMP users, and procedures for using the RAMP report results in the attorney performance review process.

In-Person Training -- In regards to training for new RAMP users, the ROAs mentioned that they enjoyed the February training and they thought the in-person format of that training was beneficial. The ROAs also mentioned that training should be understandable to users as some technical assistance has been provided in a way that was too fast for people to understand. The ROAs have been training new ROAs themselves as staff turnover occurs, and they indicated that this approach has worked well to date and can continue into the future.

In regards to training for existing RAMP users, the ROAs agreed that they would like additional training related to downloading and printing reports. After identifying the issues that they experienced in these areas, they realized that further training in this area could be beneficial. They also mentioned that they would like additional training related to using and manipulating the RAMP data and putting RAMP results into "pivot table" format or pdf format.

RAMP User Guide -- The ROAs felt that having the RAMP User Guide will be essential. They suggested having a printed version of the one-page "cheat sheet" as something that can be on their desks, and then the electronic version of the user guide can be used for more in-depth issues. The ROAs suggested that a link to the user guide should be in the RAMP report folders or that an icon to get to the user guide could appear on every RAMP report screen.

Using RAMP Report Results for Attorney Performance Reviews -- The ROAs suggested that it would be helpful to have an Excel template that all ROAs could use for gathering the necessary information for the attorney performance reviews. This Excel file could include items such as caseload, hours, open cases, trials, withdrawals, and reason for withdrawal. The ROAs suggested including all quantitative information necessary for attorney performance reviews in the Excel template that could be populated and sent to local supervisors. They also suggested providing the template to newly hired ROAs.

Recommendations and Next Steps

Based on the information received from the ROAs, the following next steps are suggested:

1. The RAMP Team should review and prioritize the suggested changes as appropriate.
2. The RAMP Team should develop an external request protocol for the use of RAMP results.
3. The RAMP Team should provide information to attorneys about the importance of accurate reporting of hours and the relationship of that information to case weights.
4. The RAMP Team should develop an Excel template for all ROAs to use when gathering the information necessary for attorney performance reviews.
5. The RAMP Team should further define who should have access to the RAMP reports, particularly the CCAP reports when available. The ROAs suggested that CSS staff would also benefit from having access to these reports.
6. The RAMP Team should develop future training materials for the ROAs and should plan for further in-person training for the roll-out of the RAMP reports.

Appendix E: RAMP Assigned Counsel Billing Documents

Appendix E includes the documents that were used to develop and test SPD's updated assigned counsel billing system.

Appendix E-1 includes a summary of the feedback received from assigned counsel attorneys during the first pilot-testing of the updated assigned counsel billing system.

Appendix E-2 includes a summary of the feedback received from assigned counsel attorneys during the second pilot-testing of the updated assigned counsel billing system.

Appendix E-3 includes a summary of the final categories included in the updated assigned counsel billing system. These categories include options of tasks for assigned counsel attorneys to use to document activities for SPD cases from when submitting bills to SPD.

Appendix E-4 includes instructions developed to accompany the updated assigned counsel billing system. These instructions include information for entering information directly into the updated billing system and for changing other software systems used to create files to upload to the updated billing system.

Appendix E-1: Summary of the First Assigned Counsel Billing System Testing

Summary of the Pilot Test Results for Revised Assigned Counsel Attorney Billing Drop-Down

Prepared by Janae Goodrich and Kit Van Stelle
University of WI Population Health Institute

December 2016

The Wisconsin State Public Defender (SPD) received a two-year grant from the Bureau of Justice Assistance in October 2015 to implement the "Wisconsin Reporting, Analysis and Mining Project" (RAMP). As a part of RAMP, SPD is collaborating with staff at the University of Wisconsin Population Health Institute (UWPHI) to enhance the content and function of the current eOPD data system.

As a part of this enhancement effort, the RAMP Team developed an updated billing system for assigned counsel attorneys for pilot testing during December 2016. SPD staff from the Assigned Counsel Division worked with RAMP team members to identify assigned counsel attorneys from different areas of the state with varying levels of billing system use and a variety of case types. Of the 25 attorneys asked to participate in the pilot testing process, 11 agreed to participate in testing. After testing the system by entering and submitting billing information for at least two cases, users were asked to complete an online survey about their experiences testing the system.

A total of six attorneys completed the survey and provided feedback about their experience. In addition, at least one person experienced issues while testing the system and did not complete the survey. The survey responses of the six participants are summarized below. In addition to reviewing these survey responses, RAMP team members will be examining test bills that were submitted as part of the pilot test to identify any additional issues.

Overall, the new assigned counsel billing system was met with mixed reviews. While the respondents mentioned improvements from the old system, such as not receiving an error message after submitting a bill, the respondents also had many suggestions for improvement. The majority of respondents mentioned that the system was not an improvement from the old system and found the new system to be cumbersome and difficult to navigate through. These comments and suggestions for improvement should be reviewed in order to determine next steps.

Private Attorney Feedback on Ease of Use

Attorneys pilot testing the new system were asked to rate how easy it was to use and to estimate the amount of time it took them to enter an average case.

Only one of the six attorneys who completed the feedback survey found it “somewhat easy” to use, with the rest indicating a rating of either “somewhat difficult” or “neutral.”

The attorneys reported widely varying amounts of time to enter a case into the pilot system, with three indicating that it took them less than five minutes and the others indicating that it took them up to 20 minutes or more to enter a case (with one reporting that it took an hour to enter a case).

Unfortunately, five of the six attorneys who pilot tested the system reported that it took them more time to enter a case into the pilot system compared to the existing system.

Suggested Additions to the Drop-Down Menu

Most of the attorneys who pilot tested the drop-down found that there were activities missing from the list of options. Table 1 summarizes activities to be added to the list of tasks.

Table 1: Suggested Billing Options to Add to the Drop-Down Menu
Meeting client at jail
Writing letter to client
Writing letter to prosecutor
Court
Speak with family members
Telephone calls
Draft/review email
Meet with client/prosecution/client's family/witness
Draft correspondence
Upload any description for work performed, only Out of Court and time
CHIPS-related options - permanency plan hearings, extension, etc.
CHIPS and JIPS status hearings
Pretrial conference
The sub menu didn't give me many options, so I kept using Explain to move to the next segment (Description)

Two attorneys also suggested items that could potentially be removed from the list of activities because the options were not necessary or that they would never use.

Table 2: Suggested Options to Remove From the Drop-Down Menu
Negotiation
Obtain Records
Investigation

Issues to be Corrected in Pilot System

Three of the pilot testers experienced problems using the new system, primarily related to the system taking them to the top of the page when using the “Detail” tab, “Action Type” tab, or when moving between entries.

Table 3: Issues Experienced with the System
Once I got near the bottom of the page, whenever I used the Detail or Action Type Tabs, the screen went back to the top of the page
Most aggravating problem was when moving from entry to entry, the system kept taking me back to the top of the page. It was very slow in moving to the next entry and when it finally did it took me back to the top. I had to keep scrolling back down to where I left off.

Strengths of Pilot System

Several of the attorneys provided positive comments about the pilot system indicating that they did not receive the error messages that they experience when they currently submit bills.

Table 4: Strengths of Pilot System
It is set up very nicely.
I am assuming that the idea behind choosing an option for work done under "Sub Menu" is to help simplify the process of reviewing the bills on your end as well as simplifying the entry work on the attorney's office end. If this is the case, I love this idea but need to be able to enter in more than just one option for work done.
Seems to be good to work with, I hope you got rid of the crazy error messages when a file is submitted
Resolving the constant error message at the end was the best thing.
It was nice that I didn't get an error message when I completed a bill like I do every time in the old system.

Suggestions for Improvement

The attorneys participating in the pilot test provided frank feedback about the proposed system. They provided a lengthy list of suggestions for improvement that could be incorporated into subsequent versions if the RAMP Team decides to proceed with this effort to improve the billing system (Table 5). A common thread throughout was surprise that the pilot system did not appear to differ greatly from the existing system and that there were such an extensive number of drop-down lists included. In particular, the pilot testers suggested that the system default be “out of court,” that dates be auto-filled, that date fields be formatted with input masks, that the names of Judges be listed for them, and that ways for documenting CHIPs activities be improved.

Table 5: Suggestions for Improvement	
1	The whole system needs to be redone. The look of the system is outdated.
2	Honestly, it sort of made an already cumbersome system more cumbersome. It was nice that it didn't give the error message when I clicked submit, but other than that, it was just more time that I had to spend clicking on things. I don't really know why they are necessary? Mostly they are things that are in the detail section anyway - if I write "PC client" in the detail section, as I often do, it's clear that it's a client contact via phone conference and then it's essentially just redundant. The in-court stuff I guess makes more sense, as you will now know what kind
3	From a practice standpoint, I don't really see anything about this that makes it easier than the old system. To be fair, I didn't do any super long or involved bills, so maybe there are some other features I missed that might come up on a criminal or other case that actually went to trial or something, but I don't really see any other big improvement to the practitioner.
4	I didn't notice much of an improvement over the old system. I am not certain how this will help the auditors.
5	By far, the most tedious, time-consuming, and infuriating part of closing an SPD case is the drop-down menus. It's not that big a deal when the case has one or two charges, but when a case involves dozens of counts, it becomes mind-numbing. Fortunately, not many cases have that many charges, so it's not that big a deal. Then, for some reason, you've decided that every single time entry needs to have not one but two drop-down menus associated with it? That's just unacceptable. I'm not sure what goal you're trying to accomplish, but drop-down menus simply cannot be the best way to get there. Within minutes, all anyone will do is pick options at random in order to get through the process and be done with it.
6	Remove the drop-down menus.
7	It is clunky to tab through, it's annoying that I have to look up Judge's names and then can't just click on them to have that number entered.
8	Drop down tabs are not useful if you have to put in details anyway, they just take more time.
9	Also, please make sure the default action is OUT OF COURT. The current system goes to IN COURT default if the billing is more than one page.....a real waste of time to have to change several pages of billing
10	It would also be nice if you could select all and click out of court and then just change a few lines back to in court since the majority of the work we do will always be out of court.
11	Under "Sub Menu" when entering for Out of Court Work, need to be able to choose more than just one option. I had to choose "Other" and then under "Detail" had to type it in
12	If you are going to say that multiple entries are going to be required to list all the work done under "Sub Menu", I don't think this will go over well with the law firms. This would create more work for the Attorneys as they would then have to break down their time on how much they spent on each task not to mention the extra typing that will be required on the person who now has to enter the information.
13	I wish it was easier to use when it comes to CHIPS cases. I always have all these post-judgment things pending at the same time and I never know which ones to close and which to leave open. It would be really nice if we could just open the original CHIPS case and be allowed to bill under it throughout the life of the case since that is generally how our appointments work in Milwaukee county.
14	Let the date automatically fill in, unless I change it. Redundant to keep typing in the same date.
15	It would be nice when you put in a date if you didn't have to put in the slash mark but it

	was already formatted to accept a date.
16	More options in the sub category column

Other Comments

Attorneys responding to the survey were also given the opportunity to provide comments at the completion of the survey to capture other feedback. Two of them indicated that they appreciated being able to provide their feedback, and one indicated willingness to test subsequent versions as they are developed.

Table 6: Additional Comments
I appreciate the opportunity to beta test this.
I certainly hope that you find this information helpful and if you make some changes to the system that streamlines the process and shortens up the entry time, I would be more than happy to test it again.
I was surprised that the new system was so much like the old one. A few new tabs were added but the system was very much the same as it was 10 years ago
I use Timemaster to upload timeslips into the SPD site. Will I still be able to do that?
I am extremely dissatisfied with the proposed changes to the billing site, and I'd be extremely unhappy if the site in its current iteration were implemented.

Next Steps

Below is a list of suggested next steps based on the feedback from the pilot testing.

1. SPD staff should review the feedback received and decide whether this effort is worth continuing. This effort could continue as planned with the inclusion of revisions suggested during the pilot testing process, this effort could continue but with a major change to the current plan, or this effort could be discontinued.

2. If SPD staff decide to continue with this effort as planned, the following changes should be made:
    a. The suggested additions to the billing options drop-down menu should be reviewed and added to the system as appropriate.
    b. The issues experienced while testing the system should be resolved if possible so that the issues of returning to the top of the page when using the tabs and/or between entries are fixed.
    c. The suggestions for improvement should be reviewed and revisions should be made to resolve as many issues as possible.

3. If this effort proceeds as planned and a revised version of the system is developed based on the results of the initial pilot testing, a second round of pilot testing should be conducted to obtain additional feedback.

Appendix E-2: Summary of the Second Assigned Counsel Billing System Testing

Summary of the 2nd Pilot Test Results

Prepared by Janae Goodrich and Kit Van Stelle
University of WI Population Health Institute

May 2017

Direct Entry System

In spite of enhancements made after the 1st pilot test of the new system, the 2nd pilot test elicited diverse feedback. Nearly half (44%) indicated that it took them longer to provide the billing information and only 3 of 16 (19%) said that they were able to fit their billable activities into the Detail Type categories. The respondents also had many suggestions for improvement, including increasing the number of drop-down menu options for the Detail Type, alphabetizing the Detail Type options, and simplifying entry of multiple tasks performed in the same time block.

Upload Function

The test of the upload function of the billing system was met with mixed reactions. While the respondents acknowledged that the process for creating and uploading the file was the same as the current process, there was frustration with the extra step of categorizing their activities and submitting the bill. The majority of respondents noted that this process took longer than the current process and that it was "somewhat difficult" to categorize their activities using the options in the Detail Type menu. All of the respondents agreed that they would use instructions for modifying their current software if instructions were provided.

Next Steps

It is recommended that the RAMP Team determine whether proceeding with this effort is reasonable and, if so, improve the system based on the pilot testing feedback received.

The Wisconsin State Public Defender (SPD) received a two-year grant from the Bureau of Justice Assistance in October 2015 to implement the "Wisconsin Reporting, Analysis and Mining Project" (RAMP). As a part of RAMP, SPD is collaborating with staff at the University of Wisconsin Population Health Institute (UWPHI) to enhance the content and function of the current eOPD data system.

Pilot Testing Approach

As a part of this enhancement effort, the RAMP Team developed an updated billing system for assigned counsel attorneys for pilot testing. The first pilot test occurred during December 2016. The system was modified based on the feedback received during the first pilot test, and a 2nd pilot test occurred during May 2017. Based on the feedback from the 1st pilot testing process, the following changes were made prior to the second pilot test:

- The drop-down menu that contained the three options related to in court, out of court, and travel was removed.
- Options in the "Detail Type" drop-down menu were revised.
- Technical issues related to system navigation were fixed.

For the 2nd pilot test, the RAMP Team suggested contacting assigned counsel attorneys in the northern regions of the state. SPD staff worked with the Regional Office Administrators (ROAs) in the Fond du Lac, Superior, Green Bay, Steven's Point, and Eau Claire regions to collect information related to assigned counsel attorneys who would be willing to test the updated billing system. During the week of April 3, 2017, the ROAs asked all assigned counsel attorneys who were called for possible case appointments whether they submit bills to SPD by directly entering the bills into the billing system or by uploading a file to the billing system. During this discussion, ROAs also asked the assigned counsel attorneys contacted if they would be willing to test the RAMP updated billing system. During that one week period, the ROAs contacted a total of 96 assigned counsel attorneys. Of those 96 attorneys, 72 said that they submitted bills via the direct entry method, and 24 said that they upload bills to the SPD billing system. For those 24 who upload bills to the assigned counsel billing system, the following software is used to create the files that are uploaded to the billing system:

- 6 attorneys use CLIO
- 5 attorneys use QuickBooks
- 4 attorneys use PC Law
- 2 attorneys use Time 59
- 2 attorneys use Time Matters
- 2 attorneys use Time Slips
- 1 attorney uses Dragon Speak
- 1 attorney uses Excel
- 1 attorney uses Law Stream

Of the 96 attorneys contacted during that one week period, a total of 68 attorneys agreed to test the updated billing system, including 47 who agreed to test the direct entry portion and 21 who agreed to test the upload function. In addition to the 68 attorneys who agreed to test the

system, the six attorneys who tested the system during the first round of pilot testing were contacted personally by SPD staff to request their assistance in the second pilot testing process. All six attorneys agreed to test the updated system.

After this information was collected, SPD staff collaborated with UWPHI staff to develop instructions related to testing the updated billing system. Attorneys were asked to test the method that they use most frequently, either through directly entering bills into the system or by uploading the bills to the system. Detailed instructions were developed for those attorneys who enter bills directly into the billing system, and separate instructions were developed for those attorneys who upload bills to the billing system. The instructions for the direct entry method asked the users to log-in to the test billing system to enter and submit bills. The instructions for the upload method asked users to create files using their current processes, to upload those files to the billing system, and to enter the necessary information before submitting the bills to the system.

The 2nd pilot test took place from May 1-12, 2017. After testing the system by entering and submitting billing information for at least two cases, users were asked to complete an online survey about their experiences testing the system. To complete this survey, users were asked to answer a series of questions related either to the direct entry method or the upload function, depending on which function they tested. A total of 21 surveys were completed -- 16 from respondents who tested the direct entry method and five from respondents who tested the upload function. Four of the six people who tested the system during the first December 2016 pilot testing process provided additional feedback during the second pilot testing.

Private Attorney Feedback on Using the Direct Entry System

The testers indicated that they received the instructions that they needed to test system, except for one person who did not receive the instructions and one who indicated the need for "*Directions on where to fill in our expenses such as mileage and parking. In the current system, the SPD has asked that when we need to invoice for mileage and parking that we itemize it on the days it was incurred.*" The need for good instructions and training prior to implementation is illustrated by the tester who indicated the instructions were insufficient and who provided negative or no feedback for most items.

Nearly two-thirds of the testers (63%) indicated that it was somewhat or very easy to use the new system. However, nearly one half (44%) reported that it took them longer to provide the billing information this way than before.

Ease of System Use for Direct Entry			
How Easy to Use System	**%**	**Time to Enter Case**	**%**
Very Easy	44%	Less than 5 minutes	25%
Somewhat Easy	19	6-10 minutes	31
Neutral	19	11-20 minutes	19
Somewhat Difficult	12	20+ minutes	25
Very Difficult	6		
Total	100%	Total	100%

Detail Type: Only 3 of 16 (19%) testers of the direct entry option said that all of their activities fit into the Detail Type categories in the drop-down menu. In addition, the direct entry testers were almost evenly split as to how easy it was to use the Detail Type categories to code their billing activities. For additional information related to the "Detail Type" column, see the "Private Attorney Suggestions for Improvement for the "Detail Type" Column" beginning on Page 11.

Ease of Using Detail Type Categories	
How Easy to Use Detail Type Categories	**%**
Very Easy	19%
Somewhat Easy	25
Neutral	12
Somewhat Difficult	25
Very Difficult	19
Total	100%

Of the six attorneys who participated in the 1st piloting testing effort, four provided the following additional input during the 2nd pilot test:

- "Don't recall any significant differences, except I could upload my invoice."
- "I honestly cannot remember what that system was like. I recall not liking the drop down menus in that either."
- "I do have a feeling that this was easier to use...a bit less clunky."
- "Love that you can now tab from section to section. Still feel that the "Detail Type" section needs work. I truly appreciate that you are looking for fillable options here to save us time with data entry but by having to review my options I found it took more time than just typing in the work completed. Reading through the options takes time. Maybe this will change with time as we use the system more often and begin to memorize the options."

Technical Problems Using System: Two of the testers indicated that the system timed out and did not save what they had entered, and one tester encountered difficulties with date fields.

- "It would be nice if you didn't have to save so often to avoid being kicked out. In the past it was my understanding that as long as you were actively entering data you didn't have to save, however on one of the test invoices I was continuously entering time and upon finishing I hit save only to find out that I had timed out somewhere after the second or third line. I had to start all over and to be safe I hit save every 3rd or 4th entry."
- "Kicked me out after I submitted all my times. Guess I need to remember to hit save every few entries."
- "In one case, the dates did not put themselves in chronological order and did not put the year format into four digits. This did, however, work in two other cases so maybe just a glitch on the particular case."

Other Comments: Attorneys testing the system provided mixed feedback, with some wanting fewer Detail Type categories and some wanting more. While two of the testers indicated that it is a "much improved version from the last attempt" and "I like this better than the first beta test," many of the pilot testers did not like the Detail Type categories or the additional time/effort required to categorize activities.

Additional Comments Related to Improving Direct Entry System
Additional Time/Effort Due to Detail Type Categories "Because most attorneys systems have some categorizations already, by doing it with SPDs' (new ones), now we're having to "re-do" what our own, particular systems may say or have for billable activity type -- it's more, not less, work to use the new system." "It does create additional work for the attorney because the attorney still has to enter a description of what work was done plus the additional step itself, i.e., seeking a category to put the work completed." "The old program has one drop down menu with three options. Changing that to a drop down menu with many options significantly increases the amount of time needed to bill. Especially since you are still required to put in details, so no other aspect of billing has become easier."

Additional Comments Related to Improving Direct Entry System
Confusion Related to Entering Multiple Tasks "Also, what about when you do multiple tasks in the same time block? Speak with the DA over the phone, then call a client, then draft a legal document? Are those now supposed to be three different entries? If they are, then the time to bill becomes ridiculous." "A much improved version from the last attempt so I am pleased with that but not excited about the "Detail Type" section. Again, not excited about only being able to put in one entry when a numerous tasks where done."
Provide Link to CCAP "I do not like the disposition screen on cases. The fact that SPD uses "their" version of statutes is cumbersome. I would like to enter the disposition date with a link to CCAP for the actual disposition."
I like this better than the first beta test I did a few months ago. This seemed a bit faster.
Need Clearer Category Headings "I suggest clearer category headings and a place for "other" items not fitting into the other categories."
"I would rather be doing this all on paper. Submitting my bill adds a half hour to any case I take. I would not be doing billing after midnight on a Tuesday, let alone testing a new version of the billing website, if I could just submit my timesheet and appointment details on paper, or on emailed pdfs, using the documents I prepare on paper as I do this work."
Add Categories "Sometimes our activities or outcome of case does not always fit into the disposition. Example Chapter 51 or Probation Review Hearings or Revocation Hearings."

Private Attorney Feedback on Using the Upload Function

The five respondents used a few different software packages to prepare the files for uploading into the billing system. Two testers used Clio, one tester used PC Law, one tester used Quickbooks, and one tester used Time59.

All five of the respondents said that they had all of the instructions that they needed before testing the upload function.

The majority of the respondents found it to be either “very easy” or “somewhat easy” to use their software to create the file and to upload the file to the billing system once the file was created because these processes were the same as they are for the current billing system. Users struggled the most with the process of submitting the bills after the bills were uploaded to the system.

Ease of Process for Uploading Bills					
Ease of Using Software To Create File	**#**	**Ease of Uploading File**	**#**	**Ease of Submitting Bill after Upload**	**#**
Very Easy	1	Very Easy	3	Very Easy	2
Somewhat Easy	2	Somewhat Easy	1	Somewhat Easy	0
Neutral	2	Neutral	1	Neutral	1
Somewhat Difficult	0	Somewhat Difficult	0	Somewhat Difficult	2
Total	5	Total	5	Total	5

The respondents also provided some insight into what is required to prepare bills for uploading to the system.

Comments Related to Preparing Files for Submission
Difficulties Creating Files for Upload “As for ease of creating files for upload, I would not say that it is ever "very easy" to create files for upload with Quickbooks. It's a rather cumbersome process of creating a pdf file, converting that to a text file, then correcting the format.” “There are a number of columns that I have to delete manually in order to make the file upload correctly. It's still faster than retyping all of the information.”
Issues with Modifying Software “I don't have a suggestion per se, but would note that I will have to modify the way my software billing is set up to reflect the different billing "detail types" when preparing an invoice. That would not be difficult, though I expect there would be a transitional period where older billing entries would keep coming up as errors.” “I have no problem with the software I've been using, nor with uploading files to SPD. When we last updated PCLaw, there were compatibility issues, but the tech folks worked with us to find a format that was pretty seamless and easy to use with SPD's billing website/system.”

The respondents also provided some insight related to technical issues that they experienced with the process of submitting the bill once the file was uploaded to the system.

Comments Related to Submitting Bills after Upload
Technical Issue during Submission "In addition, I was not able to continue onto a 2nd page. I don't know if that is because this is just a test site, or if there is a problem with the site."
Technical Issue after Submission "I continue to get an error after I submit a file telling me to go back and try again. I've learned that I don't actually have to do that, but it would be nice to get that bug out of the system."

Time Requirements: All of the users said that it took between 6-20 minutes to complete the process necessary to upload and submit a bill to the updated billing system, and the majority of users (three of five) said that it took more time to use this updated system compared to the current process that they use. One user said, "The amount of time needed to complete a bill was probably doubled. I'm very glad I used a small, simple bill rather than something complex." Also, three of the five testers said that this system needs improvement, while two of the testers said that this is better than the current system.

Detail Type Column: Three of the five testers said that all of their activities did not fit into the "Detail Type" categories in the drop-down menu and that it was "somewhat difficult" to categorize their activities using the "Detail Type" categories. For additional information related to the "Detail Type" column, see the "Private Attorney Suggestions for Improvement for the "Detail Type" Column" beginning on Page 11.

Additional Instructions: The respondents were asked about whether they would use an Excel file template to document and upload their bills if the template was developed by SPD. Only one of the five people said that they would use an Excel file template if it was available. In addition, users were asked if they would use instructions related to changing the software that they use if SPD developed the instructions, and all five users said they would use the instructions if they were available. One user commented, "If you create modifications for the billing software, please make it compatible with Clio."

Additional Comments: Additional comments made by testers of the upload function were similar to the comments made by the testers of the direct entry option.

Additional Comments Related to Improving Direct Entry System
Additional Time/Effort Due to Detail Type Categories "It took longer than normal that was because I had to make "detail type" entries." "You have created another step, which wipes out any time saved by downloading files (vs entering data directly). What should have taken just a few minutes to download and submit, took me an additional 14 minutes to enter all the "Detail Type" for every entry. To make matters worse the "Detail Type" choices are not even in alphabetical order, so it takes longer to find the correct choice. Since I am the secretary doing this, I am not aware of what type of hearing was attended. Therefore I would have to take extra time and go onto CCAP to determine what type of hearing. Otherwise the attorney will have to take extra time to do his time entry initially." "Eliminate this step!" "Get rid of it and go back to the previous system of in-court, out-of-court, and travel." "Make it easier for me, not more complicated." "Eliminate the "Detail Type" field. This is definitely a step in the wrong direction regarding speed and time management." "Get rid of the necessity of selecting the "Detail Type". It's very cumbersome. It takes a process that is already long and makes it longer. The choices provided aren't compatible with the way we bill. The time necessitated to make all the various selections is tedious. You've added more of a burden to attorneys and their staff for billing without increasing any compensation for private attorneys. The new system takes a lot more time to create bills for those who are uploading bills. The idea of creating an uploadable bill is to make billing go faster, not slower. This will just give private attorneys yet another reason to avoid dealing with SPD. I volunteered to help with this project in the hopes that it might be more helpful to private bar attorneys and possibly do something to make billing less complicated. Instead, this appears to be doing just the opposite. The only benefit I can see to this system is if it cuts down on the time span between when a bill is submitted and when payment is actually received. I'm sorry to say that, due to the time needed to upload bills with this new system, I only did one trial bill and I won't be doing anymore, unless the system is changed to make things less time-consuming. Sorry. :("
Confusion Related to Entering Multiple Tasks "One thing I did notice was that when I'm billing I will frequently bill multiple billable tasks on a single billing entry. That's because I will often turn on a timer and work on a specific case for a period of time, turn off the time, then record what I just did. That might include phone calls, investigation, research, etc." "2 or more types of events can not be entered in the same line (because of having to choose from the drop down list), so again, the attorney will have to take extra time when initially entering his time to do separate entries on the same day."

Modifying the Software “One I have modified Quickbooks billing items to reflect the “detail type” items, it should ultimately shorten the time spent recording time, and preparing bills.” “I don’t see any easy way to make the changes you envision without making major changes to how we traditionally bill. If anything, breaking things out the way you suggest will create more problems and require even more time for attorneys and staff to create billing, because our internal coding would have to change to match your new system. The greater burden placed on private attorneys who are currently taking SPD, the more likely it is you will have even fewer private attorneys willing to take on new cases at $40/hour.”
Issue of Categorizing Tasks “The fundamental issue is trying to fit my tasks into the framework that you provide. This is a two step process now, first to find the category and then I still have to write out what I did. This is not a time saver.” “The "Detail Type" choices are limited so "Other" will be used a lot.”
Other Comments “It helps that there is a drop-down box to choose for activities performed.” “It appears it has taken SPD almost 2 years to come up with this mess. It would have been better to use that money towards an increase in the attorney’s hourly rate instead. It is sad that plumbers, garbage truck drivers and mechanics make more per hour than SPD private attorneys.”

Tester Suggestions for Improvement for the "Detail Type" Column

Both testers of the direct entry option and the upload option suggested a variety of additional categories and choices to be included in the direct entry drop-down menu that fell into the following general groupings:

Tester Feedback on Activities Missing from "Detail Type"	Direct #	Upload #
Drafting/writing of letters – separate categories for district attorney, witness, ALJ, judge, probation/parole agent; "*My question with this area is when the attorney is in court, do you choose the category for the type of hearing he was in or do you select Travel. Do not want to have to ask the attorney to breakdown his hours based on what he did and make multiple entries for one day's work*."	5	0
Reviewing documents – separate categories for reviewing the file, pleadings, initial documents from DOC (not discovery), notes from client, file notes to prepare for client meeting (his questions), review file from previous attorney, receive documents, and other documents	4	1
Telephone conference -- with witness, DA, probation/parole agent	3	0
Contact with Other Parties – Phone calls/emails/meetings with another party (ie: phone call with client's mom, e-mail from Clerk, etc.), contact with client's family, email correspondence with individuals other than the client, send letter to Judge/Clerk/Probation Agent, etc., review letter from Judge/Agent, etc.	1	2
Types of hearings – separate categories for initial appearance, arraignment, preliminary hearing, pretrial/status conference, probation modification "should all be in the menu with no added description needed"	2	0
Office Conferences – separate categories for with client and with District Attorney	l	0
Other meetings with client – Meeting with client at office	0	1
Scheduling with the courts and others	l	1
Researching ATR options	l	0
Compile information requested by client	l	0
Preparation for hearing (not Trial)	0	1
"Could not upload PC Law invoices.....that is a huge problem."	l	0
"I do not understand what "Client contact" means-- does that mean 'Contact on behalf of client'???"	l	0

In addition to specific suggestions for categories to be included in the Detail Type, testers also provided a variety of suggestions related to making the categories easier to use:

Tester Suggestions To Make Detail Type Categories Easier To Use	Direct #	Upload #
Not an improvement because providing explanation is additional step "It's really not an improvement over the old system, because my billing system (currently) has it categorized according to "In Court" "Out of Court" and "Travel", and nothing more. Then I just copy & paste (into the old windows) the "detail" from my Quick Books time sheets. Now, I'll have an extra step of trying to look to see what specific type (of the many) it fits into -- was very easy & simple with only three, leaving the detail for the "explanation" window. What I'm trying to convey is that it "doubles up" on my task time, now having to re-categorize what I did to fit the specified drop-down case types." "more tedious than the current system" "…found it took me more time to pick an appropriate category than just typing in what work was actually done" "It takes a while to select all of those activity descriptors. Imagine a file with 50 entries, and maybe some of them are almost a year ago. Who remembers all of that?" "It seems that every item that doesn't fit under a category must be put into client contact or hearing preparation (I've forgotten the exact headings) but then the attorney has to fill out an explanation anyway. How is this any different than what the attorney has to do on the existing format? It's an additional step and these columns just don't exactly fit things like drafting a letter to witness or review an email or research ATR programs. Why not just a category for "other" - still an additional step but at least the description fits under the category heading."	4	2
More choices are needed "Also, you may want to have more options for appellate cases; transcript review, circuit court record review, consult with trial atty, etc." "There is a "Plea" drop down and a "Sentencing after plea" drop down. Most cases, especially misdemeanors have the plea and sentencing in the same hearing." "There should be a choice for reviewing pleadings."	5	0
Concerns about SPD approving billing activities "Biggest concern is, when there are numerous tasks done by the attorney and only being able to enter one task, that our invoices will be cut because the SPD determines that the attorney spent too much time on one task i.e. Reviewing discovery." "The drop-down menu is the most direct guidance I have seen regarding what might be activities most likely to be approved in a bill I would submit. I appreciate the guidance, but would prefer the guidance to the menu."	2	0
Categorize/order menu options "…the "Detail Type" choices are not even in alphabetical order, so it takes longer to find the correct choice." "Some sort of categorization, preferably at least alphabetically."	1	1
Allow customization "Should have a selection to add drop-downs to customize each attorney's descriptions, if one is not already there."	l	0

Recommendations for Next Steps

Below is a list of suggested next steps based on the feedback from the pilot testing of the direct entry option and the upload option.

1. SPD staff should review the feedback received and decide whether this effort is worth continuing. SPD could drop the effort entirely; make more improvements to the system and test the system again; or roll out the system as it is and better explain the purpose to attorneys (i.e., to collect more detailed data, to monitor statewide trends, etc.).
2. If SPD staff decide to continue with this effort as planned, the following changes should be made for both the direct entry function and the upload function:
    a. The suggested changes and additions to the "Detail Type" drop-down menu should be reviewed and added to the system as appropriate.
    b. The issues experienced while testing the system should be resolved if possible so that the issues of being logged-out or receiving errors when submitting bills are resolved.
    c. The suggestions for improvement should be reviewed, and revisions should be made to resolve as many issues as possible.
    d. SPD staff should begin planning for training around using this updated billing system including expectations and information related to categorizing activities using the drop-down menu options provided, as well as comprehensive training materials and a User Guide for the enhanced system.
3. If SPD staff decide to continue with the effort specific to the upload option, the following steps should be taken:
    a. SPD should gather information related to software that the assigned counsel attorneys use and should create instructions for changing each of the software packages that attorneys use.
    b. SPD staff should provide support to assigned counsel attorneys related to changing software to match the updated billing system.
4. If this effort proceeds as planned and a revised version of the system is developed based on the results of this round of pilot testing, another round of pilot testing should be conducted to test functionality and obtain additional feedback.

Appendix E-3: Categories Included in the Final Assigned Counsel Billing System

The following tables include the final list of activities that were included in SPD's updated assigned counsel billing system. The previous version of the assigned counsel billing system included one drop-down menu with options for whether the activity occurred in court, out of court, or was related to travel. After selecting the best option from the drop-down menu, users were asked to enter text about the activities that they had completed. The updated version of the assigned counsel billing system includes a more detailed drop-down menu to record specific activities. The drop-down menu displayed varies by the type of case for which a user is billing, and it only requires users to enter text about activities if there is an "explain" option.

Table 1: Activities Included for Appellate Cases			
Case Type	**Detail-Type**	**Action**	**Sub-Menu of Activities**
Appellate	***Client Contact***	***Client Contact***	Client Meeting-In Jail/Prison
			Client Letter/Email
			Client Phone/Video Conference
			Client Contact-Explain
	Out-court	***Research***	Legal Research-Explain
	Out-court	***Legal Work***	Review Discovery
			Review Transcripts
			Investigation-Explain
			Expert Consultation
			Witness Preparation
			Legal Work Other-Explain
			Meeting/Contact (Non-Client)-Explain
	Out-court	***Writing***	Motion for Extension
			Post Conviction filing
			Court of appeals Brief
			No Merit Report
			Petition for Review/No-Merit Petition for Review
			Other Motion/Notice-Explain
			Supreme Court brief
			Withdrawal Motion
	In-court	***Court Appearances***	Evidentiary Hearing
			Oral Argument
			Non-Evidentiary Hearing
			Other Court Appearance-Explain
	Travel	***Travel***	Travel To/From-Explain

Table 2: Activities Included for Adult Trial Cases			
Case Type	**Detail-Type**	**Action**	**Sub-Menu of Activities**
Adult Trial	***Client Contact***	***Client Contact***	Client Meeting-In Jail/Prison
			Client Letter/Email
			Client Phone/Video Conference
			Client Contact-Explain
	Out-court	***Legal Work***	Review Discovery
			Legal Research-Explain
			Legal-Draft Motion/Documents
			Legal Work Other-Explain
			Investigation-Explain
			Expert Consultation
			Negotiation with DA
			Trial Preparation-Explain
			Sentencing Preparation
			Meeting/Contact (Non-Client)-Explain
	In-Court	***Pre-Trial Court Appearances***	Initial Appearance/Bail Hearing
			Evidentiary Hearing
			Non-Evidentiary Hearing
			Plea
			Sentencing after Plea
			Pre-Trial Court Appearance-Explain
	In-Court	***Trial and Post Trial Appearances***	Jury trial
			Sentencing after Trial
			Court Trial
			Restitution Hearing
	Travel	***Travel***	Travel To/From-Explain

Table 3: Activities Included for Juvenile Cases			
Case Type	**Detail-Type**	**Action**	**Sub-Menu**
Juvenile	***Client Contact***	***Client Contact***	Client Meeting-In Jail/Prison
			Client Letter/Email
			Client Phone/Video Conference
			Client Contact-Explain
	Out-court	***Legal Work***	Review Discovery
			Legal Research-Explain
			Legal-Draft Motion/Documents
			Legal Work Other-Explain
			Witness Preparation
			Preparation for Hearing
			Negotiation
			Expert Consultation
			Investigation-Explain
			Meeting/Contact (Non-Client)-Explain
	In-Court	***Court***	Detention hearing
			Plea hearing
			Pre-trial hearing
			Waiver hearing
			Fact-finding hearing
			Motion hearing
			Disposition hearing
			Sanctions hearing
			Extension hearing
			Court Trial-JV
			Revision/Change of Placement Hearing
			Other Court Appearance-Explain
	Travel	***Travel***	Travel To/From-Explain

Table 4: Activities Included for Mental Commitment Cases			
Case Type	**Detail-Type**	**Action**	**Sub-Menu**
Mental Commitment	***Client Contact***	***Client Contact***	Client Meeting in Facility
			Client Letter/Email
			Client Phone/Video Conference
			Client Contact-Explain
	Out-court	***Legal Work***	Review Discovery
			Legal Research-Explain
			Legal-Draft Motion/Documents
			Legal Work Other-Explain
			Review Medical Records
			Expert Consultation
			Medical Research
			Evidentiary Motions
			Witness Preparation
			Investigation-Explain
			Meeting/Contact (Non-Client)-Explain
	In-Court	***Court***	Pre-Trial Court Appearance
			Probable Cause Hearing
			Final Hearing
			Pre/Post Trial Med Hearings
			Post Commitment Hearing
			Re-Commitment Hearing
			Jury Trial
			Court Trial
			Other Court Appearance-Explain
	Travel	***Travel***	Travel To/From-Explain

Table 5: Activities Included for Termination of Parental Rights (TPR) Cases			
Case Type	**Detail-Type**	**Action**	**Sub-Menu**
TPR	***Client Contact***	***Client Contact***	Client Meeting-In Jail/Prison
			Client Letter/Email
			Client Phone/Video Conference
			Client Contact-Explain
	Out-court	***Legal Work***	Review Discovery
			Legal Research-Explain
			Legal-Draft Motion/Documents
			Legal Work Other-Explain
			Investigation-Explain
			Expert consultation
			Negotiation
			Trial Preparation-Explain
			Meeting/Contact (Non-Client)-Explain
	In-Court	***Pre-trial Court Hearings***	Initial Appearance/Bail Hearing
			Pre-Trial Conference
			Temporary Physical Custody Hearing
			Motion Hearing
			Revision/Change of Placement Hearing
			Permanency Plan Review
			Other Pre-Trial Hearing-Explain
	In-Court	***Trial and Post-Trial Hearings***	Jury Trial
			Court Trial
			Disposition hearing
			Voluntary TPR hearing
			Other Post-Trial Hearing-Explain
	Travel	***Travel***	Travel To/From-Explain

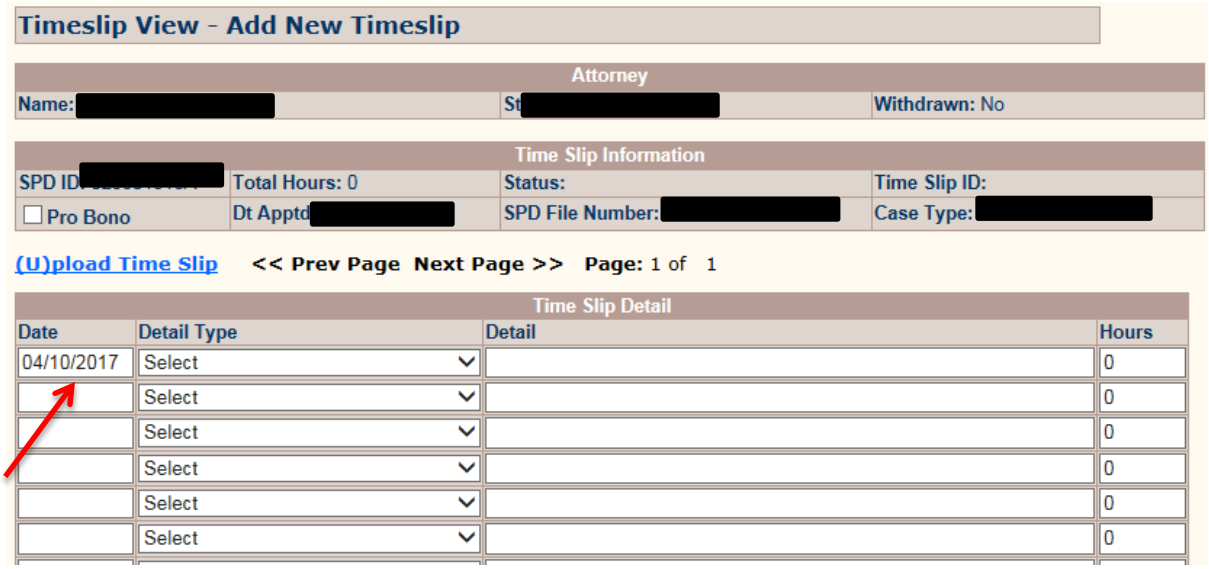
Table 6: Activities Included for Revocation Cases			
Case Type	**Detail-Type**	**Action**	**Sub-Menu**
Revocation	***Client Contact***	***Client Contact***	Client Meeting-In Jail/Prison
			Client Letter/Email
			Client Phone/Video Conference
			Client Contact-Explain
	Out-court	***Getting Records***	Obtain Client Releases
			Review DOC file
			Obtain Evidence CDs and Reports
			Obtain Other Records
	Out-Court	***Hearing Preparation***	Review Discovery/Packet/Credit
			Investigation-Explain
			Negotiation with DOC agent
			Review ATR Proposal(s)/Option(s)
			Subpoena Witnesses
			Witness Preparation
			Legal Research-Explain
			Other Hearing Preparation-Explain
			Meeting/Contact (Non-Client)-Explain
	Out-Court	***Sentencing Preparation***	Negotiation with DA for Sentencing
			Client Preparation
			Sentencing Preparation
	In-Court	***Hearing and Appeal***	Revocation Hearing
			Administrative Appeal/Letter Brief
			Writ of Certiorari
			Hearing-Explain
	In-Court	***Sentencing***	Sentencing Hearing
	Travel	***Travel***	Travel To/From-Explain

Table 7: Activities Included for "Other" Cases (Cases other than those in the categories above)			
Case Type/Purpose	**Detail-Type**	**Action**	**Sub-Menu**
Special/Extradition/ Restitution/Miscellaneous	***Client Contact***	***Client Contact***	Client Meeting-In Jail/Prison
			Client Letter/Email
			Client Phone/Video Conference
			Client Contact-Explain
	In-Court	***In-Court Work***	In-Court Work Explain
	Out-Court	***Out-Court Work***	Out-of-Court Work Explain
	Travel	***Travel***	Travel To/From-Explain

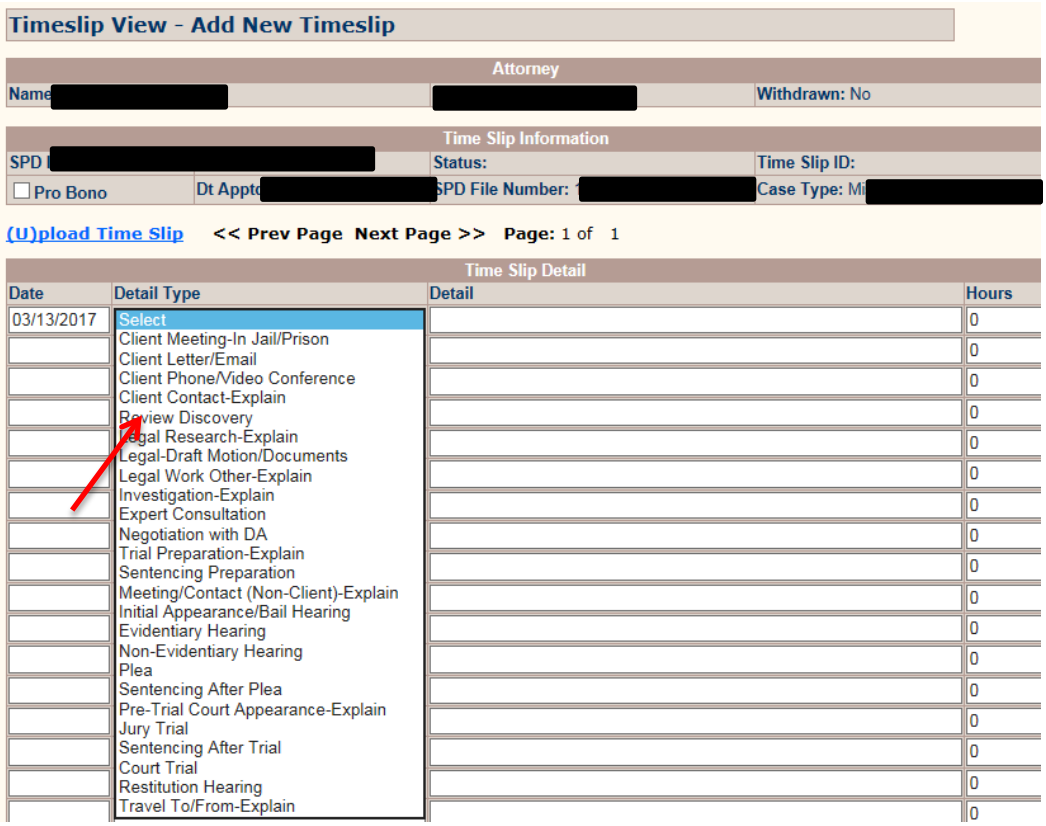
Appendix E-4: Instructions for the Assigned Counsel Billing System

Instructions for the Direct Bill Function

1. Log-in using your log-in credentials to the billing site.
2. Click "Add" next to the case you would like to bill on.
3. Enter in the date on your first activity.

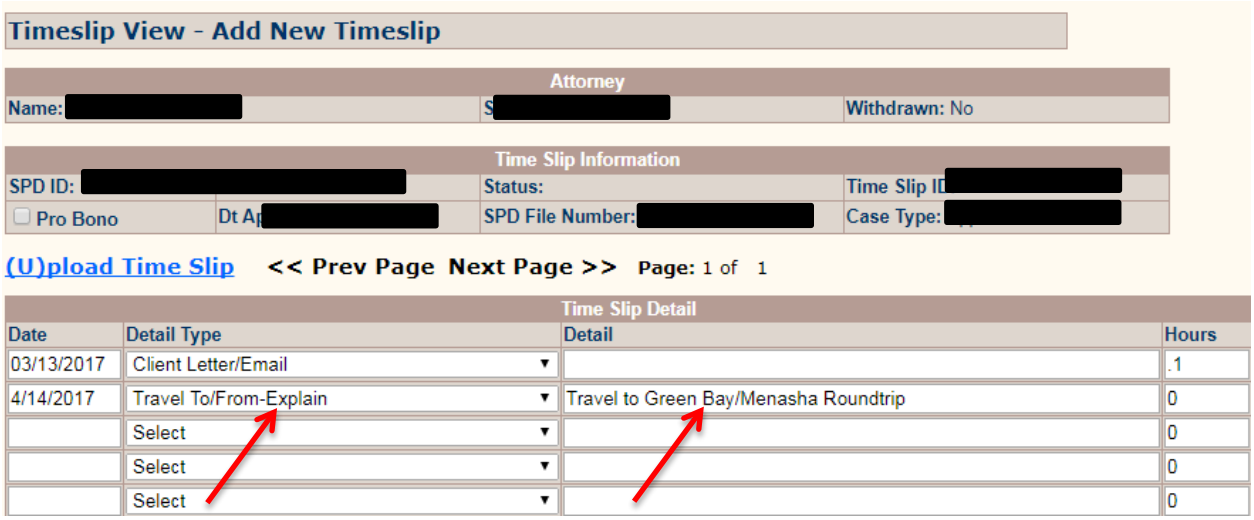


4. Use the drop-down menu to select the best activity description ("Detail Type") for each activity that you had in the case.

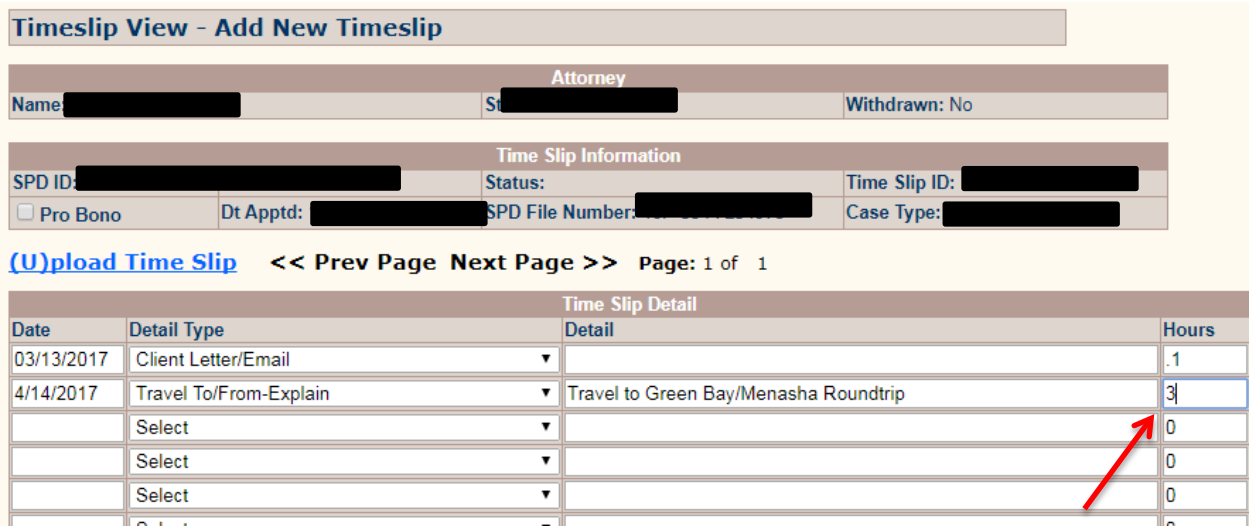


5. If the activity description in the drop-down says “Explain” fill in the details regarding the activity in the “Detail” column.

NOTE: If the activity description in the drop-down does <u>not</u> say “Explain” you do not need to type anything into the “Detail” column.



6. Fill in the amount of time spent on the activity.



7. Fill in the drop-down value for each activity. **NOTE: If the activity description in the drop-down does <u>not</u> say "Explain" you do not need to type anything into the "Detail" column.**

8. Press "Save & Conti(n)ue" to save your work as you go. When you reach the end of a page, you must click "Save & Conti(n)ue" prior to moving onto the next page:

02/15/2003	Client Meeting-In Jail/Prison		1.3
02/23/2003	Legal-Draft Motion/Documents	drafted motions in limine	2.3
02/23/2003	Client Phone/Video Conference		0.2
02/27/2003	Negotiation with DA		0.5
02/28/2003	Legal Work Other-Explain	prep for hearing	1.2
03/06/2003	Evidentiary Hearing	re: motions in limine	0.9
03/06/2003	Client Meeting-In Jail/Prison		0.3
03/17/2003	Trial Preparation-Explain	prepped for jury trial; reviewed documents; direct/cross exam prep; wo	4.3
03/18/2003	Trial Preparation-Explain	prepped for jury trial; drafted closing; direct/cross exam prep; worked o	2.7
03/19/2003	Meeting/Contact (Non-Client)-Explain	met with witness for trial prep.	0.7
03/20/2003	Trial Preparation-Explain	drafted opening; direct/cross; exhibits; jury instructions	1.2
03/21/2003	Investigation-Explain	met with investigator	0.7
03/24/2003	Jury Trial		8.5
03/25/2003	Jury Trial		8.5
		Total:	71.9

(S)ave - Finish Later | Save & Conti(n)ue | (F)inalize Bill | Finalize as (I)nterim Bill

(E)nter Expenses | (C)ancel

If you do not press "Save & Conti(n)ue," the next page button will not display:

<< Prev Page **Next Page >>** **Page:** 1 of 1

Time Slip Detail			
Date	Detail Type	Detail	Hours
10/25/2002	Client Meeting-In Jail/Prison		0.2
10/26/2002	Initial Appearance/Bail Hearing		0.4
10/26/2002	Client Letter/Email		0.1
10/28/2002	Review Discovery		0.4
10/29/2002	Investigation-Explain	met with investigator	0.6
11/02/2002	Negotiation with DA		0.3
11/04/2002	Legal Research-Explain	researched 4th amendment concerns	1.2

9. When complete, select "(F)inalize Bill" at the bottom of the page:

03/18/2003	Trial Preparation-Explain	prepped for jury trial; drafted closing; direct/cross exam prep; worked o	2.7
03/19/2003	Meeting/Contact (Non-Client)-Explain	met with witness for trial prep.	0.7
03/20/2003	Trial Preparation-Explain	drafted opening; direct/cross; exhibits; jury instructions	1.2
03/21/2003	Investigation-Explain	met with investigator	0.7
03/24/2003	Jury Trial		8.5
03/24/2003	Jury Trial		8.5
		Total:	86.5

(S)ave - Finish Later | Save & Conti(n)ue | (F)inalize Bill | Finalize as (I)nterim Bill

(E)nter Expenses | (C)ancel

10. Fill in the remaining information prior to submission and click "Save and Submit to SPD."

Close Case

Attorney

Name: Unknown, Unknown	State Bar ID: 0	Status: Active

Case

Client Name: [redacted]	DOB: [redacted]	SSN: [redacted]	SPD ID: [redacted]
Case Type: Felony	County: [redacted]	Judge:	SPD File #: [redacted]

Closing

Date of Disposition: 04/25/2003

Withdrawal Code: 0 - N/A - No Withdrawal

Notify your local office if this case needs to be reappointed.
If reappointment not required, close case using "Other" for 'Disposition' and 'Finding'

Sentencing Judge ID: (V)iew List of Judges

Hearings	Services
☑ Probable Cause or Preliminary Hearing Held	☑ Contract Investigator
# of Other Evidentiary Hearings: 2	☐ Contract Client Services
# of Non Evidentiary Hearings: 5	☐ Experts
# of Briefs: 2	☑ NOI Filed

Disposition Information

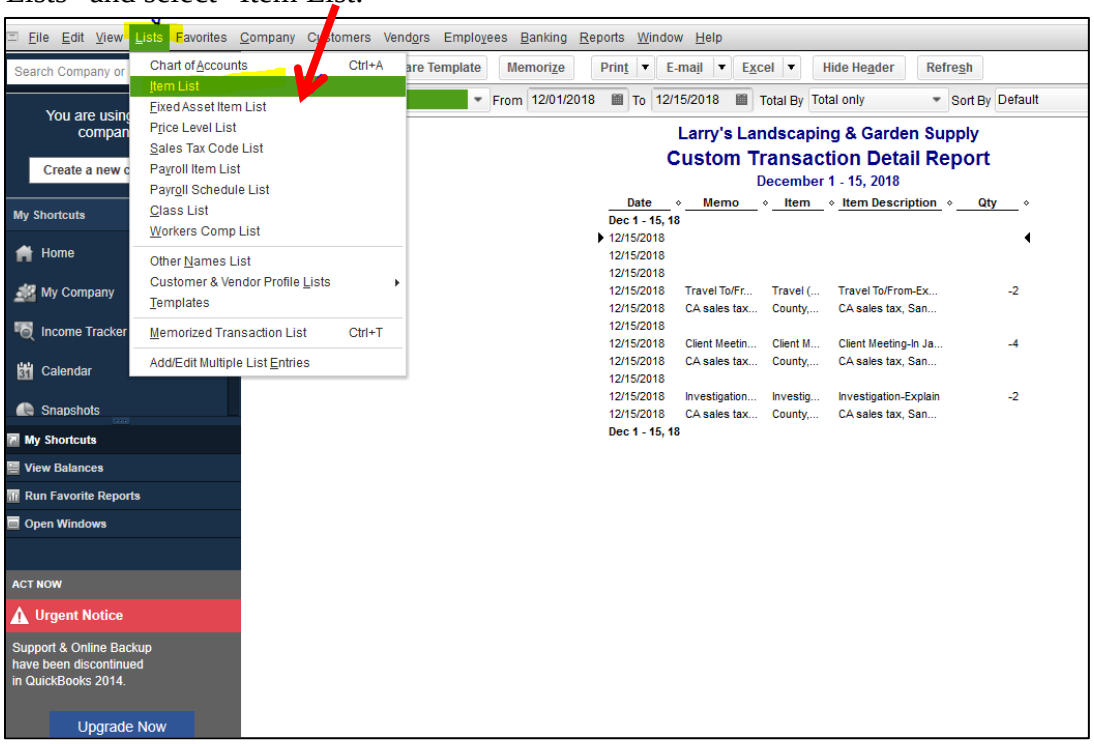
	Statute Open	Statute Close	Disposition By	Finding	Years	Months	Days
Disposition Notes				View list of SPD Statutes	ES Years	ES Months	
#1	940.19		1 - Jury Trial	3 - As Alleged	2	1	0
#2	947.01		1 - Jury Trial	3 - As Alleged			30
#3	946.49		1 - Jury Trial	3 - As Alleged	2	1	0
#4	946.49		1 - Jury Trial	3 - As Alleged	2	1	0
#5	946.49		1 - Jury Trial	3 - As Alleged	2	1	0

(S)ave | Save and Submit to SPD | Cancel

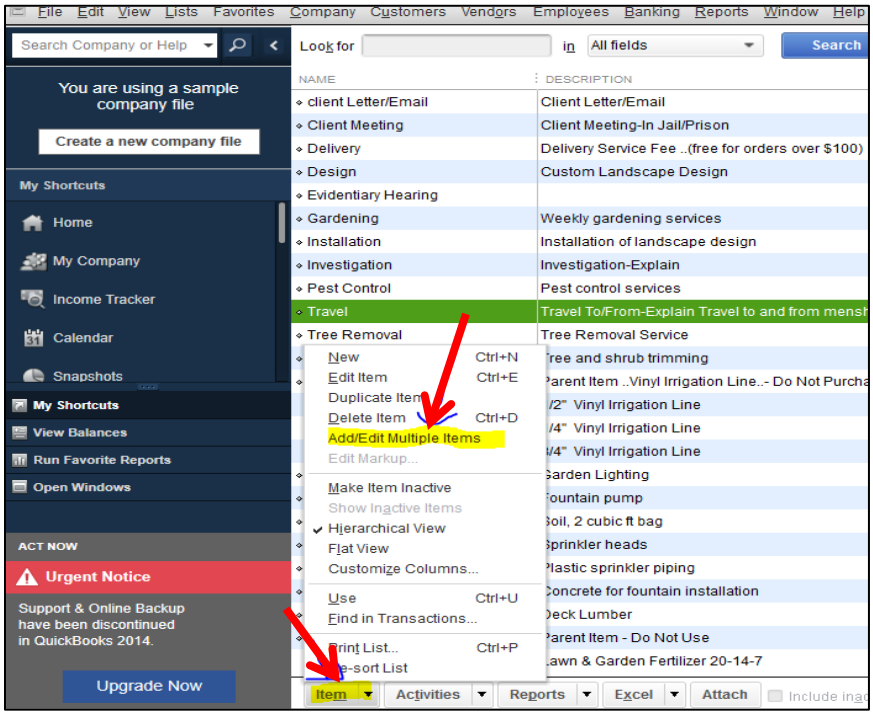
Quickbooks SetUp Instructions for eOPD Compatibility

Step 1.

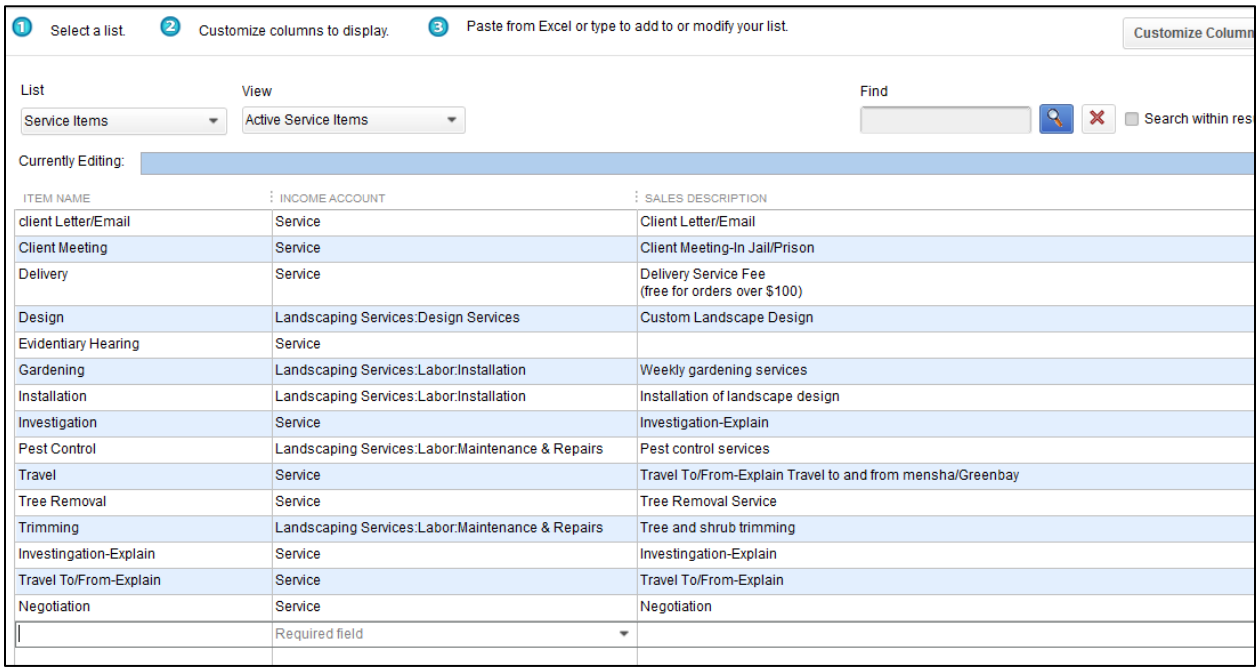
1. Create an Item.
2. Click on “Lists” and select “Item List.”



3. Click on “Item” (at the bottom of the screen) and choose “Add multiple items.”



4. Once you click on the above options, your screen will look like this:



ITEM NAME	INCOME ACCOUNT	SALES DESCRIPTION
client Letter/Email	Service	Client Letter/Email
Client Meeting	Service	Client Meeting-In Jail/Prison
Delivery	Service	Delivery Service Fee (free for orders over $100)
Design	Landscaping Services:Design Services	Custom Landscape Design
Evidentiary Hearing	Service	
Gardening	Landscaping Services:Labor:Installation	Weekly gardening services
Installation	Landscaping Services:Labor:Installation	Installation of landscape design
Investigation	Service	Investigation-Explain
Pest Control	Landscaping Services:Labor:Maintenance & Repairs	Pest control services
Travel	Service	Travel To/From-Explain Travel to and from mensha/Greenbay
Tree Removal	Service	Tree Removal Service
Trimming	Landscaping Services:Labor:Maintenance & Repairs	Tree and shrub trimming
Investingation-Explain	Service	Investingation-Explain
Travel To/From-Explain	Service	Travel To/From-Explain
Negotiation	Service	Negotiation
	Required field	

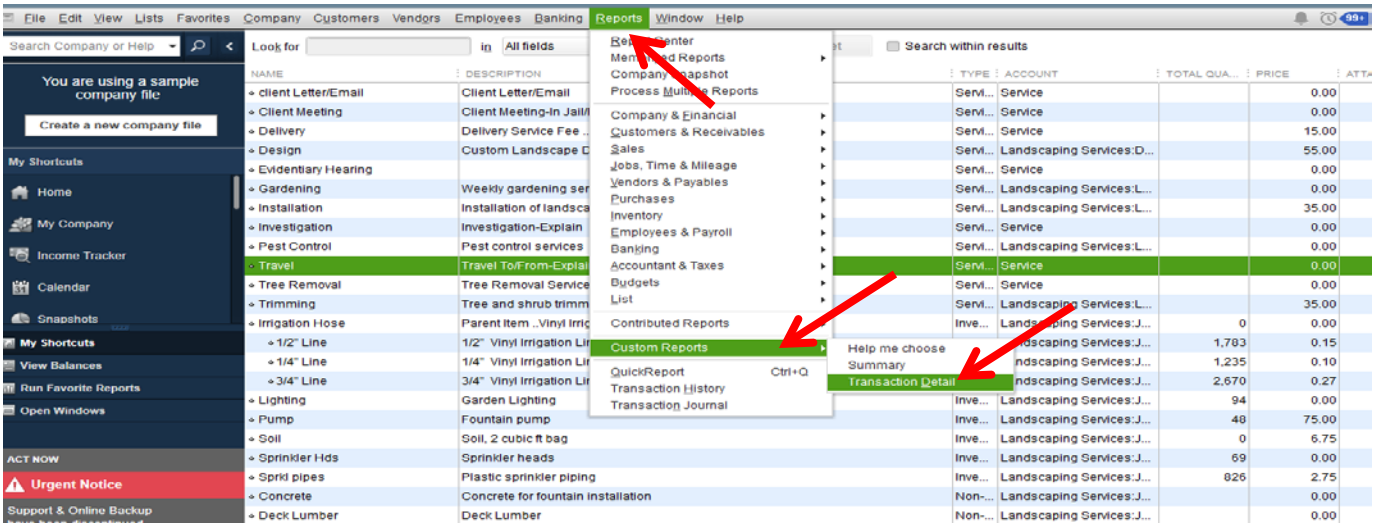
5. Copy and paste the values of the three columns in the spreadsheet titled: "Quickbooks Users Drop-Down Options."

Step 2:

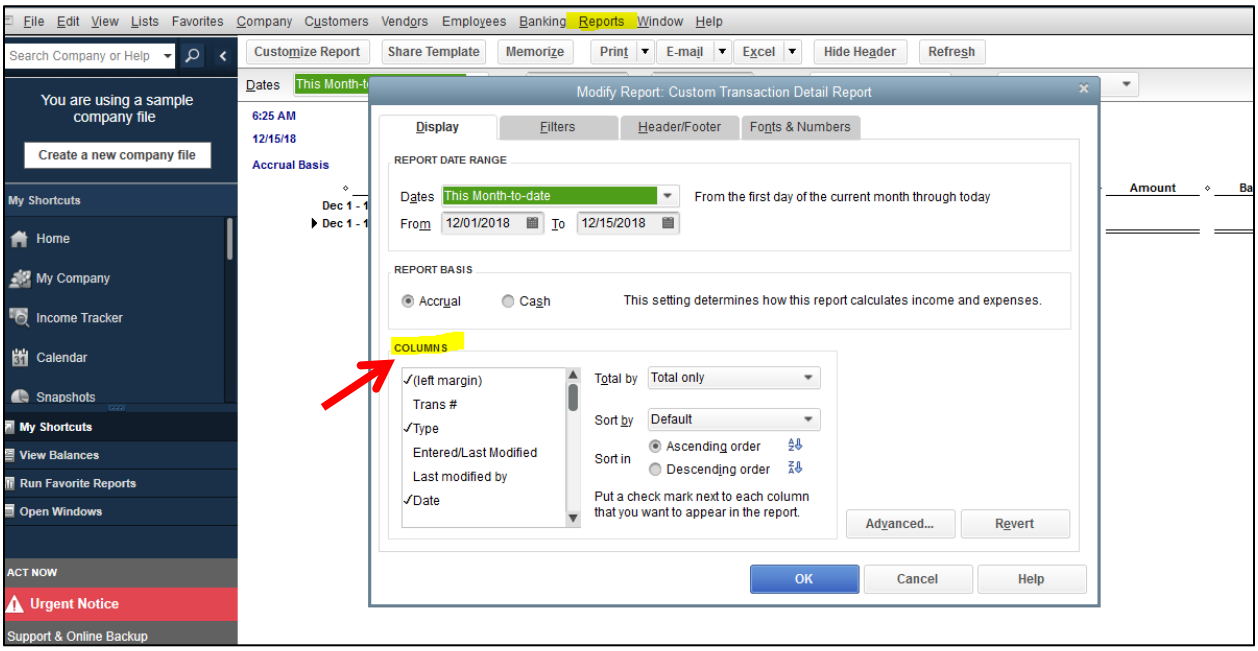
1. Create the invoice for the case you would like to bill the SPD.
2. Use the new values when creating your invoice in order to ensure that these entries are compatible with the eOPD billing system.

Step 3

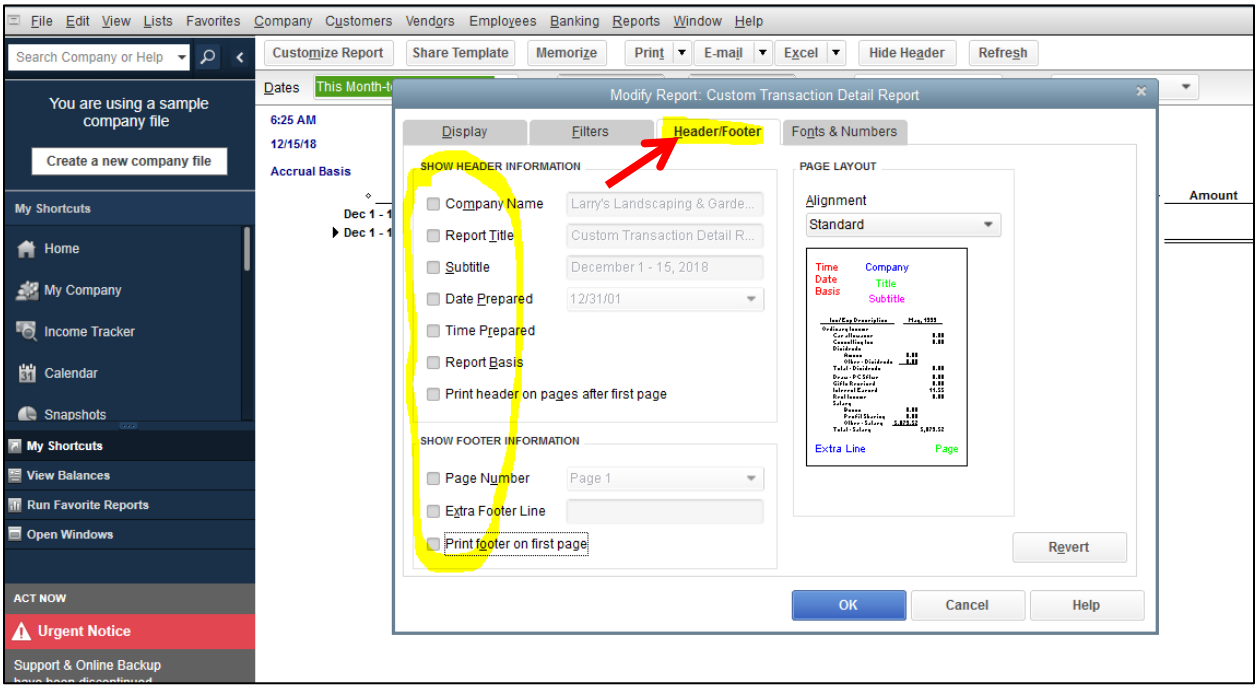
1. Create a new custom report.
2. At the top of the screen click "Reports" and select "Custom Reports." Then select "Transaction Detail."



3. In the “Display” tab under the columns window choose / check only the following columns:
    a. Date
    b. Memo
    c. Quantity

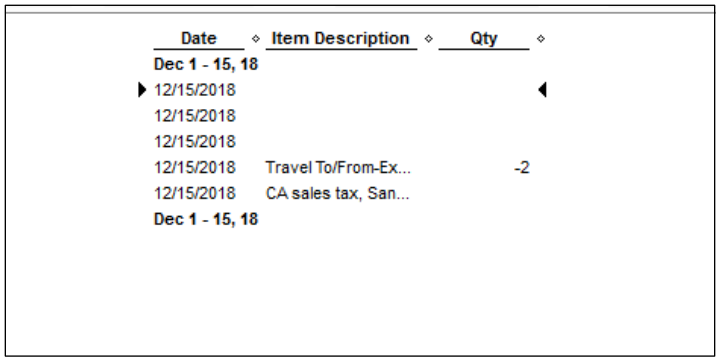


4. Under the “Header/Footer” tab, uncheck everything.



5. Click “OK.”

6. Your report should look like this:

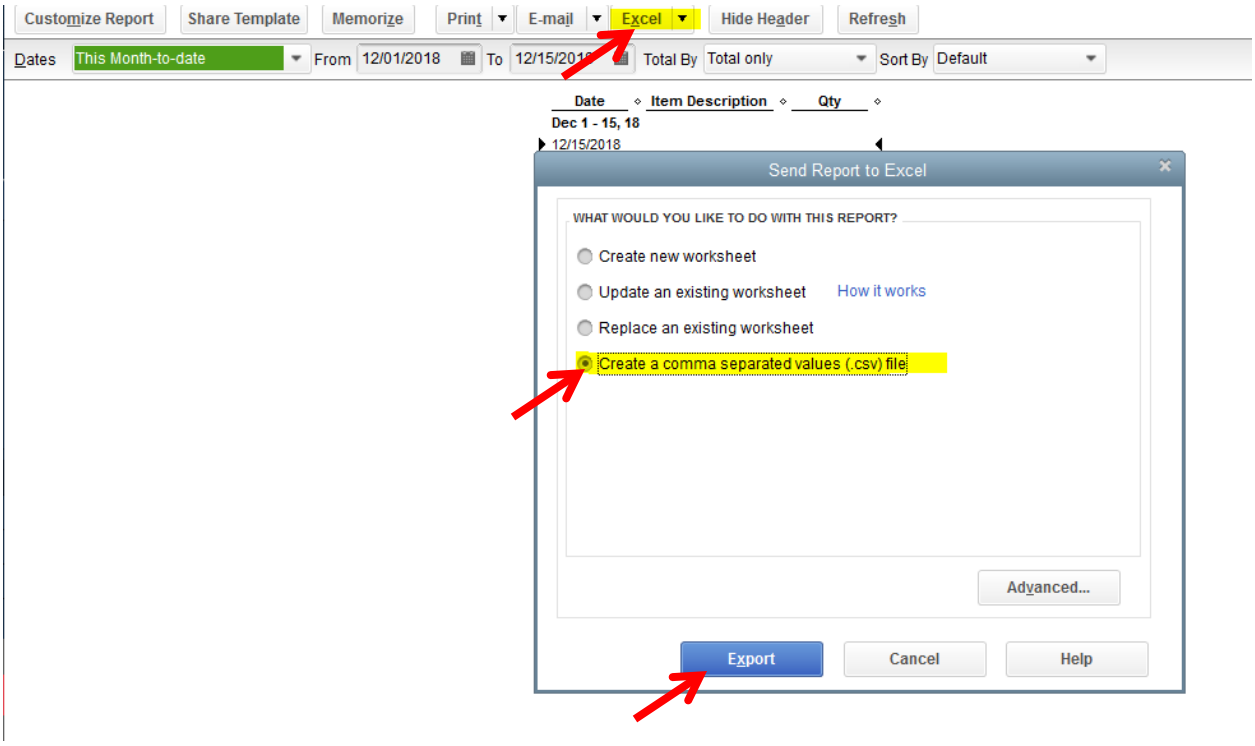


Date	Item Description	Qty
Dec 1 - 15, 18		
12/15/2018		
12/15/2018		
12/15/2018		
12/15/2018	Travel To/From-Ex...	-2
12/15/2018	CA sales tax, San...	
Dec 1 - 15, 18		

7. Click on memorize so this template is saved for future use. (insert screenshot showing where "memorize" is).

Step 4:

1. Next, you need to create the CSV file for upload to the eOPD billing system.
2. Click on "Excel" and select "Update Excel."
3. Choose "Create a comma separated values file (.csv) file."



4. Click on "Export."
5. Save your file on the desktop in a location where you can find it later. Your file will then be ready for upload into the eOPD billing system.

Assigned Counsel Upload File Instructions

Creating the File

In order for a file to be ready for upload*, it needs to:

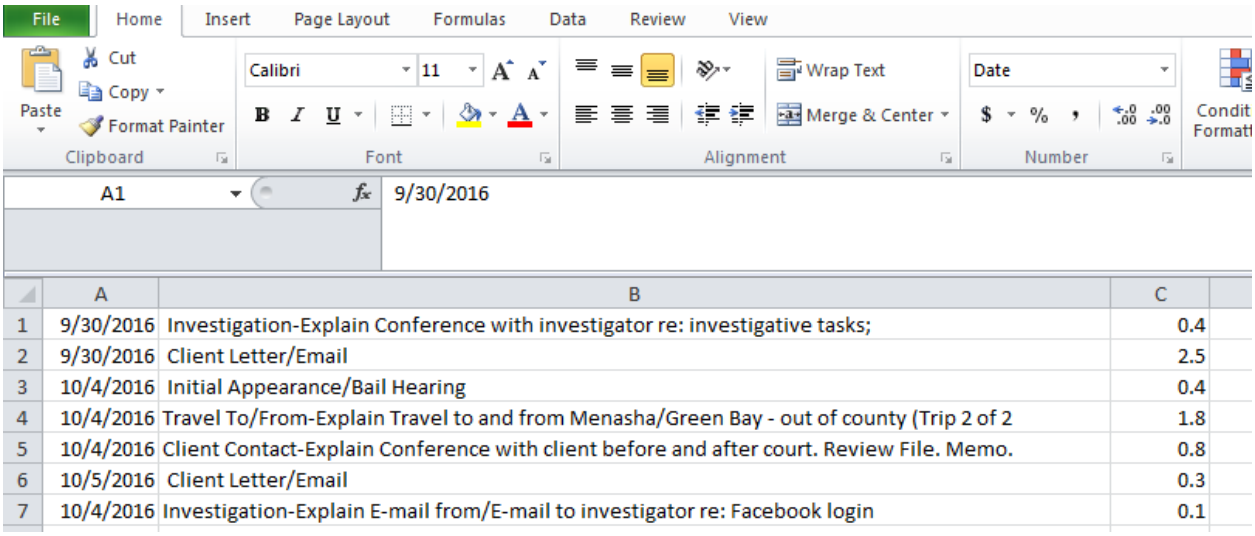
1. Contain three columns: Date, Values/Description, Number of Hours,
2. Not contain any extraneous information, and
3. Be in a .csv file format

*Note: Do not enter expenses prior to uploading your time slip. The billing site will not allow the option to upload if expenses are entered before the time slip.

Correct Column Entries

A correct upload file will contain three columns: Date, Values/Description and Number of Hours:

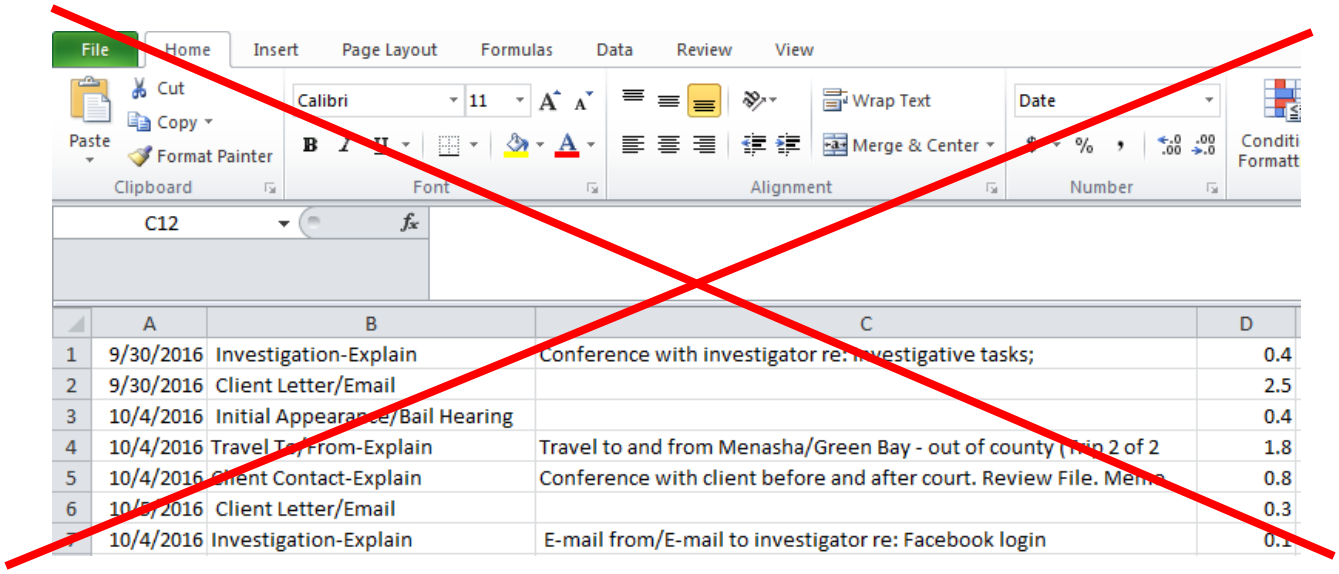
Correct Format:



	A	B	C
1	9/30/2016	Investigation-Explain Conference with investigator re: investigative tasks;	0.4
2	9/30/2016	Client Letter/Email	2.5
3	10/4/2016	Initial Appearance/Bail Hearing	0.4
4	10/4/2016	Travel To/From-Explain Travel to and from Menasha/Green Bay - out of county (Trip 2 of 2	1.8
5	10/4/2016	Client Contact-Explain Conference with client before and after court. Review File. Memo.	0.8
6	10/5/2016	Client Letter/Email	0.3
7	10/4/2016	Investigation-Explain E-mail from/E-mail to investigator re: Facebook login	0.1

The second column should contain the values provided to you by the SPD. If the value has “explain” after it, you should enter the description of that activity after the “explain.” For example, in the image above, the value provided by the SPD was “Investigation-Explain.” After the word “explain” the attorney typed in the description: “Conference with investigator re: investigative tasks.”

Incorrect Format:



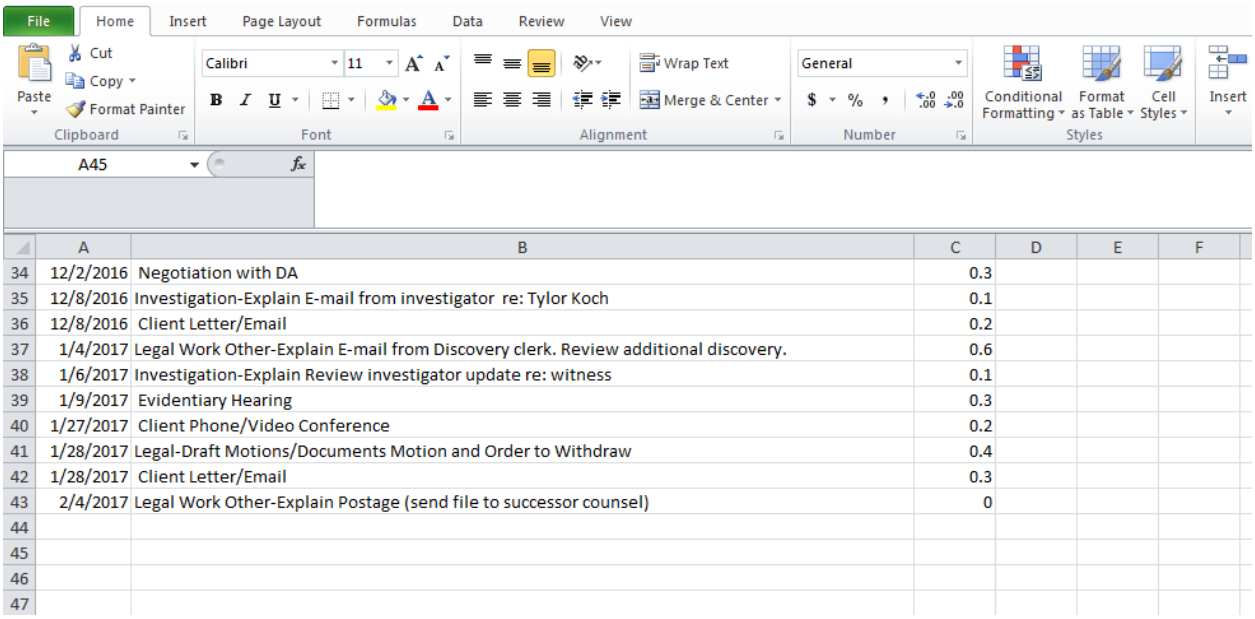
	A	B	C	D
1	9/30/2016	Investigation-Explain	Conference with investigator re: Investigative tasks;	0.4
2	9/30/2016	Client Letter/Email		2.5
3	10/4/2016	Initial Appearance/Bail Hearing		0.4
4	10/4/2016	Travel To/From-Explain	Travel to and from Menasha/Green Bay - out of county (Trip 2 of 2	1.8
5	10/4/2016	Client Contact-Explain	Conference with client before and after court. Review File. Memo	0.8
6	10/5/2016	Client Letter/Email		0.3
7	10/4/2016	Investigation-Explain	E-mail from/E-mail to investigator re: Facebook login	0.1

In this incorrect file format above, the attorney put the description of the activity in a separate column from the value. This will not upload properly into the billing system, so this format should not be used.

Incorrect Extraneous Information

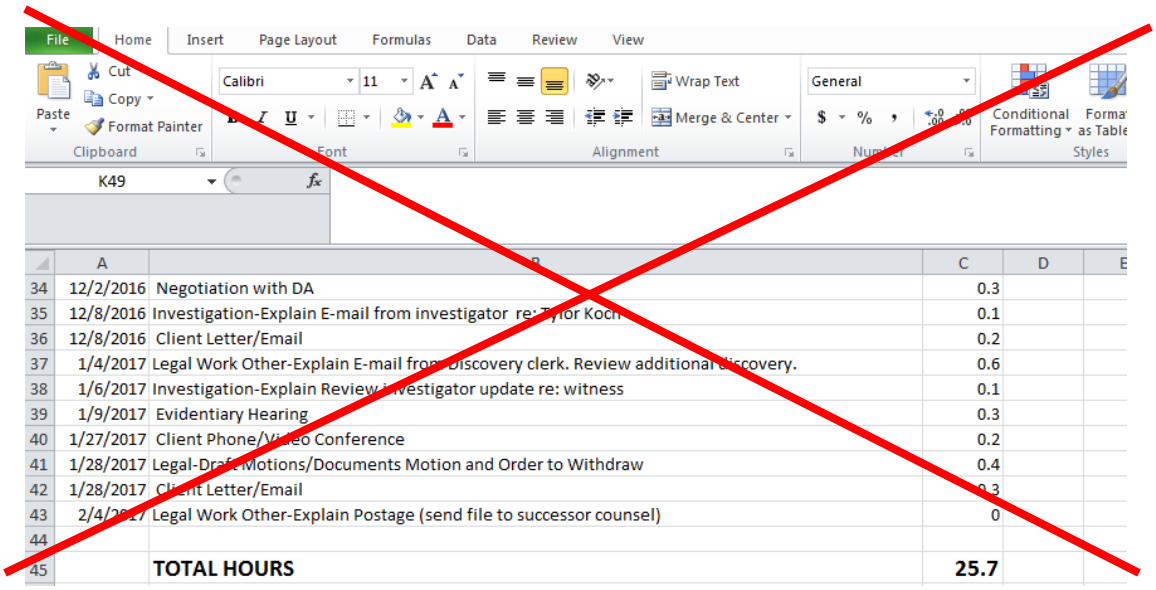
A file should not contain information outside of the three columns such as totals, headings, or additional columns:

Correct Format (no totals at the bottom):



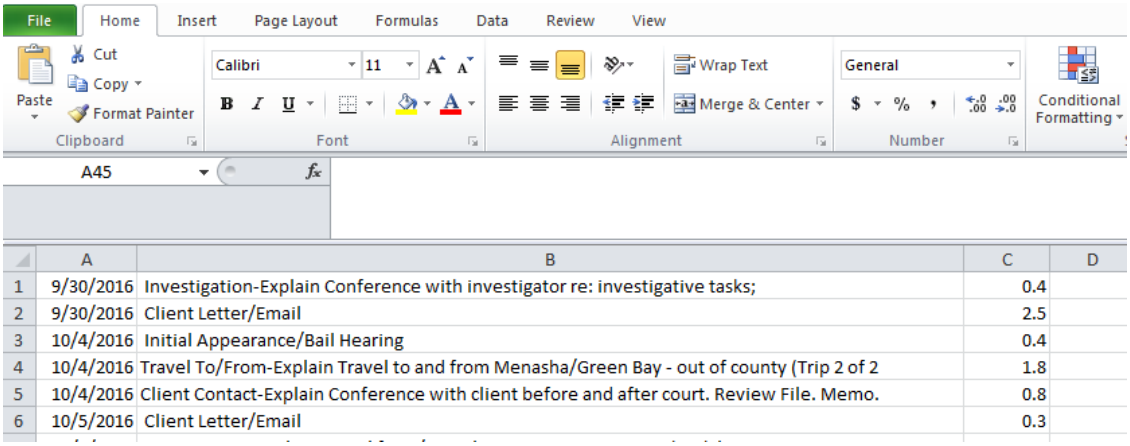
	A	B	C	D	E	F
34	12/2/2016	Negotiation with DA	0.3			
35	12/8/2016	Investigation-Explain E-mail from investigator re: Tylor Koch	0.1			
36	12/8/2016	Client Letter/Email	0.2			
37	1/4/2017	Legal Work Other-Explain E-mail from Discovery clerk. Review additional discovery.	0.6			
38	1/6/2017	Investigation-Explain Review investigator update re: witness	0.1			
39	1/9/2017	Evidentiary Hearing	0.3			
40	1/27/2017	Client Phone/Video Conference	0.2			
41	1/28/2017	Legal-Draft Motions/Documents Motion and Order to Withdraw	0.4			
42	1/28/2017	Client Letter/Email	0.3			
43	2/4/2017	Legal Work Other-Explain Postage (send file to successor counsel)	0			
44						
45						
46						
47						

Incorrect Format (contains totals at the bottom):



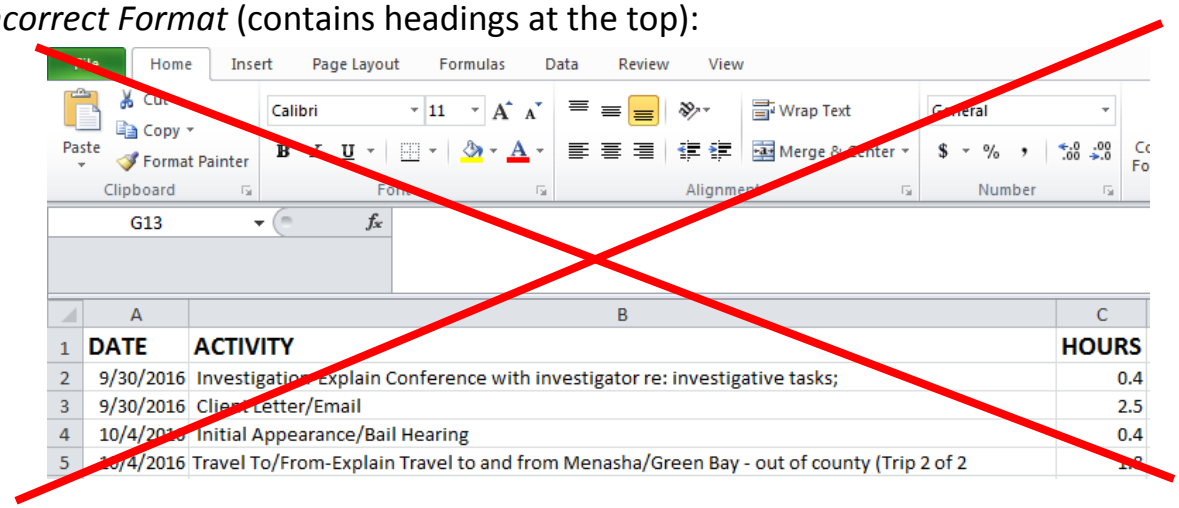
	A	B	C	D	E
34	12/2/2016	Negotiation with DA	0.3		
35	12/8/2016	Investigation-Explain E-mail from investigator re: Taylor Koch	0.1		
36	12/8/2016	Client Letter/Email	0.2		
37	1/4/2017	Legal Work Other-Explain E-mail from Discovery clerk. Review additional discovery.	0.6		
38	1/6/2017	Investigation-Explain Review investigator update re: witness	0.1		
39	1/9/2017	Evidentiary Hearing	0.3		
40	1/27/2017	Client Phone/Video Conference	0.2		
41	1/28/2017	Legal-Draft Motions/Documents Motion and Order to Withdraw	0.4		
42	1/28/2017	Client Letter/Email	0.3		
43	2/4/2017	Legal Work Other-Explain Postage (send file to successor counsel)	0		
44					
45		**TOTAL HOURS**	**25.7**		

Correct Format (no headings):



	A	B	C	D
1	9/30/2016	Investigation-Explain Conference with investigator re: investigative tasks;	0.4	
2	9/30/2016	Client Letter/Email	2.5	
3	10/4/2016	Initial Appearance/Bail Hearing	0.4	
4	10/4/2016	Travel To/From-Explain Travel to and from Menasha/Green Bay - out of county (Trip 2 of 2	1.8	
5	10/4/2016	Client Contact-Explain Conference with client before and after court. Review File. Memo.	0.8	
6	10/5/2016	Client Letter/Email	0.3	

Incorrect Format (contains headings at the top):

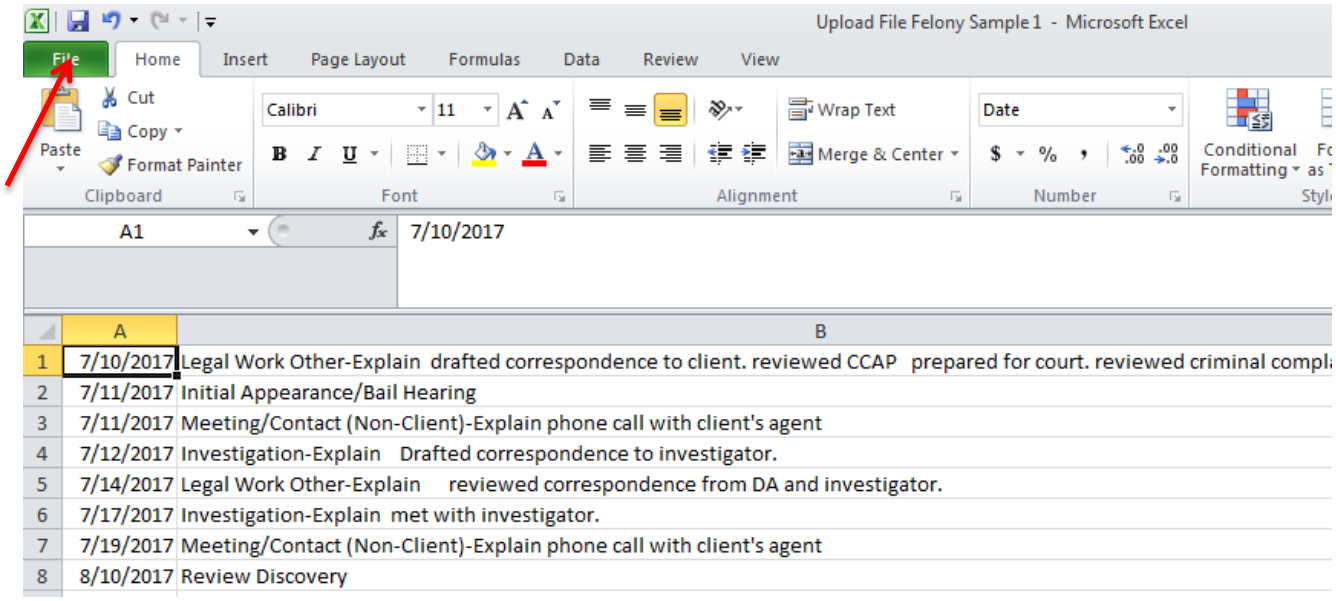


	A	B	C
1	**DATE**	**ACTIVITY**	**HOURS**
2	9/30/2016	Investigation-Explain Conference with investigator re: investigative tasks;	0.4
3	9/30/2016	Client Letter/Email	2.5
4	10/4/2016	Initial Appearance/Bail Hearing	0.4
5	10/4/2016	Travel To/From-Explain Travel to and from Menasha/Green Bay - out of county (Trip 2 of 2	1.8

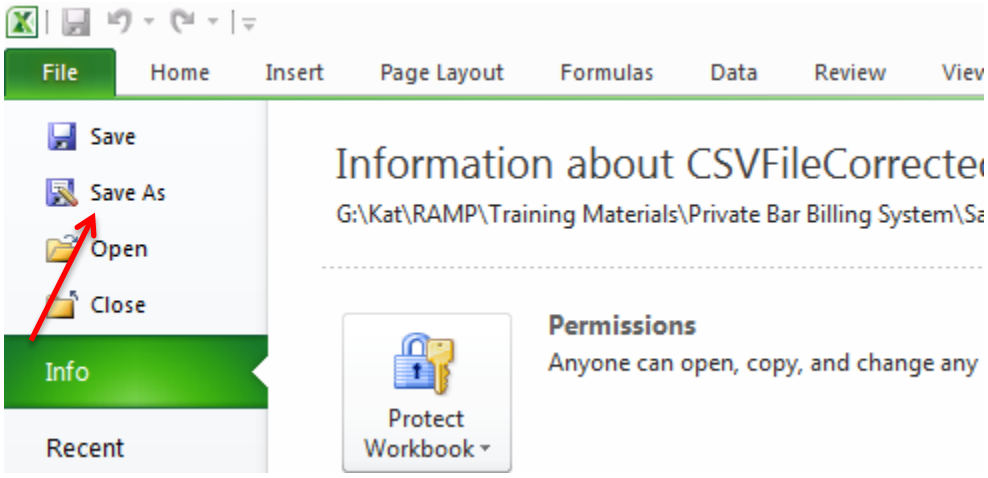
Saving as .csv File Format

1. You can save as a .csv file format by either exporting your file from your software program under that format or
2. You can convert an excel file into the .csv format:

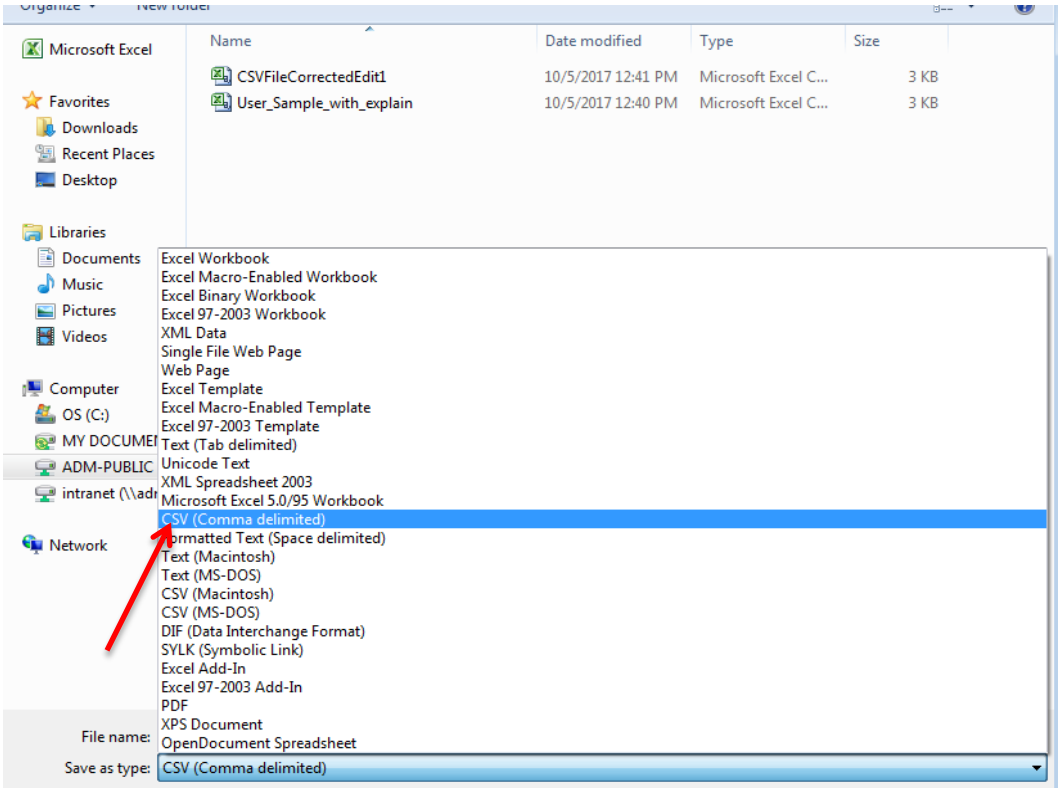
Step One: In the upper left hand corner select "File."



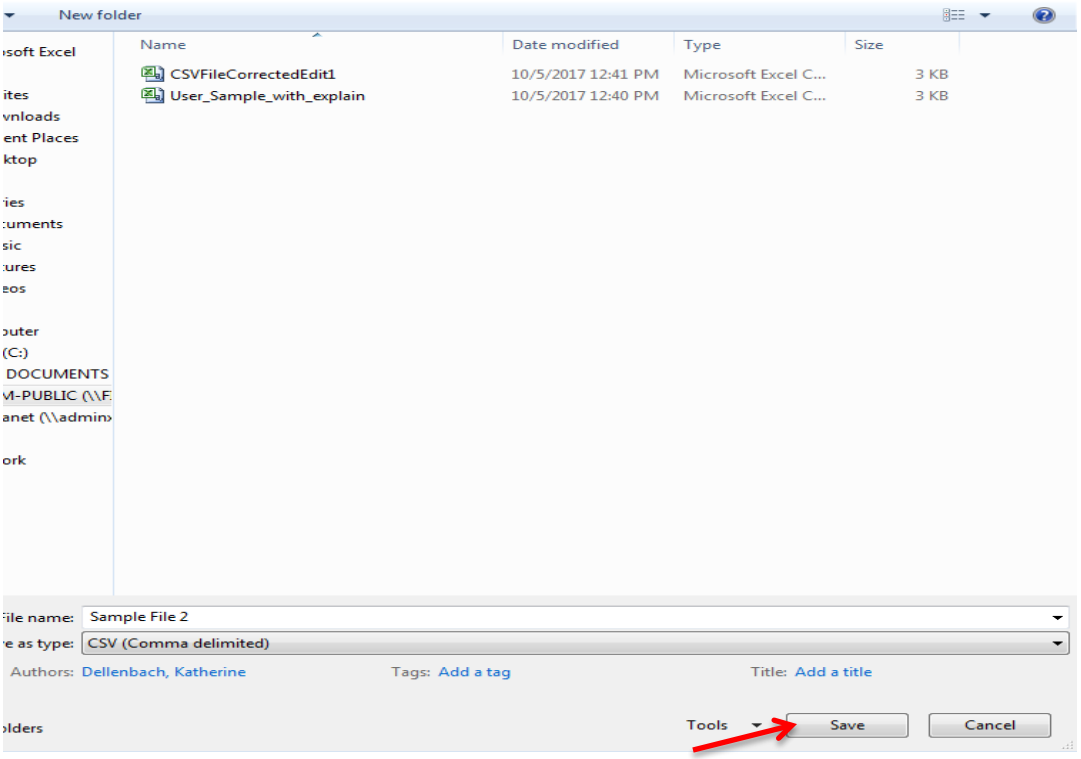
Step Two: Select "Save As."



Step Three: Under the “Save as type:” drop-down menu, select “CSV (Comma delimited).”

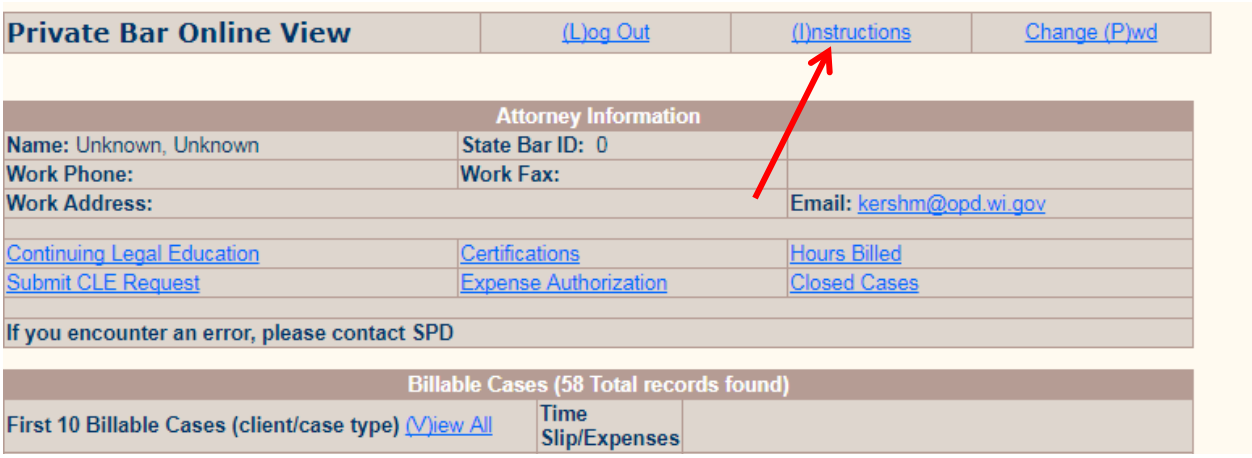


Step Four: Click “Save.”



Uploading Tips

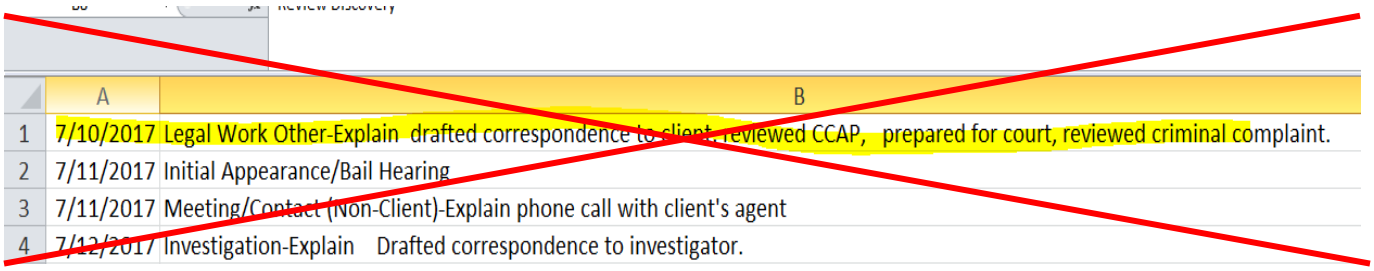
Tip #1: When entering the drop-down information into your time slip, it must match our drop-down options exactly (spacing, spelling, capitalization). Copies of the drop-down options (titled "Text File Drop_Down Options") are available under the "Instructions" link on the attorney billing page:



Tip #2: Do not enter expenses prior to uploading your time slip. The billing site will not allow the option to upload if expenses are entered before the time slip.

Tip #3: Eliminate all commas from your entries. Instead, use a semi-colon or period:

Incorrect Format



	A	B
1	7/10/2017	Legal Work Other-Explain drafted correspondence to client, reviewed CCAP, prepared for court, reviewed criminal complaint.
2	7/11/2017	Initial Appearance/Bail Hearing
3	7/11/2017	Meeting/Contact (Non-Client)-Explain phone call with client's agent
4	7/12/2017	Investigation-Explain Drafted correspondence to investigator.

Correct Format

	A	B
1	7/10/2017	Legal Work Other-Explain drafted correspondence to client. reviewed CCAP. prepared for court. reviewed criminal complaint.
2	7/11/2017	Initial Appearance/Bail Hearing
3	7/11/2017	Meeting/Contact (Non-Client)-Explain phone call with client's agent

<u>Tip #4:</u> In the Hours/Time Value column of your .CSV file, be sure that the numbers in the column are showing a decimal value. If the value is a whole number, the file will not load properly into the billing system:

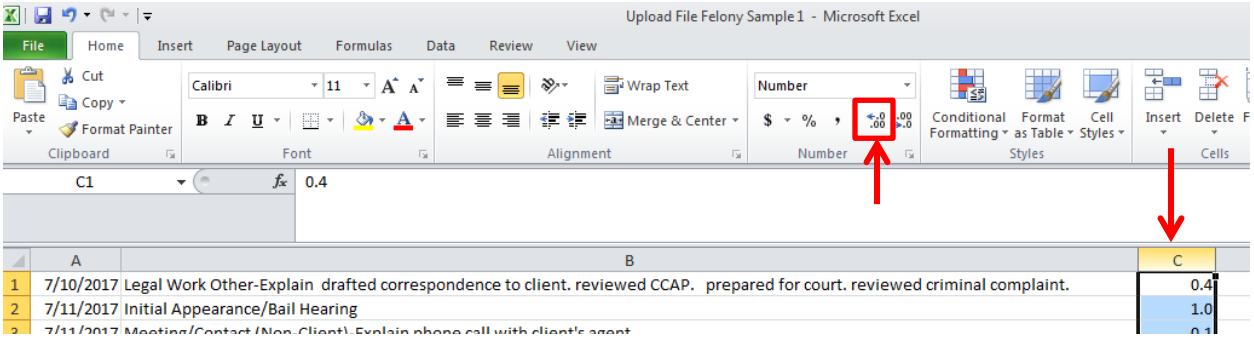
Incorrect Format

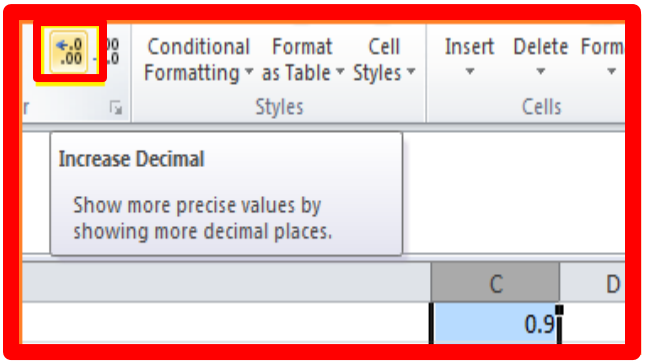
	A	B	C	D
1	7/10/2017	Legal Work Other-Explain drafted correspondence to client. reviewed CCAP. prepared for court. reviewed criminal complaint.	0.4	
2	7/11/2017	Initial Appearance/Bail Hearing	1	
3	7/11/2017	Meeting/Contact (Non-Client)-Explain phone call with client's agent	0.1	
4	7/12/2017	Investigation-Explain Drafted correspondence to investigator.	0.2	
5	7/14/2017	Legal Work Other-Explain reviewed correspondence from DA and investigator.	0.1	
6	7/17/2017	Investigation-Explain met with investigator.	2	
7	7/19/2017	Meeting/Contact (Non-Client)-Explain phone call with client's agent	0.1	

Correct Format

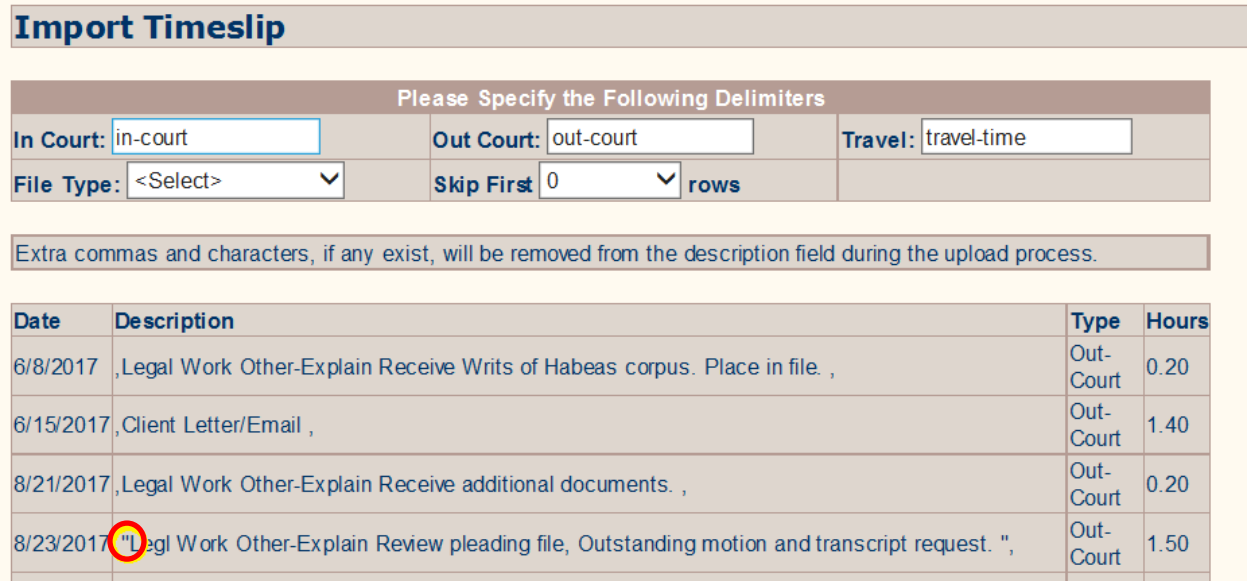
A	B	C
7/10/2017	Legal Work Other-Explain drafted correspondence to client. reviewed CCAP. prepared for court. reviewed criminal complaint.	0.4
7/11/2017	Initial Appearance/Bail Hearing	1.0
7/11/2017	Meeting/Contact (Non-Client)-Explain phone call with client's agent	0.1
7/12/2017	Investigation-Explain Drafted correspondence to investigator.	0.2
7/14/2017	Legal Work Other-Explain reviewed correspondence from DA and investigator.	0.1
7/17/2017	Investigation-Explain met with investigator.	2.0
7/19/2017	Meeting/Contact (Non-Client)-Explain phone call with client's agent	0.1

You can change the entire column to the correct decimal numbers in Excel by highlighting the column (column C) and then clicking on the "Increase Decimal" icon at the top of the page:





<u>Tip #5:</u> At the time of the initial upload into the time slip, if an entry has a quotation mark (“) at the beginning of the line, it will not upload correctly. Scroll to the bottom of the page and hit cancel. Then you can go back to your CSV file and correct the entry and retry the upload.

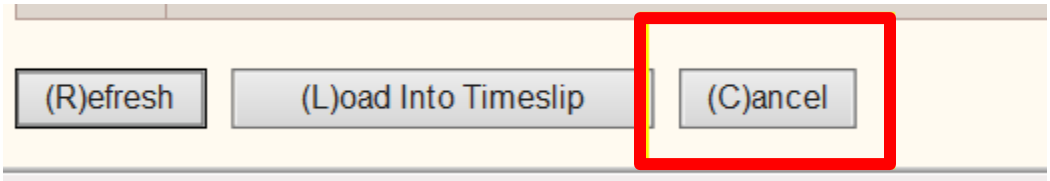


Import Timeslip

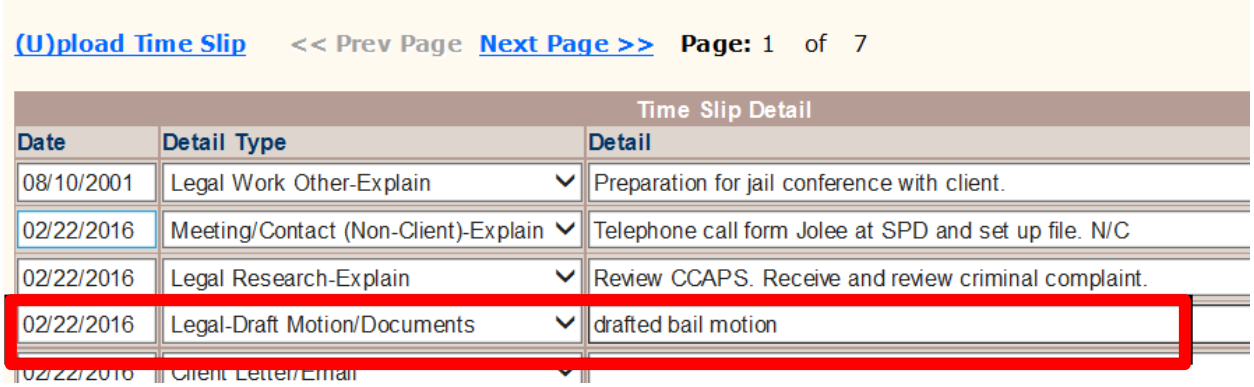
Please Specify the Following Delimiters		
In Court: in-court	**Out Court:** out-court	**Travel:** travel-time
File Type: <Select>	**Skip First** 0 **rows**	

Extra commas and characters, if any exist, will be removed from the description field during the upload process.

Date	Description	Type	Hours
6/8/2017	,Legal Work Other-Explain Receive Writs of Habeas corpus. Place in file. ,	Out-Court	0.20
6/15/2017	,Client Letter/Email ,	Out-Court	1.40
8/21/2017	,Legal Work Other-Explain Receive additional documents. ,	Out-Court	0.20
8/23/2017	"Legl Work Other-Explain Review pleading file, Outstanding motion and transcript request. ",	Out-Court	1.50



Tip #6: If you want to add more information to an entry that does not include "Explain," add that information after the time slip is uploaded:

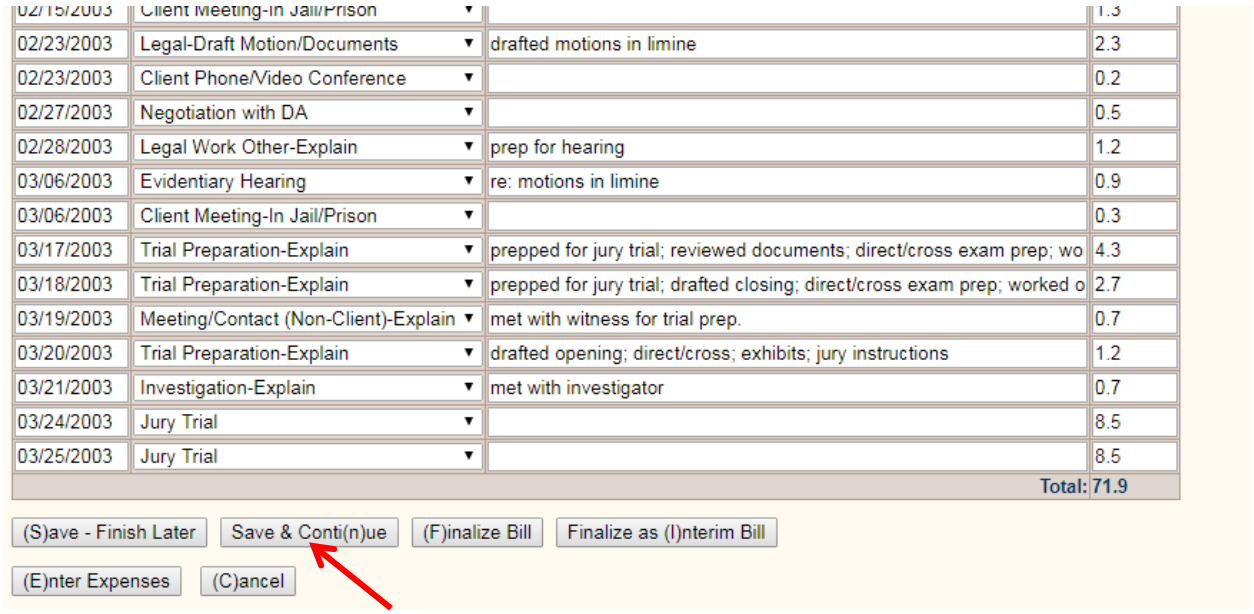


(U)pload Time Slip << Prev Page Next Page >> **Page:** 1 of 7

Time Slip Detail		
Date	**Detail Type**	**Detail**
08/10/2001	Legal Work Other-Explain	Preparation for jail conference with client.
02/22/2016	Meeting/Contact (Non-Client)-Explain	Telephone call form Jolee at SPD and set up file. N/C
02/22/2016	Legal Research-Explain	Review CCAPS. Receive and review criminal complaint.
02/22/2016	Legal-Draft Motion/Documents	drafted bail motion
02/22/2016	Client Letter/Email	

Then click "Save & Conti(n)ue" at the bottom of the page.

Tip #7: Press "Save & Conti(n)ue" to save your work as you go. When you reach the end of a page, you must click "Save & Conti(n)ue" prior to moving onto the next page:



02/15/2003	Client Meeting-In Jail/Prison		1.3
02/23/2003	Legal-Draft Motion/Documents	drafted motions in limine	2.3
02/23/2003	Client Phone/Video Conference		0.2
02/27/2003	Negotiation with DA		0.5
02/28/2003	Legal Work Other-Explain	prep for hearing	1.2
03/06/2003	Evidentiary Hearing	re: motions in limine	0.9
03/06/2003	Client Meeting-In Jail/Prison		0.3
03/17/2003	Trial Preparation-Explain	prepped for jury trial; reviewed documents; direct/cross exam prep; wo	4.3
03/18/2003	Trial Preparation-Explain	prepped for jury trial; drafted closing; direct/cross exam prep; worked o	2.7
03/19/2003	Meeting/Contact (Non-Client)-Explain	met with witness for trial prep.	0.7
03/20/2003	Trial Preparation-Explain	drafted opening; direct/cross; exhibits; jury instructions	1.2
03/21/2003	Investigation-Explain	met with investigator	0.7
03/24/2003	Jury Trial		8.5
03/25/2003	Jury Trial		8.5
		Total:	71.9

(S)ave - Finish Later | Save & Conti(n)ue | (F)inalize Bill | Finalize as (I)nterim Bill

(E)nter Expenses | (C)ancel

If you do not press “Save & Conti(n)ue,” the next page button will not display:

<< Prev Page Next Page >> Page: 1 of 1

Time Slip Detail			
Date	Detail Type	Detail	Hours
10/25/2002	Client Meeting-In Jail/Prison		0.2
10/26/2002	Initial Appearance/Bail Hearing		0.4
10/26/2002	Client Letter/Email		0.1
10/28/2002	Review Discovery		0.4
10/29/2002	Investigation-Explain	met with investigator	0.6
11/02/2002	Negotiation with DA		0.3
11/04/2002	Legal Research-Explain	researched 4th amendment concerns	1.2

Appendix F: RAMP Report Information and Screenshots

Appendix F includes information related to the RAMP reports that have been developed and implemented in the RAMP Reporting System.

Appendix F-1 includes a summary of the RAMP reports that have been developed and implemented, as well as definitions of information included in the RAMP reports.

Appendix F-2 includes screenshots of the RAMP reports that have been developed and implemented. Please note that these screenshots include parts of the information included in the RAMP reports and several screenshots are necessary in order to capture all of the information included in the RAMP reports.

Appendix F-3 includes a current version of the RAMP User Guide that accompanies the RAMP Reporting System. This User Guide is updated and sent to staff as changes are made to the RAMP Reporting System.

Appendix F-4 includes a “quick guide” version of the RAMP User Guide. This “quick guide” version includes essential information that can be referenced without having to use the larger version of the RAMP User Guide.

Appendix F-5 includes the RAMP User Guide for Appellate Reports. This User Guide includes detailed instructions about the RAMP reports that are used by the SPD Appellate Division.

Appendix F-1: List of RAMP Reports and Definitions Developed

Summary of RAMP Reports		
Report Folder	**Report Name**	**Report Description**
Attorneys Reports	***Number of Appointments to Individual Attorneys***	This report shows the number of appointments to attorneys organized by attorney and attorney office.
Attorneys Reports	***Number of Withdrawals by Individual Attorneys***	This report shows the number of attorney withdrawals over a given period of time organized by attorney and attorney office.
Attorneys Reports	***Reason for Private by Individual Attorney***	This report shows the number of new appointments to attorneys organized by attorney and case office. This report counts re-appointments.
Attorneys Reports	***Number of Open Cases for Individual Attorneys***	This report shows the number of cases that have not been closed in eOPD at the end of the reporting period entered. This report is organized by attorney and attorney office.
Attorneys Reports	***Number of Hours by Individual Attorney***	This report shows the total and average hours spent on cases by attorneys across the state as of the selected period.
Attorneys Reports	***Number of Trials by Individual Attorney***	This report shows the total number of trials that individual attorneys conducted over the selected time period. This report pulls from both CCAP data as well as eOPD data.
Private Bar Certification	***Attorney Certification***	This search tool is designed to help staff search for attorneys certified to take cases in specific counties in Wisconsin.
Cases Reports	***Number of Attorneys Per Case by Case Type***	This report shows the total number of attorneys per case broken down into the number of cases with one attorney, two attorneys, three attorneys, four attorneys, and five or more attorneys. This report is organized by case office and case type.
Case Reports	***Reason for Private by Case Type***	This report shows the number of original appointments (excluding re-appointments) within a reporting period organized by case office and case type.
Case Reports	***Number of Open Cases***	This report shows the number of cases that have not been closed in eOPD at the end of the reporting period entered. This report is organized by case office and case type
Case Reports	***Number of Hours***	This report shows the total and average hours spent on cases by office as of the selected period.
Case Reports	***Number of Trials***	This report shows the total number of trials that an office conducted over the selected time period. This report pulls from both CCAP data as well as eOPD data.

Defining RAMP Report Components	
Report Component	**Definition**
Appointment Date	The date that an attorney was appointed to a case in eOPD.
Disposition Date	The date that the case was completed according to eOPD (note: this is different from the closing date, which is the date when a case was closed in eOPD).
Attorney Office	The office that the attorney operates from. Note: Attorney Office for private bar attorneys will always be "Administration."
Attorney Region	The region that the attorney operates from. Note: Attorney Region for private bar attorneys will always be "Administration."
Case County	The county where the case originated.
Case Office	The SPD office that covers the county where the case originated from.
Case Opening Date	The date that the case was opened according to eOPD.
Case Region	The SPD region where the case originated.
Number of New Cases	The number of new attorney appointments within a specified date range. Appointments are only counted within the case region. Note: One appointment is equal to one new case.
Number of Open/Active Cases	The number of cases within a specified date range that do not have a closing date in eOPD. Irrespective of when the case was opened, if there is no closing date by the selected reporting date, it is considered an open case.
Number of Attorney Appointments	The number of attorney appointment dates for a specific attorney within a specified date range. Appointments are counted statewide, regardless of the county where the case originated.
Number of Attorney Withdrawals	The number of attorney withdrawal dates for a specific attorney within a specified date range. Withdrawals are counted statewide, regardless of the county where the case originated.
Appointed to Private	The status of the case at the time of case opening. This count is derived from the SPD file number at the time of case opening. Contract and private cases fall under "Private." For example, SPD file number 00P-01-J-M00002 will assign the case as "private."
Appointed to Staff	The status of the case at the time of case opening. This count is derived from the SPD file number at the time of case opening. For example, SPD file number 00S-01-J-M00002 will assign the case as "staff."
Case Closing Date	The date that the case was closed in eOPD.
Appellate Activities	The number of attorney activities on a particular case as indicated on the Appellate Case Closing Form.
Disposition Activities	The result of an attorney's representation on an appellate case, as indicated on the Appellate Case Closing Form.
Number of Hours	The number of hours that attorneys record when closing a case. For staff attorneys, this number is recorded on the case closing form. For private attorneys, this number is recorded when they submit a bill for a case.
Number of Trials	The number of trials that attorneys have conducted according to CCAP. In order for a trial to be displayed, the disposition code in CCAP must have indicated that a trial occurred (example: "found not guilty at a jury trial"). The attorney who was the attorney of record on the date of disposition (last day of trial) is considered the attorney who conducted the trial.
Case Type Description	All case types in eOPD listed with code and description.

Summary of RAMP CCAP Reports		
Report Folder	**Report Name**	**Report Description**
CCAP Reports	***CCAP Judges Disposition Report***	This report shows CCAP disposition information for cases that were disposed of within the selected date range, organized by county, statute number, and court official.
CCAP Reports	***CCAP Prosecutors Disposition Report***	This report shows CCAP disposition information for cases that were disposed of within the selected date range, organized by county, statute number, and prosecutor.
CCAP Reports	***CCAP Judges Sentencing Report***	This report shows CCAP sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and court official.
CCAP Reports	***CCAP Prosecutors Sentencing Report***	This report shows CCAP sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and prosecutor.

Defining CCAP Report Components	
Disposition Date	The date that the case was disposed of according to CCAP.
Sentencing Date	The date that the individual was sentenced according to CCAP.
Statute Number	In the disposition report, the statute number is the statute at disposition according to CCAP. In the sentencing report, the statute number is the statute at sentencing according to CCAP.
Court Official	For the disposition report, this is the court official listed in CCAP during the time of disposition. For the sentencing report, this is the court official listed in CCAP at sentencing. Cases that contain more than one court official for these events are listed as "Unknown."
Prosecutor	This is the prosecuting attorney listed in CCAP for that case.

Appendix F-2. Screenshots of the RAMP Reports

The following pages include example screenshots of the internal RAMP reports on quality representation that have been developed and implemented as a result of the RAMP grant. Please note that these screenshots do not include all of the information that is included in the RAMP reports. Additional information about the content of the RAMP reports can be found in the RAMP User Guide in Appendix F-3.

Number of Appointments to Individual Attorneys Report

Attorney Appointment Date From: 7/1/2015

Attorney Appointment Date To: 6/30/2016

Attorney Region(Current): Janesville

Attorney Office(Current): Elkhorn

Case County at Case Opening: 01-Adams, 02-Ashland, 03-Barr

Case Type Description: A-Appellate Trial, B-Class A/B/C

Appointed to: Staff

1 of 1 75% Find | Next

Number of Appointments to Individual Attorneys

Attorney Region:	Janesville	**Appointed to:**	Staff
Appmts to Attorneys:	1,008	**Appmts to Staff:**	1,008
Total Trial Appmts:	1,008	**Appmts to Private/Contract:**	0 / 0
Total Appellate Appmts:	0	**Report Period:**	7/1/2015 to 6/30/2016

CLICK HERE Detailed Report

Attorney Region	Attorney Office Name	Attorney Name	Case Type Description	Total No. of Appointments	No. of Apprts with Partial Credits	Total Partial Credits	No. of Apprts with Full Credits	Total Full Credits	Total Credits
Janesville				1,008	111	59.64	893	585.19	644.83
	Elkhorn			1,008	111	59.64	893	585.19	644.83
		Attorney #1		265	57	37.38	207	154.72	192.10
			Chapter 55	2	0	0.00	2	2.00	2.00
			Class A/B/C Felony	14	4	8.90	10	30.00	38.90
			Commitment	22	0	0.00	22	9.90	9.90
			Delinquency - Felony	4	0	0.00	4	3.60	3.60
			Felony	85	38	23.72	47	47.00	70.72
			Homicide	1	0	0.00	0	0.00	0.00
			Juvenile	3	0	0.00	3	1.65	1.65
			Juvenile Waiver	1	0	0.00	1	1.00	1.00
			Misdemeanor	41	5	1.87	36	18.00	19.87
			Misdemeanor Traffic	10	1	0.48	9	4.32	4.80
			Other Life Sentence	1	0	0.00	1	4.00	4.00
			Revocation	25	2	0.91	23	16.10	17.01
			Special	56	7	1.50	49	17.15	18.65
		Attorney #2		287	17	4.51	269	173.38	177.89
		Attorney #3		244	21	9.21	221	131.32	140.53
		Attorney #4		212	16	8.54	196	125.77	134.31
Total			Total Appointments by Attorney	1,008	111	59.64	893	585.19	644.83

Number of Withdrawals by Individual Attorney

Attorney Appointment Date From:	7/1/2014	Attorney Appointment Date To:	6/30/2015
Attorney Region(Current):	Green Bay	Attorney Office(Current):	Appleton
Case County at Case Opening:	01-Adams, 02-Ashland, 03-Barr	Case Type Description:	A-Appellate Trial, B-Class A/B/C
Appointed to:	Staff		

1 of 1 100% Find | Next

Number of Withdrawals by Individual Attorneys

Attorney Region:	Green Bay	**Appointed to:**	Staff
Total No. Of Withdrawals:	184	**Withdrawals by Staff:**	184
Total Trial Withdrawals:	184	**Withdrawals by Private/Contract:**	0 / 0
Total Appellate Withdrawals:	0	**Report Period:**	7/1/2014 to 6/30/2015

CLICK HERE Detailed Report

HELP

Attorney Region	Attorney Office	Attorney Name	Case Type Description	Administrative Transfer	Attorney Requested Change	Client Requested Change	Conflict of Interest	Not Indigent	Retained Private Counsel	Total No. of Withdrawals
Green Bay				42	9	25	44	3	61	184
	Appleton			42	9	25	44	3	61	184
		Attorney #1		1	2	3	13	0	9	28
			Class A/B/C Felony	0	0	0	1	0	0	1
			Commitment	1	0	0	0	0	0	1
			Delinquency - Felony	0	0	0	0	0	1	1
			Felony	0	1	2	3	0	4	10
			Juvenile	0	0	0	4	0	0	4
			Misdemeanor	0	1	0	1	0	3	5
			Post-Dispositional Juvenile Proceeding	0	0	0	1	0	0	1
			Revocation	0	0	1	2	0	1	4
			Special	0	0	0	1	0	0	1

Reason for Private by Individual Attorney

Attorney Appointment Date From:	7/1/2015	Attorney Appointment Date To:	6/30/2016
Case Region at Case Opening:	La Crosse	Case Office at Case Opening:	La Crosse
Case County at Case Opening:	32-La Crosse, 62-Vernon	Case Type Description:	A-Appellate Trial, B-Class A/B/C
Appointed to:	Staff, Private, Contract		

1 of 1 75% Find | Next

Reason for Private by Individual Attorney

Case Region:	La Crosse	**Appointed to:**	Staff, Private, Contract
Total No. Of New Cases:	3,420	**Appmts to Staff:**	2,282
Total Trial Appmts:	3,704	**Appmts to Private/Contract:**	1422 / 0
Total Appellate Appmts:	0	**Report Period:**	7/1/2015 to 6/30/2016

CLICK HERE Detailed Report

HELP

Case Region	Case Office	Attorney Name	Case Type Description	Private Conflict	Private Other	Private Prior Pending	Private Unknown	Staff Staff Case	Total No. of Appointments
La Crosse				815	230	363	14	2,282	3,704
	La Crosse			815	230	363	14	2,282	3,704
		Attorney #1		45	3	15	0	0	63
			Class A/B/C Felony	3	0	0	0	0	3
			Commitment	0	2	0	0	0	2
			Felony	31	0	11	0	0	42
			Homicide	1	0	0	0	0	1
			Misdemeanor	8	0	2	0	0	10
			Misdemeanor Traffic	1	0	0	0	0	1
			Revocation	1	0	2	0	0	3
			Special	0	1	0	0	0	1
		Attorney #2		0	0	0	1	180	181
		Attorney #3		18	1	2	0	0	21
		Attorney #4		0	0	0	0	3	3

Number of Open Cases for Individual Attorneys

Cases Open As Of:	7/1/2015	Attorney Region(Current):	Eau Claire
Attorney Office(Current):	Hudson	Case County at Case Opening:	01-Adams, 02-Ashland, 03-Barr
Case Type Description:	A-Appellate Trial, B-Class A/B/C	Appointed to:	Staff

1 of 1 100% Find | Next

Number of Open Cases for Individual Attorneys

Attorney Region:	Eau Claire	**Appointed to:**	Staff
No. Of Open Cases:	780	**Appmts to Staff:**	781
Total Trial Appmts:	781	**Appmts to Private/Contract:**	0 / 0
Total Appellate Appmts:	0	**Cases Open As Of:**	7/1/2015

CLICK HERE Detailed Report

HELP

Attorney Region	Attorney Office Name	Attorney Name	Case Type Description	Total No. of Open Cases
⊟ Eau Claire				780
	⊟ Hudson			780
		⊟ Attorney #1		72
			Class A/B/C Felony	2
			Co-chair Hom/Juv	1
			Felony	22
			Juvenile	4
			Misdemeanor	38
			Misdemeanor Traffic	5
		⊞ Attorney #2		153
		⊞ Attorney #3		23
		⊞ Attorney #4		90
		⊞ Attorney #5		141
		⊞ Attorney #6		59
		⊞ Attorney #7		167
		⊞ Attorney #8		75
			Total Open Cases	**780**

Number of Hours by Individual Attorney

Appointed to: Staff

1 of 1 100% Find | Next

Number of Hours by Individual Attorney

Attorney Region:	La Crosse	**Appointed to:**	Staff
Total No. Of Appointments:	968	**Appointments to Staff:**	968
Report Period:	7/1/2015 to 6/30/2016	**Appointments to Private:**	0

CLICK HERE Detailed Report

CLICK HERE Stats Report

Attorney Region	Attorney Office Name	Attorney Name	Case type Description	Total Appointments	In-Court Approved	Out-Court Approved	Travel Approved	Client Contact Approve
⊟ La Crosse				968	1,078.50	3,460.80	479.00	0
	⊟ Lancaster			968	1,078.50	3,460.80	479.00	0
		⊞ Attorney #1		255	259.50	1,193.80	168.70	0
		⊟ Attorney #2		261	345.80	448.80	140.80	0
			Class A/B/C Felony	5	19.50	24.30	3.70	0
			Commitment	10	4.50	7.90	4.70	0
			Delinquency - Felony	4	10.10	19.40	5.00	0
			Felony	70	122.20	160.80	46.30	0
			Juvenile	9	7.20	5.70	5.00	0
			Misdemeanor	95	115.70	141.90	39.70	0
			Misdemeanor Traffic	19	28.90	29.10	11.20	0
			Post-Dispositional Juvenile Proceeding	5	8.30	10.40	9.90	0
			Revocation	11	7.50	19.00	6.00	0
			Special	33	21.90	30.30	9.30	0
		⊞ Attorney #3		111	142.20	453.90	43.30	0
		⊞ Attorney #4		90	108.30	328.50	16.00	0
		⊞ Attorney #5		251	222.70	1,035.80	110.20	0
Total				968	1,078.50	3,460.80	479.00	0

Number of Hours by Individual Attorney (Continued)

1 of 1 100% Find | Next

by Individual Attorney

Staff

Staff: 968

Private: 0

CLICK HERE Detailed Report

CLICK HERE Stats Report

HELP

Case type Description	Total Appointments	In-Court Approved	Out-Court Approved	Travel Approved	Client Contact Approved	Total Approved Hours	Average Hours/ Case	Total Credits	Average Time Per Credit	Time Per 200.5 Case Points
	968	1,078.50	3,460.80	479.00	0.00	5,018.30	5.18	610.35	8.22	1,648.51
	968	1,078.50	3,460.80	479.00	0.00	5,018.30	5.18	610.35	8.22	1,648.51
	255	259.50	1,193.80	168.70	0.00	1,622.00	6.36	156.30	10.38	2,080.68
	261	345.80	448.80	140.80	0.00	935.40	3.58	172.51	5.42	1,087.17
lass A/B/C Felony	5	19.50	24.30	3.70	0.00	47.50	9.50	15.00	3.17	634.92
ommitment	10	4.50	7.90	4.70	0.00	17.10	1.71	4.50	3.80	761.90
elinquency - Felony	4	10.10	19.40	5.00	0.00	34.50	8.63	3.60	9.58	1,921.46
elony	70	122.20	160.80	46.30	0.00	329.30	4.70	69.00	4.77	956.88
uvenile	9	7.20	5.70	5.00	0.00	17.90	1.99	4.53	3.95	792.26
isdemeanor	95	115.70	141.90	39.70	0.00	297.30	3.13	46.49	6.39	1,282.18
isdemeanor Traffic	19	28.90	29.10	11.20	0.00	69.20	3.64	9.02	7.67	1,538.20
ost-Dispositional Juvenile Proceeding	5	8.30	10.40	9.90	0.00	28.60	5.72	1.92	14.90	2,986.61
evocation	11	7.50	19.00	6.00	0.00	32.50	2.95	7.19	4.52	906.29
pecial	33	21.90	30.30	9.30	0.00	61.50	1.86	11.26	5.46	1,095.09
	111	142.20	453.90	43.30	0.00	639.40	5.76	67.84	9.43	1,889.74
	90	108.30	328.50	16.00	0.00	452.80	5.03	59.70	7.58	1,520.71
	251	222.70	1,035.80	110.20	0.00	1,368.70	5.45	154.00	8.89	1,781.98
	968	1,078.50	3,460.80	479.00	0.00	5,018.30	5.18	610.35	8.22	1,648.51

ion Time: 2:07 Page 1 of 1

Number of Trials by Individual Attorney

Appointed to: Staff

1 of 1 100% Find | Next

Number of Trials by Individual Attorney

HELP

Attorney Region:	Green Bay	**Appointed to:**	Staff
Total No. Of Cases:	286	**Total Trials:**	286
Total Staff Trials:	286	**Report Period:**	7/1/2014 to 6/30/2016
Total Private Trials:	0		

CLICK HERE Detailed Report

Attorney Region	Attorney Office Name	Attorney Name	Case type Description	Jury Trials	Court Trials	Total No. of Trials
⊟ Green Bay				61	225	286
	⊟ Appleton			25	69	94
		⊟ Attorney #1		3	9	12
			Chapter 55	0	1	1
			Commitment	0	8	8
			Felony	1	0	1
			Misdemeanor Traffic	1	0	1
			Revocation	1	0	1
		⊞ Attorney #2		2	4	6
		⊞ Attorney #3		5	12	17
		⊞ Attorney #4		0	2	2
		⊞ Attorney #5		4	0	4
		⊞ Attorney #6		2	5	7
		⊞ Attorney #7		3	2	5
		⊞ Attorney #8		4	34	38
		⊞ Attorney #9		2	1	3
	⊞ Green Bay			21	113	134
	⊞ Marinette			7	25	32

Attorney Certification Report

Certified County: 05-Brown

Certification Level: Trial 1 - misdemeanor, paternity

View Report

Attorney Status(in eOPD): Active

Attorney Certification Details

Attorneys Certified in Selected Counties

Attorneys Certified in Selected

Attorney Active?	State Bar #	Attorney Name	Attorney Region	Attorney Office	Attorney County	Certification Name	Attorney Certified County	Current Attorney Status	Phone
Yes	1106519	Attorney #1	Admin	Administration	Outagamie	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-56
Yes	1087897	Attorney #2	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-63
Yes	1095505	Attorney #3	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-63
Yes	1063719	Attorney #4	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-88
Yes	1025598	Attorney #5	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-49
Yes	1021286	Attorney #6	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-54
Yes	1086813	Attorney #7	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-43
Yes	1095170	Attorney #8	Admin	Administration	Kewaunee	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-81

Number of Attorneys Per Case by Case Type

Case Opened Date From: 7/1/2015 | Case Opened Date To: 6/30/2016 | View Report

Case Region at Case Opening: Janesville | Case Office at Case Opening: Elkhorn, Janesville, Monroe

Case County at Case Opening: 23-Green, 33-Lafayette, 53-Rocl | Case Type Description: B-Class A/B/C Felony, C-Comm

Number of Attorneys Per Case by Case Type

Report Period: 7/1/2015 to 6/30/2016 **Case Region:** Janesville

Total No. Of Cases: 6,683

CLICK HERE Detailed Report

HELP

Case Region	Case Office Name	Case County Name	Case Type Description	1 Attorney	2 Attorneys	3 Attorneys	4 Attorneys	5 & More Attorneys	Total No. of Cases
⊟ Janesville				6,055	556	55	15	2	6,683
	⊟ Elkhorn			1,451	116	2	3		1,572
		⊟ Walworth		1,451	116	2	3		1,572
			Ch 980 (post-commitment)	2					2
			Chapter 55	20	1				21
			Class A/B/C Felony	20	7				27
			Commitment	205	2				207
			Delinquency - Felony	16	1				17
			Felony	307	52	2	2		363
			Juvenile	110	4				114
			Juvenile Waiver	2					2
			Misdemeanor	395	34				429
			Misdemeanor Traffic	136	9				145
			Other Life Sentence	1					1
			Post-Dispositional Juvenile Proceeding	1					1
			Revocation	70	2		1		73
			Special	158	4				162
			TPR	8					8

Reason for Private by Case Type

Attorney Appointment Date From: 7/1/2013
Attorney Appointment Date To: 6/30/2014
Case Region at Case Opening: Racine
Case Office at Case Opening: Kenosha, Racine
Case County at Case Opening: 30-Kenosha, 51-Racine
Case Type Description: A-Appellate Trial, B-Class A/B/C
Appointed to: Staff, Private, Contract

1 of 1 75% Find | Next

Reason for Private by Case Type

Case Region:	Racine	**Appointed To:**	Staff, Private, Contract
Total No. Of New Cases:	10,343	**Appmts to Staff:**	6,690
Total Trial Appmts:	10,353	**Appmts to Private/Contract:**	3159 / 504
Total Appellate Appmts:	0	**Report Period:**	7/1/2013 to 6/30/2014

CLICK HERE Detailed Report

HELP

Case Region	Case Office	Case Type Description	Contract Conflict	Contract Other	Contract Prior Pending	Private Conflict	Private Other	Private Prior Pending	Private Unknown	Staff Staff Case	Total No. of Appointments
⊟ Racine			123	309	72	831	1,597	706	25	6,690	10,353
	⊟ Kenosha		7	125	14	377	1,031	360	21	2,740	4,675
		Ch 980 (original petition)	0	0	0	0	0	0	0	2	2
		Ch 980 (post-commitment)	0	0	0	0	1	0	0	5	6
		Chapter 55	0	0	0	0	0	0	0	22	22
		Class A/B/C Felony	0	0	0	21	5	7	0	37	70
		Co-chair Hom/Juv	0	0	0	0	0	0	0	4	4
		Commitment	0	0	0	2	62	3	0	297	364
		Delinquency - Felony	0	0	0	13	10	3	1	25	52
		Felony	0	0	0	93	288	109	0	543	1,033
		Juvenile	0	0	0	123	74	32	11	441	681
		Juvenile Waiver	0	0	0	12	5	2	2	15	36
		Misdemeanor	7	99	12	86	296	97	3	869	1,469
		Misdemeanor Traffic	0	24	1	4	72	11	0	207	319
		Revocation	0	0	1	3	96	65	0	105	270
		Special	0	2	0	10	111	31	0	151	305
		TPR	0	0	0	10	11	0	4	17	42
	⊞ Racine		116	184	58	454	566	346	4	3,950	5,678
		Total No. Of Appointments	123	309	72	831	1,597	706	25	6,690	10,353

Number of Open Cases

Cases Open As Of:	7/1/2014	Case Region at Case Opening:	Janesville
Case Office at Case Opening:	Elkhorn	Case County at Case Opening:	64-Walworth
Case Type Description:	A-Appellate Trial, B-Class A/B/C	Appointed to:	Staff, Private, Contract

View Report

1 of 1 100% Find | Next

Number of Open Cases

Case Region:	Janesville	**Appointed To:**	Staff, Private, Contract
Total No. Of Ongoing Cases:	1,922	**Appmts to Staff:**	1,196
Total Trial Appmts:	2,062	**Appmts to Private/Contract:**	866 / 1
Total Appellate Appmts:	1	**Cases Open As Of:**	7/1/2014

CLICK HERE Detailed Report

HELP

Case Region	Case Office Name	Case Type Description	Contract Unknown	Private Conflict	Private Other	Private Prior Pending	Private Unknown	Staff Staff Case	Total No. of Appointments
⊟ Janesville			1	204	494	103	65	1196	2063
	⊟ Elkhorn		1	204	494	103	65	1196	2063
		Appellate Trial	0	0	0	0	1	0	1
		Ch 980 (post-commitment)	0	0	4	1	0	0	5
		Chapter 55	0	0	3	0	0	0	3
		Class A/B/C Felony	0	5	27	1	0	21	54
		Co-chair Hom/Juv	0	1	0	0	0	2	3
		Commitment	0	0	12	2	5	16	35
		Delinquency - Felony	0	9	16	3	1	22	51
		Felony	0	83	148	35	9	292	567
		Juvenile	0	37	47	6	24	154	268
		Juvenile Waiver	0	2	1	2	0	7	12
		Misdemeanor	1	43	76	14	8	435	577
		Misdemeanor Traffic	0	6	66	9	3	128	212
		Paternity	0	0	0	0	0	1	1
		Revocation	0	8	33	16	10	50	117
		Special	0	5	57	11	4	60	137
		TPR	0	5	4	3	0	8	20
		Total No. Of Appointments	1	204	494	103	65	1196	2063

Number of Hours

Home > Case Reports > Number of Hours

Home | My Subscriptions | Help

Disposition Date From:	7/1/2015	Disposition Date To:	6/30/2016
Case Region at Case Opening:	Fond du Lac	Case Office at Case Opening:	Juneau
Case County at Case Opening:	14-Dodge	Case Type Description:	A-Appellate Trial, B-Class A/B/C
Appointed to:	Staff		

View Report

1 of 1 100% Find | Next

Number of Hours

Case Region:	Fond du Lac	**Appointed to:**	Staff
Total No. Of Cases:	1,038	**Appt. to Staff:**	1,048
Report Period:	7/1/2015 to 6/30/2016	**Appt. to Private:**	0

CLICK HERE Detailed Report

CLICK HERE Stats Report

HELP

Case Region	Case Office Name	Case Type Description	Total Appointments	Total Approved Hours	Average Hours/ Case
⊟ Fond du Lac			1048	5,409.40	5.16
	⊟ Juneau		1048	5,409.40	5.16
		Ch 980 (post-commitment)	1	6.00	6.00
		Chapter 55	41	256.20	6.25
		Class A/B/C Felony	4	70.40	17.60
		Co-chair Hom/Juv	2	450.00	225.00
		Commitment	207	423.10	2.04
		Delinquency - Felony	9	53.20	5.91
		Felony	130	1,151.70	8.86
		Juvenile	82	321.60	3.92
		Misdemeanor	198	950.90	4.80
		Misdemeanor Traffic	102	449.40	4.41
		Other Life Sentence	2	141.00	70.50
		Post-Dispositional Juvenile Proceeding	55	117.00	2.13
		Revocation	73	366.00	5.01
		Special	139	561.40	4.04
		TPR	3	91.50	30.50
		Total No. Of Appointments	1048	5,409.40	5.16

Report Generation Date: 3/2/2017 2:55:30 PM Report Execution Time: 0:14 Page 1 of 1

Number of Trials

Home > Case Reports > Number of Trials

CCAP Order Date From:	7/1/2014	CCAP Order Date To:	6/30/2016
Case Region at Case Opening:	Madison	Case Office at Case Opening:	Madison
Case County at Case Opening:	13-Dane	Case Type Description:	B-Class A/B/C Felony, C-Comm
Appointed to:	Private, Staff		

1 of 1 100% Find | Next

Number of Trials

Case Region:	Madison	**Appointed to:**	Private,Staff
Total No. Of Cases:	322	**Total Trials:**	322
Jury Trials:	113	**Report Period:**	7/1/2014 to 6/30/2016
Court Trials:	209		

CLICK HERE Detailed Report

HELP

Case Region	Case Office Name	Case County Name	Case Type Description	Jury Trials	Court Trials	Total No. of Trials
⊟ Madison				113	209	322
	⊟ Madison			113	209	322
		⊟ Dane		113	209	322
			Ch 980 (post-commitment)	1	1	2
			Chapter 55	0	21	21
			Class A/B/C Felony	20	0	20
			Commitment	4	115	119
			Delinquency - Felony	3	3	6
			Felony	49	9	58
			Homicide	1	0	1
			Misdemeanor	14	3	17
			Misdemeanor Traffic	10	3	13
			Other Life Sentence	1	0	1
			Revocation	3	12	15
			Special	1	34	35
			TPR	6	8	14
			Total No. Of Trials	113	209	322

Appendix F-3: RAMP User Guide

RAMP USER GUIDE

Initially created: 7/5/2017
Last Updated: 10/04/2017
Version: 3

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APPENDIX ONE 99

Wisconsin Reporting, Analysis and Mining Project

Overview

In 2015, the Wisconsin State Public Defender's Office received a two-year grant from the Bureau of Justice Assistance (BJA)[1] to implement the Wisconsin Reporting, Analysis, and Mining Project (RAMP). RAMP's main goal was to integrate the State Public Defender's individual case data with case data of the Wisconsin Court System (CCAP) to more accurately measure the quality of indigent defense in Wisconsin. SPD worked closely on this project with the University of Wisconsin Population Health Institute, who provided technical assistance.

As part of RAMP, the Wisconsin State Public Defender's Office created the RAMP reporting tool, a comprehensive reporting system that generates reports using both eOPD and CCAP data. Through these reports, the agency will increase its ability to provide high quality representation, enhance program efficiency and credibly influence public policy.

Disclaimers and Technical Assistance

RAMP is a reporting tool, not a case management or data system. RAMP takes data from eOPD and CCAP to create the reports requested. As a part of RAMP, SPD has expanded the data feed that is received from CCAP to include data for all criminal cases filed in Wisconsin since January 1, 2009. Cases filed before January 1, 2009 are not included. RAMP updates at 8:00pm every night with the data entered that day. Therefore, if an individual runs a report at 4:00pm on Tuesday, that report will only show information entered into eOPD up until 8:00pm on the day before, Monday. Data errors found in the tool are due to underlying data errors in either CCAP or eOPD. To enhance the accuracy of the RAMP reports, SPD staff have also conducted data cleaning efforts for eOPD data and will continue these efforts. Continued diligence in eOPD data collection is critical for the RAMP reports.

The RAMP reporting tool is mainly a management tool and should only be used for purposes that are important to the day-to-day operations of the agency. Users will only be able to access the reports that they have been authorized to view. For a list of authorized users of RAMP reports, review Appendix One.

Confidentiality and RAMP

RAMP report data contains client confidential information. Prior to providing RAMP report data to external parties, SPD staff shall contact SPD Legal Counsel, the appropriate Division Director, and Kat Dellenbach. Consistent with SPD policy, these requests will be treated as open records requests. To ensure that data provided externally is consistent statewide and appropriately balances open records and client confidentiality requirements, external data requests will be reviewed, logged and approved by SPD Administration staff.

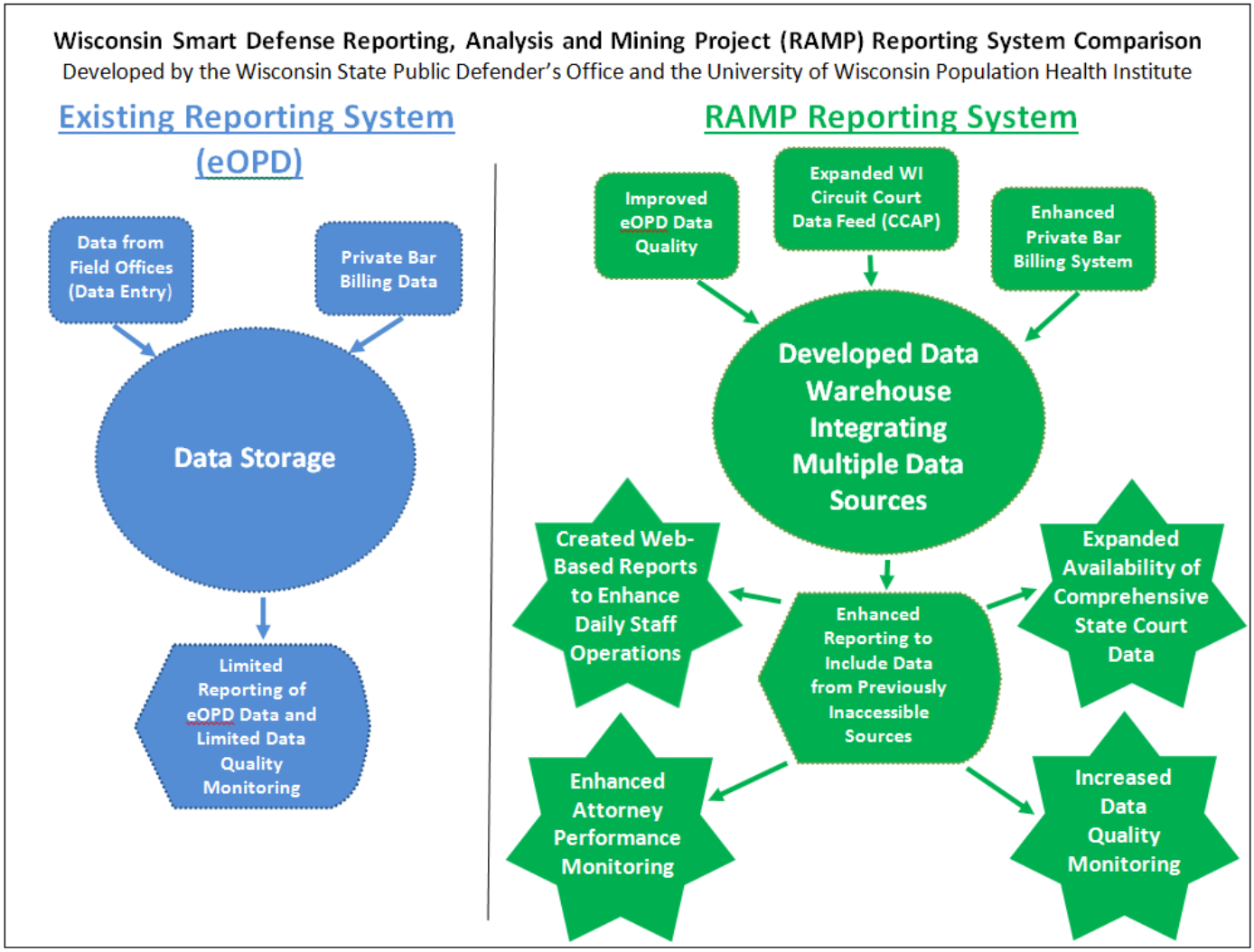
If you are experiencing technical difficulties with the reports, are having trouble accessing the reports, or have questions about where the report data comes from, contact the IT Help Desk at IThelp@opd.wi.gov and cc: Chandru Solraj at chandrus@opd.wi.gov.

If you have questions about how to use the reports, ways that the reports can be used effectively in your daily operations, or have suggestions for improvements to the reports or this user guide, contact Kat Dellenbach at 608.261.0084 or dellenbachk@opd.wi.gov.

[1] The RAMP project was funded through grants from the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice. Neither the U.S. Department of Justice nor any of its components operate, control, are responsible for, or necessarily endorse this project (including, without limitation, its content, technical infrastructure, and policies, and any services or tools provided).

eOPD vs. RAMP Reporting

The below visualization compares the reporting system available in eOPD prior to the RAMP System and the enhancements in reporting under the RAMP reporting system.



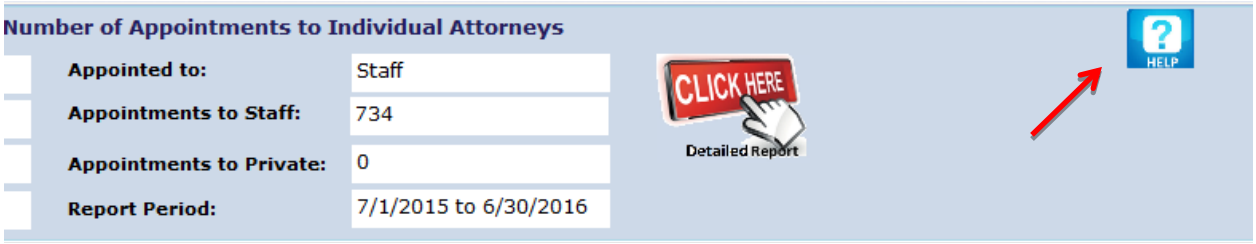
General RAMP Report Instructions

Accessing RAMP

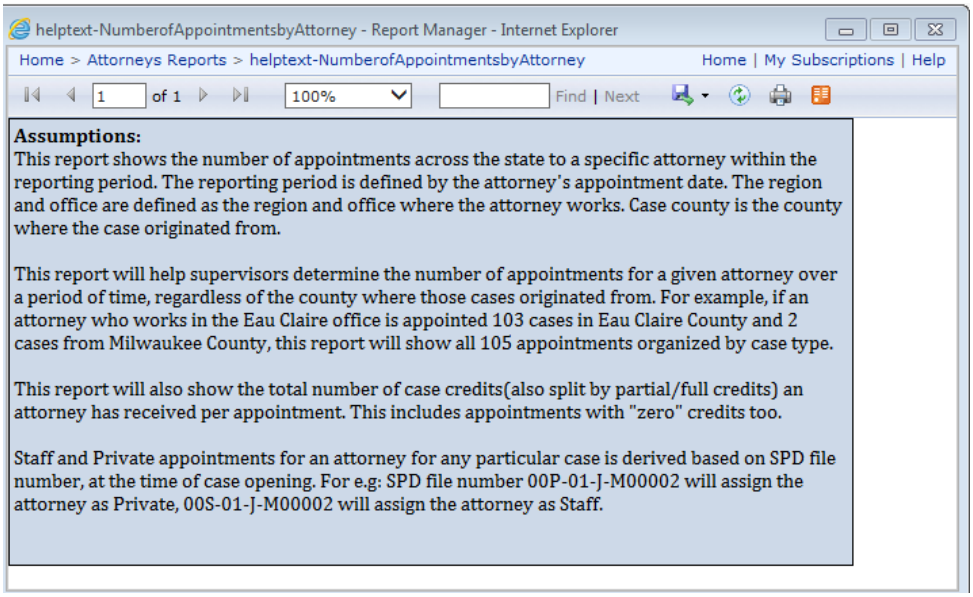
1. Use Internet Explorer for better results.
2. Access RAMP through SPD Connections (you will need network access in order to get into the RAMP reporting tool). Click on "SPD Manager's Resources" and then select "RAMP."
3. You will only be able to access the RAMP reports that you are authorized to access. For a list of authorized users of RAMP reports, see Appendix One.
4. Click on the folder that contains the RAMP report you would like to access. A list of reports and report folders is on page 5 of this guide.
5. After clicking on the correct folder, click on the report name.
6. Enter in the search criteria and click "View Report" to view the report.

Help Icon and Report Assumptions

1. Every RAMP report has a help button to help you determine what the report is telling you (report assumptions).
2. To get information about the data included in the report, click on the "Help" button in the upper righthand corner (after pressing "View Report"):



3. A separate window will pop up, explaining the report (Example: Number of Appointments to Individual Attorneys Help Text is listed below):



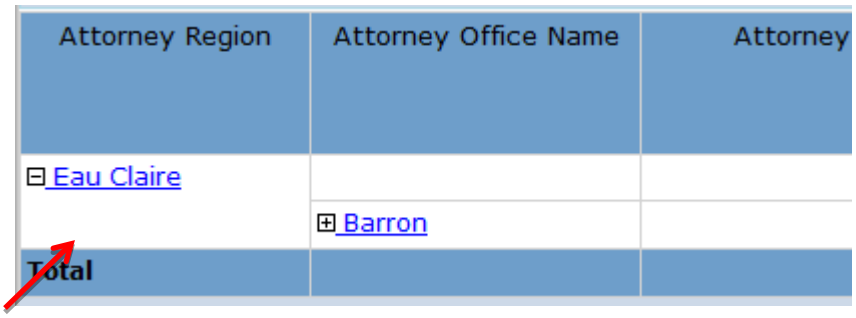
How to Access Additional Information in the Reports

To access additional information within a report, click on the "+" icon next to any category.

All RAMP reports contain sub-reports. There are two main types of sub-reports: “Detailed Report” and other sub-reports.

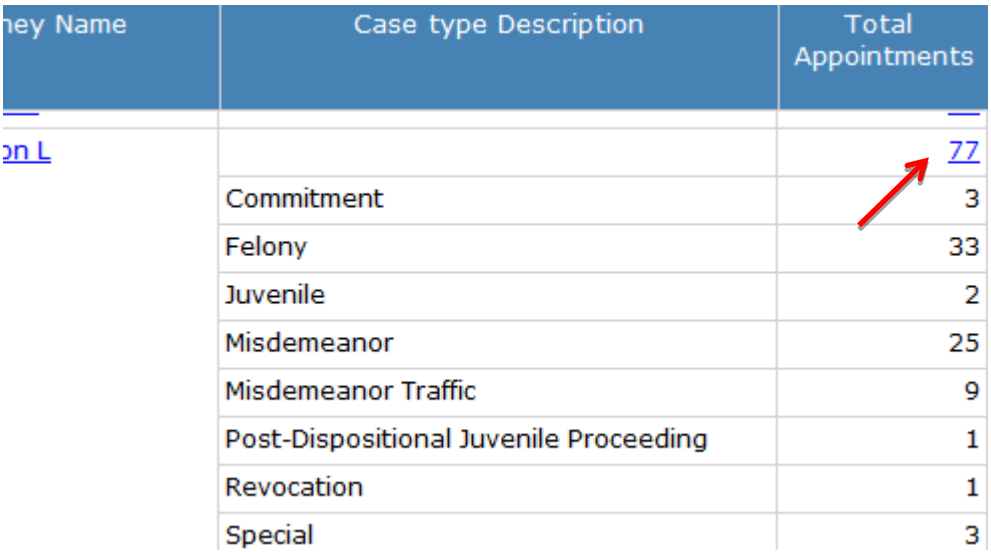
The “Detailed Report” is the information in the report, based upon your search criterion, which is laid out in an Excel table that is accessible for easy downloading and sorting. You can access the detailed report by clicking on “Click Here- Detailed Report” after you enter your search information:

Other sub-reports can be accessed by clicking on the blue links in the reports. For example, if you click on the office name, you will get a sub-report only containing the information about that office:



Attorney Region	Attorney Office Name	Attorney
⊟ Eau Claire		
	⊞ Barron	
Total		

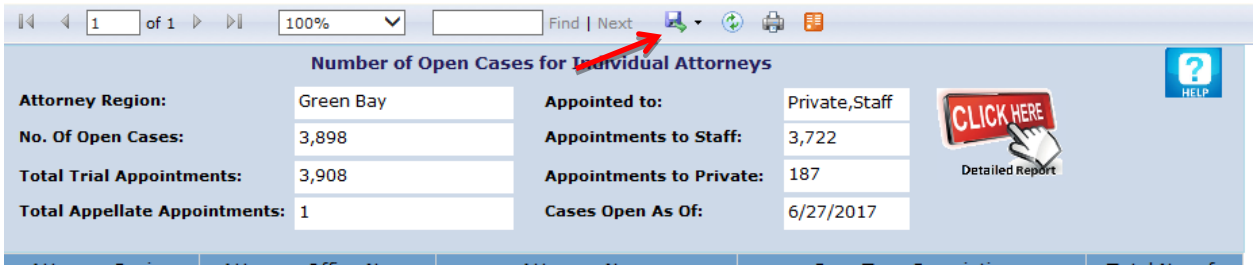
If you click on a number, you will only get the information about the number that you clicked on:

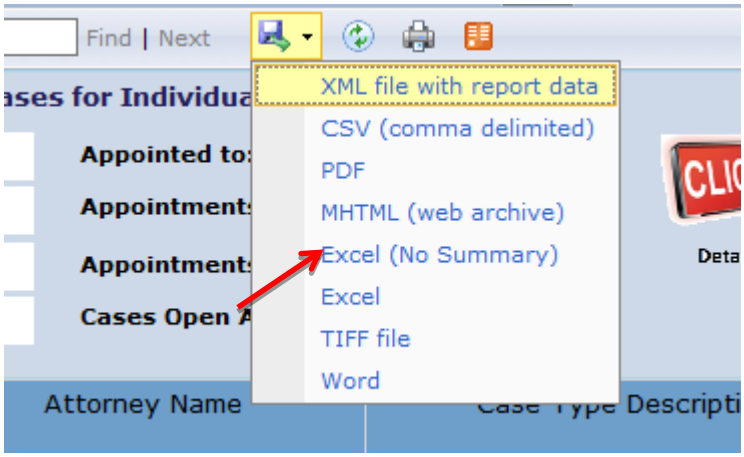


ney Name	Case type Description	Total Appointments
on L		77
	Commitment	3
	Felony	33
	Juvenile	2
	Misdemeanor	25
	Misdemeanor Traffic	9
	Post-Dispositional Juvenile Proceeding	1
	Revocation	1
	Special	3

How to Download the Reports

You can download the report information in several formats by clicking on the floppy disk on the upper bar of the report. Please note that there are two Excel templates. The Excel template with "No Summary" excludes the blue summary at the top of the page and only downloads the columns and column headings.



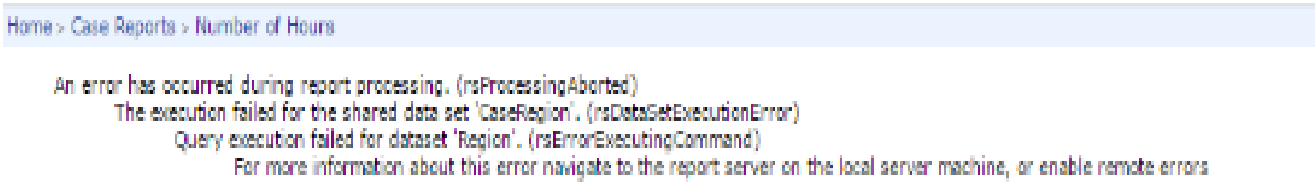


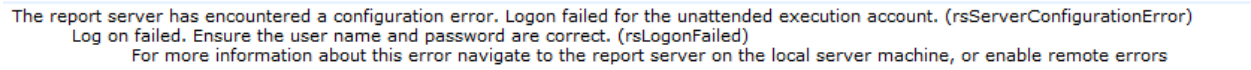
How to Print the Reports

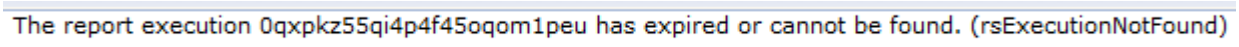
You can print the reports by first downloading the report (see above) and then printing from the downloaded document.

Common Error Messages

If you see any of the below messages, the report was unable to load. Try accessing the report a second time. If that does not work, contact IT Help for help.







Summary of RAMP Reports

Report Folder	Report Name	Report Description
Attorneys Reports	***Number of Appointments to Individual Attorneys***	This report shows the number of appointments to attorneys organized by attorney and attorney office.
Attorneys Reports	***Number of Withdrawals by Individual Attorneys***	This report shows the number of attorney withdrawals over a given period of time organized by attorney and attorney office.
Attorneys Reports	***Reason for Private by Individual Attorney***	This report shows the number of new appointments to attorneys organized by attorney and case office. This report counts re-appointments.
Attorneys Reports	***Number of Open Cases for Individual Attorneys***	This report shows the number of cases that have not been closed in eOPD at the end of the reporting period entered. This report is organized by attorney and attorney office.
Attorneys Reports	***Number of Hours by Individual Attorney***	This report shows the total and average hours spent on cases by attorneys across the state as of the selected period.
Attorneys Reports	***Number of Trials by Individual Attorney***	This report shows the total number of trials that individual attorneys conducted over the selected time period. This report pulls from both CCAP data as well as eOPD data.
Private Bar Certification	***Attorney Certification***	This search tool is designed to help staff search for attorneys certified to take cases in specific counties in Wisconsin.
Cases Reports	***Number of Attorneys Per Case by Case Type***	This report shows the total number of attorneys per case broken down into the number of cases with one attorney, two attorneys, three attorneys, four attorneys, and five or more attorneys. This report is organized by case office and case type.
Case Reports	***Reason for Private by Case Type***	This report shows the number of original appointments (excluding re-appointments) within a reporting period organized by case office and case type.
Case Reports	***Number of Open Cases***	This report shows the number of cases that have not been closed in eOPD at the end of the reporting period entered. This report is organized by case office and case type
Case Reports	***Number of Hours***	This report shows the total and average hours spent on cases by office as of the selected period.
Case Reports	***Number of Trials***	This report shows the total number of trials that an office conducted over the selected time period. This report pulls from both CCAP data as well as eOPD data.

Defining RAMP Report Components	
Report Component	**Definition**
Appointment Date	The date that an attorney was appointed to a case in eOPD.
Disposition Date	The date that the case was completed according to eOPD (note: this is different from the closing date, which is the date when a case was closed in eOPD).
Attorney Office	The office that the attorney operates from. Note: Attorney Office for private bar attorneys will always be "Administration."
Attorney Region	The region that the attorney operates from. Note: Attorney Region for private bar attorneys will always be "Administration."
Case County	The county where the case originated.
Case Office	The SPD office that covers the county where the case originated from.
Case Opening Date	The date that the case was opened according to eOPD.
Case Region	The SPD region where the case originated.
Number of New Cases	The number of new attorney appointments within a specified date range. Appointments are only counted within the case region. Note: One appointment is equal to one new case.
Number of Open/Active Cases	The number of cases within a specified date range that do not have a closing date in eOPD. Irrespective of when the case was opened, if there is no closing date by the selected reporting date, it is considered an open case.
Number of Attorney Appointments	The number of attorney appointment dates for a specific attorney within a specified date range. Appointments are counted statewide, regardless of the county where the case originated.
Number of Attorney Withdrawals	The number of attorney withdrawal dates for a specific attorney within a specified date range. Withdrawals are counted statewide, regardless of the county where the case originated.
Appointed to Private	The status of the case at the time of case opening. This count is derived from the SPD file number at the time of case opening. Contract and private cases fall under "Private." For example, SPD file number 00P-01-J-M00002 will assign the case as "private."
Appointed to Staff	The status of the case at the time of case opening. This count is derived from the SPD file number at the time of case opening. For example, SPD file number 00S-01-J-M00002 will assign the case as "staff."
Case Closing Date	The date that the case was closed in eOPD.
Appellate Activities	The number of attorney activities on a particular case as indicated on the Appellate Case Closing Form.
Disposition Activities	The result of an attorney's representation on an appellate case, as indicated on the Appellate Case Closing Form.
Number of Hours	The number of hours that attorneys record when closing a case. For staff attorneys, this number is recorded on the case closing form. For private attorneys, this number is recorded when they submit a bill for a case.
Number of Trials	The number of trials that attorneys have conducted according to CCAP. In order for a trial to be displayed, the disposition code in CCAP must have indicated that a trial occurred (example: "found not guilty at a jury trial"). The attorney who was the attorney of record on the date of disposition (last day of trial) is considered the attorney who conducted the trial.
Case Type Description	All case types in eOPD listed with code and description.

Summary of RAMP CCAP Reports

Report Folder	Report Name	Report Description
CCAP Reports	***CCAP Judges Disposition Report***	This report shows CCAP disposition information for cases that were disposed of within the selected date range, organized by county, statute number, and court official.
CCAP Reports	***CCAP Prosecutors Disposition Report***	This report shows CCAP disposition information for cases that were disposed of within the selected date range, organized by county, statute number, and prosecutor.
CCAP Reports	***CCAP Judges Sentencing Report***	This report shows CCAP sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and court official.
CCAP Reports	***CCAP Prosecutors Sentencing Report***	This report shows CCAP sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and prosecutor.

Defining CCAP Report Components

Disposition Date	The date that the case was disposed of according to CCAP.
Sentencing Date	The date that the individual was sentenced according to CCAP.
Statute Number	In the disposition report, the statute number is the statute at disposition according to CCAP. In the sentencing report, the statute number is the statute at sentencing according to CCAP.
Court Official	For the disposition report, this is the court official listed in CCAP during the time of disposition. For the sentencing report, this is the court official listed in CCAP at sentencing. Cases that contain more than one court official for these events are listed as "Unknown."
Prosecutor	This is the prosecuting attorney listed in CCAP for that case.

RAMP REPORTS

Private Bar Certification

Attorney Certification

Private Bar Certification

This search tool will help appointment staff determine which private bar attorneys are certified to take certain cases by county. The search tool will be useful when appointing cases to private bar attorneys in rural areas across the state. Click here for instructions on using this report.

This report addresses the following types of issues:

1. *You recently had a large drug bust in your county and now need to find 10 private bar attorneys to take the conflict cases. Using this search tool, you want to run a search of all of the surrounding counties for attorneys certified to take this type of case.*
2. *You would like to know how many attorneys are certified in various case types in your county.*
3. *You would like to know the number of attorneys who are certified to take Class A felonies across Wisconsin.*

Attorney Caseload Tracking

Number of Appointments to Individual Attorneys

Number of Appointments to Individual Attorneys

This report will help supervisors determine the number of appointments for a given attorney over a period of time, regardless of the county where those cases originated from. This report will be useful for tracking attorney caseload, as it contains attorney caseload points and provides a dynamic date range to allow managers to track caseload over a period of time that they select. Click here for instructions on using this report.

This report addresses the following types of issues:

4. *Your local attorney manager approaches you and wants to know whether an attorney in your office met caseload for the purposes of his attorney performance evaluation. How can you find his caseload?*
5. *A new attorney recently started in your office and you would like to determine how many cases she has taken in her first month.*
6. *You are concerned that an attorney in your office has never taken TPR cases and want to run a report over the last five years to see if he has ever taken one.*

Attorney Performance Evaluations

Number of Open Cases for Individual Attorneys
Number of Hours by Individual Attorney
Number of Trials by Individual Attorney
Number of Withdrawals by Individual Attorneys

Number of Open Cases for Individual Attorneys

This report will help supervisors determine the number of open cases for a given attorney on a particular date, regardless of the case origination county. This report will be useful for attorney performance evaluations, as it allows managers to select the performance evaluation date as the date to determine open cases for staff attorneys. The report then breaks down the open cases by case type to allow for managers to get a more in-depth look at the types of cases that the attorney has not closed in eOPD. Click here for instructions on using this report.

This report addresses the following types of issues:

1. *Your local attorney manager wants to know the number of open cases by attorney.*
2. *You have an attorney who is about to leave the agency and you need to re-assign all of that attorney's open cases.*

Number of Hours by Individual Attorney

This report shows the total and average hours spent on cases by attorneys across the state as of the selected period. This report will be useful for attorney performance evaluations, as it breaks down the number of hours that attorneys are spending on cases by case type and then estimates total hours across a full caseload (1 FTE or 200.5 points). Managers will be able to determine if attorneys are spending too much or too little time on particular case types using this report. Click here for instructions on using this report.

This report addresses the following types of issues:

1. *Your local attorney manager wants to determine if additional training is needed for a particular case type in the region, as she believes that the cases under this case type are taking longer to process than necessary.*
2. *Your local attorney manager wants to internally adjust the case weights among attorneys and would like data to inform how this decision is made.*
3. *For attorney performance evaluations, you would like to know the number of hours that attorneys are spending by case type to see whether an attorney is spending more or less than average on cases.*

Number of Trials by Individual Attorney

This report shows the total number of trials that individual attorneys conducted over the selected time period. This report pulls from both CCAP data as well as eOPD data. This report will be useful for attorney performance evaluations, as it breaks down the number of trials that attorneys are conducting and lists the count by case type. Since CCAP data only pulls information from criminal cases, the report finds trial information in other case types by using the case closing data that attorneys submit at the end of cases. Click here for instructions on using this report.

This report addresses the following types of issues:

1. *You would like to know whether a private bar attorney is willing to take cases to trial.*
2. *You would like to determine what attorneys in your office conducted trials over a certain period of time. This information could help inform who to connect new attorneys with when they have to do their first trial.*

Number of Withdrawals by Individual Attorneys

This report shows the total number of withdrawals that individual attorneys had over the selected time period. This report will be useful for attorney performance evaluations, as it breaks down the number of withdrawals by case type for each attorney. Managers can use this information to determine if there is a pattern of withdrawals for a particular attorney. Click here for instructions on using this report.

This report addresses the following types of issues:

1. *There is a private bar attorney in one of your counties who is notorious for having to withdraw from cases because of not getting along with his clients. You feel that this has happened over a dozen times, but want information to back it up.*
2. *You are concerned that one of your attorneys regularly withdraws from cases due to a breakdown in the relationship with their clients.*

3. *During an attorney's performance evaluation, you would like to discuss why the attorney withdrew from certain cases over the last year.*

Private Bar Appointments by Reason for Private

Reason for Private by Individual Attorney
Reason for Private by Case Type

Reason for Private by Individual Attorney

This report shows the number of appointments (both original appointments and re-appointments) that individuals had over a period of time by attorney name and case type. This report is organized by case region and case office (where the case originated from), rather than attorney region (where the attorney is from). Managers can run this report for private attorney appointments and the report will organize into columns by reason for private. Click here for instructions on using this report.

This report addresses the following types of issues:

1. *You would like to know what private attorneys took cases in your region over a select period of time.*
2. *The Training Division recently reached out to you to see if you would like to have a training program for your area on TPRs. You are not sure how many of your attorneys, both staff and private, take TPRs.*
3. *You would like to know the number of appointments to private bar attorneys that are appointed for reasons that are "other" organized by the attorney names of those who took these appointments.*

Reason for Private by Case Type

This report shows the number of original appointments (initial appointment excluding any re-appointments) that a case office had over a period of time by case type. This report is organized by case region and case office (where the case originated from), rather than attorney region (where the attorney is from). Managers can run this report for private attorney appointments and the report will organize into columns by reason for private. Click here for instructions on using this report.

This report addresses the following types of issues:

1. *You would like to know how many private appointments were appointed for reasons that are "other" by case type to see if there are trends in certain case types being farmed out to private bar.*
2. *Your regional attorney manager believes that your region could use another attorney in one of the offices, as she thinks there are a lot of "overflow" cases going to private bar attorneys that are not conflict cases.*

Regional Performance by Case Type (not by Individual Attorney)

Number of Open Cases
Number of Hours
Number of Trials
Number of Attorneys Per Case by Case Type

Number of Open Cases

This report will help supervisors determine the number of open cases for a given office on a particular date, based upon case origination county. This report will be useful for evaluating regional and office performance, as it allows managers to determine whether they need to have a region or office-wide meeting regarding the importance of timely closing cases. The report breaks down the open cases by case type to allow for managers to get a more in-

depth look at the types of cases that their office has not closed in eOPD. Click here for instructions on using this report.

This report addresses the following types of issues:

1. *You would like to know how many open cases your office has in eOPD to determine whether you need to have an office-wide meeting to discuss the importance of closing cases.*
2. *Administration would like an estimate of how many private bar cases are open in eOPD by office or region.*

Number of Hours

This report shows the total and average hours spent on cases by office as of the selected period. This report will be useful for evaluating case processing by office, as it breaks down the number of hours that attorneys are spending on cases by case type and then estimates total hours across a full caseload (1 FTE or 200.5 points). Managers will be able to determine if their office needs additional training on particular case types using this report. Click here for instructions on using this report.

This report addresses the following types of issues:

1. *You would like to know if there are particular counties that process case types faster than others to determine internal case appointments.*
2. *You would like to know if your office needs additional training on a particular case type, due to an unusually longer processing time for particular cases.*

Number of Trials

This report shows the total number of trials that an office conducted over the selected time period. This report pulls from both CCAP data as well as eOPD data. This report will be useful for evaluating the number of trials that certain offices or case counties have. Since CCAP data only pulls information from criminal cases, the report finds trial information in other case types by using the case closing data that attorneys submit at the end of cases. Click here for instructions on using this report.

This report addresses the following types of issues:

1. *You would like to know the number of trials that your office or region has in comparison with other parts of the state, broken down by case type.*
2. *You would like to see if there are trends in particular case types going to trial in particular counties or regions.*

Number of Attorneys Per Case by Case Type

This report shows the total number of attorneys per case broken down into the number of cases with one attorney, two attorneys, three attorneys, four attorneys, and five or more attorneys. This report is organized by case office and case type. This report will be useful for evaluating the continuity of representation for particular cases and how many cases have more than one attorney from appointment to completion. Click here for instructions on using this report.

This report addresses the following types of issues:

1. *You would like to know the number of clients that have had multiple attorneys on their case over the past six months.*
2. *You would like to see if there are trends in particular case types having multiple attorneys.*

CCAP Reports

CCAP Judges Disposition Report

This report shows CCAP disposition information for cases that were disposed of within the selected date range, organized by county, statute number, and court official. The report will only show those cases that were disposed of under the statute number selected. If a complaint was amended and the final charge that the individual pled to is different than the original charge, this report will be organized by the final charge, not the original one. For example, if you are looking up a disposition report for disorderly conduct (947.01) in La Crosse County, the report will only shows individuals who had a disposition under 947.01 (dismissals, deferred prosecutions, pleas, found guilty, etc..). However, if you wanted to see how many individuals in La Crosse County pled to a disorderly conduct (947.01) that was amended to an ordinance violation (9.947.01), you would need to type in "9.947.01" in the search criteria. Click here for instructions on using this report.

This report addresses the following types of issues:

1. You would like to see the average disposition of a certain statute in your county, broken down by judge.
2. You would like to know disposition trends generally on a particular statute in your county, regardless of judge.
3. You would like to advise your client on what to anticipate related to their charge.

CCAP Judges Sentencing Report

This report shows CCAP sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and court official. The report will only show those cases that were sentenced under the statute number selected. If a complaint was amended and the final charge that the individual was sentenced to is different than the original charge, this report will be organized by the final charge, not the original one. For example, if you are looking up a sentencing report for disorderly conduct (947.01) in La Crosse County, the report will only shows individuals who were sentenced under 947.01. However, if you wanted to see what the sentencing in La Crosse County was for disorderly conducts (947.01) that were amended to ordinance violations (9.947.01), you would need to type in "9.947.01" in the search criteria. Click here for instructions on using this report.

This report addresses the following types of issues:

1. You would like to see the average sentence that a certain judge in your county gives when sentencing on a certain statute.
2. You would like to know sentencing trends generally on a particular statute in your county, regardless of judge.
3. You would like to advise your client on what to anticipate related to their upcoming sentencing hearing.

CCAP Prosecutors Disposition Report

This report shows CCAP disposition information for cases that were disposed of within the selected date range, organized by county, statute number, and prosecutor. The report will only show those cases that were disposed of under the statute number selected. If a complaint was amended and the final charge that the individual pled to is different than the original charge, this report will be organized by the final charge, not the original one. For example, if you are looking up a disposition report for disorderly conduct (947.01) in La Crosse County, the report will only shows individuals who had a disposition under 947.01 (dismissals, deferred prosecutions, pleas, found guilty, etc..). However, if you wanted to see how many individuals in La Crosse County pled to a disorderly conduct (947.01) that was amended to an ordinance violation (9.947.01), you would need to type in "9.947.01" in the search criteria. Click here for instructions on using this report.

This report addresses the following types of issues:

1. You would like to see the average disposition of a certain statute in your county, broken down by prosecutor.
2. You would like to know disposition trends generally on a particular statute in your county, regardless of prosecutor.
3. You would like to advise your client on what to anticipate related to their charge and this particular prosecutor.

CCAP Prosecutors Sentencing Report

This report shows CCAP sentencing information for cases that went to sentencing within the selected date range, organized by county, statute number, and prosecutor. The report will only show those cases that were sentenced under the statute number selected. If a complaint was amended and the final charge that the individual was sentenced to is different than the original charge, this report will be organized by the final charge, not the original one. For example, if you are looking up a sentencing report for disorderly conduct (947.01) in La Crosse County, the report will only shows individuals who were sentenced under 947.01. However, if you wanted to see what the sentencing was in La Crosse County for disorderly conducts (947.01) that were amended to ordinance violations (9.947.01), you would need to type in "9.947.01" in the search criteria. Click here for instructions on using this report.

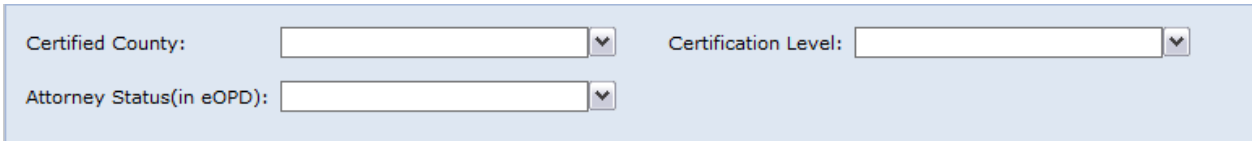
This report addresses the following types of issues:

1. You would like to see if sentencing averages change when organized by a particular prosecutor.
2. You would like to know sentencing trends generally on a particular statute in your county, regardless of prosecutor.
3. You would like to advise your client on what to anticipate related to their upcoming sentencing hearing.

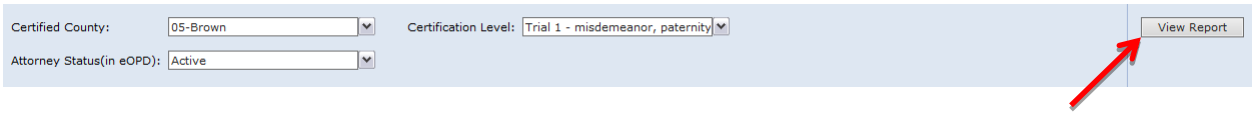
RAMP Report Instructions

Attorney Certification

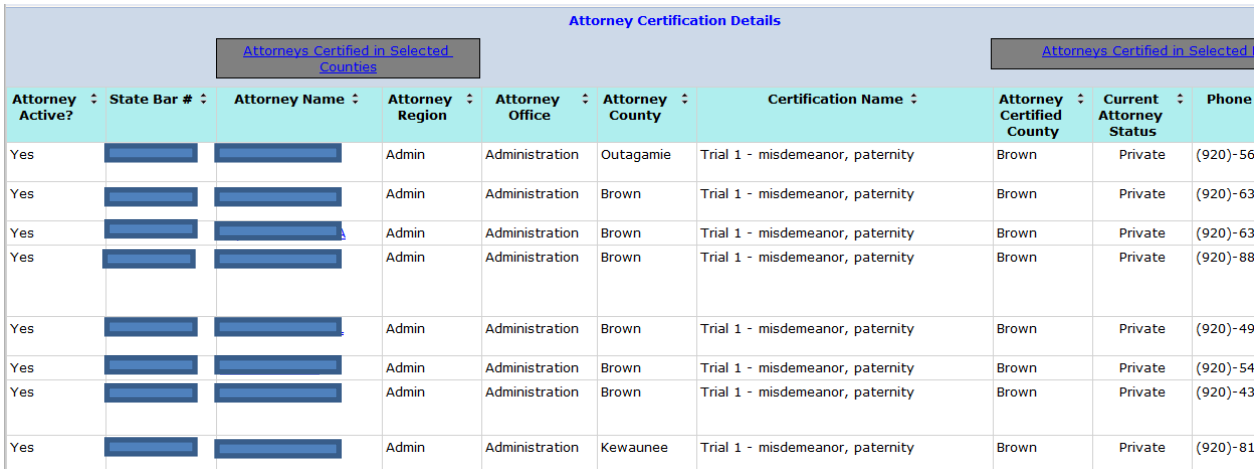
1. To access the Attorney Certification Report, click on the folder "Private Bar Attorney Certification."
2. The search screen will look like this:



3. Enter in the certified county (the county where the attorney is certified).
4. Enter what certification level you would like to search or select all.
5. Enter the Attorney Status as "Active" or "Inactive." Active attorneys are attorneys who are currently able to take appointments. Inactive attorneys are not allowed to take SPD appointments at this time (for various reasons).
6. Once you have filled out the search criteria, click "View Report."



7. The report will create a list of names of private bar attorneys certified to take cases under that certification in that county with the following column headings: (1) Attorney Active/Inactive, (2) State Bar ID, (3) Attorney Name, (4) Attorney Region, (5) Attorney Office, (6) Attorney County, (7) Certification Name, (8) Attorney Certified County, (9) Current Attorney Status, (10) Phone Number, (11) Email, and (12) Attorney Notes.



Attorney Certification Details

Attorneys Certified in Selected Counties

Attorney Active?	State Bar #	Attorney Name	Attorney Region	Attorney Office	Attorney County	Certification Name	Attorney Certified County	Current Attorney Status	Phone
Yes	[redacted]	[redacted]	Admin	Administration	Outagamie	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-56
Yes	[redacted]	[redacted]	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-63
Yes	[redacted]	[redacted]	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-63
Yes	[redacted]	[redacted]	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-88
Yes	[redacted]	[redacted]	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-49
Yes	[redacted]	[redacted]	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-54
Yes	[redacted]	[redacted]	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-43
Yes	[redacted]	[redacted]	Admin	Administration	Kewaunee	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-81

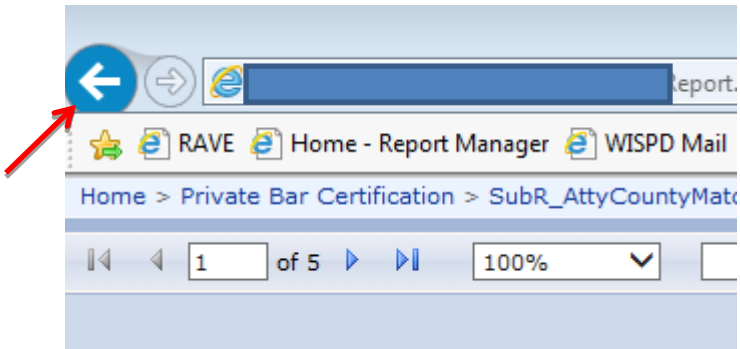
8. If you click on the “Attorneys Certified in Selected Counties on the upper lefthand corner, you will see all the attorneys who are certified to take cases in all certification levels in the county that you selected in your search criteria:

9. The report will include a list of attorneys certified in that county with the same columns as the main report:

Attorneys Certified in Selected Counties

Attorney Active?	State Bar #	Attorney Name	Attorney Region	Attorney Office	Attorney County	Certification Name	Attorney Certified County	Current Attorney Status	Phone
Yes	[redacted]	[redacted]	Admin	Administration	Outagamie	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-5
Yes	[redacted]	[redacted]	Admin	Administration	Outagamie	Trial Special 1 - Ch. 51 & 55 commitments	Brown	Private	(920)-5
Yes	[redacted]	[redacted]	Admin	Administration	Outagamie	Trial Special 4a - Revo - misdemeanor	Brown	Private	(920)-5
Yes	[redacted]	[redacted]	Admin	Administration	Brown	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-6
Yes	[redacted]	[redacted]	Admin	Administration	Brown	Trial 2 - class G - I felony	Brown	Private	(920)-6

10. Click the “Back” button to return to the main screen:



11. If you click on the “Attorneys Certified in Selected Levels” in the upper righthand corner of the main report, you will get a list of attorneys certified to take cases under the specific certification you have in your search criteria. This list will include all counties across Wisconsin:

12. The report will include a list of attorneys certified in all counties for that specific certification. The report has identical column headings as the main report:

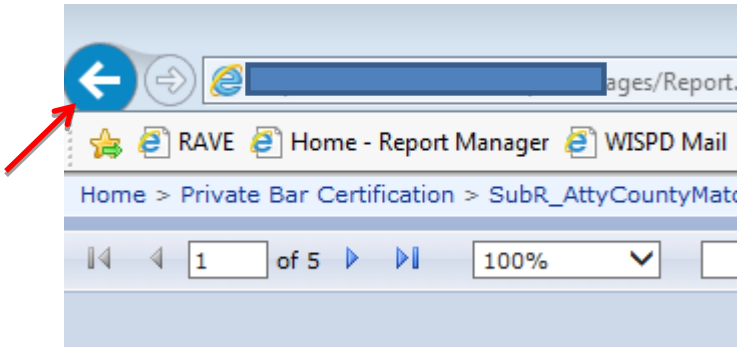
Home > Private Bar Certification > SubR_AttyCertMatchONLY_AttorneyDetails Home | My Subscriptions |

1 of 23 100% Find | Next

Attorneys Certified in Selected Levels

Attorney Active?	State Bar #	Attorney Name	Attorney Region	Attorney Office	Attorney County	Certification Name	Attorney Certified County	Current Attorney Status	Phone
Yes	[redacted]	[redacted]	Admin	Administration	Outagamie	Trial 1 - misdemeanor, paternity	Brown	Private	(920)-5
Yes	[redacted]	[redacted]	Admin	Administration	Outagamie	Trial 1 - misdemeanor, paternity	Outagamie	Private	(920)-5
Yes	[redacted]	[redacted]	Admin	Administration	Marathon	Trial 1 - misdemeanor, paternity	Marathon	Private	(715)-8
Yes	[redacted]	[redacted]	Admin	Administration	Winnebago	Trial 1 - misdemeanor, paternity	Outagamie	Private	(920)-7
Yes	[redacted]	[redacted]	Admin	Administration	Winnebago	Trial 1 - misdemeanor, paternity	Winnebago	Private	(920)-7

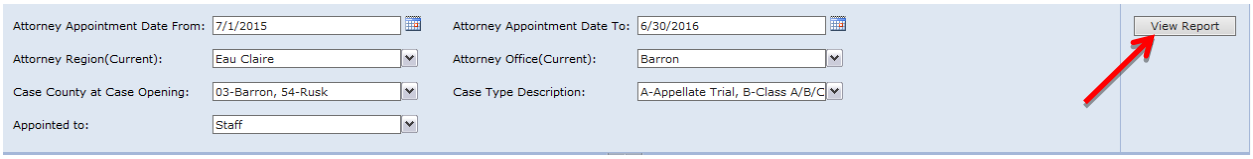
13. Click the “Back” button to return to the main screen:



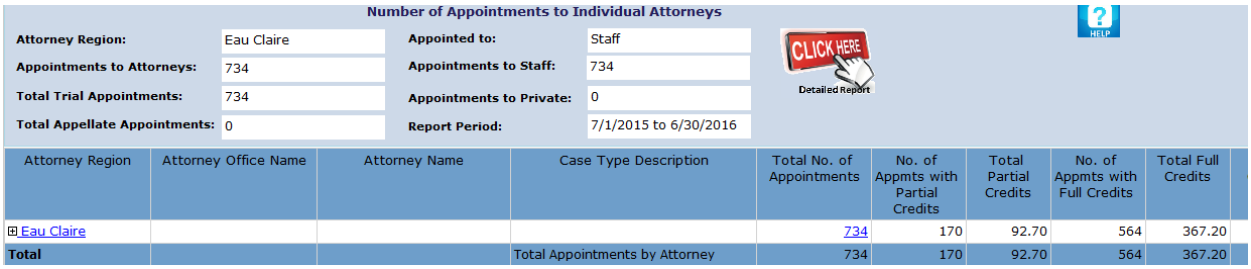
Number of Appointments to Individual Attorneys

1. To access the Number of Appointments to Individual Attorneys Report, click on the folder "Attorneys Reports."
2. The search screen will look like this:

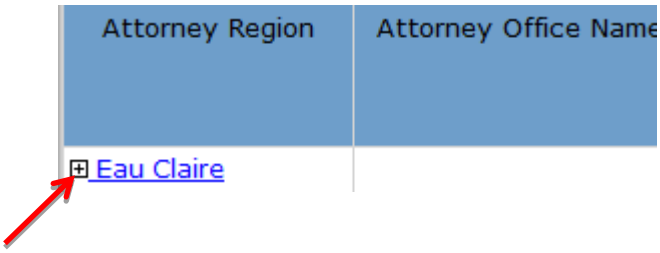
1. Enter in the Attorney Appointment Date.[2]
2. Select the Attorney Region and Office. This is the region and office that the attorney is located in. Note: private attorneys' Attorney Region is listed as Administration.
3. Select the Case County.
4. Select the Case Type.
5. Select whether you would like to view cases that were originally appointed to staff or private attorneys.
6. Once you have filled out the search criteria, click "View Report."



7. The initial screen will give you an overview of the search criteria, organized by region:



8. Click on the "+" icon to the left of the Attorney Region in order to get additional details:



[2] For a definition of the search criteria, see the Defining RAMP Report Components on page 7.

9. The report will then break down by office:

Number of Appointments to Individual Attorneys

Attorney Region:	Eau Claire	**Appointed to:**	Staff
Appointments to Attorneys:	734	**Appointments to Staff:**	734
Total Trial Appointments:	734	**Appointments to Private:**	0
Total Appellate Appointments:	0	**Report Period:**	7/1/2015 to 6/30/2016

CLICK HERE Detailed Report

HELP

Attorney Region	Attorney Office Name	Attorney Name	Case Type Description	Total No. of Appointments	No. of Appmts with Partial Credits	Total Partial Credits	No. of Appmts with Full Credits	Total Full Credits
⊟ Eau Claire				734	170	92.70	564	367.20
	⊞ Barron			734	170	92.70	564	367.20
Total			Total Appointments by Attorney	734	170	92.70	564	367.20

10. Click on the "+" icon to the left of the Attorney Office Name to get details by attorney:

Attorney Region	Attorney Office Name	Attorney
⊟ Eau Claire		
	⊞ Barron	
Total		

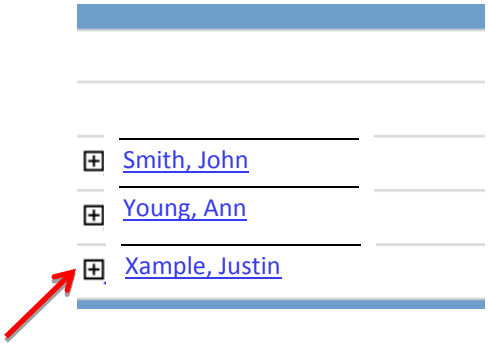
11. The report will then break down by attorney:

Attorney Office Name	Attorney Name	Case Type Description	Total No. of Appointments	No. of Appmts with Partial Credits	Total Partial Credits	No. of Appmts with Full Credits	Total Full Credits	Total Credits
			734	170	92.70	564	367.20	459.90
⊟ Barron			734	170	92.70	564	367.20	459.90
	⊞ [redacted]		248	118	67.21	130	75.72	142.93
	⊞ [redacted]		204	48	24.44	156	92.41	116.85
	⊞ [redacted]		282	4	1.05	278	199.07	200.12
		Total Appointments by Attorney	734	170	92.70	564	367.20	459.90

12. The columns show the following categories: (1) Total No. of Appointments within the date range selected, (2) the No. of Appointments with Partial Credits, (3) the Total Partial Credits, (4) the Number of Appointments with Full Credits, (5) the Total Full Credits, and (6) the Total Credits.

Total No. of Appointments	No. of Appmts with Partial Credits	Total Partial Credits	No. of Appmts with Full Credits	Total Full Credits	Total Credits
734	170	92.70	564	367.20	459.90
734	170	92.70	564	367.20	459.90
248	118	67.21	130	75.72	142.93
204	48	24.44	156	92.41	116.85
282	4	1.05	278	199.07	200.12
734	170	92.70	564	367.20	459.90

13. Click on the "+" icon to the left of the Attorney's Name to break down the numbers by case type:



14. The data will then show the number of appointments and credits by case type for that attorney:

Attorney Name	Case Type Description	Total No. of Appointments	No. of Appmts with Partial Credits	Total Partial Credits	No. of Appmts with Full Credits	Total Full Credits	Total Credits
		734	170	92.70	564	367.20	459.90
		734	170	92.70	564	367.20	459.90
[redacted]		248	118	67.21	130	75.72	142.93
[redacted]		204	48	24.44	156	92.41	116.85
[redacted]		282	4	1.05	278	199.07	200.12
	Class A/B/C Felony	1	0	0.00	1	3.00	3.00
	Commitment	9	1	0.05	8	3.60	3.65
	Felony	91	1	0.44	90	90.00	90.44
	Juvenile	2	0	0.00	2	1.10	1.10
	Misdemeanor	106	1	0.21	105	52.50	52.71
	Misdemeanor Traffic	37	0	0.00	37	17.76	17.76
	Post-Dispositional Juvenile Proceeding	2	0	0.00	2	0.96	0.96
	Revocation	9	0	0.00	9	6.30	6.30
	Special	22	1	0.35	21	7.35	7.70
	TPR	3	0	0.00	3	16.50	16.50
	Total Appointments by Attorney	734	170	92.70	564	367.20	459.90

15. To get more detailed information about the appointments for a particular attorney, click on their name or on the blue underlined number in the column "Total No. of Appointments."

Attorney Name	Case Type Description	Total No. of Appointments	No. of Appmts with Partial Credits	Total Partial Credits	No. of Appmts with Full Credits	Total Full Credits	Total Credits
		734	170	92.70	564	367.20	459.90
		734	170	92.70	564	367.20	459.90
[redacted]		248	118	67.21	130	75.72	142.93
[redacted]		204	48	24.44	156	92.41	116.85
[redacted]		282	4	1.05	278	199.07	200.12
	Class A/B/C Felony	1	0	0.00	1	3.00	3.00
	Commitment	9	1	0.05	8	3.60	3.65
	Felony	91	1	0.44	90	90.00	90.44
	Juvenile	2	0	0.00	2	1.10	1.10
	Misdemeanor	106	1	0.21	105	52.50	52.71
	Misdemeanor Traffic	37	0	0.00	37	17.76	17.76
	Post-Dispositional Juvenile Proceeding	2	0	0.00	2	0.96	0.96
	Revocation	9	0	0.00	9	6.30	6.30
	Special	22	1	0.35	21	7.35	7.70
	TPR	3	0	0.00	3	16.50	16.50
	Total Appointments by Attorney	734	170	92.70	564	367.20	459.90

16. A sub-report will appear, showing each appointment broken down into the following columns: (1) Case Type, (2) Case County Name, (3) SPD ID Number, (4) Attorney Appointed Date, (5) Disposition Date, (6) Partial Credit, (7) Full Credit, and (8) Total Credit:

Home > Attorneys Reports > SubReport_AttyNameTotal-Number of Appointments by Attorney

1 of 8 100% Find | Next

[redacted] Details

Attorney Office Name	Attorney Name	Case Type Description	Case County Name	SPD ID	Attorney Appointed Date	Disposition Date	Partial Credit	Full Credit	Total Credits
Barron	[redacted]	Class A/B/C Felony	Barron	150300913A	7/29/2015	08/19/2015	0.00	3.00	3.00
		Commitment	Barron	150300852a	7/14/2015	07/07/2015	0.00	0.45	0.45
				150300897A	7/21/2015	08/13/2015	0.00	0.45	0.45
				150300934A	8/4/2015	07/28/2015	0.00	0.45	0.45
				150300964A	8/7/2015	07/29/2015	0.00	0.45	0.45
				150301488A	12/21/2015	12/09/2015	0.00	0.45	0.45
				160300020A	1/6/2016	01/08/2016	0.00	0.45	0.45
				160300122A	2/1/2016	01/26/2016	0.00	0.45	0.45
				160300127A	2/2/2016	02/01/2016	0.00	0.45	0.45
				150300951A	8/7/2015	08/13/2015	0.05	0.00	0.05
		Felony	Barron	150300771A	7/1/2015	12/15/2015	0.00	1.00	1.00
				150300773A	7/1/2015	08/17/2015	0.00	1.00	1.00
				150300789A	7/6/2015	05/27/2016	0.00	1.00	1.00

17. To scroll through the report, use the arrows on the upper left-hand corner:

Home > Attorneys Reports > SubReport_AttyNameTotal-Number of Appointments by Attorney

1 of 8 100% Find | Next

[redacted] Details

Attorney Office Name	Attorney Name	Case Type Description	Case County Name	SPD ID	Attorney Appointed Date	Disposition Date	Partial Credit	Full Credit	Total Credits
Barron	[redacted]	Class A/B/C Felony	Barron	150300913A	7/29/2015	08/19/2015	0.00	3.00	3.00
		Commitment	Barron	150300852a	7/14/2015	07/07/2015	0.00	0.45	0.45
				150300897A	7/21/2015	08/13/2015	0.00	0.45	0.45
				150300934A	8/4/2015	07/28/2015	0.00	0.45	0.45
				150300964A	8/7/2015	07/29/2015	0.00	0.45	0.45
				150301488A	12/21/2015	12/09/2015	0.00	0.45	0.45
				160300020A	1/6/2016	01/08/2016	0.00	0.45	0.45
				160300122A	2/1/2016	01/26/2016	0.00	0.45	0.45
				160300127A	2/2/2016	02/01/2016	0.00	0.45	0.45
				150300951A	8/7/2015	08/13/2015	0.05	0.00	0.05
		Felony	Barron	150300771A	7/1/2015	12/15/2015	0.00	1.00	1.00
				150300773A	7/1/2015	08/17/2015	0.00	1.00	1.00
				150300789A	7/6/2015	05/27/2016	0.00	1.00	1.00

18. Click on the SPD ID to get additional information about a particular case. This will link to eOPD:

Case County Name	SPD ID	Attorney Appointed Date	Disposition Date
Barron	150300913A	7/29/2015	08/19/2015
Barron	150300852a	7/14/2015	07/07/2015
	150300897A	7/21/2015	08/13/2015
	150300934A	8/4/2015	07/28/2015

19. Click on the attorney's name or the Attorney "Details" heading to get additional information about the attorney:

Home > Attorneys Reports > SubReport_AttyNameTotal-Number of Appointments by Attorney

1 of 8 100% Find | Next

[redacted] Details

Attorney Office Name	Attorney Name	Case Type Description	Case County Name	SPD ID	Attorney Appointed Date	Disposition Date	Partial Credit	Full Credit	Total Credits
Barron	[redacted]	Class A/B/C Felony	Barron	150300913A	7/29/2015	08/19/2015	0.00	3.00	3.00
		Commitment	Barron	150300852a	7/14/2015	07/07/2015	0.00	0.45	0.45
				150300897A	7/21/2015	08/13/2015	0.00	0.45	0.45
				150300934A	8/4/2015	07/28/2015	0.00	0.45	0.45
				150300964A	8/7/2015	07/29/2015	0.00	0.45	0.45
				150301488A	12/21/2015	12/09/2015	0.00	0.45	0.45
				160300020A	1/6/2016	01/08/2016	0.00	0.45	0.45
				160300122A	2/1/2016	01/26/2016	0.00	0.45	0.45
				160300127A	2/2/2016	02/01/2016	0.00	0.45	0.45
				150300951A	8/7/2015	08/13/2015	0.05	0.00	0.05
		Felony	Barron	150300771A	7/1/2015	12/15/2015	0.00	1.00	1.00
				150300773A	7/1/2015	08/17/2015	0.00	1.00	1.00
				150300789A	7/6/2015	05/27/2016	0.00	1.00	1.00

20. A separate window will appear, with information about the attorney:

[redacted] Details

Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Staff
Attorney Region:	Eau Claire	**Address:**	410 E La Salle Ave Ste A,	**Phone:**	(715)-537-1324
Attorney Office:	Barron	**City:**	Barron, WI	**Fax:**	(715)-537-9340
County:	Barron	**ZipCode:**	54812-1517	**Active?**	Yes
Attorney Type:	Staff	**Email ID:**	[redacted]	**Current Open Cases:**	99

Case Certification level	Certified County	Status
No Certification	--	--

21. From the sub-report, you can use the "Back" button in Internet Explorer to go back to the main screen:

[redacted] ort.aspx?ItemPath=%2fAttorneys+Reports%2fSul SubReport_AttyNameTotal...

File Edit View Favorites Tools Help

RAVE Home - Report Manager WISPD Mail Web Slice Gallery WISPD - Calendar SPDIntranet ManagementReports

Home > Attorneys Reports > SubReport_AttyNameTotal-Number of Appointments by Attorney

1 of 8 100% Find | Next

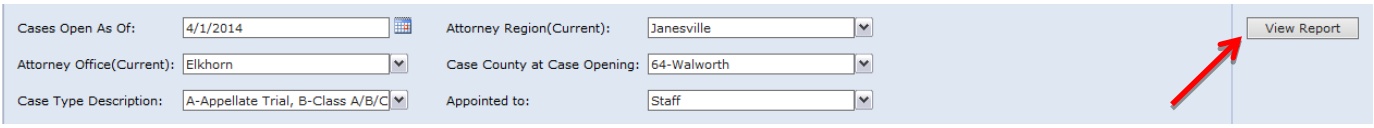
[redacted] Details

Attorney Office Name	Attorney Name	Case Type Description	Case County Name	SPD ID	Attorney Appointed Date	Disposition Date	Partial Credit	Full Credit	Total Credits
Barron	[redacted]	Class A/B/C Felony	Barron	150300913A	7/29/2015	08/19/2015	0.00	3.00	3.00
		Commitment	Barron	150300852a	7/14/2015	07/07/2015	0.00	0.45	0.45
				150300897A	7/21/2015	08/13/2015	0.00	0.45	0.45
				150300934A	8/4/2015	07/28/2015	0.00	0.45	0.45

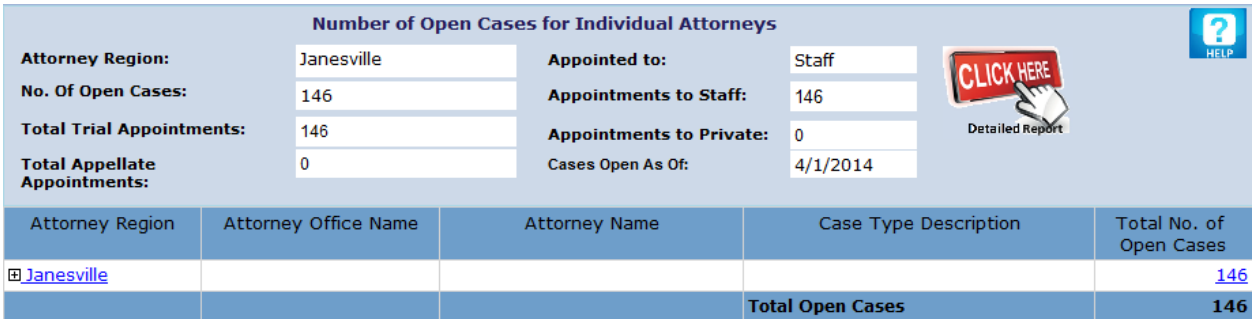
Number of Open Cases for Individual Attorneys

1. To access the Number of Open Cases for Individual Attorneys Report, click on the folder "Attorneys Reports."
2. The search screen will look like this:

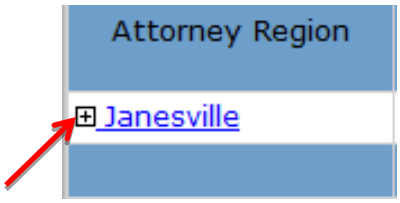
3. Enter the date that you would like to pull the report from. For example, if you wanted to know how many open cases an attorney had on April 1, 2014, you would type in 04/01/2014.
4. Select the Attorney Region and Office. This is the region and office that the attorney is located in. Note: private attorneys' Attorney Region is listed as Administration.
5. Select the Case County.
6. Select the Case Type.
7. Select whether you would like to view cases that were originally appointed to staff or private attorneys.
8. Once you have filled out the search criteria, click "View Report:"



9. The initial screen will give you an overview of the search criteria, organized by region:



10. Click on the "+" icon next to the region to get additional details.



11. The report will then break down by office:

Number of Open Cases for Individual Attorneys

Attorney Region:	Janesville	**Appointed to:**	Staff
No. Of Open Cases:	146	**Appointments to Staff:**	146
Total Trial Appointments:	146	**Appointments to Private:**	0
Total Appellate Appointments:	0	**Cases Open As Of:**	4/1/2014

CLICK HERE Detailed Report

HELP

Attorney Region	Attorney Office Name	Attorney Name	Case Type Description	Total No. of Open Cases
⊟ Janesville				146
	⊞ Elkhorn			146
			Total Open Cases	**146**

12. Click on the "+" icon to the left of the Attorney Office Name to get details by attorney.

Attorney Region	Attorney Office Name	Attorney Name
⊟ Janesville		
	⊞ Elkhorn	

13. The report will then break down by attorney:

Attorney Region	Attorney Office Name	Attorney Name	Case Type Description	Total No. of Open Cases
⊟ Janesville				146
	⊟ Elkhorn			146
		⊞ [redacted]		80
		⊞ [redacted]		65
		⊞ [redacted]		1
			Total Open Cases	**146**

14. Click on the "+" icon to the left of the Attorney's Name to break down the numbers by case type:

⊞ Smith, John

⊞ Young, Ann

⊞ Xample, Justin

15. The data will then show the number of open cases by case type for that attorney:

Attorney Region	Attorney Office Name	Attorney Name	Case Type Description	Total No. of Open Cases
⊟ Janesville				146
	⊟ Elkhorn			146
		⊞ [redacted]		80
		⊟ [redacted]		65
			Commitment	1
			Felony	20
			Juvenile	1
			Misdemeanor	16
			Misdemeanor Traffic	21
			Revocation	5
			Special	1
		⊞ [redacted]		1
			Total Open Cases	**146**

16. To get more detailed information about the open cases for a particular attorney, click on their name or on the blue underlined number in the column "Total No. of Open Cases."

Attorney Region	Attorney Office Name	Attorney Name	Case Type Description	Total No. of Open Cases
⊟ Janesville				146
	⊟ Elkhorn			146
		⊞ [redacted]		80
		⊟ [redacted]		65
			Commitment	1
			Felony	20
			Juvenile	1
			Misdemeanor	16
			Misdemeanor Traffic	21
			Revocation	5
			Special	1
		⊞ [redacted]		1
			Total Open Cases	**146**

17. A sub-report will appear, showing each appointment broken down into the following columns: (1) Case Type, (2) Case County Name, (3) SPD ID Number, (4) Attorney Appointed Date, (5) Attorney Withdrawn Date and (6) Disposition Date. If the attorney had cases which were subsequently closed after the selected search date, the disposition date will show up on this sub-report.

Attorney Office Name	Attorney Name	Case type Description	Case County Name	SPD ID	Attorney Appointed Date	Attorney Withdrawn Date	Disposition Date
Elkhorn	[redacted]	Commitment	Walworth	146400449A	3/26/2014		04/24/2014
		Felony	Walworth	136401076A	8/6/2013		Ongoing
				146400198A	2/6/2014		05/05/2014
				146400209A	2/12/2014		09/05/2014
				146400231A	2/17/2014		09/10/2014
				146400256A	2/19/2014		06/05/2014
				146400276A	2/7/2014		07/01/2014
				146400295A	2/27/2014		08/26/2014
				136400130A	1/23/2013		Ongoing

22. To scroll through the report, use the arrows on the upper left-hand corner:

Home > Attorneys Reports > SubRt_AttyName-AttyOpenCases

1 of 2 100% Find | Next

[redacted] Details

Attorney Office Name	Attorney Name	Case type Description	Case County Name	SPD ID	Attorney Appointed Date	Attorney Withdrawn Date	Disposition Date
Elkhorn	[redacted]	Commitment	Walworth	146400449A	3/26/2014		04/24/2014
		Felony	Walworth	136401076A	8/6/2013		Ongoing
				146400198A	2/6/2014		05/05/2014
				146400209A	2/12/2014		09/05/2014
				146400231A	2/17/2014		09/10/2014
				146400256A	2/19/2014		06/05/2014
				146400276A	2/7/2014		07/01/2014

23. Click on the SPD ID number to get additional information about a particular case. This will link back to eOPD:

Case County Name	SPD ID	Attorney Appointed Date	Attorney Withdrawn Date	Disposition Date
Walworth	146400449A	3/26/2014		04/24/2014
Walworth	136401076A	8/6/2013		Ongoing

24. Click on the attorney's name or the Attorney "Details" heading to get additional information about the attorney:

[redacted] Details

Attorney Office Name	Attorney Name	Case type Description	Case County Name	SPD ID	Attorney Appointed Date	Attorney Withdrawn Date	Disposition Date
Elkhorn	[redacted]	Commitment	Walworth	146400449A	3/26/2014		04/24/2014
		Felony	Walworth	136401076A	8/6/2013		Ongoing
				146400198A	2/6/2014		05/05/2014
				146400209A	2/12/2014		09/05/2014
				146400231A	2/17/2014		09/10/2014
				146400256A	2/19/2014		06/05/2014

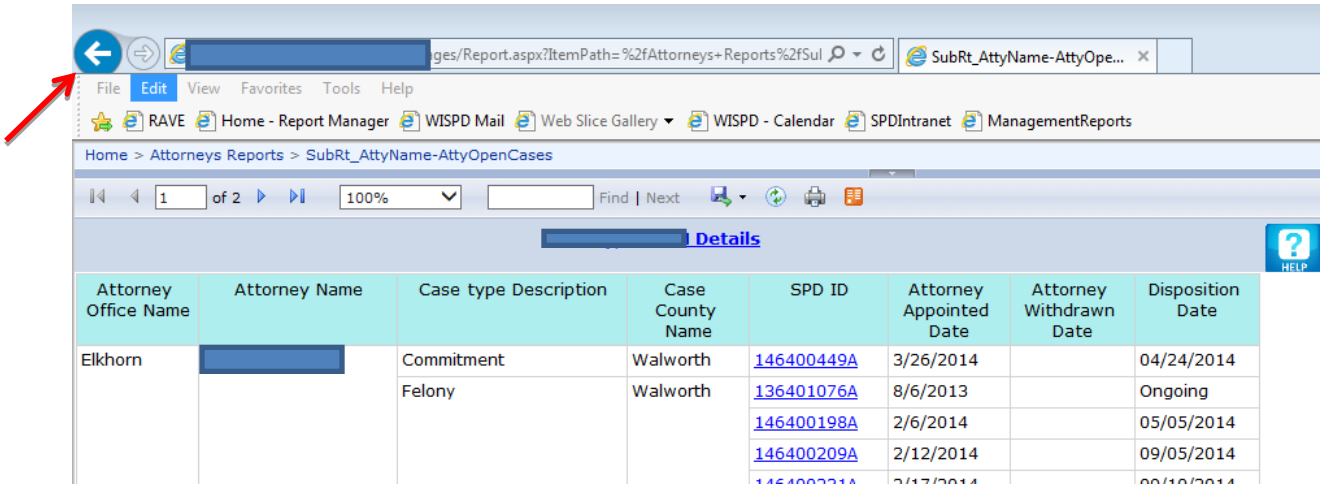
25. A separate window will appear, with information about the attorney:

[redacted] Details

Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Staff
Attorney Region:	Eau Claire	**Address:**	410 E La Salle Ave Ste A,	**Phone:**	(715)-537-1324
Attorney Office:	Barron	**City:**	Barron, WI	**Fax:**	(715)-537-9340
County:	Barron	**ZipCode:**	54812-1517	**Active?**	Yes
Attorney Type:	Staff	**Email ID:**	[redacted]	**Current Open Cases:**	99

Case Certification level	Certified County	Status
No Certification	--	--

26. From the sub-report, you can use the “Back” button in Internet Explorer to go back to the main screen:



Attorney Office Name	Attorney Name	Case type Description	Case County Name	SPD ID	Attorney Appointed Date	Attorney Withdrawn Date	Disposition Date
Elkhorn	[redacted]	Commitment	Walworth	146400449A	3/26/2014		04/24/2014
		Felony	Walworth	136401076A	8/6/2013		Ongoing
				146400198A	2/6/2014		05/05/2014
				146400209A	2/12/2014		09/05/2014

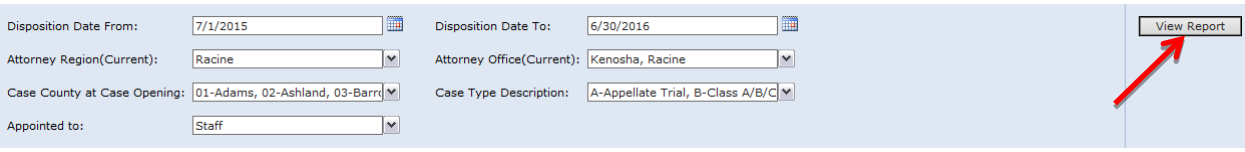
Number of Hours by Individual Attorney

1. To access the Number of Hours by Individual Attorney Report, click on the folder "Attorneys Reports."

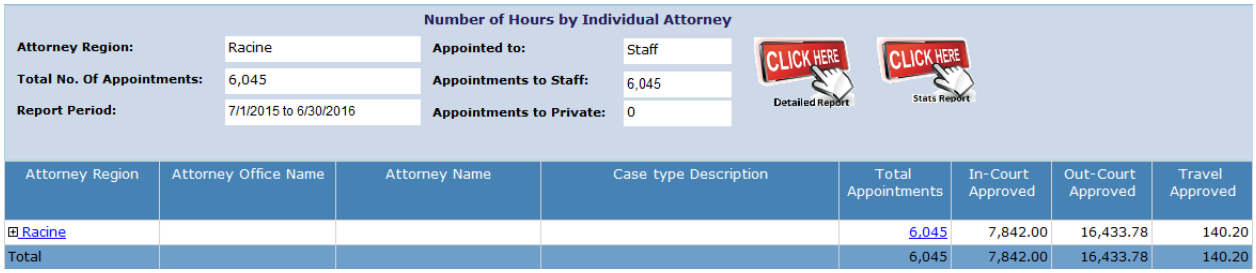
2. The search screen will look like this:

3. Enter the date range by disposition date (Note: this report will only show closed cases in that date range because open cases do not have hours associated with them).
4. Select the Attorney Region and Office. This is the region and office that the attorney is located in. Note: private attorneys' Attorney Region is listed as Administration.
5. Select the Case County.
6. Select the Case Type.
7. Select whether you would like to view cases that were originally appointed to staff or private attorneys.

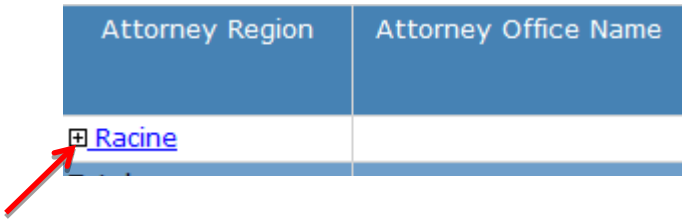
8. Once you have filled out the search criteria, click "View Report:"



9. The initial screen will give you an overview of the search criteria, organized by region:



10. Click on the "+" icon next to the region to get additional details.



11. The report will then break down by office:

Number of Hours by Individual Attorney

Attorney Region:	Racine	**Appointed to:**	Staff
Total No. Of Appointments:	6,045	**Appointments to Staff:**	6,045
Report Period:	7/1/2015 to 6/30/2016	**Appointments to Private:**	0

CLICK HERE Detailed Report CLICK HERE Stats Report

Attorney Region	Attorney Office Name	Attorney Name	Case type Description	Total Appointments	In-Court Approved	Out-Court Approved	Travel Approved
⊟ Racine				6,045	7,842.00	16,433.78	140.20
	⊞ Kenosha			3,207	3,027.69	8,080.54	96.50
	⊞ Racine			2,838	4,814.31	8,353.24	43.70
Total				6,045	7,842.00	16,433.78	140.20

12. Click on the "+" icon to the left of the Attorney Office Name to get details by attorney.

Attorney Region	Attorney Office Name	Attorney Name
⊟ Racine		
	⊞ Kenosha	
	⊞ Racine	

13. The report will then break down by attorney:

Attorney Region	Attorney Office Name	Attorney Name	Case type Description	Total Appointments	In-Court Approved	Out-Court Approved	Travel Approved
⊟ Racine				6,045	7,842.00	16,433.78	140.20
	⊟ Kenosha			3,207	3,027.69	8,080.54	96.50
		[redacted]		142	160.00	256.74	0.00
		[redacted]		254	280.90	363.10	3.00

14. Click on the "+" icon to the left of the Attorney's Name to break down the numbers by case type:

⊞ Smith, John

⊞ Young, Ann

⊞ Xample, Justin

15. The data will then show the number of appointments closed by case type for that attorney and break down the hours by case type:

Attorney Region	Attorney Office Name	Attorney Name	Case type Description	Total Appointments	In-Court Approved	Out-Court Approved	Travel Approved
⊟ Racine				6,045	7,842.00	16,433.78	140.20
	⊟ Kenosha			3,207	3,027.69	8,080.54	96.50
		[redacted]		142	160.00	256.74	0.00
			Felony	3	4.50	5.80	0.00
			Misdemeanor	78	95.50	137.64	0.00
			Misdemeanor Traffic	20	24.50	27.00	0.00
			Revocation	22	20.00	60.50	0.00

16. Scroll to the right to get additional information for this report. The columns are (1) Total Appointments (appointments closed within the selected date range), (2) In-Court Approved (total hours), (3) Out-Court Approved (total hours), (4) Travel Approved (total hours), (5) Client Contact Approved (total hours), (6) Total Approved Hours, (7) Average Hours/Case (total hours divided by the total appointments closed), (8) Total Credits, (9) Average Time per Credit (total hours divided by total credits), (10) Time per 200.5 case points (average time per credit multiplied by 200.5).

Case type Description	Total Appointments	In-Court Approved	Out-Court Approved	Travel Approved	Client Contact Approved	Total Approved Hours	Average Hours/ Case	Total Credits	Average Time Per Credit	Time Per 200.5 Case Points
	142	160.00	256.74	0.00	0.00	416.74	2.93	73.65	5.66	1,134.51
Felony	3	4.50	5.80	0.00	0.00	10.30	3.43	3.00	3.43	688.38
Misdemeanor	78	95.50	137.64	0.00	0.00	233.14	2.99	39.00	5.98	1,198.58
Misdemeanor Traffic	20	24.50	27.00	0.00	0.00	51.50	2.58	9.60	5.36	1,075.60
Revocation	22	20.00	60.50	0.00	0.00	80.50	3.66	15.40	5.23	1,048.07
Special	19	15.50	25.80	0.00	0.00	41.30	2.17	6.65	6.21	1,245.21

17. Click on the attorney's name or the number in the "Total Appointments" column to get additional information about this report. A sub-report will appear, showing each appointment broken down into the following columns: (1) Case Type, (2) Case County Name, (3) SPD ID Number, (4) Total Attorney Hours, (5) Total Credits, (6) Average Time Per Credit, (7) Time per 200.5 case points, (8) Disposition Date, (9) Attorney Appointed Date, (10) Status at Case Opening, (11) Current Attorney Status, (12) Attorney Withdrawn Date, and (13) Attorney Withdrawn Reason.

Attorney Office Name	Attorney Name	Case type Description	Case county name	Case Opened Date	SPD ID	Total Atty hours	Total Credits	Average Time Per Credit	Time Per 200.5 Case Points	Disposition Date	Attorney Appointed Date	Status at Case Opening	Current Attorney Status	Attorney Withdrawn Date	Attorney Withdrawal I
Kenosha	[redacted]	Felony	Kenosha	2/8/2016	163000460a	4.20	1.00	4.20	842.10	5/13/2016	3/9/2016	Staff	Staff		N/A - No Withdrawal
				4/5/2016	163001218a	2.70	1.00	2.70	541.35	5/12/2016	4/5/2016	Staff	Staff		N/A - No Withdrawal
				4/25/2016	163001494a	3.40	1.00	3.40	681.70	6/27/2016	4/25/2016	Staff	Staff		N/A - No Withdrawal
		Misdemeanor	Kenosha	4/9/2015	153001274a	2.30	0.50	4.60	922.30	11/19/2015	1/22/2016	Staff	Staff		N/A - No Withdrawal
				8/11/2015	153002841a	2.20	0.50	4.40	882.20	2/12/2016	1/8/2016	Staff	Staff		N/A - No Withdrawal
				9/11/2015	153003231a	3.20	0.50	6.40	1,283.20	3/31/2016	1/8/2016	Staff	Staff		N/A - No Withdrawal
				10/7/2015	153003553a	2.20	0.50	4.40	882.20	2/5/2016	1/8/2016	Staff	Staff		N/A - No Withdrawal
				10/27/2015	153003810a	1.53	0.50	3.06	613.53	12/10/2015	10/27/2015	Staff	Staff		N/A - No Withdrawal
				11/6/2015	153003918a	2.50	0.50	5.00	1,002.50	1/5/2016	11/6/2015	Staff	Staff		N/A - No Withdrawal
				11/6/2015	153003919a	1.50	0.50	3.00	601.50	11/20/2015	11/6/2015	Staff	Staff		N/A - No Withdrawal

18. To scroll through the report, use the arrows on the upper left-hand corner:

Home > Attorneys Reports > SubR_AttyRegion_OffName_Attyname_NoOfHoursbyIndividualAtty

1 of 4 100% Find | Next

Number of Hours by Individual Attorney

Attorney Office Name	Attorney Name	Case type Description	Case county name	Case Opened Date	SPD ID	Total Atty hours	Total Credits	Average Time Per Credit
Kenosha	[redacted]	Felony	Kenosha	2/8/2016	163000460a	4.20	1.00	4.20
				4/5/2016	163001218a	2.70	1.00	2.70
				4/25/2016	163001494a	3.40	1.00	3.40
		Misdemeanor	Kenosha	4/9/2015	153001274a	2.30	0.50	4.60
				8/11/2015	153002841a	2.20	0.50	4.40
				9/11/2015	153003231a	3.20	0.50	6.40

19. Click on the SPD ID number to get additional information about a particular case. This will link back to eOPD.

Case type Description	Case county name	Case Opened Date	SPD ID	Total Atty hours	Total Credits	Average Time Per Credit
Felony	Kenosha	2/8/2016	163000460a	4.20	1.00	4.20
		4/5/2016	163001218a	2.70	1.00	2.70
		4/25/2016	163001494a	3.40	1.00	3.40
Misdemeanor	Kenosha	4/9/2015	153001274a	2.30	0.50	4.60
		8/11/2015	153002841a	2.20	0.50	4.40
		9/11/2015	153003231a	3.20	0.50	6.40

20. Click on the number of hours to get additional information about the hours reported on that case:

Case type Description	Case county name	Case Opened Date	SPD ID	Total Atty hours	Total Credits	Average Time Per Credit
Felony	Kenosha	2/8/2016	163000460a	4.20	1.00	4.20
		4/5/2016	163001218a	2.70	1.00	2.70
		4/25/2016	163001494a	3.40	1.00	3.40
Misdemeanor	Kenosha	4/9/2015	153001274a	2.30	0.50	4.60

21. A separate window will appear, with additional information about the hours:

SPD ID	BAR #	Attorney Name	Type	Service Description	Hours Spent	Service Date
163000460a	[redacted]				4.2	
			⊞ In-court		1.5	
			⊞ Out-Court		2.7	
			⊞ Travel		0	

22. Click on the attorney's name to get additional information about the attorney:

Home > Attorneys Reports > SubR_AttyRegion_OffName_Attyname_NoOfHoursbyIndividualAtty

1 of 4 100% Find | Next

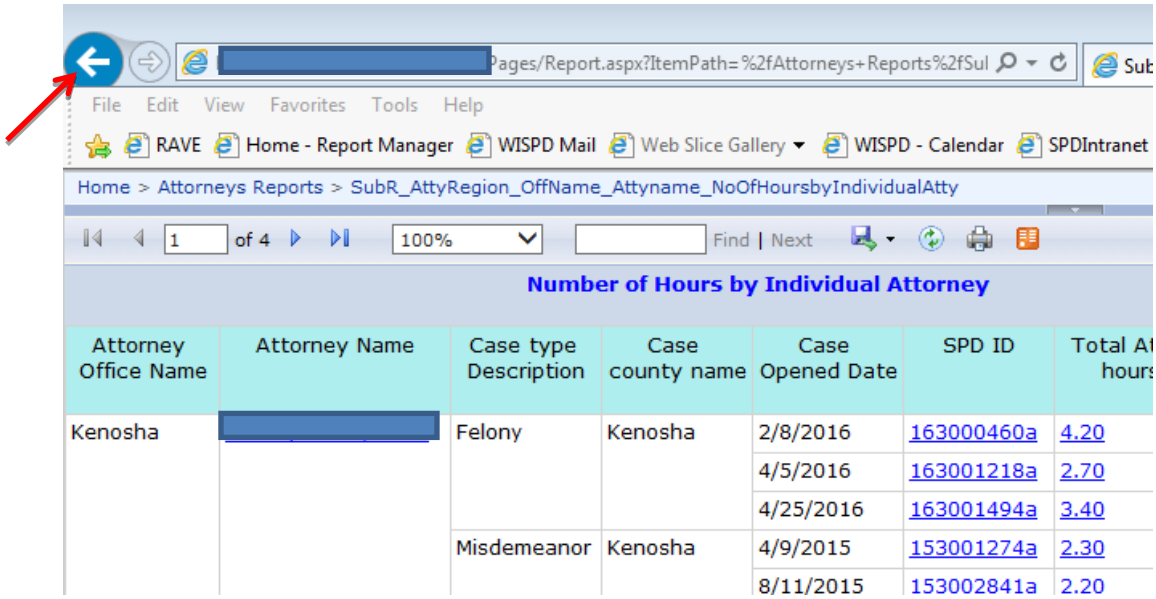
Number of Hours by Individual Attorney

Attorney Office Name	Attorney Name	Case type Description	Case county name	Case Opened Date	SPD ID	Total Atty hours	Total Credits	Average Time Per Credit
Kenosha	[redacted]	Felony	Kenosha	2/8/2016	163000460a	4.20	1.00	4.20
				4/5/2016	163001218a	2.70	1.00	2.70
				4/25/2016	163001494a	3.40	1.00	3.40
		Misdemeanor	Kenosha	4/9/2015	153001274a	2.30	0.50	4.60
				8/11/2015	153002841a	2.20	0.50	4.40
				9/11/2015	153003231a	3.20	0.50	6.40

23. A separate window will appear, with information about the attorney:

[redacted] Details					
Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Staff
Attorney Region:	Racine	**Address:**	604 57th St Ste 201,	**Phone:**	(262)-653-6404
Attorney Office:	Kenosha	**City:**	Kenosha, WI	**Fax:**	(262)-653-6401
County:	Kenosha	**ZipCode:**	53140-4113	**Active?**	Yes
Attorney Type:	Staff	**Email ID:**	[redacted]	**Current Open Cases:**	123

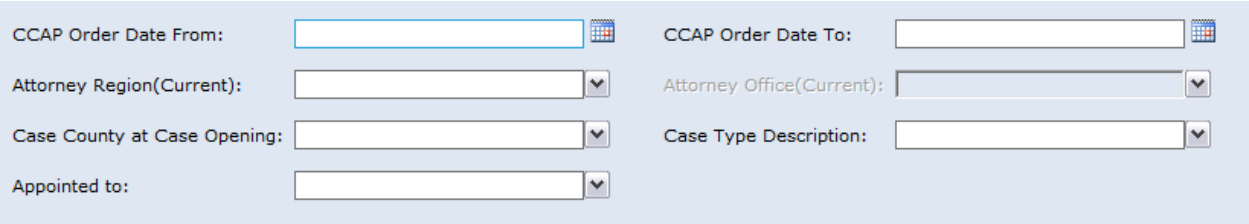
24. From the sub-report, you can use the "Back" button in Internet Explorer to go back to the main screen:



Number of Trials by Individual Attorney

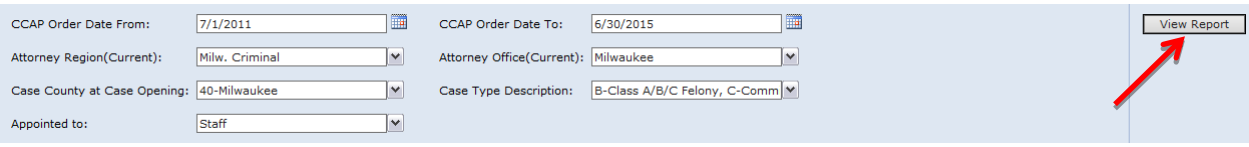
1. To access the Number of Trials by Individual Attorney Report, click on the folder "Attorneys Reports."

2. The search screen will look like this:

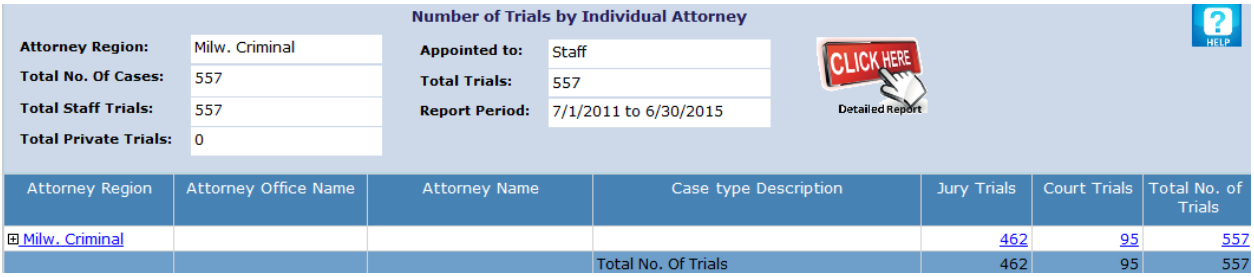


3. Enter the date range by CCAP Order Date (Note: this is the date of disposition in CCAP).
4. Select the Attorney Region and Office. This is the region and office that the attorney is located in. Note: private attorneys' Attorney Region is listed as Administration.
5. Select the Case County.
6. Select the Case Type.
7. Select whether you would like to view cases that were originally appointed to staff or private attorneys.

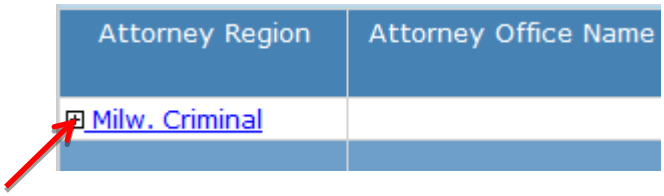
8. Once you have filled out the search criteria, click "View Report:"



9. The initial screen will give you an overview of the search criteria, organized by region:



10. Click on the "+" icon next to the region to get additional details.



11. The report will then break down by office:

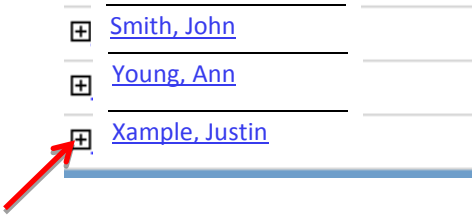
Attorney Region	Attorney Office Name	Attorney Name	Case type Description	Jury Trials	Court Trials	Total No. of Trials
⊟ Milw. Criminal				462	95	557
	⊞ Milwaukee			462	95	557
			Total No. Of Trials	462	95	557

12. Click on the "+" icon to the left of the Attorney Office Name to get details by attorney.

13. The report will then break down by attorney:

Attorney Region	Attorney Office Name	Attorney Name	Case type Description	Jury Trials	Court Trials	Total No. of Trials
⊟ Milw. Criminal				462	95	557
	⊟ Milwaukee			462	95	557
		[redacted]		0	1	1
		[redacted]		2	2	4
		[redacted]		4	2	6

14. Click on the "+" icon to the left of the Attorney's Name to break down the numbers by case type:



15. The data will then show the number of jury trials and court trials for that attorney and break down the trials by case type:

Attorney Name	Case type Description	Jury Trials	Court Trials	Total No. of Trials
[redacted]		27	1	28
	Class A/B/C Felony	9	0	9
	Felony	18	1	19
[redacted]		1	0	1
	Misdemeanor	1	0	1
[redacted]		22	5	27
	Ch 980 (post-commitment)	0	2	2
	Class A/B/C Felony	6	0	6
	Co-chair Hom/Juv	1	0	1
	Felony	13	3	16
	Misdemeanor	2	0	2

16. Click on the attorney's name or the blue underlined numbers to get additional information about this report.

Attorney Name	Case type Description	Jury Trials	Court Trials	Total No. of Trials
[redacted]		22	5	27
	Ch 980 (post-commitment)	0	2	2
	Class A/B/C Felony	6	0	6
	Co-chair Hom/Juv	1	0	1
	Felony	13	3	16
	Misdemeanor	2	0	2

17. A sub-report will appear, showing each trial broken down into the following columns: (1) Attorney Office Name, (2) Attorney Name, (3) Case County Name, (4) Case Type Description, (5) Type of Trial, (6) SPD ID, (7) Case Opened Date, (8) CCAP Order Date (disposition date in CCAP), (9) Attorney Appointed Date, (10) Status at Case Opening, (11) Current Attorney Status, (12) eOPD Withdrawn Date, and (13) CCAP Withdrawn Date, (14) Attorney Withdrawal Reason, and (15) Disposition Date (according to eOPD).

Attorney Name	Case County Name	Case Type Description	Type Of Trial	SPD ID	Case Opened Date	CCAP Order Date	Attorney Appointed Date	Status at Case Opening	Current Attorney Status	eOPD Withdrawn Date	CCAP Withdrawn Date	Attorney Withdrawal Reason	Disposition Date
[redacted]	Milwaukee	Ch 980 (post-commitment)	Court Trial	114014099A	10/18/2011	5/21/2012	10/18/2011	Staff	Staff			N/A - No Withdrawal	5/21/2012
				124009866A	7/27/2012	6/3/2014	7/27/2012	Staff	Staff			N/A - No Withdrawal	6/3/2014
		Class A/B/C Felony	Jury Trial	104003566A	3/16/2010	7/13/2012	3/16/2010	Staff	Staff			N/A - No Withdrawal	7/13/2012
				134001977a	2/13/2013	6/19/2014	7/17/2014	Staff	Staff			N/A - No Withdrawal	10/3/2014
				134003970a	3/27/2013	6/19/2014	7/17/2014	Staff	Staff			N/A - No Withdrawal	10/3/2014
				134004262a	4/3/2013	6/19/2014	7/17/2014	Staff	Staff			N/A - No Withdrawal	10/3/2014
				134004263a	4/3/2013	10/3/2014	7/17/2014	Staff	Staff			N/A - No Withdrawal	10/3/2014

18. Click on the SPD ID number to get additional information about a particular case. This will link back to eOPD.

Case Type Description	Type Of Trial	SPD ID	Case Opened Date	CCAP Order Date
Ch 980 (post-commitment)	Court Trial	114014099A	10/18/2011	5/21/2012
		124009866A	7/27/2012	6/3/2014
Class A/B/C Felony	Jury Trial	104003566A	3/16/2010	7/13/2012
		134001977a	2/13/2013	6/19/2014

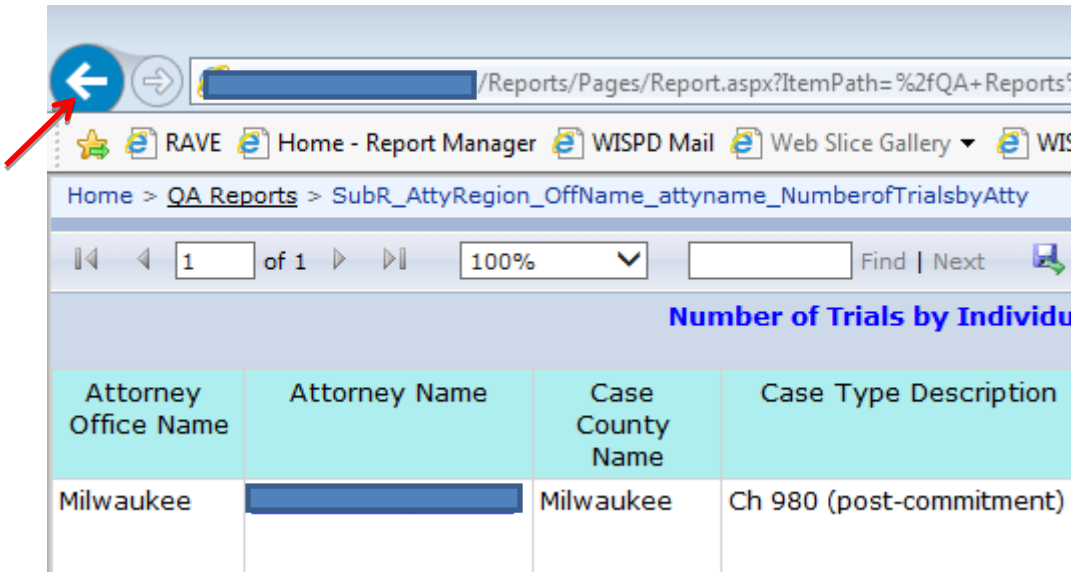
19. Click on the attorney's name to get additional information about the attorney:

Attorney Office Name	Attorney Name	Case County Name	Case Type Description	Type Of Tr
Milwaukee	[redacted]	Milwaukee	Ch 980 (post-commitment)	Court Trial
			Class A/B/C Felony	Jury Trial

20. A separate window will appear, with information about the attorney:

[redacted] Details					
Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Staff
Attorney Region:	Milw. Criminal	**Address:**	819 N 6th St Rm 908,	**Phone:**	(414)-227-4130
Attorney Office:	Milwaukee	**City:**	Milwaukee, WI	**Fax:**	(414)-227-1801
County:	Milwaukee	**ZipCode:**	53203-1606	**Active?**	Yes
Attorney Type:	Staff	**Email ID:**	[redacted]	**Current Open Cases:**	52

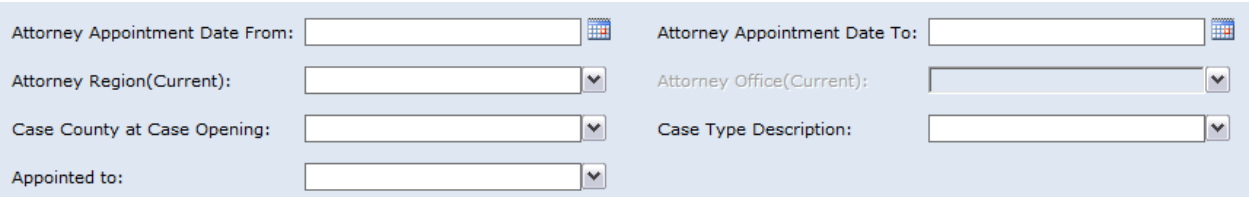
21. From the sub-report, you can use the "Back" button in Internet Explorer to go back to the main screen:



Number of Withdrawals by Individual Attorneys

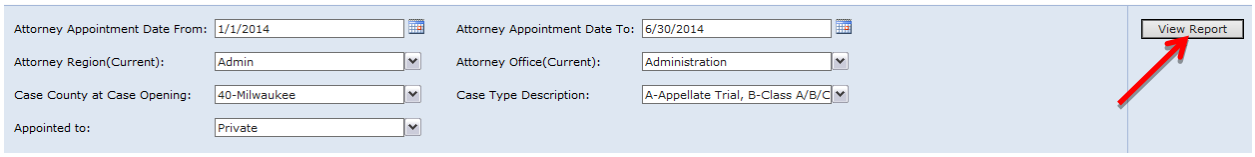
1. To access the Number of Hours by Individual Attorneys Report, click on the folder "Attorneys Reports."

2. The search screen will look like this:

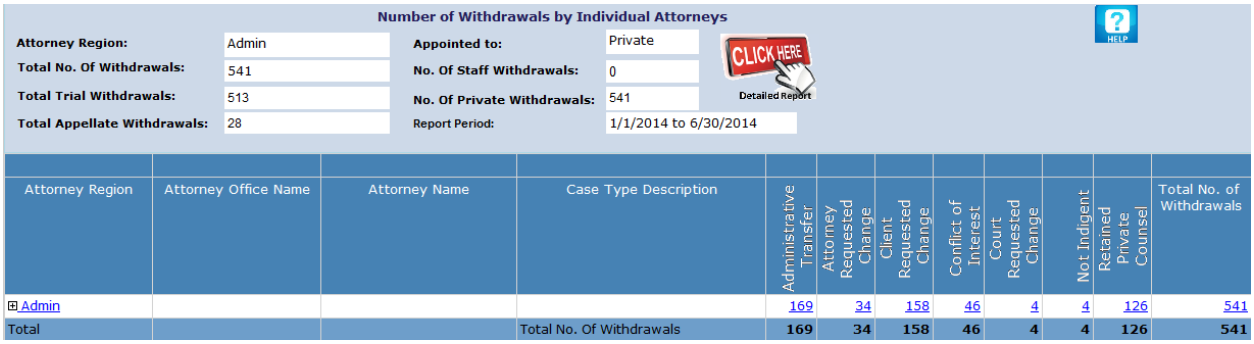


3. Enter the date range by appointment date.
4. Select the Attorney Region and Office. This is the region and office that the attorney is located in. Note: private attorneys' Attorney Region is listed as Administration.
5. Select the Case County.
6. Select the Case Type.
7. Select whether you would like to view cases that were originally appointed to staff or private attorneys.

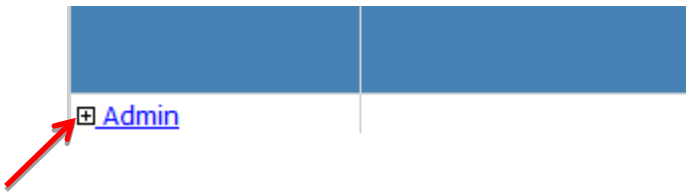
8. Once you have filled out the search criteria, click "View Report:"



9. The initial screen will give you an overview of the search criteria, organized by region:



10. Click on the "+" icon next to the region to get additional details.



11. The report will then break down by office:

Number of Withdrawals by Individual Attorneys

Attorney Region:	Admin	**Appointed to:**	Private
Total No. Of Withdrawals:	541	**No. Of Staff Withdrawals:**	0
Total Trial Withdrawals:	513	**No. Of Private Withdrawals:**	541
Total Appellate Withdrawals:	28	**Report Period:**	1/1/2014 to 6/30/2014

CLICK HERE Detailed Report

HELP

Attorney Region	Attorney Office Name	Attorney Name	Case Type Description	Administrative Transfer	Attorney Requested Change	Client Requested Change	Conflict of Interest	Court Requested Change	Not Indigent	Retained Private Counsel	Total No. of Withdrawals
⊟ Admin				169	34	158	46	4	4	126	541
	⊞ Administration			169	34	158	46	4	4	126	541
Total			Total No. Of Withdrawals	**169**	**34**	**158**	**46**	**4**	**4**	**126**	**541**

12. Click on the "+" icon to the left of the Attorney Office Name to get details by attorney.

Attorney Region	Attorney Office Name
⊟ Admin	
	⊞ Administration

13. The report will then break down by attorney:

Attorney Region	Attorney Office Name	Attorney Name	Case Type Description	Administrative Transfer	Attorney Requested Change	Client Requested Change	Conflict of Interest	Court Requested Change	Not Indigent	Retained Private Counsel	Total No. of Withdrawals
⊟ Admin				169	34	158	46	4	4	126	541
	⊟ Administration			169	34	158	46	4	4	126	541
				0	0	1	0	0	0	2	3
				2	0	0	0	1	0	0	3
				0	0	1	0	0	0	0	1
				1	0	0	0	0	0	0	1
				7	0	1	0	0	0	0	8
				1	0	1	0	0	0	1	3
				0	0	0	1	0	0	0	1
				0	1	1	0	0	0	0	2
				1	0	0	0	0	0	0	1
				0	0	1	0	0	0	0	1
				1	0	2	0	0	0	2	5
				11	1	12	0	0	1	12	37

14. Click on the "+" icon to the left of the Attorney's Name to break down the numbers by case type:

⊞ Smith, John

⊞ Young, Ann

⊞ Xample, Justin

15. The data will then show the number of appointments closed by case type for that attorney and break down the hours by case type:

Attorney Region	Attorney Office Name	Attorney Name	Case Type Description	Administrative Transfer	Attorney Requested Change	Client Requested Change	Conflict of Interest	Court Requested Change	Not Indigent	Retained Private Counsel	Total No. of Withdrawals
				3	0	3	0	0	0	1	7
				4	1	9	1	0	0	0	15
			Class A/B/C Felony	0	0	2	0	0	0	0	2
			Felony	0	1	4	1	0	0	0	6
			Misdemeanor	4	0	3	0	0	0	0	7

16. Click on the attorney's name or the blue underlined number in the columns to get additional information about this report. A sub-report will appear, showing each appointment broken down into the following columns: (1) Case Type, (2) Case County Name, (3) SPD ID Number, (4) Date Appointed, (5) Attorney Withdrawn Date, (6) Attorney Withdrawal Reason, (7) Status at Case Opening, and (8) Current Attorney Status.

Attorney Office Name	Attorney Name	Case Type Description	Case County Name	SPD ID	Date Appointed	Attorney Withdrawn Date	Attorney Withdrawal Reason	Status at Case Opening	Curre Attorn Stat
Administration		Class A/B/C Felony	Milwaukee	144001760A	2/13/2014	04/01/2014	Client Requested Change	Private	Private
				134013003a	1/8/2014	04/01/2014	Client Requested Change	Private	Private
		Felony	Milwaukee	134010108a	1/8/2014	08/07/2014	Client Requested Change	Private	Private
				134015530a	1/8/2014	04/29/2014	Conflict of Interest	Private	Private
				144000027a	1/8/2014	08/07/2014	Client Requested Change	Private	Private
				144007024A	6/16/2014	08/07/2014	Client Requested Change	Private	Private
				134013103a	1/8/2014	08/07/2014	Client Requested Change	Private	Private
				144001297a	3/3/2014	12/09/2014	Attorney Requested Change	Private	Private
		Misdemeanor	Milwaukee	144004755A	4/23/2014	05/06/2014	Client Requested Change	Private	Private
				114014895a	1/8/2014	07/08/2014	Administrative Transfer	Private	Private
				134005718a	1/8/2014	11/11/2014	Administrative Transfer	Private	Private
				134005721a	1/8/2014	07/22/2014	Administrative Transfer	Private	Private
				134011961a	1/8/2014	01/13/2015	Administrative Transfer	Private	Private
				134015246a	1/8/2014	05/06/2014	Client Requested Change	Private	Private
				144000030a	1/8/2014	05/06/2014	Client Requested Change	Private	Private

17. Click on the SPD ID number to get additional information about a particular case. This will link back to eOPD.

Attorney Office Name	Attorney Name	Case Type Description	Case County Name	SPD ID	Ap
Administration		Class A/B/C Felony	Milwaukee	144001760A	2/13
				134013003a	1/8/
		Felony	Milwaukee	134010108a	1/8/
				134015530a	1/8/
				144000027a	1/8/
				144007024A	6/16
				134013103a	1/8/
				144001297a	3/3/

18. Click on the attorney's name to get additional information about the attorney:

Attorney Office Name	Attorney Name	Case Type Description	Case County Name	SPD ID	Ap
Administration	[redacted]	Class A/B/C Felony	Milwaukee	144001760A	2/13
				134013003a	1/8/
		Felony	Milwaukee	134010108a	1/8/
				134015530a	1/8/
				144000027a	1/8/
				144007024A	6/16
				134013103a	1/8/
				144001297a	3/3/

19. A separate window will appear, with information about the attorney:

[redacted] Details

Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Private
Attorney Region:	Admin	**Address:**	1905 N Water St Ste 404,	**Phone:**	(414)-899-6816
Attorney Office:	Administration	**City:**	Milwaukee, WI	**Fax:**	(414)-921-4132
County:	Milwaukee	**ZipCode:**	53202-1585	**Active?**	Yes
Attorney Type:	Rotational	**Email ID:**	[redacted]	**Current Open Cases:**	42

Case Certification level	Milwaukee	Status	Waukesha	Status
T1: Trial 1 - misdemeanor, paternity	x	Certified	x	Certified
T2: Trial 2 - class G - I felony	x	Certified	x	Certified
T3: Trial 3 - class D - F felony	x	Certified	x	Certified
T3b: Trial 3b - class B - C felony, Ch. 980	x	Certified	x	Certified

20. From the sub-report, you can use the "Back" button in Internet Explorer to go back to the main screen:

[redacted]px?ItemPath=%2fAttorneys+Reports%2fSul SubReport_A

File Edit View Favorites Tools Help

RAVE Home - Report Manager WISPD Mail Web Slice Gallery WISPD - Calendar SPDIntranet Mana

Home > Attorneys Reports > SubReport_AttyRegion_OfficeName_attyname-NumberOfAttyWithdrawals

1 of 1 100% Find | Next

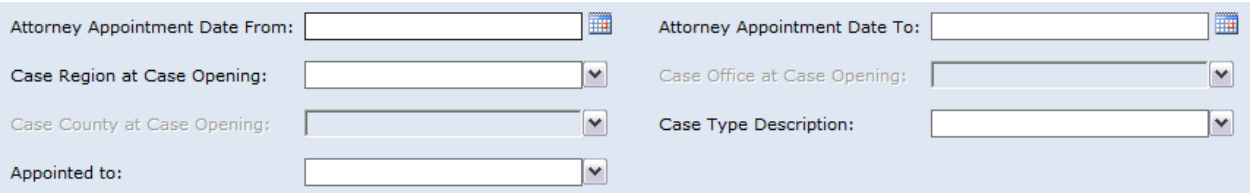
Number of Withdrawals by Individual Attorneys

Attorney Office Name	Attorney Name	Case Type Description	Case County Name	SPD ID	Date Appointed
Administration	[redacted]	Class A/B/C Felony	Milwaukee	144001760A	2/13/2014
				134013003a	1/8/2014
		Felony	Milwaukee	134010108a	1/8/2014

Reason for Private by Individual Attorney

1. To access the Reason for Private by Individual Attorney Report, click on the folder "Attorneys Reports."

2. The search screen will look like this:

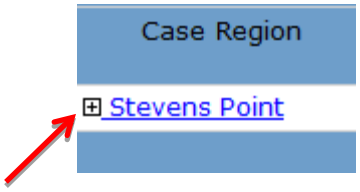


3. Enter the date range by appointment date.
4. Select the Case Region. This is the region that the case originated from.
5. Select the Case Office.
6. Select the Case County.
7. Select the Case Type.
8. Select whether you would like to view cases that were originally appointed to staff or private attorneys.

9. Once you have filled out the search criteria, click "View Report:"

10. The initial screen will give you an overview of the search criteria, organized by region:

11. Click on the "+" icon next to the region to get additional details.



12. The report will then break down by office:

Number of NewCases Opened for Individual Attorneys

Case Region:	Stevens Point	**Appointed to:**	Private,Staff
Total No. Of New Cases:	418	**Appt. to Staff:**	263
Total Trial Appointments:	424	**Appt. to Private:**	161
Total Appellate Appointments:	0	**Report Period:**	3/1/2017 to 3/31/2017

CLICK HERE Detailed Report

Case Region	Case Office Name	Attorney Name	Case Type Description	Private Conflict	Private Other	Private Prior Pending	Staff Staff Case	Total No. of Appointments
⊟ Stevens Point				89	42	30	263	424
	⊞ Merrill			36	37	23	147	243
	⊞ Rhinelander			53	5	7	116	181
			Total No. Of Appointments	89	42	30	263	424

13. Click on the "+" icon to the left of the Case Office Name to get details by attorney.

Case Region	Case Office Name
⊟ Stevens Point	
	⊞ Merrill
	⊞ Rhinelander

14. The report will then break down by attorney:

Case Office Name	Attorney Name	Case Type Description	Private Conflict	Private Other	Private Prior Pending	Staff Staff Case	Total No. of Appointments
			89	42	30	263	424
⊟ Merrill			36	37	23	147	243
	⊞ [redacted]		2	2	0	0	4
	⊞ [redacted]		0	0	2	0	2
	⊞ [redacted]		2	1	0	0	3
	⊞ [redacted]		0	1	1	0	2
	⊞ [redacted]		0	1	2	0	3
	⊞ [redacted]		0	0	0	1	1
	⊞ [redacted]		4	7	5	0	16
	⊞ [redacted]		0	3	0	0	3
	⊞ [redacted]		0	1	0	0	1

15. Click on the "+" icon to the left of the Attorney's Name to break down the numbers by case type:

⊞ Smith, John

⊞ Young, Ann

⊞ Xample, Justin

16. The data will then show the number of appointments (with withdrawals) appointed by case type for that attorney and break down the appointments by reason for private:

Case Office Name	Attorney Name	Case Type Description	Conflict	Other	Prior Pending	Staff Case	Total No. of Appointments
	[redacted]		4	7	5	0	16
		Felony	3	1	0	0	4
		Misdemeanor	1	5	2	0	8
		Revocation	0	1	0	0	1
		Special	0	0	3	0	3

17. Click on the attorney's name or the blue underlined number in the columns to get additional information about this report. A sub-report will appear, showing each appointment broken down into the following columns: (1) Case Region Name, (2) Case Office Name, (3) Attorney Name, (4) Case Type Description, (5) Case County Name, (6) Case Opened Date, (7) SPD ID, (8) Attorney Appointed Date, (9) Disposition Date, (10) Status at Case Opening, (11) Current Status, (12) Attorney Withdrawn Date, and (13) Reason for Private.

Case Region Name	Case Office Name	Attorney Name	Case Type Description	Case County Name	Case Opened Date	SPD ID	Attorney Appointed Date	Disposition Date	Status at Case Opening
Stevens Point	Merrill	[redacted]	Felony	Langlade	3/22/2017	173400164A	3/22/2017	Ongoing	Private
					3/24/2017	173400169A	3/24/2017	Ongoing	Private
					3/30/2017	173400200A	3/30/2017	Ongoing	Private
					3/31/2017	173400201A	3/31/2017	Ongoing	Private
			Misdemeanor	Langlade	3/3/2017	173400128A	3/3/2017	Ongoing	Private
					3/7/2017	173400139A	3/7/2017	Ongoing	Private
					3/7/2017	173400140A	3/7/2017	Ongoing	Private
					3/7/2017	173400141A	3/7/2017	Ongoing	Private
					3/15/2017	173400157A	3/15/2017	Ongoing	Private
					3/27/2017	173400173A	3/20/2017	Ongoing	Private
					3/30/2017	173400198A	3/30/2017	Ongoing	Private
					3/31/2017	173400202A	3/31/2017	Ongoing	Private
			Revocation	Langlade	3/24/2017	173400170A	3/24/2017	Ongoing	Private
			Special	Langlade	3/3/2017	173400130A	3/3/2017	Ongoing	Private
					3/22/2017	173400165A	3/22/2017	Ongoing	Private
					3/30/2017	173400199A	3/30/2017	Ongoing	Private

18. Click on the SPD ID number to get additional information about a particular case. This will link back to eOPD.

Case County Name	Case Opened Date	SPD ID	Attorney Appointed Date	Disposition Date
Langlade	3/22/2017	173400164A	3/22/2017	Ongoing
	3/24/2017	173400169A	3/24/2017	Ongoing
	3/30/2017	173400200A	3/30/2017	Ongoing
	3/31/2017	173400201A	3/31/2017	Ongoing
Langlade	3/3/2017	173400128A	3/3/2017	Ongoing
	3/7/2017	173400139A	3/7/2017	Ongoing

19. Click on the attorney's name to get additional information about the attorney:

Case Region Name	Case Office Name	Attorney Name	Case Type Description	Case County Name	Case Opened Date	SPD ID	Attorney Appointed Date	Disposition Date	Status at Case Opening
Stevens Point	Merrill	[redacted]	Felony	Langlade	3/22/2017	173400164A	3/22/2017	Ongoing	Private
					3/24/2017	173400169A	3/24/2017	Ongoing	Private
					3/30/2017	173400200A	3/30/2017	Ongoing	Private
					3/31/2017	173400201A	3/31/2017	Ongoing	Private
			Misdemeanor	Langlade	3/3/2017	173400128A	3/3/2017	Ongoing	Private
					3/7/2017	173400139A	3/7/2017	Ongoing	Private
					3/7/2017	173400140A	3/7/2017	Ongoing	Private
					3/7/2017	173400141A	3/7/2017	Ongoing	Private
					3/15/2017	173400157A	3/15/2017	Ongoing	Private
					3/27/2017	173400173A	3/20/2017	Ongoing	Private
					3/30/2017	173400198A	3/30/2017	Ongoing	Private
					3/31/2017	173400202A	3/31/2017	Ongoing	Private
			Revocation	Langlade	3/24/2017	173400170A	3/24/2017	Ongoing	Private
			Special	Langlade	3/3/2017	173400130A	3/3/2017	Ongoing	Private
					3/22/2017	173400165A	3/22/2017	Ongoing	Private
					3/30/2017	173400199A	3/30/2017	Ongoing	Private

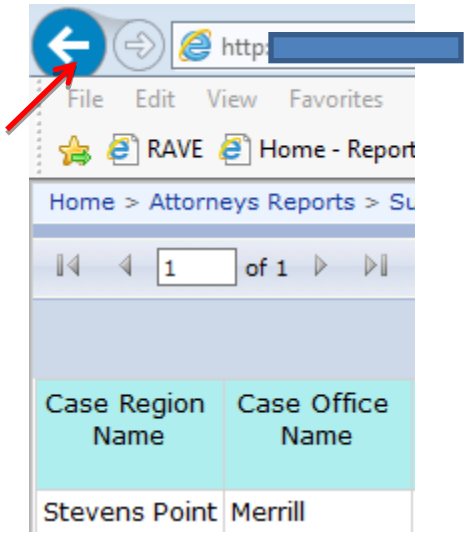
20. A separate window will appear, with information about the attorney:

[redacted] etails

Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Private
Attorney Region:	Admin	**Address:**	PO Box 113,	**Phone:**	[redacted]
Attorney Office:	Administration	**City:**	Shawano, WI	**Fax:**	Not Available
County:	Shawano	**ZipCode:**	54166-0113	**Active?**	Yes
Attorney Type:	Rotational	**Email ID:**	[redacted]	**Current Open Cases:**	204

Case Certification level	Menominee	Status	Shawano	Status
T1: Trial 1 - misdemeanor, paternity	x	Certified	x	Certified
T2: Trial 2 - class G - I felony	x	Certified	x	Certified
T3: Trial 3 - class D - F felony	x	Certified	x	Certified
TS2: Trial Special 2 - juv - misdemeanor	x	Certified	x	Certified

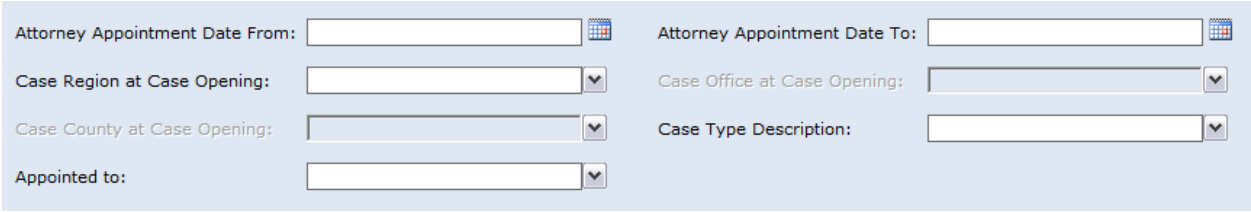
21. From the sub-report, you can use the "Back" button in Internet Explorer to go back to the main screen:



Reason for Private by Case Type

1. To access the Reason for Private by Case Type Report, click on the folder "Case Reports."

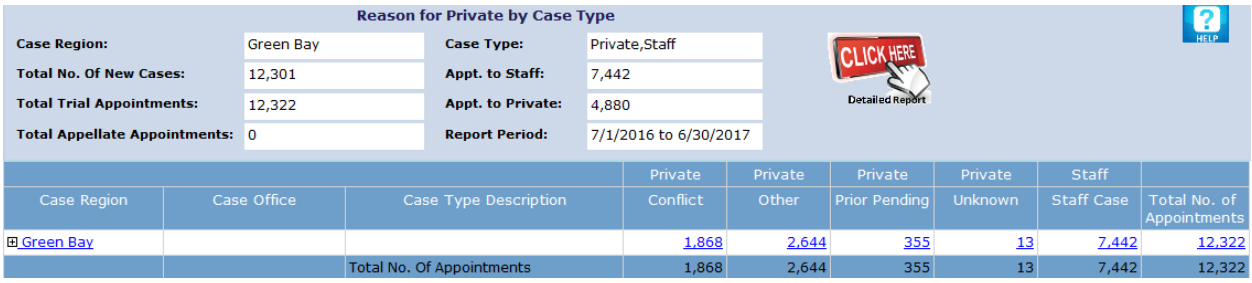
2. The search screen will look like this:



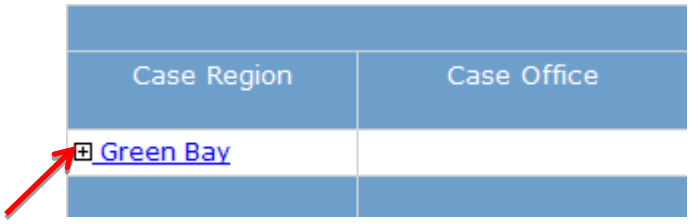
3. Enter the date range by appointment date.
4. Select the Case Region. This is the region that the case originated from.
5. Select the Case Office.
6. Select the Case County.
7. Select the Case Type.
8. Select whether you would like to view cases that were originally appointed to staff or private attorneys.

9. Once you have filled out the search criteria, click "View Report:"

10. The initial screen will give you an overview of the search criteria, organized by region. Please note that this report only shows original appointments and excludes withdrawals/re-appointments.



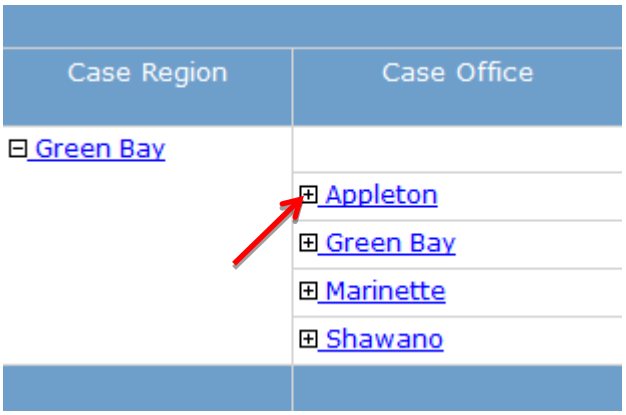
11. Click on the "+" icon next to the region to get additional details.



12. The report will then break down by office:

Case Region	Case Office	Case Type Description	Private Conflict	Private Other	Private Prior Pending	Private Unknown	Staff Staff Case	Total No. of Appointments
⊟ Green Bay			1,868	2,644	355	13	7,442	12,322
	⊞ Appleton		820	771	105	2	2,263	3,961
	⊞ Green Bay		884	1,590	211	4	3,673	6,362
	⊞ Marinette		81	202	25	4	745	1,057
	⊞ Shawano		83	81	14	3	761	942
		Total No. Of Appointments	1,868	2,644	355	13	7,442	12,322

13. Click on the "+" icon to the left of the Case Office Name to get details by case type:



14. The report will then break down by case type. The columns will show the number of original appointments (excluding re-appointments/withdrawals) made to private or staff attorneys, broken down by reason for private.

Case Region	Case Office	Case Type Description	Private Conflict	Private Other	Private Prior Pending	Private Unknown	Staff Staff Case	Total No. of Appointments
⊟ Green Bay			1,868	2,644	355	13	7,442	12,322
	⊟ Appleton		820	771	105	2	2,263	3,961
		Ch 980 (post-commitment)	0	0	0	0	3	3
		Chapter 55	5	18	1	0	78	102
		Class A/B/C Felony	14	3	0	0	26	43
		Co-chair Hom/Juv	0	0	0	0	3	3
		Commitment	12	103	1	0	294	410
		Delinquency - Felony	16	2	3	0	11	32
		Felony	271	123	28	0	443	865
		Homicide	0	0	0	1	2	3
		Juvenile	94	45	13	1	149	302
		Misdemeanor	212	113	20	0	574	919
		Misdemeanor Traffic	27	58	13	0	312	410
		Post-Dispositional Juvenile Proceeding	22	15	5	0	54	96
		Revocation	41	58	9	0	64	172
		Special	104	233	11	0	248	596
		TPR	2	0	1	0	2	5

15. Click on the blue underlined number in the columns to get additional information about this report.

Case Region	Case Office	Case Type Description	Private Conflict	Private Other	Private Prior Pending	Private Unknown	Staff Staff Case	Total No. of Appointments
⊟ Green Bay			1,868	2,644	355	13	7,442	12,322
	⊟ Appleton		820	771	105	2	2,263	3,961
		Ch 980 (post-commitment)	0	0	0	0	3	3
		Chapter 55	5	18	1	0	78	102
		Class A/B/C Felony	14	3	0	0	26	43
		Co-chair Hom/Juv	0	0	0	0	3	3
		Commitment	12	103	1	0	294	410
		Delinquency - Felony	16	2	3	0	11	32
		Felony	271	123	28	0	443	865
		Homicide	0	0	0	1	2	3
		Juvenile	94	45	13	1	149	302
		Misdemeanor	212	113	20	0	574	919
		Misdemeanor Traffic	27	58	13	0	312	410
		Post-Dispositional Juvenile Proceeding	22	15	5	0	54	96
		Revocation	41	58	9	0	64	172
		Special	104	233	11	0	248	596
		TPR	2	0	1	0	2	5

16. A sub-report will appear, showing each appointment broken down into the following columns: (1) Case Office Name, (2) Case County Name, (3) Case Type Description, (4) Attorney Name, (5) SPD ID, (6) Attorney Appointed Date (7) Disposition Date (in eOPD), (8) Status at Case Opening, (9) Current Status, (10) Attorney Withdrawn Date, and (11) Reason for Private.

Case Office Name	Case County Name	Case Type Description	Attorney Name	SPD ID	Attorney Appointed Date	Disposition Date	Status at Case Opening	Current Attorney Status	Attorney Withdrawn Date	Reason for Private
Appleton	Outagamie									
		Misdemeanor	[redacted]	174401745A	6/5/2017	Ongoing	Private	Private		Other
				164402262A	8/1/2016	09/07/2016	Private	Private		Other
				164402870A	9/22/2016	05/02/2017	Private	Private	10/5/2016	Conflict
				164403166A	10/19/2016	Ongoing	Private	Private		Conflict
				164403194A	10/21/2016	Ongoing	Private	Private		Other

17. Click on the SPD ID number to get additional information about a particular case. This will link back to eOPD.

SPD ID	Attorney Appointed Date	Disposition Date	Status at Case Opening	Current Attorney Status	Attc With D
174401745A	6/5/2017	Ongoing	Private	Private	
164402262A	8/1/2016	09/07/2016	Private	Private	
164402870A	9/22/2016	05/02/2017	Private	Private	10/5/2
164403166A	10/19/2016	Ongoing	Private	Private	
164403194A	10/21/2016	Ongoing	Private	Private	

18. Click on the attorney's name to get additional information about the attorney:

Case Office Name	Case County Name	Case Type Description	Attorney Name	SPD ID	Attorney Appointed Date	Disposition Date	Status at Case Opening	Current Attorney Status	Attorney Withdrawn Date	Reason for Private
Appleton	Outagamie									
		Misdemeanor	[redacted]	174401745A	6/5/2017	Ongoing	Private	Private		Other
			[redacted]	164402262A	8/1/2016	09/07/2016	Private	Private		Other
				164402870A	9/22/2016	05/02/2017	Private	Private	10/5/2016	Conflict
				164403166A	10/19/2016	Ongoing	Private	Private		Conflict
				164403194A	10/21/2016	Ongoing	Private	Private		Other
				174400032A	1/5/2017	06/12/2017	Private	Private		Conflict
				174400501a	2/15/2017	04/30/2017	Private	Private		Conflict
				174400570A	2/22/2017	Ongoing	Private	Private		Conflict
				174401151A	4/12/2017	Ongoing	Private	Private		Other
				174401158A	4/12/2017	06/19/2017	Private	Private		Conflict

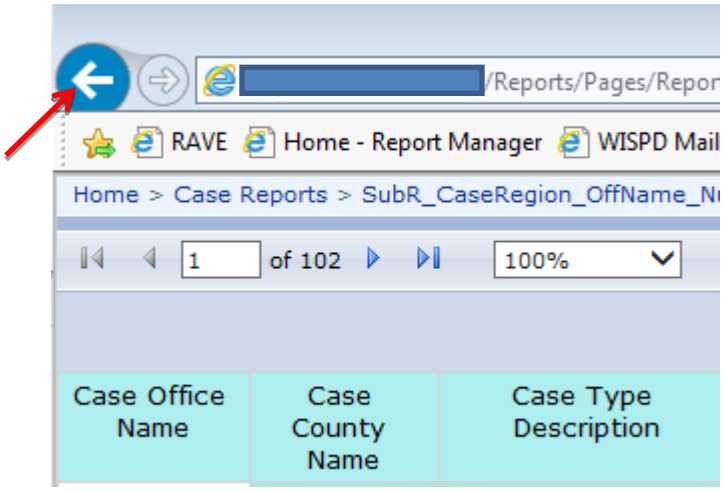
19. A separate window will appear, with information about the attorney:

[redacted] Details

Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Private
Attorney Region:	Admin	**Address:**	1650 Midway Rd,	**Phone:**	[redacted]0
Attorney Office:	Administration	**City:**	Menasha, WI	**Fax:**	(920)-739-9909
County:	Winnebago	**ZipCode:**	54952-1228	**Active?**	Yes
Attorney Type:	Rotational	**Email ID:**	[redacted]om	**Current Open Cases:**	76

Case Certification level	Outagamie	Status	Winnebago	Status
A1: Appellate 1 - misdemeanors - Revo - G - I felony	x	Certified	x	Certified
T1: Trial 1 - misdemeanor, paternity	x	Certified	x	Certified
T2: Trial 2 - class G - I felony	x	Certified	x	Certified
T3: Trial 3 - class D - F felony	x	Certified	x	Certified
T3b: Trial 3b - class B - C felony, Ch. 980	x	Certified	x	Certified
TS2: Trial Special 2 - juv - misdemeanor	x	Certified	x	Certified
TS2a: Trial Special 2a - juv - E - I felony	x	Certified	x	Certified

20. From the sub-report, you can use the "Back" button in Internet Explorer to go back to the main screen:



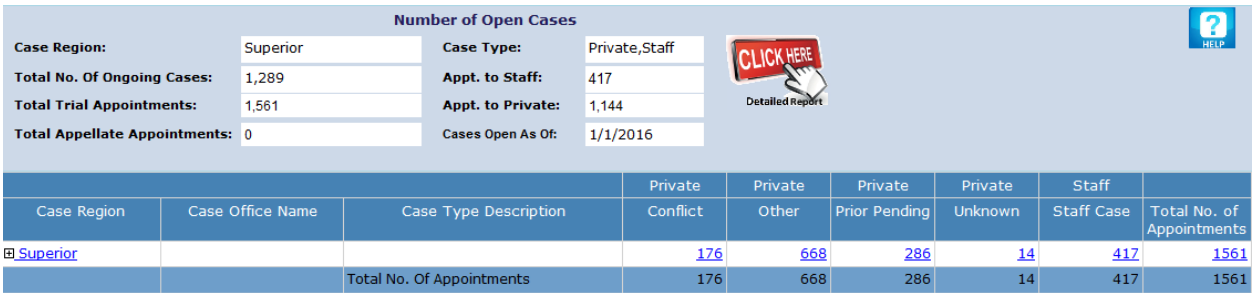
Number of Open Cases

1. To access the Number of Open Cases Report, click on the folder "Case Reports."

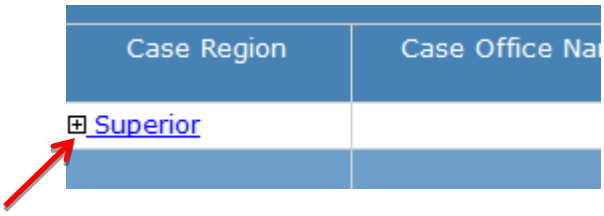
2. The search screen will look like this:

3. Enter the date that you would like to pull the report from. For example, if you wanted to know how many open cases an attorney had on April 1, 2014, you would type in 04/01/2014.
4. Select the Case Region. This is the region that the case is located in. (Note: this is different from Attorney Region, which is where an attorney's office is).
5. Select the Case Office.
6. Select the Case County.
7. Select the Case Type.
8. Select whether you would like to view cases that were originally appointed to staff or private attorneys.
9. Once you have filled out the search criteria, click "View Report:"

10. The initial screen will give you an overview of the search criteria, organized by region:



11. Click on the "+" icon next to the region to get additional details.



12. The report will then break down by office. The columns will show how many open cases broken down by staff and private cases (by reason for private):

Number of Open Cases

Case Region:	Superior	**Case Type:**	Private,Staff
Total No. Of Ongoing Cases:	1,289	**Appt. to Staff:**	417
Total Trial Appointments:	1,561	**Appt. to Private:**	1,144
Total Appellate Appointments:	0	**Cases Open As Of:**	1/1/2016

CLICK HERE Detailed Report

HELP

Case Region	Case Office Name	Case Type Description	Private Conflict	Private Other	Private Prior Pending	Private Unknown	Staff Staff Case	Total No. of Appointments
⊟ Superior			176	668	286	14	417	1561
	⊞ Ashland		176	668	286	14	417	1561
		Total No. Of Appointments	176	668	286	14	417	1561

13. Click on the "+" icon to the left of the Case Office Name to get details by case type.

Case Region	Case Office Name
⊟ Superior	
	⊞ Ashland

14. The report will then break down by case type:

Case Region	Case Office Name	Case Type Description	Private Conflict	Private Other	Private Prior Pending	Private Unknown	Staff Staff Case	Total No. of Appointments
⊟ Superior			176	668	286	14	417	1561
	⊟ Ashland		176	668	286	14	417	1561
		Ch 980 (co-chair)	0	0	0	0	5	5
		Ch 980 (post-commitment)	0	1	0	0	7	8
		Class A/B/C Felony	24	8	6	0	10	48
		Commitment	0	147	3	2	11	163
		Delinquency - Felony	5	15	9	0	3	32
		Felony	81	124	113	5	138	461
		Felony Diversion	0	0	0	0	1	1
		Juvenile	5	93	25	0	23	146
		Juvenile Waiver	1	0	2	0	0	3
		Misdemeanor	37	171	81	5	149	443
		Misdemeanor Traffic	1	29	11	0	36	77
		Other Life Sentence	2	0	0	0	0	2
		Post-Dispositional Juvenile Proceeding	2	8	4	0	5	19
		Revocation	11	28	16	2	18	75
		Special	7	44	16	0	10	77
		TPR	0	0	0	0	1	1
		Total No. Of Appointments	176	668	286	14	417	1561

15. Click on the case type description or the blue underlined number in the columns to get additional information about this report.

Case Region	Case Office Name	Case Type Description	Private Conflict	Private Other	Private Prior Pending	Private Unknown	Staff Staff Case	Total No. of Appointments
⊟ Superior			176	668	286	14	417	1561
	⊟ Ashland		176	668	286	14	417	1561
		Ch 980 (co-chair)	0	0	0	0	5	5
		Ch 980 (post-commitment)	0	1	0	0	7	8
		Class A/B/C Felony	24	8	6	0	10	48
		Commitment	0	147	3	2	11	163
		Delinquency - Felony	5	15	9	0	3	32
		Felony	81	124	113	5	138	461
		Felony Diversion	0	0	0	0	1	1
		Juvenile	5	93	25	0	23	146
		Juvenile Waiver	1	0	2	0	0	3
		Misdemeanor	37	171	81	5	149	443
		Misdemeanor Traffic	1	29	11	0	36	77
		Other Life Sentence	2	0	0	0	0	2
		Post-Dispositional Juvenile Proceeding	2	8	4	0	5	19
		Revocation	11	28	16	2	18	75
		Special	7	44	16	0	10	77
		TPR	0	0	0	0	1	1
		Total No. Of Appointments	176	668	286	14	417	1561

16. A sub-report will appear, showing each appointment broken down into the following columns: (1) Case Region Name, (2) Case Office Name, (3) Case Type Description, (4) Attorney Name, (5) Case Opened Date, (6) SPD ID, (7) Attorney Appointed Date, (8) Attorney Withdrawn Date (this will show withdrawals that occurred after the date you selected in your search criteria), (9) Status at Case Opening, (10) Disposition Date (this will show dispositions that occurred after the date you selected in your search criteria), (11) Current Status, and (12) Reason for Private.

Case Region Name	Case Office Name	Case County Name	Case Type Description	Attorney Name	Case Opened Date	SPD ID	Attorney Appointed Date	Attorney Withdrawn Date	Status at Case Opening	Disposition Date	Current Status	Reason for Private
Superior	Ashland	Ashland	Ch 980 (post-commitment)	[redacted]	11/15/2013	130200645a	8/24/2014	8/10/2015	Staff	10/26/2016	Staff	Staff Case
					10/30/2014	140200645A	10/30/2014	8/10/2015	Staff	02/22/2016	Staff	Staff Case
					10/14/2008	080200598A	10/14/2008	6/7/2010	Private	Ongoing	Private	Other
					11/15/2013	130200645A	11/15/2013	8/24/2014	Staff	10/26/2016	Staff	Staff Case
					11/15/2013	130200645a	8/10/2015		Staff	10/26/2016	Staff	Staff Case
					10/30/2014	140200645a	8/10/2015		Staff	02/22/2016	Staff	Staff Case
					10/5/2010	100200500a	10/8/2010		Staff	Ongoing	Private	Staff Case
					10/19/2010	100200518A	10/19/2010		Staff	Ongoing	Private	Staff Case

17. Click on the SPD ID number to get additional information about a particular case. This will link back to eOPD.

Case Opened Date	SPD ID	Attorney Appointed Date	Attorney Withdrawn Date	Status at Case Opening	Disposition Date	Current Status	Reason for Private
11/15/2013	130200645a	8/24/2014	8/10/2015	Staff	10/26/2016	Staff	Staff Case
10/30/2014	140200645A	10/30/2014	8/10/2015	Staff	02/22/2016	Staff	Staff Case
10/14/2008	080200598A	10/14/2008	6/7/2010	Private	Ongoing	Private	Other
11/15/2013	130200645A	11/15/2013	8/24/2014	Staff	10/26/2016	Staff	Staff Case

18. Click on the attorney's name to get additional information about the attorney:

Case Type Description	Attorney Name	Case Opened Date	SPD ID	Attorney Appointed Date
Ch 980 (post-commitment)	[redacted]	11/15/2013	130200645a	8/24/2014
		10/30/2014	140200645A	10/30/2014
	[redacted]	10/14/2008	080200598A	10/14/2008
		11/15/2013	130200645A	11/15/2013

19. A separate window will appear, with information about the attorney:

[redacted] Details

Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Staff
Attorney Region:	Superior	**Address:**	101 Main St W Ste 207,	**Phone:**	(715)-682-7265
Attorney Office:	Ashland	**City:**	Ashland, WI	**Fax:**	(715)-682-7263
County:	Ashland	**ZipCode:**	54806-1668	**Active?**	No
Attorney Type:	Staff	**Email ID:**	[redacted]	**Current Open Cases:**	0

Case Certification level	Certified County	Status
No Certification	--	--

20. From the sub-report, you can use the "Back" button in Internet Explorer to go back to the main screen:

[redacted]/Pages/Report.aspx?ItemPath=%2fCase+Reports%2fSu

File Edit View Favorites Tools Help

RAVE Home - Report Manager WISPD Mail Web Slice Gallery WISPD - Ca

Home > Case Reports > SubR_CaseTypeDesc_NumberOfOpenCases

1 of 1 100% Find | Next

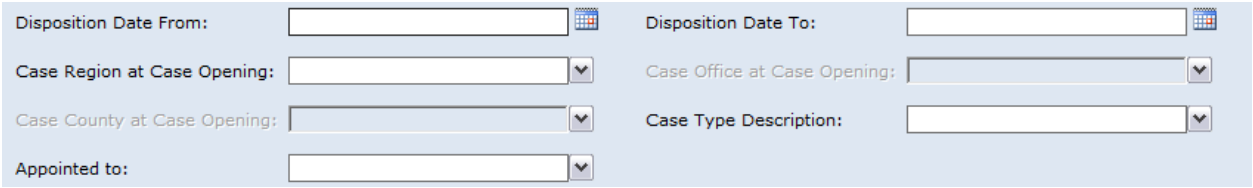
Number of Open Cases

Case Region Name	Case Office Name	Case County Name	Case Type Description
Superior	Ashland	Ashland	Ch 980 (post-commitment)

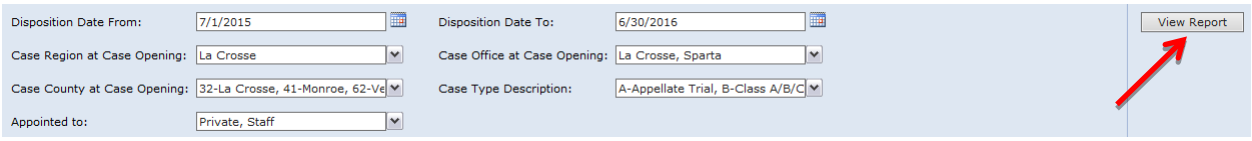
Number of Hours

1. To access the Number of Hours Report, click on the folder "Case Reports."

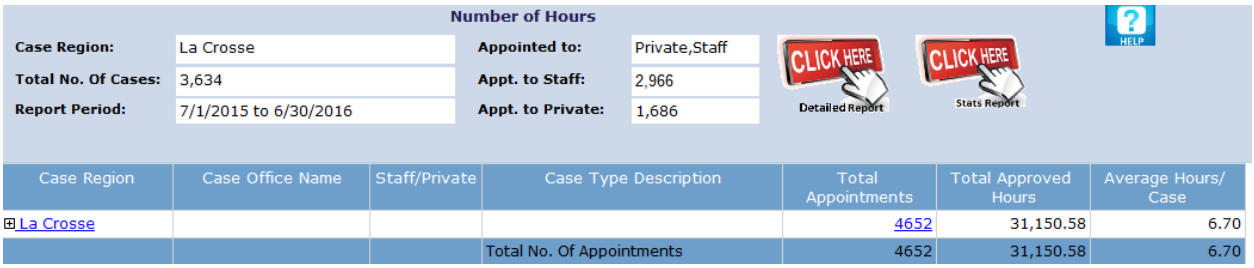
2. The search screen will look like this:



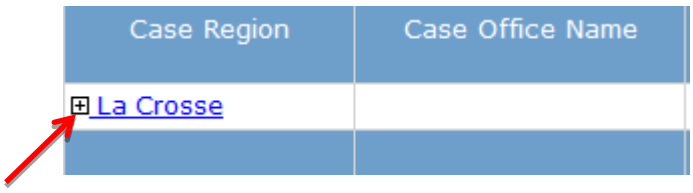
3. Enter the date range by disposition date (Note: this report will only show closed cases in that date range because open cases do not have hours associated with them).
4. Select the Case Region. This is the region that the case is located in. (Note: this is different from Attorney Region, which is where an attorney's office is).
5. Select the Case Office.
6. Select the Case County.
7. Select the Case Type.
8. Select whether you would like to view cases that were originally appointed to staff or private attorneys.
9. Once you have filled out the search criteria, click "View Report:"



10. The initial screen will give you an overview of the search criteria, organized by region:



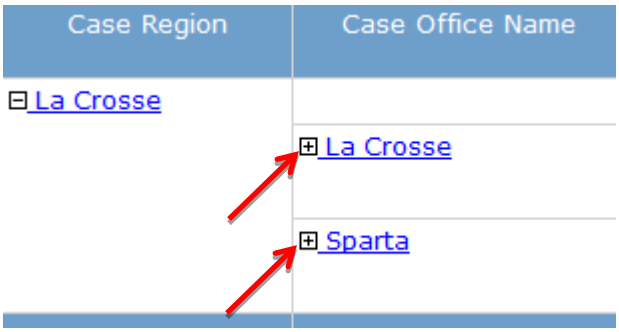
11. Click on the "+" icon next to the region to get additional details.



12. The report will then break down by office (note that all case type descriptions will not show until you click on the "+" icon next to the case office name):

Case Region	Case Office Name	Staff/Private	Case Type Description	Total Appointments	Total Approved Hours	Average Hours/ Case
⊟ La Crosse				4652	31,150.58	6.70
	⊞ La Crosse			3378	21,828.33	6.46
		Private	Chapter 55	1321	13,436.76	10.17
		Staff	Ch 980 (original petition)	2057	8,391.57	4.08
	⊞ Sparta			1274	9,322.25	7.32
		Private	Class A/B/C Felony	365	4,733.65	12.97
		Staff	Chapter 55	909	4,588.60	5.05
			Total No. Of Appointments	4652	31,150.58	6.70

13. Click on the "+" icon to the left of the Case Office Name to get details by case type.



14. The report will then break down by case type, sorted by staff and private cases. The columns along the top will show the total appointments for that case type, the total hours for that number of appointments and then the average hours per case (number of appointments divided by the number of hours):

Case Region	Case Office Name	Staff/Private	Case Type Description	Total Appointments	Total Approved Hours	Average Hours/ Case
			Revocation	127	495.40	3.90
			Special	77	273.55	3.55
			TPR	2	52.40	26.20
	⊟ Sparta			1274	9,322.25	7.32
		Private	Class A/B/C Felony	16	651.40	40.71
			Commitment	3	14.20	4.73
			Delinquency - Felony	3	38.80	12.93
			Felony	152	2,075.25	13.65
			Juvenile	9	51.35	5.71
			Misdemeanor	119	1,086.01	9.13
			Misdemeanor Traffic	13	128.30	9.87
			Post-Dispositional Juvenile Proceeding	5	25.30	5.06
			Revocation	22	142.85	6.49
			Special	18	102.55	5.70
			TPR	5	417.64	83.53
		Staff	Chapter 55	25	70.20	2.81
			Class A/B/C Felony	16	344.90	21.56
			Commitment	66	120.90	1.83
			Delinquency - Felony	7	42.00	6.00
			Felony	237	1,692.30	7.14
			Juvenile	79	247.70	3.14
			Misdemeanor	266	1,288.20	4.84
			Misdemeanor Traffic	58	266.60	4.60
			Post-Dispositional Juvenile Proceeding	15	34.50	2.30
			Revocation	49	253.50	5.17
			Special	90	212.10	2.36
			TPR	1	15.70	15.70

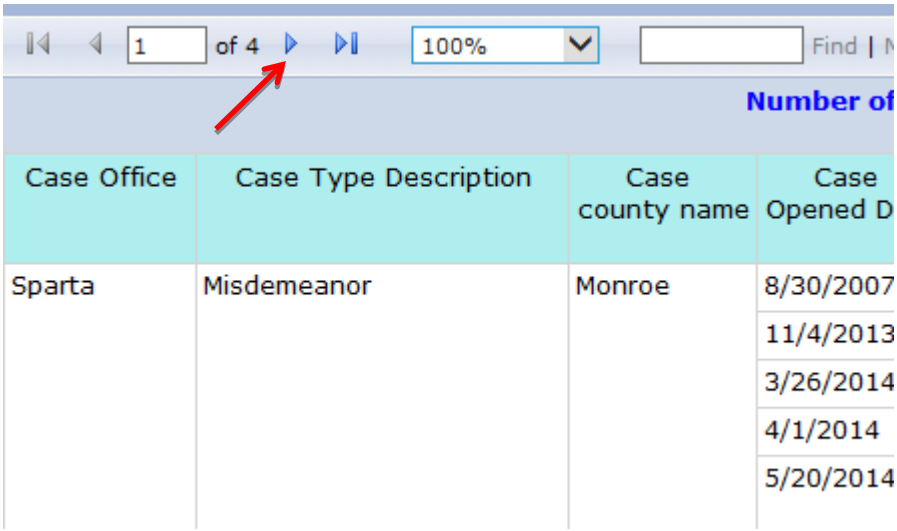
15. Click on the case type description or the blue underlined number in the columns to get additional information about this report.

⊟ Sparta			1274	9,322.25	7.32
	Private	Class A/B/C Felony	16	651.40	40.71
		Commitment	3	14.20	4.73
		Delinquency - Felony	3	38.80	12.93
		Felony	152	2,075.25	13.65
		Juvenile	9	51.35	5.71
		Misdemeanor	119	1,086.01	9.13
		Misdemeanor Traffic	13	128.30	9.87
		Post-Dispositional Juvenile Proceeding	5	25.30	5.06
		Revocation	22	142.85	6.49
		Special	18	102.55	5.70
		TPR	5	417.64	83.53

16. A sub-report will appear, showing each appointment broken down into the following columns: (1) Case Office Name, (2) Case Type Description, (3) Case County Name, (4) Case Opened Date, (5) SPD ID, (6) Disposition Date, (7) Attorney Name, (8) Total Attorney Hours, (9) Attorney Appointed Date, (10) Status at Case Opening, (11) Current Attorney Status, (12) Attorney Withdrawn Date, and (13) Attorney Withdrawal Reason.

Case Office	Case Type Description	Case county name	Case Opened Date	SPD ID	Disposition Date	Attorney Name	Total Attorney Hours	Attorney Appointed Date	Status at Case Opening	Current Attorney Status	Attorney Withdrawn Date	Attorney Withdrawal Reason
Sparta	Misdemeanor	Monroe	8/30/2007	074100863A	10/2/2015		0.00	8/27/2007	Private	Private		N/A- No Withdrawal
			11/4/2013	134101319A	2/15/2016		14.05	11/4/2013	Private	Private	6/11/2015	Attorney Requested Change
			3/26/2014	144100282A	2/15/2016		0.00	3/25/2014	Private	Private	6/11/2015	Attorney Requested Change
			4/1/2014	144100303A	2/15/2016		0.00	3/31/2014	Private	Private	6/11/2015	Attorney Requested Change
			5/20/2014	144100450a	3/18/2016		0.00	5/21/2015	Private	Private	10/8/2015	Client Requested Change
							0.00	10/9/2015	Private	Private		N/A- No Withdrawal

17. To scroll through the report, use the arrows on the upper left-hand corner:



18. Click on the SPD ID number to get additional information about a particular case. This will link back to eOPD.

Case Office	Case Type Description	Case county name	Case Opened Date	SPD ID
Sparta	Misdemeanor	Monroe	8/30/2007	074100863A
			11/4/2013	134101319A
			3/26/2014	144100282A
			4/1/2014	144100303A

19. Click on the attorney's name to get additional information about the attorney:

Case Office	Case Type Description	Case county name	Case Opened Date	SPD ID	Disposition Date	Attorney Name	Total Attorney Hours	Attorney Appointed Date
Sparta	Misdemeanor	Monroe	8/30/2007	074100863A	10/2/2015	[redacted]	0.00	8/27/2007
			11/4/2013	134101319A	2/15/2016	[redacted]	14.05	11/4/2013

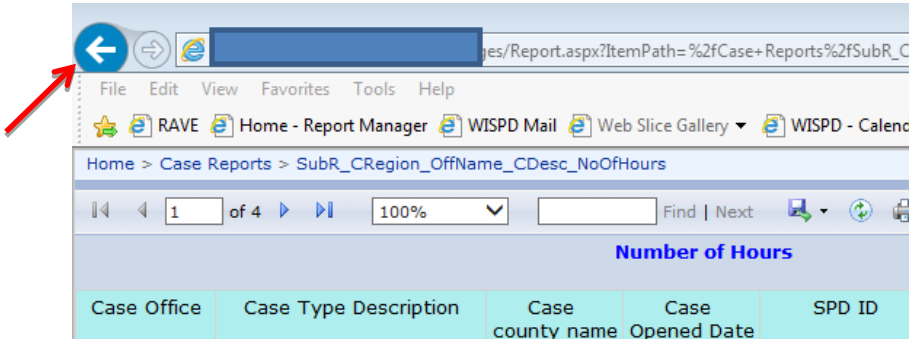
20. A separate window will appear, with information about the attorney:

[redacted] Details

Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Private
Attorney Region:	Admin	**Address:**	101 N Water St, P O Box 709	**Phone:**	([redacted]
Attorney Office:	Administration	**City:**	Sparta, WI	**Fax:**	([redacted]
County:	Monroe	**ZipCode:**	54656-1738	**Active?**	Yes
Attorney Type:	Rotational	**Email ID:**	[redacted]	**Current Open Cases:**	133

Case Certification level	Monroe	Status
T1: Trial 1 - misdemeanor, paternity	x	Certified
T2: Trial 2 - class G - I felony	x	Certified
T3: Trial 3 - class D - F felony	x	Certified
TS1: Trial Special 1 - Ch. 51 & 55 commitments	x	Certified
TS2: Trial Special 2 - juv - misdemeanor	x	Certified
TS2a: Trial Special 2a - juv - E - I felony	x	Certified

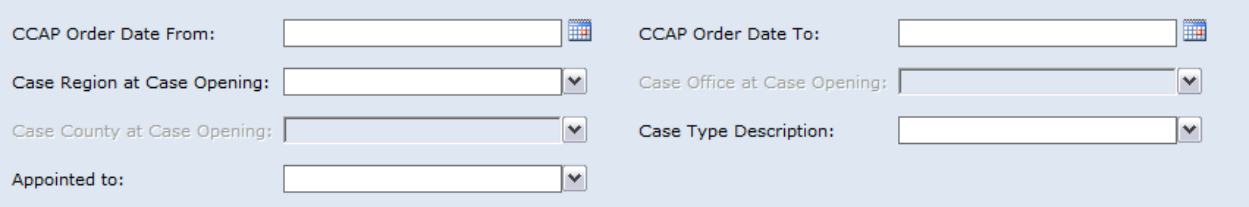
21. From the sub-report, you can use the "Back" button in Internet Explorer to go back to the main screen:



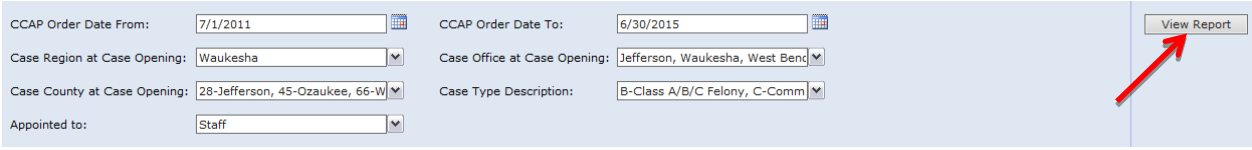
Number of Trials

1. To access the Number of Hours Report, click on the folder "Case Reports."

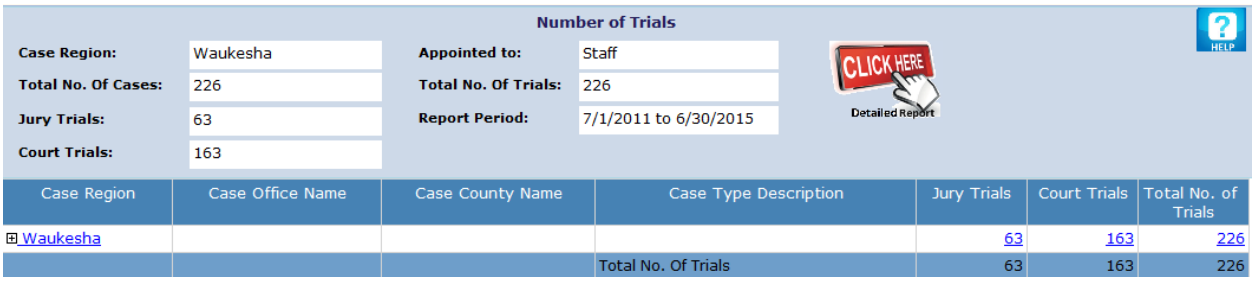
2. The search screen will look like this:



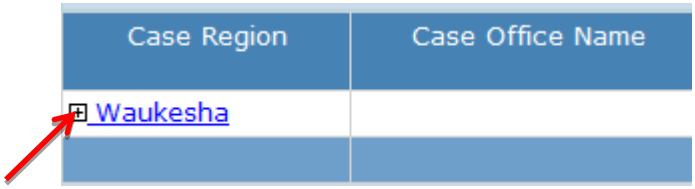
3. Enter the date range by CCAP Order Date (Note: this is the disposition date in CCAP).
4. Select the Case Region. This is the region that the case is located in. (Note: this is different from Attorney Region, which is where an attorney's office is).
5. Select the Case Office.
6. Select the Case County.
7. Select the Case Type.
8. Select whether you would like to view cases that were originally appointed to staff or private attorneys.
9. Once you have filled out the search criteria, click "View Report:"



10. The initial screen will give you an overview of the search criteria, organized by region:



11. Click on the "+" icon next to the region to get additional details.



12. The report will then break down by office (note that all case type descriptions will not show until you click on the "+" icon next to the case office name):

Case Region	Case Office Name	Case County Name	Case Type Description	Jury Trials	Court Trials	Total No. of Trials
⊟ Waukesha				63	163	226
	⊞ Jefferson			12	10	22
	⊞ Waukesha			41	126	167
	⊞ West Bend			10	27	37
			Total No. Of Trials	63	163	226

13. Click on the "+" icon to the left of the Case Office Name to get details by case county.

Case Region	Case Office Name	Case County Name
⊟ Waukesha		
	⊞ Jefferson	
	⊞ Waukesha	
	⊞ West Bend	

14. The report will then break down by case county. Click on the "=" icon to the left of the Case County Name to get details by case type.

Case Office Name	Case County Name
⊟ Jefferson	
	⊞ Jefferson
⊟ Waukesha	
	⊞ Waukesha
⊟ West Bend	
	⊞ Ozaukee
	⊞ Washington

15. The report will then break down by case type, organized by jury trials and court trials.

Case County Name	Case Type Description	Jury Trials	Court Trials	Total No. of Trials
		63	163	226
		12	10	22
⊟ Jefferson		12	10	22
	Ch 980 (post-commitment)	0	1	1
	Chapter 55	0	2	2
	Class A/B/C Felony	1	0	1
	Commitment	0	2	2
	Delinquency - Felony	0	2	2
	Felony	3	0	3
	Juvenile	1	2	3
	Misdemeanor	4	1	5
	Misdemeanor Traffic	3	0	3
		41	126	167
⊟ Waukesha		41	126	167
	Ch 980 (co-chair)	1	0	1
	Chapter 55	0	31	31
	Class A/B/C Felony	2	0	2
	Co-chair Hom/Juv	3	0	3
	Commitment	4	72	76
	Felony	13	8	21
	Juvenile	0	7	7
	Misdemeanor	12	7	19

16. Click on the case type description or the blue underlined number in the columns to get additional information about this report.

Case County Name	Case Type Description	Jury Trials	Court Trials	Total No. of Trials
		63	163	226
		12	10	22
⊟ Jefferson		12	10	22
	Ch 980 (post-commitment)	0	1	1
	Chapter 55	0	2	2
	Class A/B/C Felony	1	0	1
	Commitment	0	2	2
	Delinquency - Felony	0	2	2
	Felony	3	0	3
	Juvenile	1	2	3
	Misdemeanor	4	1	5
	Misdemeanor Traffic	3	0	3

17. A sub-report will appear, showing each appointment broken down into the following columns: (1) Case Office Name, (2) Case County Name, (3) Case Type Description, (4) Type of Trial, (5) SPD ID, (6) Case Opened Date, (7) CCAP Order Date (disposition date in CCAP), (8) Attorney Name, (9) Attorney Appointed Date, (10) Status at Case Opening, (11) Current Attorney Status, (12) eOPD Withdrawn Date, (13) CCAP Withdrawn Date, (14) Attorney Withdrawn Reason, and (15) Disposition Date (in eOPD)

Case Type Description	Type Of Trial	SPD ID	Case Opened Date	CCAP Order Date	Attorney Name	Attorney Appointed Date	Status at Case Opening	Current Status	eOPD Withdrawn Date	CCAP Withdrawn Date	Attorney Withdrawn Reason	Disposition Date
Chapter 55	Court Trial	152800111A	1/29/2015	2/24/2015	[redacted]	1/29/2015	Staff	Staff			N/A - No Withdrawal	2/24/2015
		152800112A	1/29/2015	1/29/2015		1/29/2015	Staff	Staff			N/A - No Withdrawal	1/29/2015
Juvenile	Court Trial	122801043A	10/17/2012	10/25/2012		10/17/2012	Staff	Staff			N/A - No Withdrawal	10/25/2012
		122801310A	12/27/2012	3/12/2013		12/27/2012	Staff	Staff			N/A - No Withdrawal	3/12/2013
	Jury Trial	142801138A	11/25/2014	1/23/2015		11/25/2014	Staff	Staff			N/A - No Withdrawal	1/23/2015
Misdemeanor	Court Trial	122800634A	6/19/2012	8/9/2012		6/19/2012	Staff	Staff		8/10/2012	N/A - No Withdrawal	8/9/2012
	Jury Trial	112800386A	5/16/2011	9/15/2011		5/13/2011	Staff	Staff			N/A - No Withdrawal	9/15/2011
		112800452A	6/1/2011	2/9/2012		6/1/2011	Staff	Staff			N/A - No Withdrawal	2/9/2012

18. Click on the SPD ID number to get additional information about a particular case. This will link back to eOPD.

Case Type Description	Type Of Trial	SPD ID	Case Opened Date
Chapter 55	Court Trial	152800111A	1/29/2015
		152800112A	1/29/2015
Juvenile	Court Trial	122801043A	10/17/2012
		122801310A	12/27/2012
	Jury Trial	142801138A	11/25/2014
Misdemeanor	Court Trial	122800634A	6/19/2012
	Jury Trial	112800386A	5/16/2011

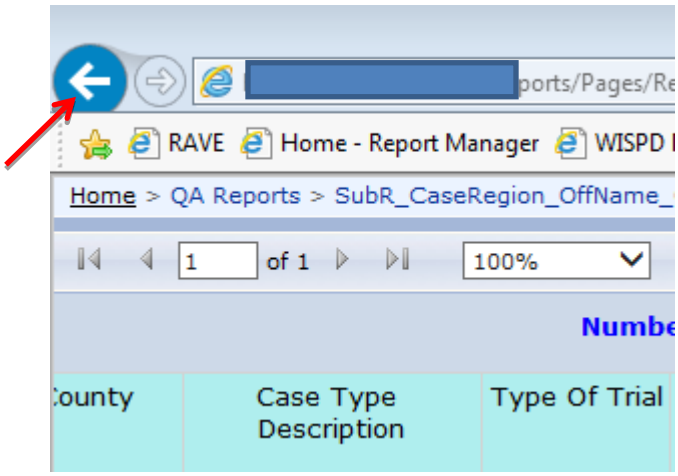
19. Click on the attorney's name to get additional information about the attorney:

Case Type Description	Type Of Trial	SPD ID	Case Opened Date	CCAP Order Date	Attorney Name	Attorney Appointed Date	Status at Case Opening
Chapter 55	Court Trial	152800111A	1/29/2015	2/24/2015	[redacted]	1/29/2015	Staff
		152800112A	1/29/2015	1/29/2015	[redacted]	1/29/2015	Staff
Juvenile	Court Trial	122801043A	10/17/2012	10/25/2012	[redacted]	10/17/2012	Staff
		122801310A	12/27/2012	3/12/2013	[redacted]	12/27/2012	Staff

20. A separate window will appear, with information about the attorney:

[redacted] Details					
Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Staff
Attorney Region:	Waukesha	**Address:**	110 W Linden Dr Ste C,	**Phone:**	[redacted]
Attorney Office:	Jefferson	**City:**	Jefferson, WI	**Fax:**	[redacted]
County:	Jefferson	**ZipCode:**	53549-1491	**Active?**	Yes
Attorney Type:	Staff	**Email ID:**	[redacted]	**Current Open Cases:**	197

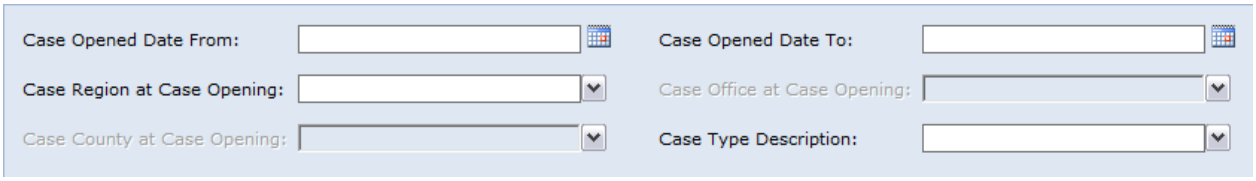
21. From the sub-report, you can use the "Back" button in Internet Explorer to go back to the main screen:



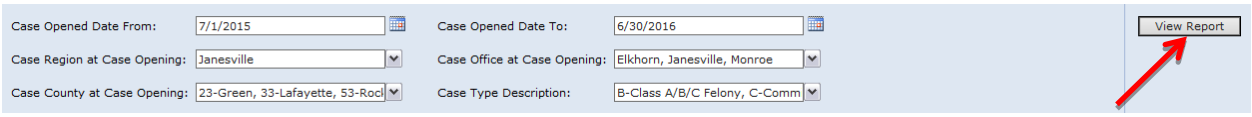
Number of Attorneys Per Case by Case Type

1. To access the Number of Attorneys Per Case by Case Type Report, click on the folder "Attorneys Reports."

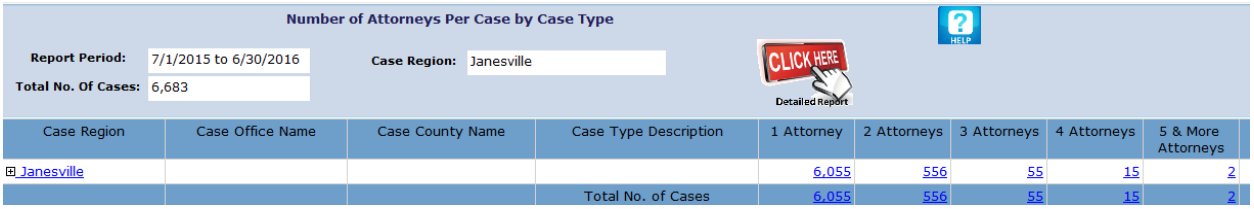
2. The search screen will look like this:



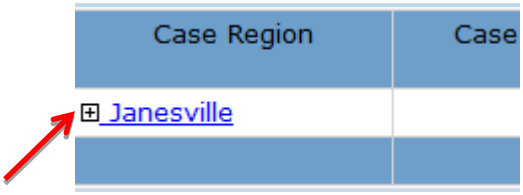
3. Enter the date range by case opening date.
4. Select the Case Region. This is the region that the case is located in. (Note: this is different from Attorney Region, which is where an attorney's office is).
5. Select the Case Office.
6. Select the Case County.
7. Select the Case Type.
8. Select whether you would like to view cases that were originally appointed to staff or private attorneys.
9. Once you have filled out the search criteria, click "View Report:"



10. The initial screen will give you an overview of the search criteria, organized by region:



11. Click on the "+" icon next to the region to get additional details.



12. The report will then break down by office (note that all case type descriptions will not show until you click on the "+" icon next to the case office name):

Number of Attorneys Per Case by Case Type

Report Period: 7/1/2015 to 6/30/2016 **Case Region:** Janesville

Total No. Of Cases: 6,683

CLICK HERE Detailed Report

Case Region	Case Office Name	Case County Name	Case Type Description	1 Attorney	2 Attorneys	3 Attorneys	4 Attorneys	5 & More Attorneys
⊟ Janesville				6,055	556	55	15	2
	⊞ Elkhorn			1,451	116	2	3	
	⊞ Janesville			3,881	383	45	7	2
	⊞ Monroe			723	57	8	5	
			Total No. of Cases	6,055	556	55	15	2

13. Click on the "+" icon to the left of the Case Office Name to get details by county.

Case Region	Case Office Name
⊟ Janesville	
	⊞ Elkhorn
	⊞ Janesville
	⊞ Monroe

14. The report will then break down by county. Click on the "+" icon to the left of the Case County Name to get details by case type.

Case Region	Case Office Name	Case County Name
⊟ Janesville		
	⊟ Elkhorn	
		⊞ Walworth
	⊟ Janesville	
		⊞ Rock
		⊞ Rock-Beloit
	⊟ Monroe	
		⊞ Green
		⊞ Lafayette

15. The report will then break down by case type. The columns along the top will show the total number of attorneys broken down by 1 attorney (1 attorney assigned to case from appointment to disposition), 2 attorneys, 3 attorneys, 4 attorneys and 5 & more attorneys:

Case Office Name	Case County Name	Case Type Description	1 Attorney	2 Attorneys	3 Attorneys	4 Attorneys	5 & More Attorneys	Total No. of Cases
			6,055	556	55	15	2	6,683
⊟ Elkhorn			1,451	116	2	3		1,572
	⊟ Walworth		1,451	116	2	3		1,572
		Ch 980 (post-commitment)	2					2
		Chapter 55	20	1				21
		Class A/B/C Felony	20	7				27
		Commitment	205	2				207
		Delinquency - Felony	16	1				17
		Felony	307	52	2	2		363
		Juvenile	110	4				114
		Juvenile Waiver	2					2
		Misdemeanor	395	34				429
		Misdemeanor Traffic	136	9				145
		Other Life Sentence	1					1
		Post-Dispositional Juvenile Proceeding	1					1
		Revocation	70	2		1		73
		Special	158	4				162
		TPR	8					8

16. Click on the case type description or the blue underlined number in the columns to get additional information about this report.

Case County Name	Case Type Description	1 Attorney	2 Attorneys	3 Attorneys	4 Attorneys	5 & More Attorneys	Total No. of Cases
		6,055	556	55	15	2	6,683
		1,451	116	2	3		1,572
⊟ Walworth		1,451	116	2	3		1,572
	Ch 980 (post-commitment)	2					2
	Chapter 55	20	1				21
	Class A/B/C Felony	20	7				27
	Commitment	205	2				207
	Delinquency - Felony	16	1				17
	Felony	307	52	2	2		363
	Juvenile	110	4				114
	Juvenile Waiver	2					2
	Misdemeanor	395	34				429
	Misdemeanor Traffic	136	9				145
	Other Life Sentence	1					1
	Post-Dispositional Juvenile Proceeding	1					1
	Revocation	70	2		1		73
	Special	158	4				162
	TPR	8					8

17. A sub-report will appear, showing each appointment broken down into the following columns: (1) Case Office Name, (2) Case County Name, (3) Case Type Description, (4) Case Opened Date, (5) SPD ID, (6) Disposition Date, (7) Attorney Name, (8) Attorney Appointed Date, (9) Status at Case Opening, (10) Current Attorney Status, (11) Attorney Withdrawn Date, and (13) Attorney Withdrawal Reason.

Case Office	Case County	Case Type Description	Case Opened Date	SPD ID	Disposition Date	Attorney Name	Attorney Appointed Date	Status at Case Opening	Current Attorney Status	Attorney Withdrawn Date	Attorney Withdrawal Reason
Elkhorn	Walworth	Felony	1/28/2016	166400144a		[redacted]	1/25/2016	Private	Private	1/28/2016	Client Requested Change
							1/28/2016	Private	Private	3/24/2016	Conflict of Interest
							3/24/2016	Private	Private	11/3/2016	Client Requested Change
							11/8/2016	Private	Private		N/A - No Withdrawal
			3/4/2016	166400303A			3/4/2016	Staff	Staff	8/23/2016	Administrative Transfer
							8/23/2016	Private	Staff	10/25/2016	Administrative Transfer
							10/25/2016	Private	Private	10/27/2016	Administrative Transfer
							10/27/2016	Private	Private		N/A - No Withdrawal
		Revocation	1/28/2016	166400145A			1/25/2016	Private	Private	1/28/2016	Client Requested Change
							1/28/2016	Private	Private	4/11/2016	Conflict of Interest
							4/11/2016	Private	Private	6/17/2016	Attorney Requested Change
							6/17/2016	Private	Private	3/20/2017	Client Requested Change

18. Click on the SPD ID number to get additional information about a particular case. This will link back to eOPD.

Case County	Case Type Description	Case Opened Date	SPD ID
Walworth	Felony	1/28/2016	166400144a
		3/4/2016	166400303A

19. Click on the attorney's name to get additional information about the attorney:

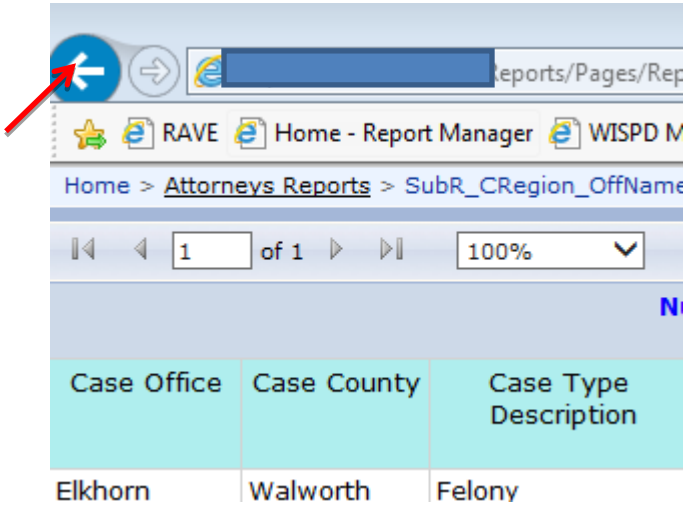
Case Type Description	Case Opened Date	SPD ID	Disposition Date	Attorney Name	Attorney Appointed Date	Status at Case Opening	Current Attorney Status	Attorney Withdrawn Dat
Felony	1/28/2016	166400144a		[redacted]	1/25/2016	Private	Private	1/28/2016
				[redacted]	1/28/2016	Private	Private	3/24/2016
				[redacted]	3/24/2016	Private	Private	11/3/2016
				[redacted]	11/8/2016	Private	Private	

20. A separate window will appear, with information about the attorney:

[redacted] Details					
Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Private
Attorney Region:	Admin	**Address:**	22 S Wisconsin St, P O Box 993	**Phone:**	[redacted]
Attorney Office:	Administration	**City:**	Elkhorn, WI	**Fax:**	[redacted]
County:	Walworth	**ZipCode:**	53121-1767	**Active?**	Yes
Attorney Type:	Rotational	**Email ID:**	[redacted]	**Current Open Cases:**	119

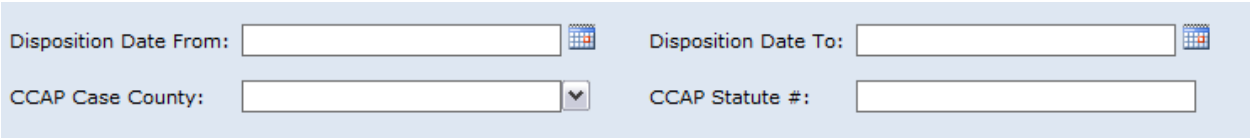
Case Certification level	Walworth	Status
T1: Trial 1 - misdemeanor, paternity	x	Certified
T2: Trial 2 - class G - I felony	x	Certified
T3: Trial 3 - class D - F felony	x	Certified
T3b: Trial 3b - class B - C felony, Ch. 980	x	Certified
TS2: Trial Special 2 - juv - misdemeanor	x	Certified
TS2a: Trial Special 2a - juv - E - I felony	x	Certified
TS2b: Trial Special 2b - juv - B - D felony	x	Certified

21. From the sub-report, you can use the "Back" button in Internet Explorer to go back to the main screen:

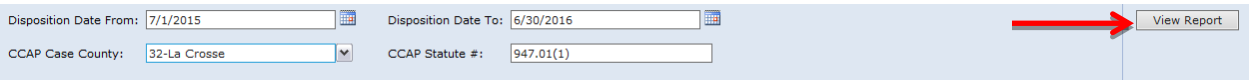


CCAP Judges Disposition Report

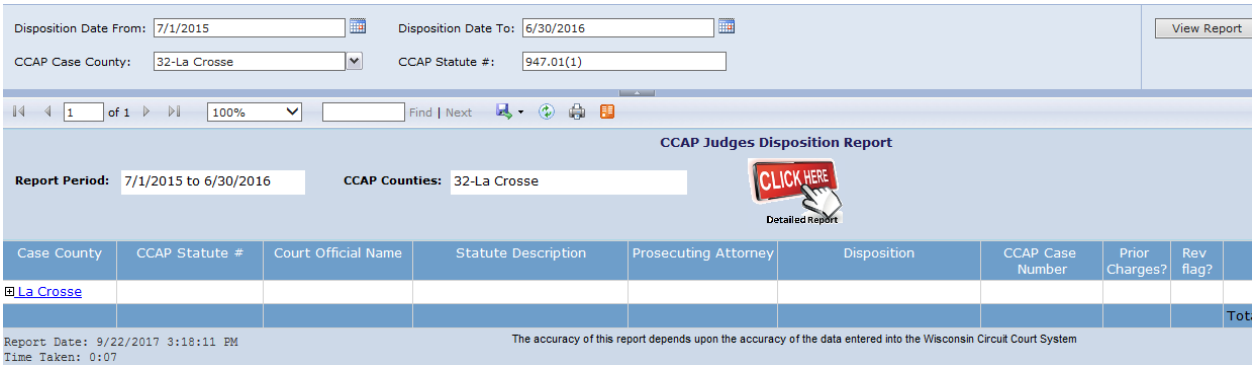
1. To access the CCAP Judges Disposition Report, click on the folder "CCAP Reports."
2. The search screen will look like this:



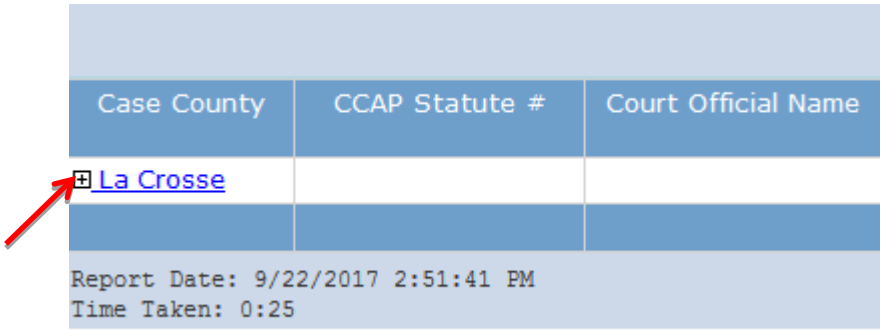
3. Enter the date range by CCAP disposition date.
4. Enter in the case county (note: this is the county where the case was filed in according to CCAP).
5. Enter the CCAP Statute # (this is the statute at disposition in CCAP).
6. Once you have filled out the search criteria, click "View Report."



7. The initial screen will give you an overview of the search criteria, sorted by case county:



8. Click on the "+" icon next to the case county to get additional details.



9. The report will then break down by CCAP Statute #. You can then click on the "+" icon next to the CCAP Statute # to break down the report by court official:

Case County	CCAP Statute #	Court Official Name
⊟ La Crosse		
	⊞ 947.01(1)	

10. The report will then breakdown by court official. The columns along the top will show the court official name, statute description, prosecuting attorney, disposition, CCAP case number, prior charges (Y=yes this is an amended charge or N=no this is not an amended charge), revocation flag (N= no future revocation on this case or Y= yes, there is a future revocation on this case), sentence, sentence duration, and the total number of charges.

CCAP Judges Disposition Report

Report Period: 7/1/2015 to 6/30/2016 **CCAP Counties:** 32-La Crosse

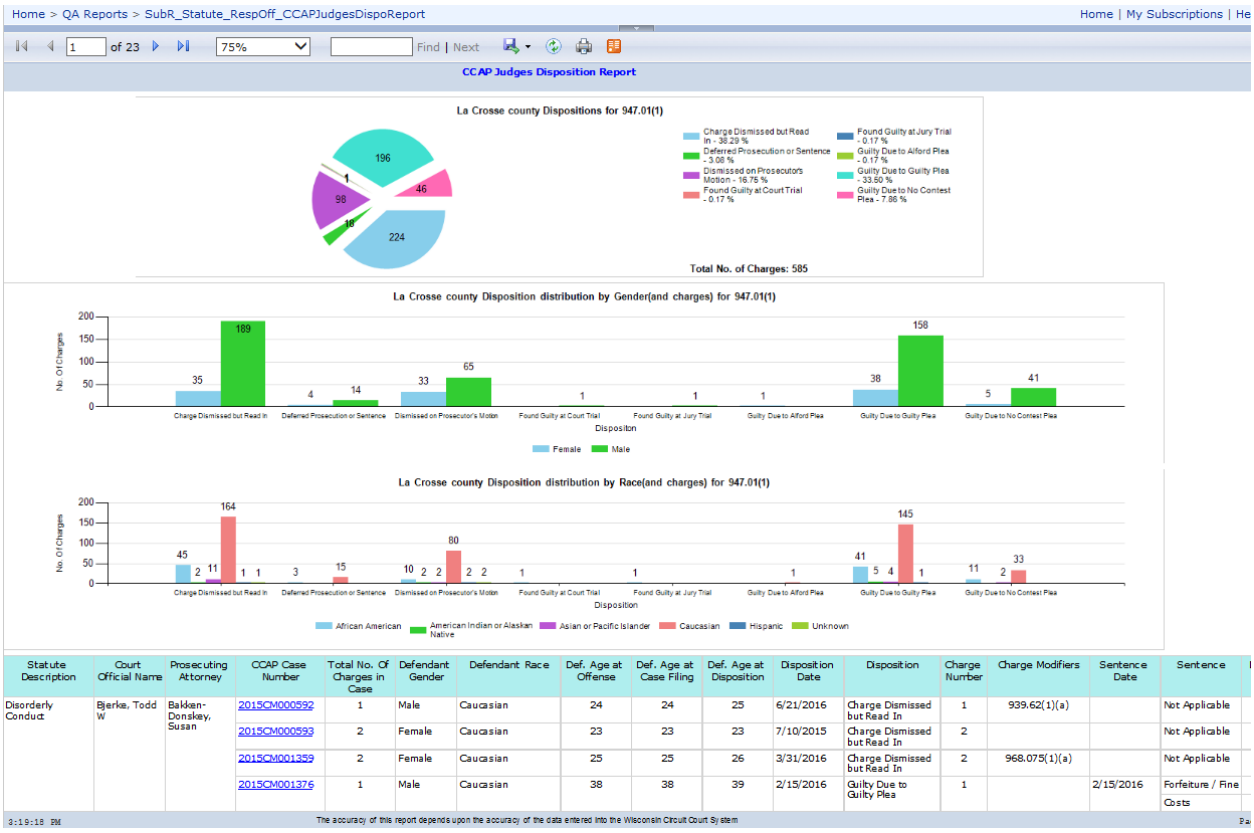
CLICK HERE Detailed Report

Case County	CCAP Statute #	Court Official Name	Statute Description	Prosecuting Attorney	Disposition	CCAP Case Number	Prior Charges?	Rev flag?	Sentence	Sentence Duration	Total No. of Charges
⊟ La Crosse											585
	⊟ 947.01(1)										585
		Bjerke, Todd W									112
			Disorderly Conduct	Bakken-Donskey, Susan	Dismissed on Prosecutor's Motion	2015CM001386	N	N	Not Applicable		
					Charge Dismissed but Read In	2015CM000592	N	N	Not Applicable		
						2015CM000593	N	N	Not Applicable		
						2015CM001359	N	N	Not Applicable		
					Guilty Due to Guilty Plea	2015CM001376	Y	N	Forfeiture / Fine		
									Costs		
						2016CM000343	N	N	Local Jail	10 DA	
				Barton, Brian Keith	Dismissed on Prosecutor's Motion	2015CM001027	N	N	Not Applicable		
					Charge Dismissed but Read In	2015CM001007	N	N	Not Applicable		
						2015CM001370	Y	N	Not Applicable		
						2015CM001497	N	N	Not Applicable		
						2015CM001696	N	N	Not Applicable		
					Guilty Due to Guilty Plea	2015CM000004	N	N	Local Jail	26 DA	
						2015CM000060	N	N	Local Jail	30 DA	
									Costs		
						2015CM000962	Y	N	Local Jail	4 DA	
									Expunge w/ pay amount due		
						2015CM001007	N	N	Local Jail	66 DA	
						2015CM001497	N	N	Probation, Sent Withheld	12 MO	
				Donskey, Susan C	Deferred Prosecution or Sentence	2015CM000893	Y	N	Not Applicable		
					Charge Dismissed but Read In	2016CM000338	N	N	Not Applicable		
					Guilty Due to Guilty Plea	2015CM001685	Y	N	Local Jail	4 DA	
									Costs		
				Hilton, Stephanie R	Dismissed on Prosecutor's Motion	2015CM000047	Y	N	Not Applicable		
					Charge Dismissed but Read In	2014CM001401	N	N	Not Applicable		
						2015CM000419	N	N	Not Applicable		
					Guilty Due to Guilty Plea	2014CM001410	N	N	Probation, Sent Withheld	18 MO	
				Hynek, Emily	Charge Dismissed but Read In	2014CF000503	Y	N	Not Applicable		
						2014CF000806	Y	N	Not Applicable		

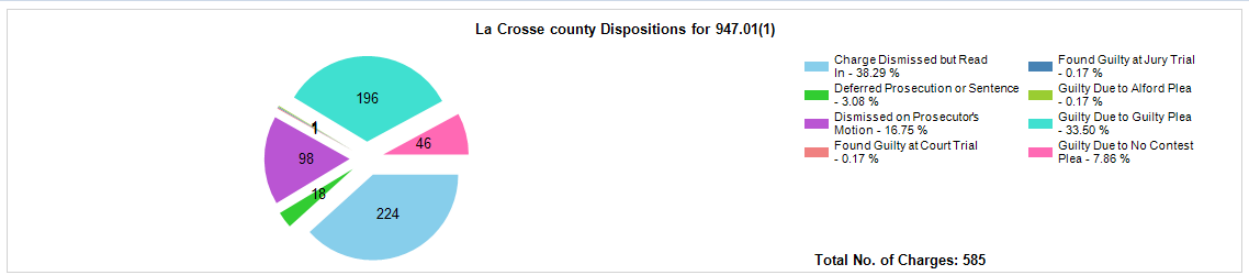
11. To access information about the CCAP statute number by county, click on the statute number that is underlined in blue.

Case County	CCAP Statute #	Court Official Name	Statute Description	Prosecuting Attorney
⊟ La Crosse				
	⊟ 947.01(1)			
		Bjerke, Todd W		
			Disorderly Conduct	Bakken-Donskey, Susan

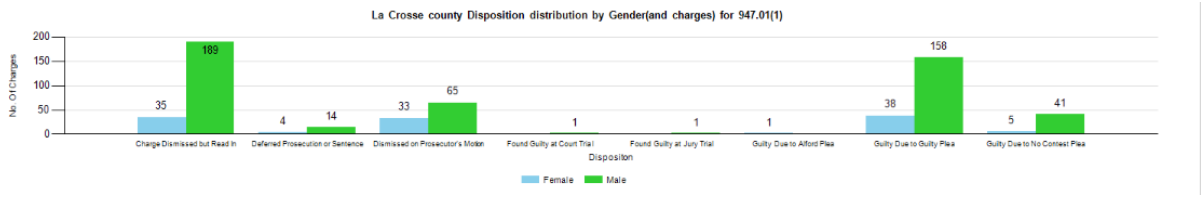
12. A sub-report will appear showing three graphs and information about each case that falls under your selected search criteria:



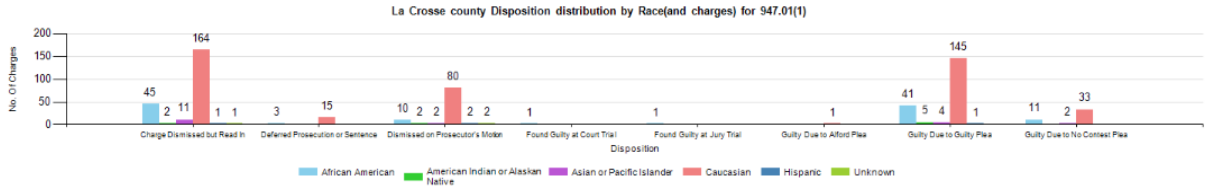
13. The top graph is a summary of the various dispositions for your selected statute in that county for that time period:



14. The second graph breaks down those same dispositions by gender:



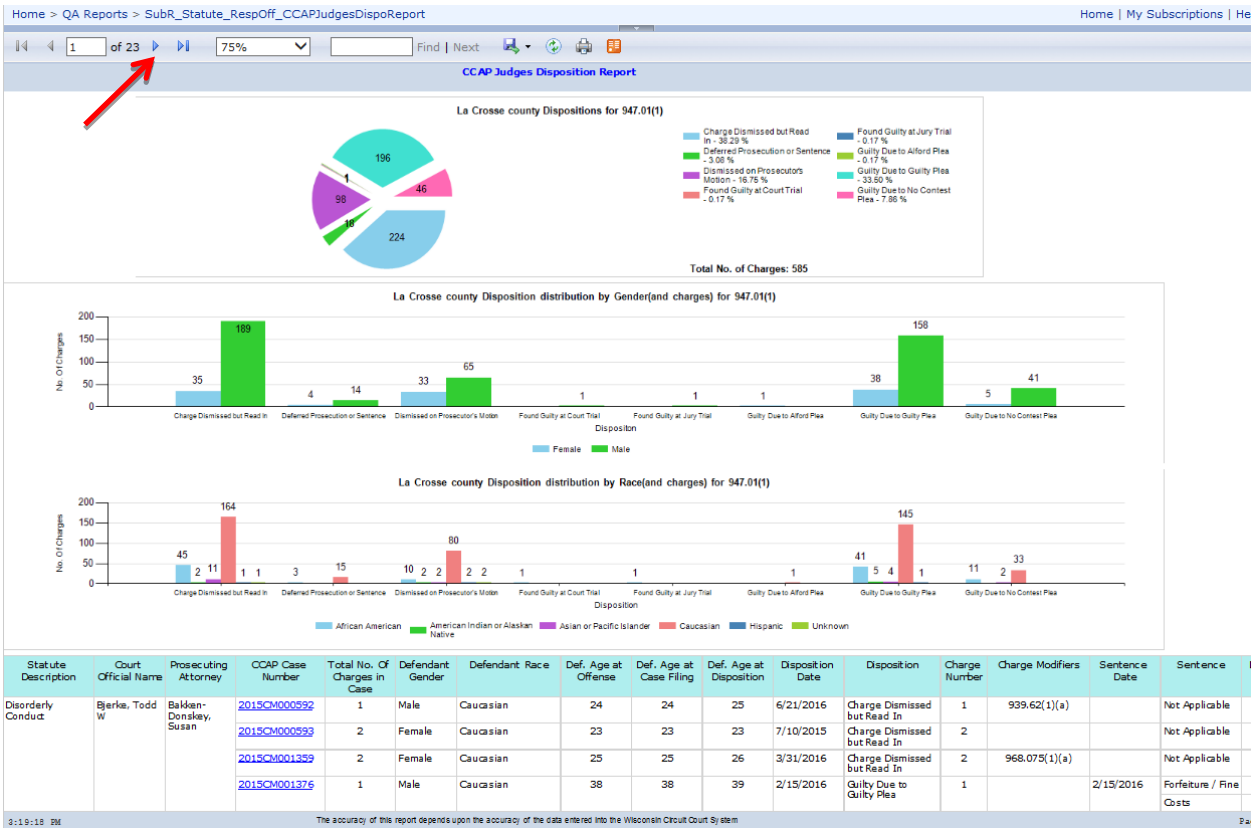
15. The third graph breaks down the dispositions by race:

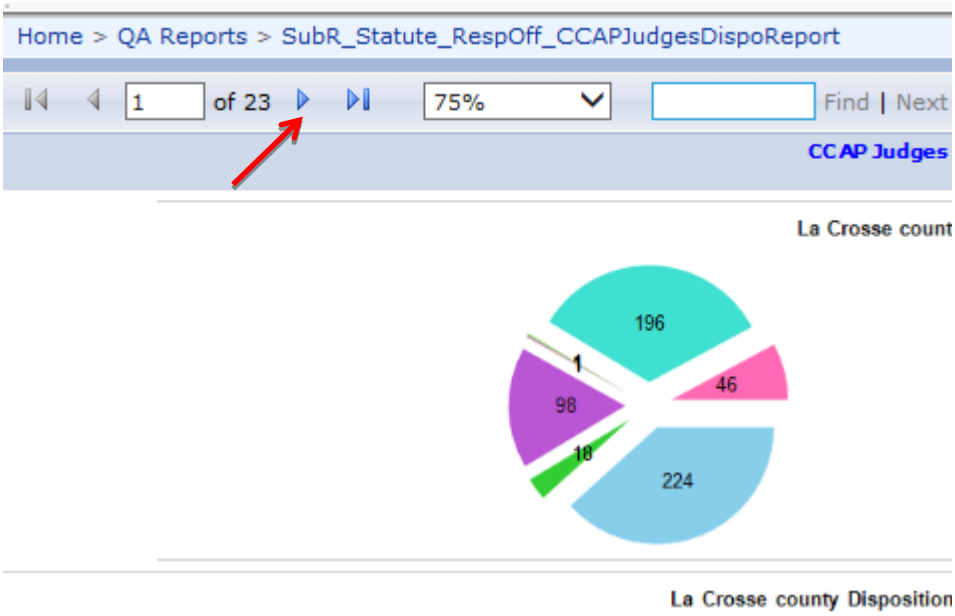


16. Underneath each graph is a listing of the specific cases. The columns include statute description, court official name, prosecuting attorney, CCAP case number, number of charges in the case, defendant's gender, defendant's race, defendant's age (at offense date, case filing date, and disposition date), disposition date, disposition, charge #, charge modifiers, sentence date, sentence, and sentence duration.

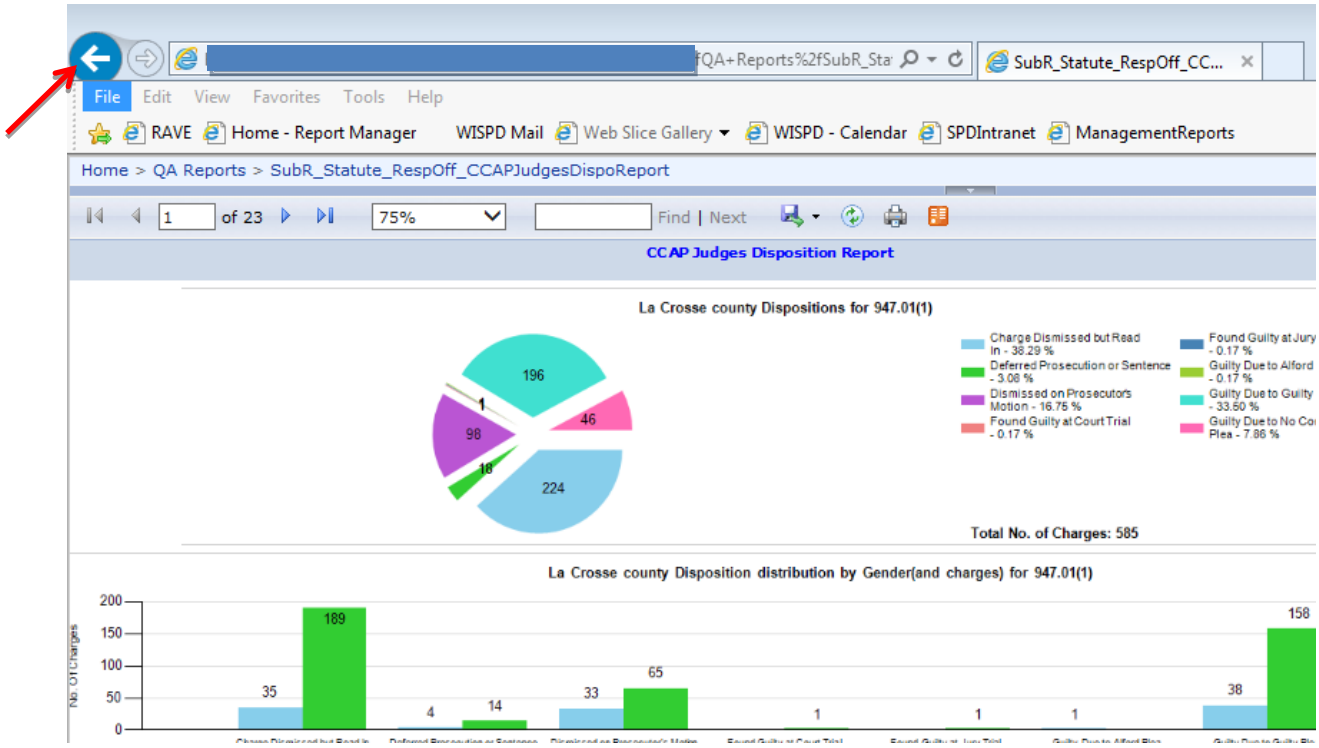
Statute Description	Court Official Name	Prosecuting Attorney	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Race	Def. Age at Offense	Def. Age at Case Filing	Def. Age at Disposition	Disposition Date	Disposition	Charge Number	Charge Modifiers	Sentence Date	Sentence
Disorderly Conduct	Bjerke, Todd W	Bakken-Donskey, Susan	2015CM000592	1	Male	Caucasian	24	24	25	6/21/2016	Charge Dismissed but Read In	1	939.62(1)(a)		Not Applicable
			2015CM000593	2	Female	Caucasian	23	23	23	7/10/2015	Charge Dismissed but Read In	2			Not Applicable
			2015CM001359	2	Female	Caucasian	25	25	26	3/31/2016	Charge Dismissed but Read In	2	968.075(1)(a)		Not Applicable
			2015CM001376	1	Male	Caucasian	38	38	39	2/15/2016	Guilty Due to Guilty Plea	1		2/15/2016	Forfeiture / Fine
															Costs

17. Use the arrows at the top to scroll through the cases:

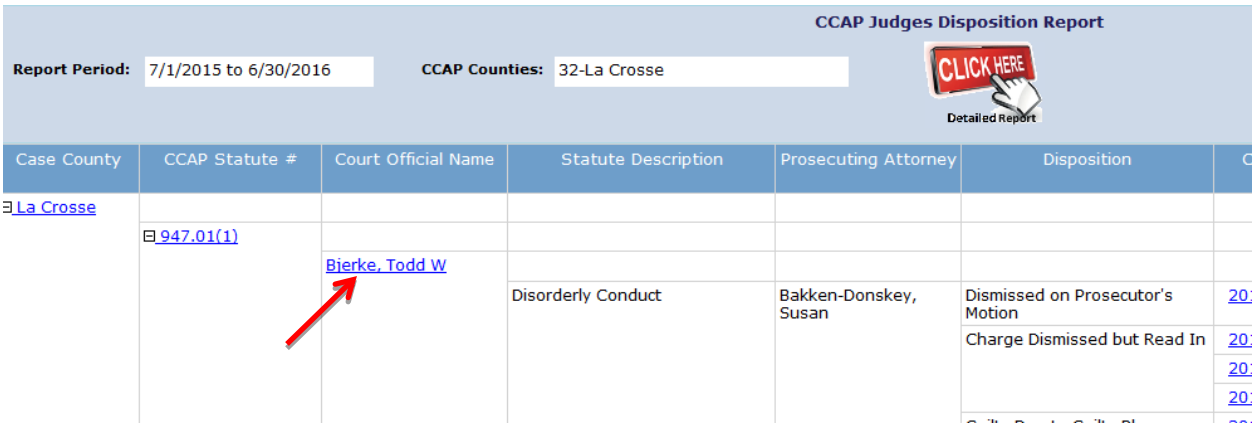




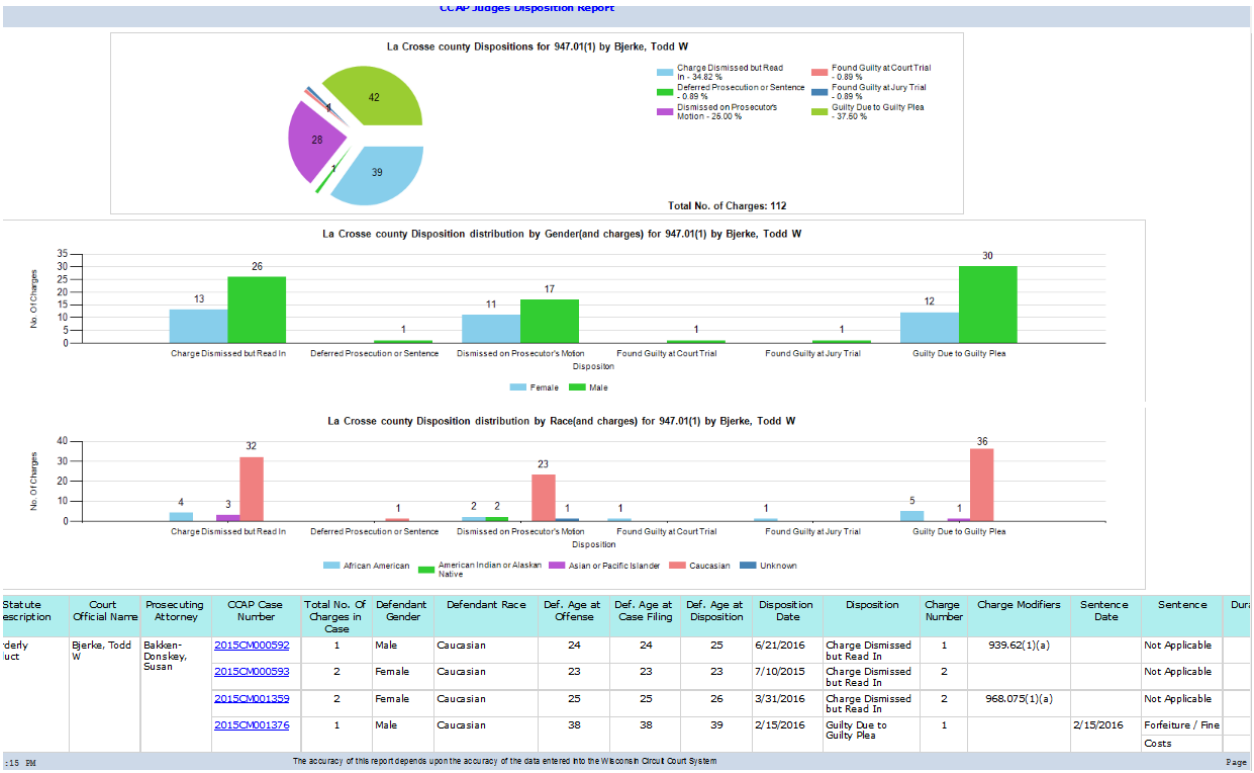
18. Use the back button to go back to the main report.



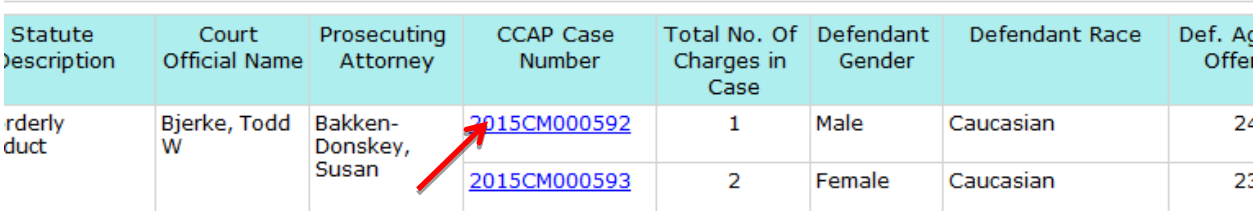
19. From the main report, you can click on the court official name to get a breakdown of the dispositions for that court official.



20. A sub-report will appear, this time listing the disposition information for that statute broken down by that specific court official.



21. If you need detailed information about a particular case, you can click on the case number:



22. A sub-report will appear with specific information about that case:

Home > QA Reports > SubR_CCAP_CaseDetails Home | My Subscriptions | H

1 of 1 100% Find | Next

La Crosse County Case Number 2015CM000592

Case Details: Court Record Events

CCAP Case Number	CCAP County	SPD ID	Filing Date	Responsible Official	Prosecuting Agency	Prosecuting Attorney
2015CM000592	La Crosse	153201200A	5/26/2015	Bjerke, Todd W	District Attorney	Bakken-Donskey, Susan

Defendant Attorney(s):

State BAR #	Defense Attorney	SPD Appointment?	Entered	Withdrawn
1009707	Locante, Thomas	Y	5/27/2015	

Details of Charge(s):

Disposition	Charge Number	Current Charge #	Current Charge	Charge Modifier #	Charge Modifier	Sentence Date	Sentence	Notes
Charge Dismissed but Read In	1	947.01(1)	Disorderly Conduct	939.62(1)(a)	Repeater			

Report Date: 9/22/2017 3:34:25 PM The accuracy of this report depends upon the accuracy of the data entered into the Wisconsin Circuit Court System Page 1

23. If it was an SPD case, clicking on the SPD ID will link back to the case in eOPD:

Case Details:

CCAP Case Number	CCAP County	SPD ID	Filing Date	Responsible Official	Prosecuting A
2015CM000592	La Crosse	153201200A	5/26/2015	Bjerke, Todd W	District Attor

Defendant Attorney(s):

State BAR #	Defense Attorney	SPD Appointment?	Entered	Withdrawn
1009707	Locante, Thomas	Y	5/27/2015	

24. Additionally, you can click on the defense attorney's state bar number and find additional information about that attorney:

Locante, Thomas F Details

Name:	Locante, Thomas F	**State Bar ID:**	1009707	**Staff/Private:**	Staff
Attorney Region:	La Crosse	**Address:**	205 5th Ave S Ste 200,	**Phone:**	[redacted]
Attorney Office:	La Crosse	**City:**	La Crosse, WI	**Fax:**	[redacted]
County:	La Crosse	**ZipCode:**	54601-4059	**Active?**	[redacted]
Attorney Type:	Staff	**Email ID:**	Not Available	**Current Open Cases:**	[redacted]

25. Always use the back button to return to the previous screen:

File Edit View Favorites Tools Help

RAVE Home - Report Manager WISPD Mail Web Slice Gallery WISPD -

Home > QA Reports > SubR_CCAP_CaseDetails

1 of 1 100% Find | Next

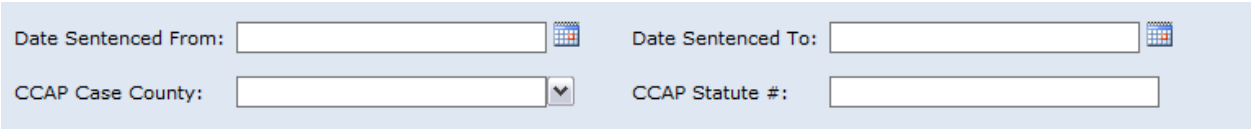
La Crosse

Case Details:

CCAP Case Number	CCAP County	SPD ID	Filing Date	Responsible Of

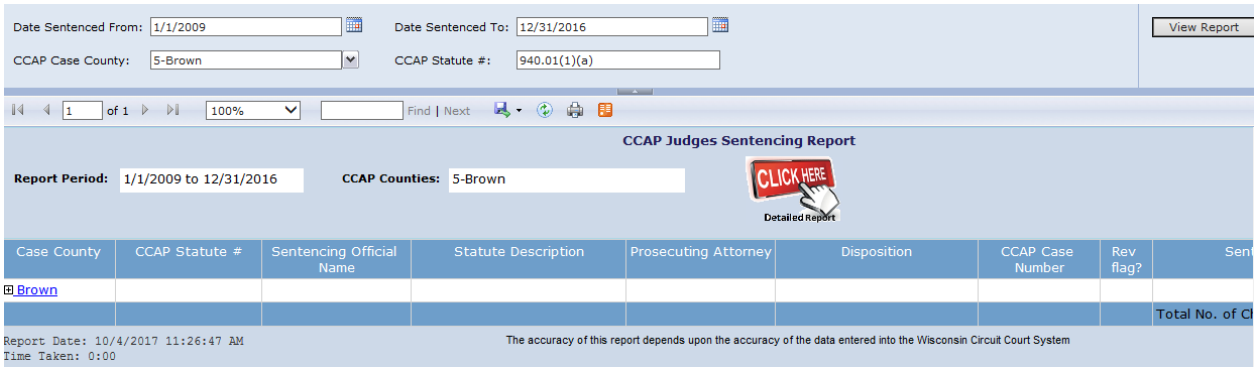
CCAP Judges Sentencing Report

1. To access the CCAP Judges Sentencing Report, click on the folder "CCAP Reports."
2. The search screen will look like this:

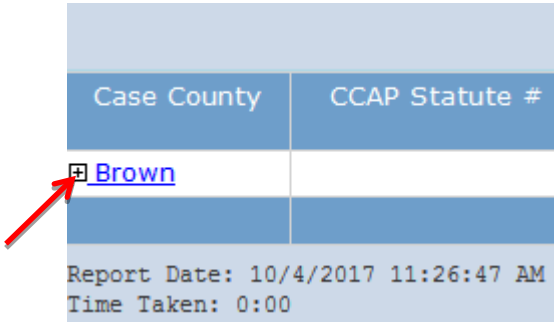


3. Enter the date range by CCAP sentencing date.
4. Enter in the case county (note: this is the county where the case was filed in according to CCAP).
5. Enter the CCAP Statute # (this is the statute at disposition in CCAP).
6. Once you have filled out the search criteria, click "View Report."

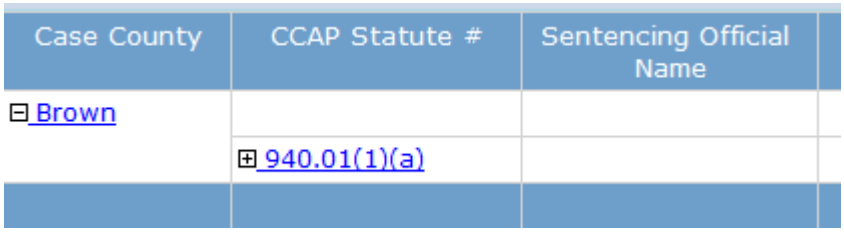
7. The initial screen will give you an overview of the search criteria, sorted by case county:



8. Click on the "+" icon next to the case county to get additional details.



9. The report will then break down by CCAP Statute #. You can then click on the "+" icon next to the CCAP Statute # to break down the report by sentencing official:



10. The report will then breakdown by sentencing official. The columns along the top will show the sentencing official name, statute description, prosecuting attorney, disposition, CCAP case number, , revocation flag (N= no future revocation on this case or Y= yes, there is a future revocation on this case), sentence, sentence duration, and the total number of charges.

Case County	CCAP Statute #	Sentencing Official Name	Statute Description	Prosecuting Attorney	Disposition	CCAP Case Number	Rev flag?	Sentence	Sentence Duration	Total No. of Charges
⊟ Brown										8
	⊟ 940.01(1)(a)									8
		Atkinson, William								1
			1st-Degree Intentional Homicide	Johnson, Dana J	Guilty Due to Guilty Plea	2013CF000608	N	State Prison	1 LF	
								Forfeiture / Fine		
		Hammer, Marc A								2
			1st-Degree Intentional Homicide	Johnson, Dana J	Guilty Due to No Contest Plea	2015CF000158	N	State Prison	18 YR	
								Extended Supervision	10 YR	
				Lasee, Lawrence James	Guilty Due to No Contest Plea	2011CF000622	N	State Prison	15 YR	
								Extended Supervision	10 YR	
		Hinkfuss, Timothy A								1
			1st-Degree Intentional Homicide	Lemkuil, Wendy Wiggins	Found Guilty at Jury Trial	2013CF000475	N	State Prison	15 YR	
								Extended Supervision	10 YR	
		Kelley, Kendall M								1
			1st-Degree Intentional Homicide	Lemkuil, Wendy Wiggins	Found Guilty at Jury Trial	2009CF000316	N	State Prison		
		Official Unknown								1
			1st-Degree Intentional Homicide	Johnson, Dana J	Found Guilty at Jury Trial	2012CF000794	N	State Prison	1 LF	

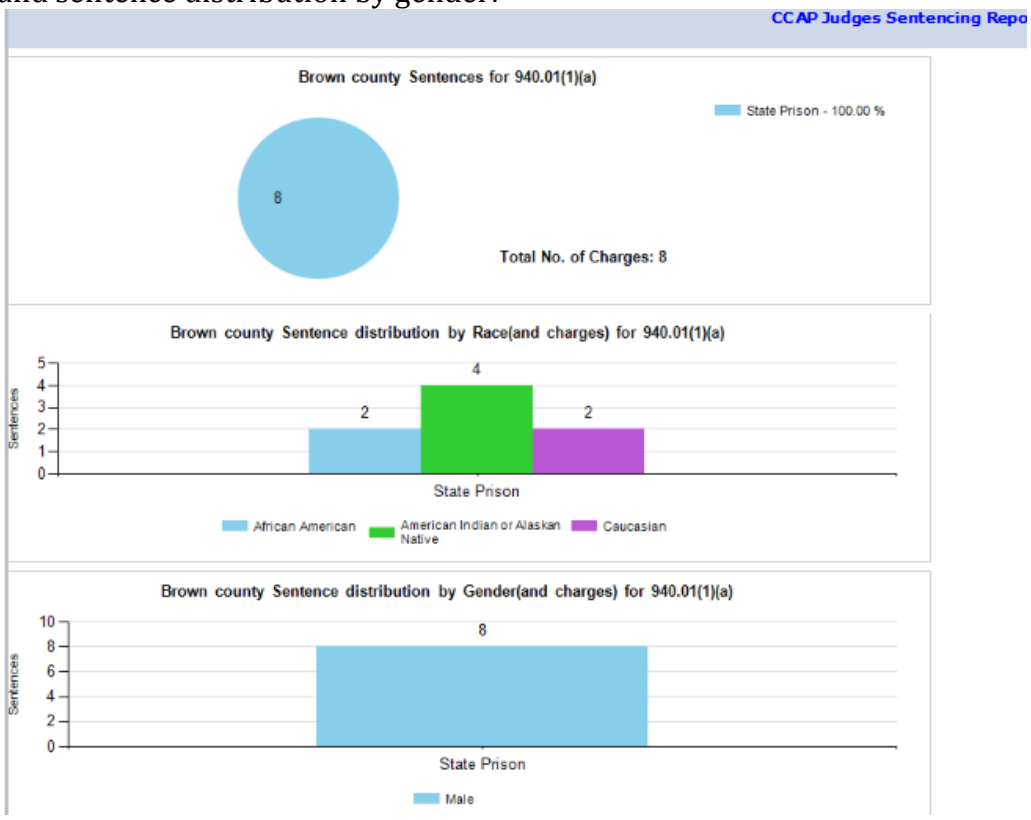
11. To access information about the CCAP statute number by county, click on the statute number that is underlined in blue.

Case County	CCAP Statute #	Sentencing Official Name	Statute Description	Prosecuting
⊟ Brown				
	⊟ 940.01(1)(a)			
		Atkinson, William		
			1st-Degree Intentional Homicide	Johnson, Dar
		Hammer, Marc A.		

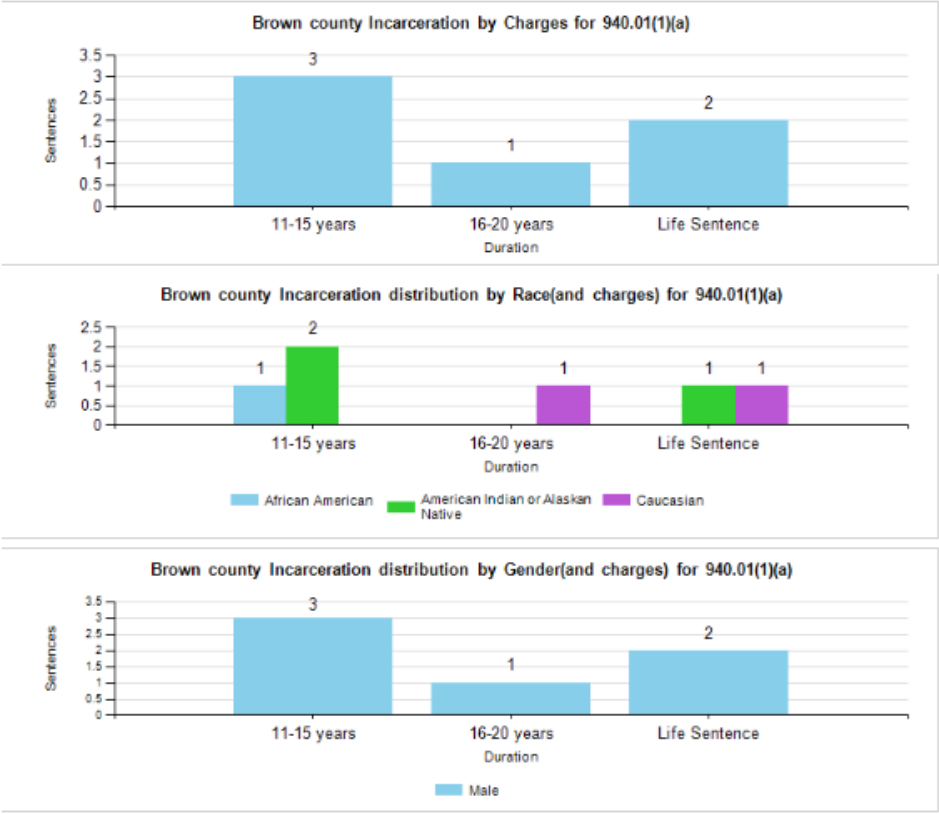
12. A sub-report will appear showing three graphs and information about each case that falls under your selected search criteria:

CCAP Statute #	Statute Description	Sentencing Official Name	Prosecuting Attorney	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Race	Def. Age at Offense	Def. Age at Case Filing	Def. Age at Sentencing	Disposition	Charge Number	Charge Modifiers	Sentence Date	Sentence	Dura
940.01(1)(a)	1st-Degree Intentional Homicide	Atkinson, William	Johnson, Dana J	2013CF000608	1	Male	Caucasian	50	50	50	Guilty Due to Guilty Plea	1	968.075(1)(a)	11/1/2013	State Prison	1 LF
															Forfeiture / Fine	
		Hammer, Marc A	Johnson, Dana J	2015CF000158	2	Male	Caucasian	52	52	52	Guilty Due to No Contest Plea	1	939.32, 939.63(1)(b), 968.075(1)(a)	11/2/2015	State Prison	18 YR
															Extended	10 YR

13. The three graphs on the left break down the sentences by type of sentence, sentence distribution by race and sentence distribution by gender:



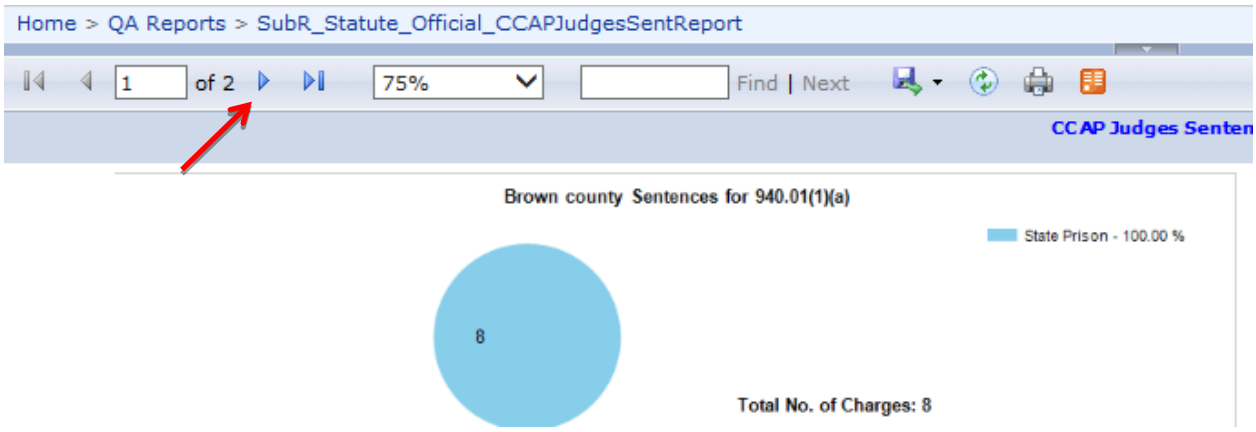
14. The three graphs on the right break down the incarceration sentences by the number of years broken down by race and by gender:



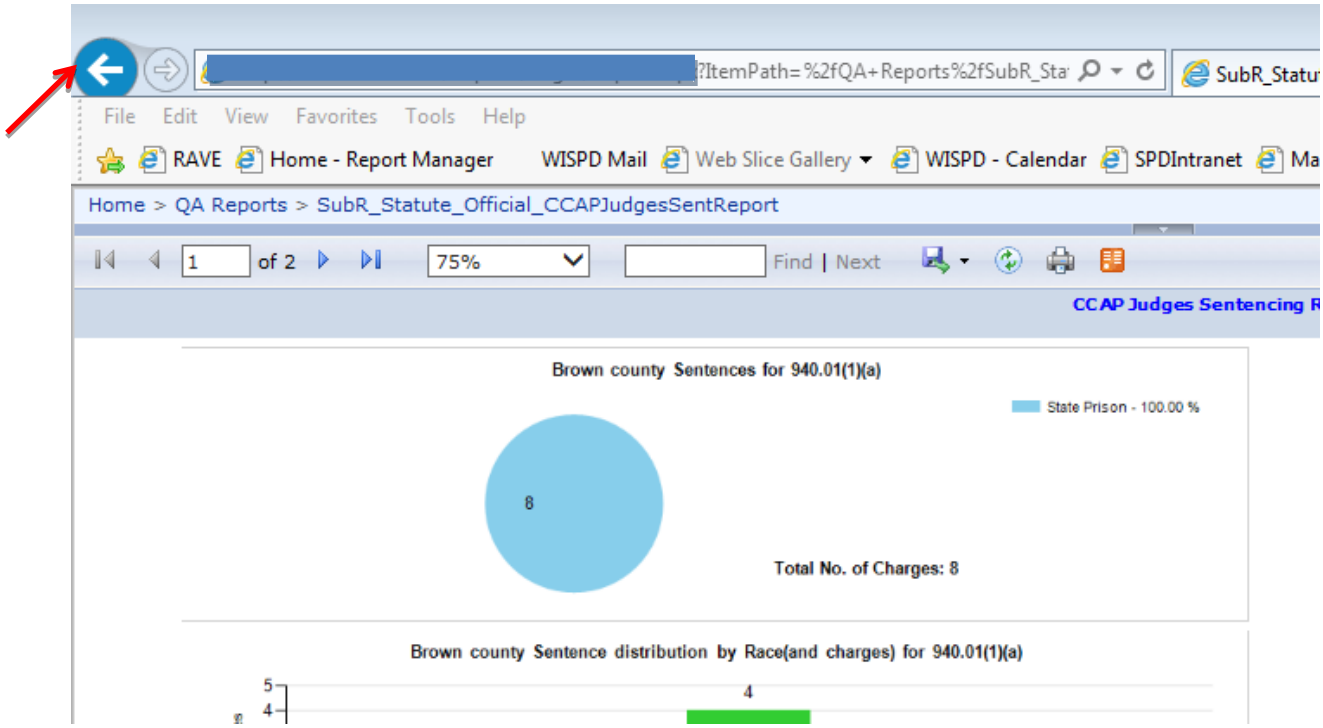
15. Underneath each graph is a listing of the specific cases. The columns include statute description, sentencing official name, prosecuting attorney, CCAP case number, number of charges in the case, defendant's gender, defendant's race, defendant's age (at offense date, case filing date, and sentencing date), disposition, charge #, charge modifiers, sentence date, sentence, and sentence duration.

CCAP Statute #	Statute Description	Sentencing Official Name	Prosecuting Attorney	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Race	Def. Age at Offense	Def. Age at Case Filing	Def. Age at Sentencing	Disposition	Charge Number	Charge Modifiers	Sentence Date	Sentence	Dural
940.01(1)(a)	1st-Degree Intentional Homicide	Atkinson, William	Johnson, Dana J	2013CF000608	1	Male	Caucasian	50	50	50	Guilty Due to Guilty Plea	1	968.075(1)(a)	11/1/2013	State Prison	1 LF
															Forfeiture / Fine	
		Hammer, Marc A	Johnson, Dana J	2015CF000158	2	Male	Caucasian	52	52	52	Guilty Due to No Contest Plea	1	939.32, 939.63(1)(b), 968.075(1)(a)	11/2/2015	State Prison	18 YR
															Extended Supervision	10 YR
			Lasee, Lawrence James	2011CF000622	2	Male	African American	23	23	23	Guilty Due to No Contest Plea	2	939.32(1)(a)	12/15/2011	State Prison	15 YR
															Extended Supervision	10 YR
		Hinkfuss,	Lemkuil,	2013CF000475	1	Male	American Indian	20	20	22	Found Guilty at	1	939.32, 939.62(1)	12/11/2015	State Prison	15 YR

16. Use the arrows at the top to scroll through the cases:



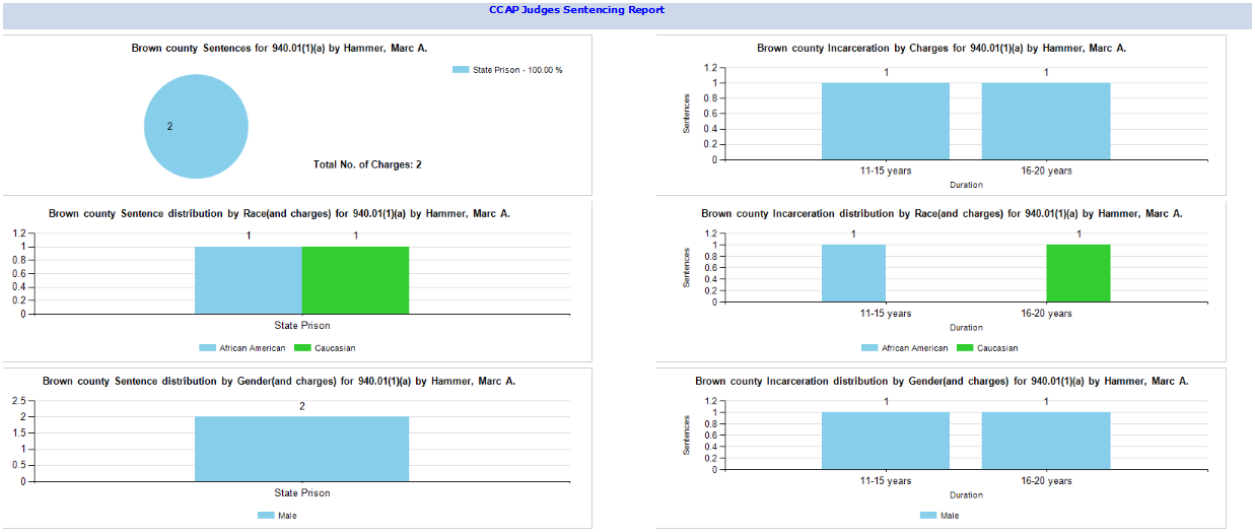
17. Use the back button to go back to the main report.



18. From the main report, you can click on the court official name to get a breakdown of the sentencing for that court official.

Case County	CCAP Statute #	Sentencing Official Name	Statute Description	Prosecuting Attorney	Disposition
⊟ Brown					
	⊟ 940.01(1)(a)				
		Atkinson, William			
			1st-Degree Intentional Homicide	Johnson, Dana J	Guilty Due to Guilty Plea
		Hammer, Marc A.			
			1st-Degree Intentional Homicide	Johnson, Dana J	Guilty Due to No Contest P
				Lasee, Lawrence James	Guilty Due to No Contest P

19. A sub-report will appear, this time listing the sentencing information for that statute broken down by that specific court official.



CAP Statute #	Statute Description	Sentencing Official Name	Prosecuting Attorney	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Race	Def. Age at Offense	Def. Age at Case Filing	Def. Age at Sentencing	Disposition	Charge Number	Charge Modifiers	Sentence Date	Sentence	Dura
40.01(1)(a)	1st-Degree Intentional Homicide	Hammer, Marc A	Johnson, Dana J	2015CF000158	2	Male	Caucasian	52	52	52	Guilty Due to No Contest Plea	1	939.32, 939.63(1)(b), 968.075(1)(a)	11/2/2015	State Prison	18 YR
															Extended Supervision	10 YR
			Lasee, Lawrence James	2011CF000622	2	Male	African American	23	23	23	Guilty Due to No Contest Plea	2	939.32(1)(a)	12/15/2011	State Prison	15 YR
															Extended Supervision	10 YR

20. If you need detailed information about a particular case, you can click on the case number:

CCAP Statute #	Statute Description	Sentencing Official Name	Prosecuting Attorney	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Ra
940.01(1)(a)	1st-Degree Intentional Homicide	Hammer, Marc A	Johnson, Dana J	2015CF000158	2	Male	Caucasian
			Lasee, Lawrence James	2011CF000622	2	Male	African Americ

21. A sub-report will appear with specific information about that case:

Brown County Case Number 2015CF000158

Case Details: Court Record Events

CCAP Case Number	CCAP County	SPD ID	Filing Date	Responsible Official	Prosecuting Agency	Prosecuting Attorney
2015CF000158	Brown	150500639A	1/30/2015	Hammer, Marc A.	District Attorney	Johnson, Dana J

Defendant Attorney(s):

State BAR #	Defense Attorney	SPD Appointment?	Entered	Withdrawn
1038411	Teesch, Tara L.	Y	2/12/2015	
1081292	Neville-Neil, Leigh M	Y	2/12/2015	
1063957	O'Connell, Timothy Thomas	Y	12/17/2015	

Details of Charge(s):

Disposition	Charge Number	Current Charge #	Current Charge	Charge Modifier #	Charge Modifier	Sentence Date	Sentence	Notes
Charge Dismissed but Read In	2	941.30(1)	1st-Degree Recklessly Endangering Safety	939.62(1)(c)	Repeater			
				939.63(1)(b)	Use of a Dangerous Weapon			
				968.075(1)(a)	Domestic Abuse			
Guilty Due to No Contest Plea	1	940.01(1)(a)	1st-Degree Intentional Homicide	939.32	Attempt	11/2/2015	State Prison 18 YR	Defendant is not eligible for Challenge Incarceration or Substance Abuse programs. 25% o all inmate funds to be applied to financial obligations. Consecutive t any sentence now serving
						11/2/2015	Extended Supervision 10 YR	
				939.63(1)(b)	Use of a Dangerous Weapon	11/2/2015	State Prison 18 YR	Defendant is not eligible for Challenge Incarceration or Substance Abuse programs. 25% o all inmate funds to be applied to financial obligations. Consecutive t any sentence now serving
						11/2/2015	Extended Supervision 10 YR	
				968.075(1)(a)	Domestic Abuse	11/2/2015	State Prison 18 YR	Defendant is not eligible for Challenge Incarceration or Substance Abuse programs. 25% o all inmate funds to be applied to financial obligations. Consecutive t any sentence now serving
						11/2/2015	Extended Supervision 10 YR	

22. If it was an SPD case, clicking on the SPD ID will link back to the case in eOPD:

Case Details:

CCAP Case Number	CCAP County	SPD ID	Filing Date	Responsible Official
2015CF000158	Brown	150500639A	1/30/2015	Hammer, Marc A.

Defendant Attorney(s):

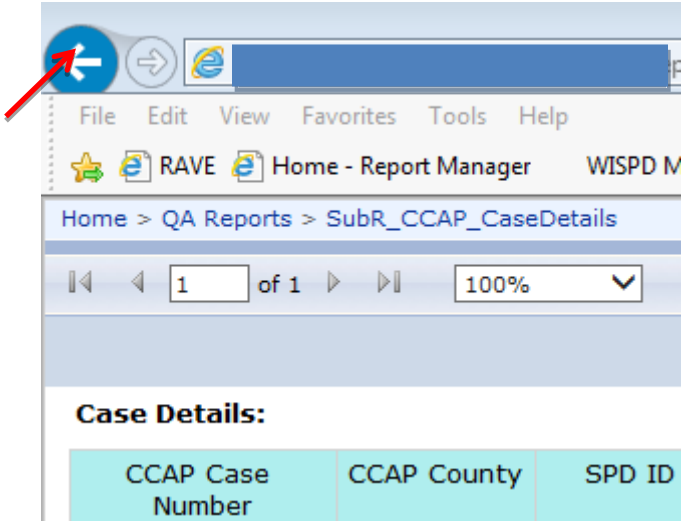
State BAR #	Defense Attorney	SPD Appointment?	Entered	Withdrav
1038411	Teesch, Tara L.	Y	2/12/2015	
1081292	Neville-Neil, Leigh M	Y	2/12/2015	
1063957	O'Connell, Timothy Thomas	Y	12/17/2015	

23. Additionally, you can click on the defense attorney's state bar number and find additional information about that attorney:

Teesch, Tara Details

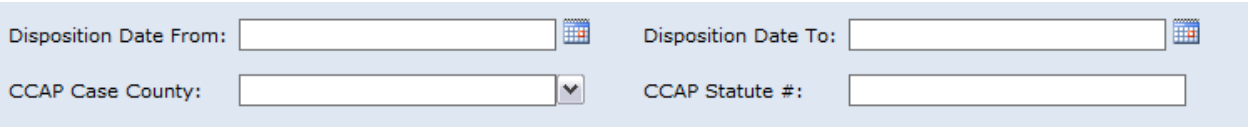
Name:	Teesch, Tara	**State Bar ID:**	1038411	**Staff/Private:**	Staff
Attorney Region:	Green Bay	**Address:**	139 S Washington St,	**Phone:**	
Attorney Office:	Green Bay	**City:**	Green Bay, WI	**Fax:**	
County:	Brown	**ZipCode:**	54301-4210	**Active?**	
Attorney Type:	Staff	**Email ID:**		**Current Open Cases:**	

24. Always use the back button to return to the previous screen:

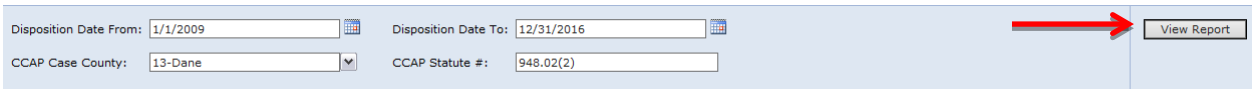


CCAP Prosecutors Disposition Report

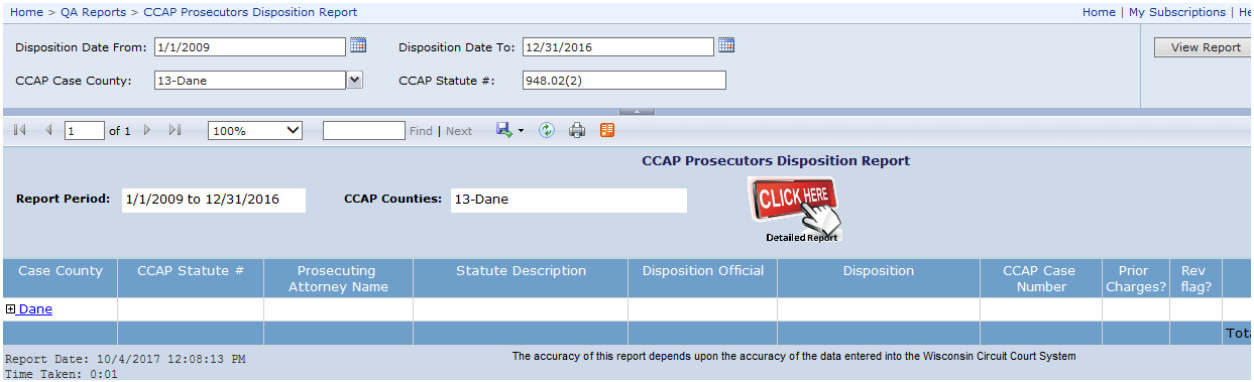
1. To access the CCAP Prosecutors Disposition Report, click on the folder "CCAP Reports."
2. The search screen will look like this:



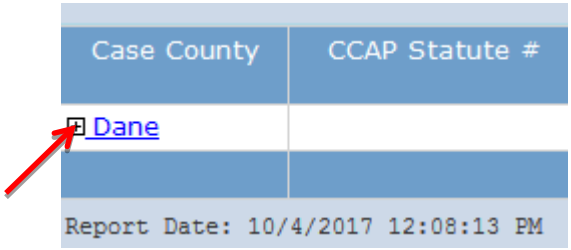
3. Enter the date range by CCAP disposition date.
4. Enter in the case county (note: this is the county where the case was filed in according to CCAP).
5. Enter the CCAP Statute # (this is the statute at disposition in CCAP).
6. Once you have filled out the search criteria, click "View Report."



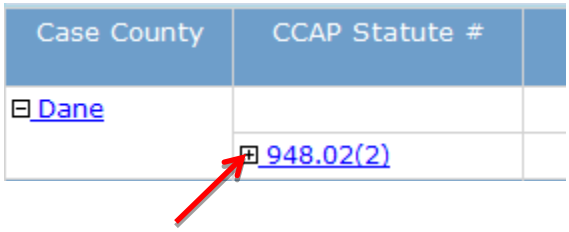
7. The initial screen will give you an overview of the search criteria, sorted by case county:



8. Click on the "+" icon next to the case county to get additional details.



9. The report will then break down by CCAP Statute #. You can then click on the "+" icon next to the CCAP Statute # to break down the report by prosecuting attorney:



10. The report will then breakdown by prosecuting attorney. The columns along the top will show the prosecuting attorney name, statute description, disposition official, disposition, CCAP case number, prior charges (Y=yes this is an amended charge or N=no this is not an amended charge), revocation flag (N= no future revocation on this case or Y= yes, there is a future revocation on this case), sentence, sentence duration, and the total number of charges.

CCAP Prosecutors Disposition Report

Report Period: 1/1/2009 to 12/31/2016 **CCAP Counties:** 13-Dane

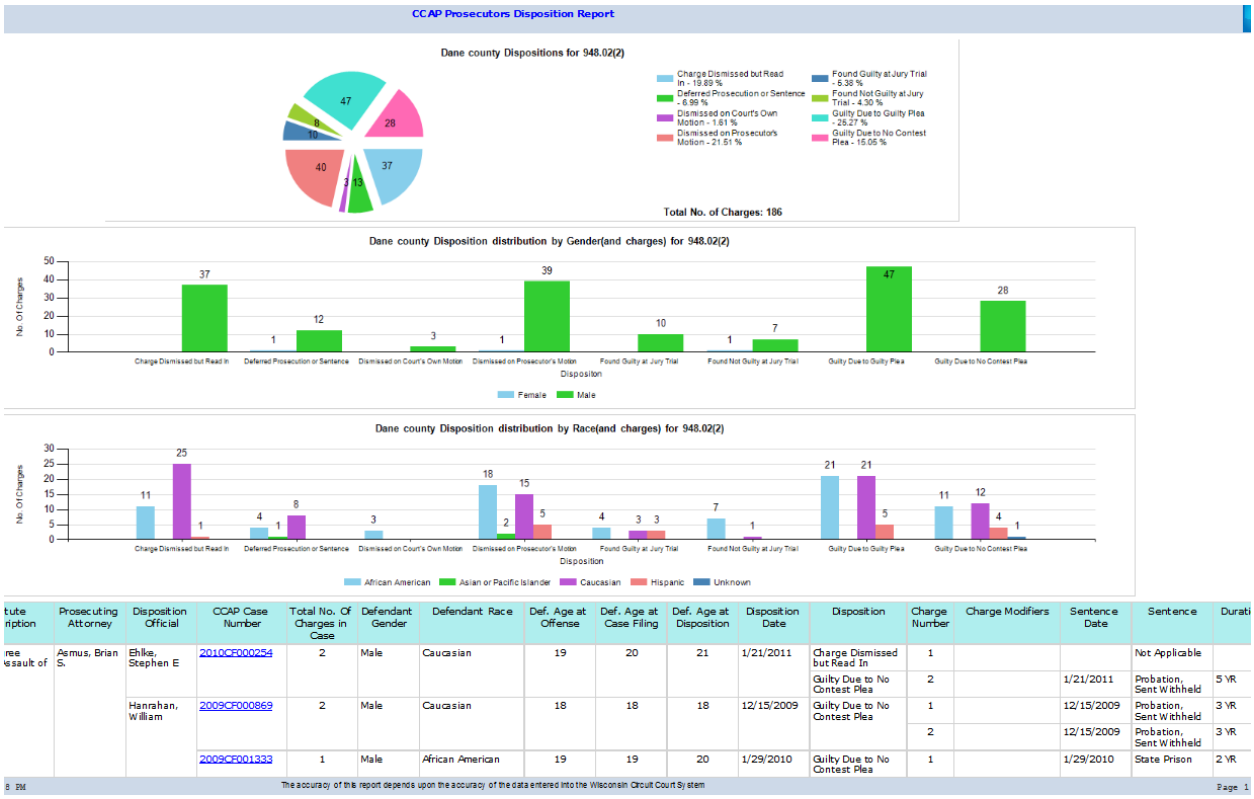
CLICK HERE Detailed Report

Case County	CCAP Statute #	Prosecuting Attorney Name	Statute Description	Disposition Official	Disposition	CCAP Case Number	Prior Charges?	Rev flag?	Sentence	Sentence Duration	Total No. of Charges
⊟ Dane											186
	⊟ 948.02(2)										186
		Asmus, Brian S.									14
			2nd Degree Sexual Assault of Child	Ehlke, Stephen E	Charge Dismissed but Read In	2010CF000254	N	N	Not Applicable		
					Guilty Due to No Contest Plea	2010CF000254	N	N	Probation, Sent Withheld	5 YR	
				Hanrahan, William	Dismissed on Prosecutor's Motion	2011CF001734	Y	N	Not Applicable		
					Charge Dismissed but Read In	2010CF000541	N	Y	Not Applicable		
						2011CF000357	N	N	Not Applicable		
					Guilty Due to Guilty Plea	2011CF000357	N	N	State Prison	2 YR	
									Extended Supervision	4 YR	
						2011CF001734	Y	N	State Prison	2 YR	
									Extended Supervision	4 YR	
					Guilty Due to No Contest Plea	2009CF000869	N	N	Probation, Sent Withheld	3 YR	
						2009CF001333	Y	N	State Prison	2 YR	
									Extended Supervision	5 YR	
						2010CF000541	N	Y	Probation, Sent Withheld	4 YR	
				McNamara, Nicholas J	Found Not Guilty at Jury Trial	2009CF001812	N	N	Not Applicable		
				Smith, Amy R	Guilty Due to Guilty Plea	2011CF000387	N	N	Probation, Sent Withheld	4 YR	
		Barnett, Paul L									16
			2nd Degree Sexual Assault of Child	Berz, Ellen K	Dismissed on Prosecutor's Motion	2011CF000855	N	N	Not Applicable		
						2012CF002267	N	N	Not Applicable		
					Found Not Guilty at Jury Trial	2012CF000172	N	N	Not Applicable		
					Deferred Prosecution or Sentence	2012CF000558	N	N	Not Applicable		
						2012CF001161	N	N	Not Applicable		
					Charge Dismissed but Read In	2012CF001242	N	Y	Not Applicable		
					Guilty Due to Guilty Plea	2012CF001242	N	Y	Probation, Sent Withheld	5 YR	

11. To access information about the CCAP statute number by county, click on the statute number that is underlined in blue.

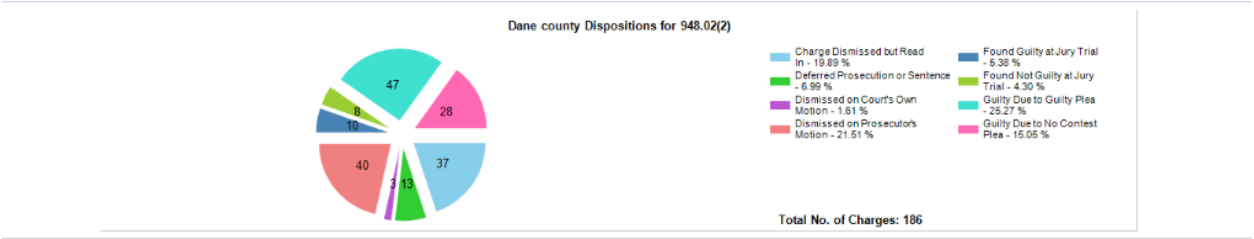
Case County	CCAP Statute #	Prosecuting Attorney Name	Statute Description	Disposition Official	Disposit
⊟ Dane					
	⊟ 948.02(2)				
		Asmus, Brian S.			
			2nd Degree Sexual Assault of Child	Ehlke, Stephen E	Charge Dismissed
					Guilty Due to No C
				Hanrahan, William	Dismissed on Pros Motion
					Charge Dismissed

12. A sub-report will appear showing three graphs and information about each case that falls under your selected search criteria:

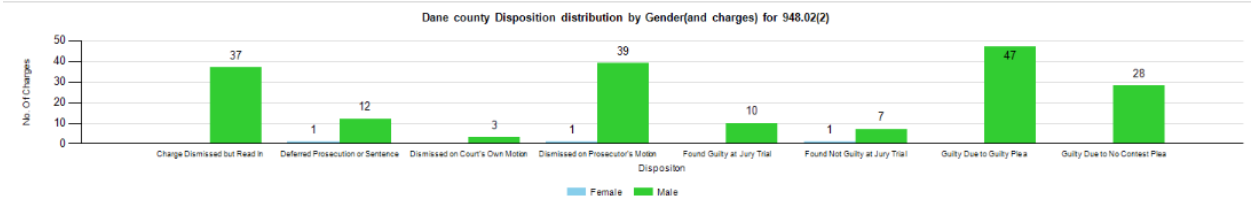


tute ription	Prosecuting Attorney	Disposition Official	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Race	Def. Age at Offense	Def. Age at Case Filing	Def. Age at Disposition	Disposition Date	Disposition	Charge Number	Charge Modifiers	Sentence Date	Sentence	Durati
ree ssault of	Asmus, Brian S.	Ehlke, Stephen E	2010CF000254	2	Male	Caucasian	19	20	21	1/21/2011	Charge Dismissed but Read In	1			Not Applicable	
											Guilty Due to No Contest Plea	2		1/21/2011	Probation, Sent Withheld	5 YR
		Hanrahan, William	2009CF000869	2	Male	Caucasian	18	18	18	12/15/2009	Guilty Due to No Contest Plea	1		12/15/2009	Probation, Sent Withheld	3 YR
												2		12/15/2009	Probation, Sent Withheld	3 YR
			2009CF001333	1	Male	African American	19	19	20	1/29/2010	Guilty Due to No Contest Plea	1		1/29/2010	State Prison	2 YR

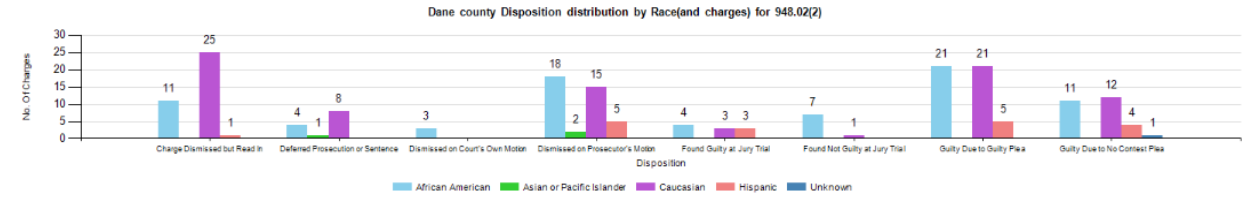
13. The top graph is a summary of the various dispositions for your selected statute in that county for that time period:



14. The second graph breaks down those same dispositions by gender:



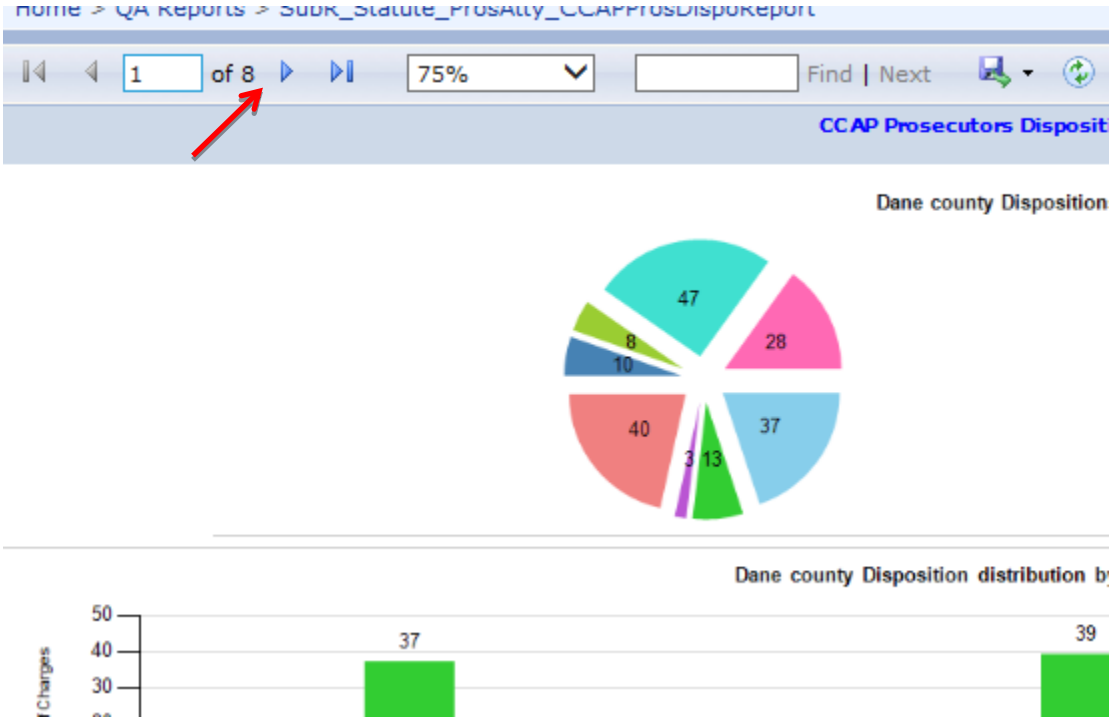
15. The third graph breaks down the dispositions by race:



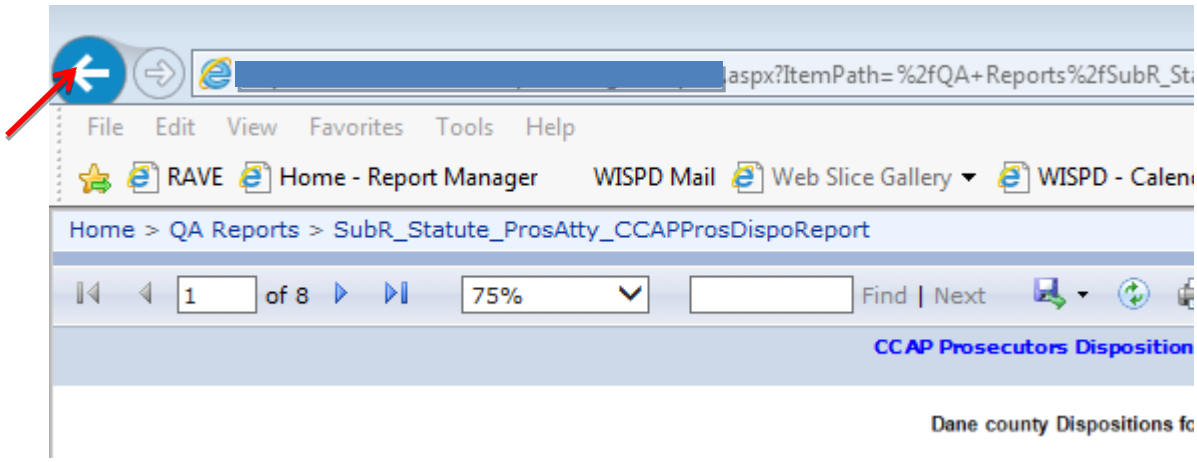
16. Underneath each graph is a listing of the specific cases. The columns include statute description, prosecuting attorney name, disposition official, CCAP case number, number of charges in the case, defendant's gender, defendant's race, defendant's age (at offense date, case filing date, and disposition date), disposition date, disposition, charge #, charge modifiers, sentence date, sentence, and sentence duration.

atute cription	Prosecuting Attorney	Disposition Official	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Race	Def. Age at Offense	Def. Age at Case Filing	Def. Age at Disposition	Disposition Date	Disposition	Charge Number	Charge Modifiers	Sentence Date	Sentence	Duratic
gree Assault of	Asmus, Brian S.	Ehlke, Stephen E	2010CF000254	2	Male	Caucasian	19	20	21	1/21/2011	Charge Dismissed but Read In	1			Not Applicable	
											Guilty Due to No Contest Plea	2		1/21/2011	Probation, Sent Withheld	5 YR
		Hanrahan, William	2009CF000869	2	Male	Caucasian	18	18	18	12/15/2009	Guilty Due to No Contest Plea	1		12/15/2009	Probation, Sent Withheld	3 YR
												2		12/15/2009	Probation, Sent Withheld	3 YR
			2009CF001333	1	Male	African American	19	19	20	1/29/2010	Guilty Due to No Contest Plea	1		1/29/2010	State Prison	2 YR

17. Use the arrows at the top to scroll through the cases:



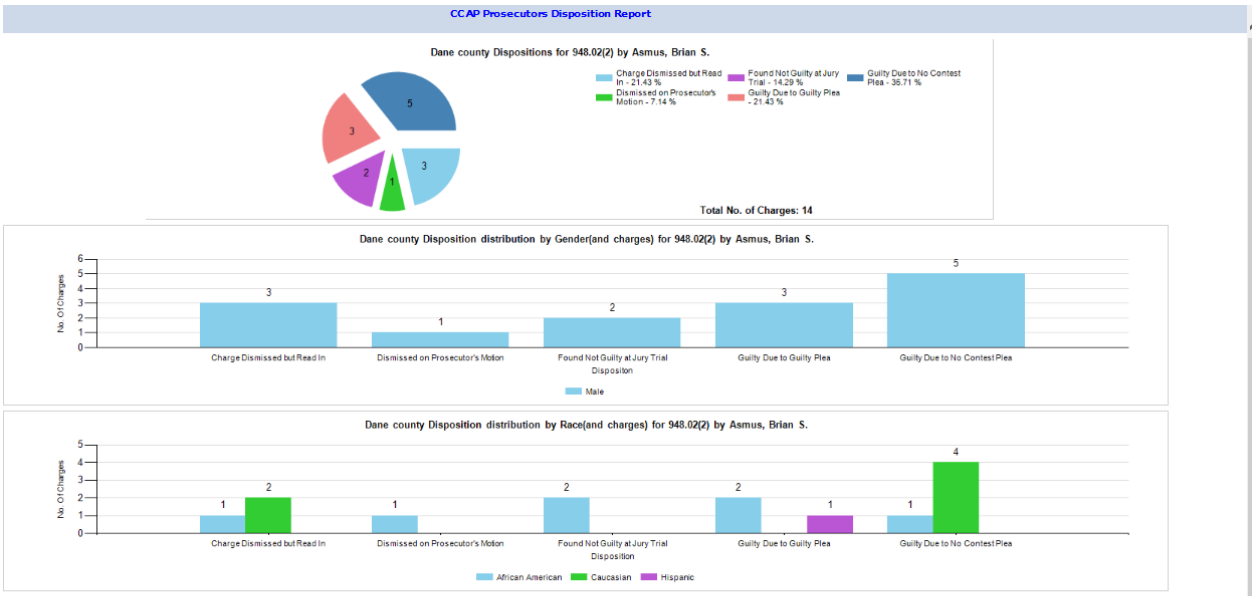
18. Use the back button to go back to the main report.



19. From the main report, you can click on the prosecuting attorney name to get a breakdown of the dispositions for that prosecuting attorney.

Case County	CCAP Statute #	Prosecuting Attorney Name	Statute Description	Disposition Official	
⊟ Dane					
	⊟ 948.02(2)				
		Asmus, Brian S.			
			2nd Degree Sexual Assault of Child	Ehlke, Stephen E	Ch
					Gu
				Hanrahan, William	Di Mo
					Ch

20. A sub-report will appear, this time listing the disposition information for that statute broken down by that specific prosecutor.



Statute Description	Prosecuting Attorney	Disposition Official	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Race	Def. Age at Offense	Def. Age at Case Filing	Def. Age at Disposition	Disposition Date	Disposition	Charge Number	Charge Modifiers	Sentence Date	Sentence
2nd Degree Sexual Assault of Child	Asmus, Brian S.	Ehlke, Stephen E	2010CF000254	2	Male	Caucasian	19	20	21	1/21/2011	Charge Dismissed but Read In	1			Not Applicable
											Guilty Due to No Contest Plea	2		1/21/2011	Probation, Sent Withheld
		Hanrahan, William	2009CF000869	2	Male	Caucasian	18	18	18	12/15/2009	Guilty Due to No Contest Plea	1		12/15/2009	Probation, Sent Withheld
												2		12/15/2009	Probation, Sent Withheld
			2009CF001333	1	Male	African American	19	19	20	1/29/2010	Guilty Due to No Contest Plea	1		1/29/2010	State Prison

21. If you need detailed information about a particular case, you can click on the case number:

Statute Description	Prosecuting Attorney	Disposition Official	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Race	Def. Age at Offense	Def. Age at Case Filing	Def. Age at Disposition	Disposition Date	Disp
2nd Degree Sexual Assault of Child	Asmus, Brian S.	Ehlke, Stephen E	2010CF000254	2	Male	Caucasian	19	20	21	1/21/2011	Charge but Rea
											Guilty D Contest
		Hanrahan, William	2009CF000869	2	Male	Caucasian	18	18	18	12/15/2009	Guilty D Contest
			2009CF001333	1	Male	African American	19	19	20	1/29/2010	Guilty D Contest

22. A sub-report will appear with specific information about that case:

Dane County Case Number 2010CF000254

Case Details: Court Record Events

CCAP Case Number	CCAP County	SPD ID	Filing Date	Responsible Official	Prosecuting Agency	Prosecuting Attorney
2010CF000254	Dane	Not Available	2/16/2010	Ehlke, Stephen E	District Attorney	Asmus, Brian S.

Defendant Attorney(s):

State BAR #	Defense Attorney	SPD Appointment?	Entered	Withdrawn
1024261	Van Wagner, Christopher T	Y	2/18/2010	

Details of Charge(s):

Disposition	Charge Number	Current Charge #	Current Charge	Charge Modifier #	Charge Modifier	Sentence Date	Sentence	Notes
Charge Dismissed but Read In	1	948.02(2)	2nd Degree Sexual Assault of Child					
Guilty Due to No Contest Plea	2	948.02(2)	2nd Degree Sexual Assault of Child			1/21/2011	Probation, Sent Withheld 5 YR	Transfer of probation authorized t any state.

Report Date: 10/4/2017 12:15:18 PM — The accuracy of this report depends upon the accuracy of the data entered into the Wisconsin Circuit Court System — Page 1 o

23. If it was an SPD case, clicking on the SPD ID will link back to the case in eOPD:

Dane County Case Number 2010CF

Case Details:

CCAP Case Number	CCAP County	SPD ID	Filing Date	Responsible Official	Prosecuting Agency
2010CF000254	Dane	Not Available	2/16/2010	Ehlke, Stephen E	District Attorney

Defendant Attorney(s):

State BAR #	Defense Attorney	SPD Appointment?	Entered	Withdrawn
1024261	Van Wagner, Christopher T	Y	2/18/2010	

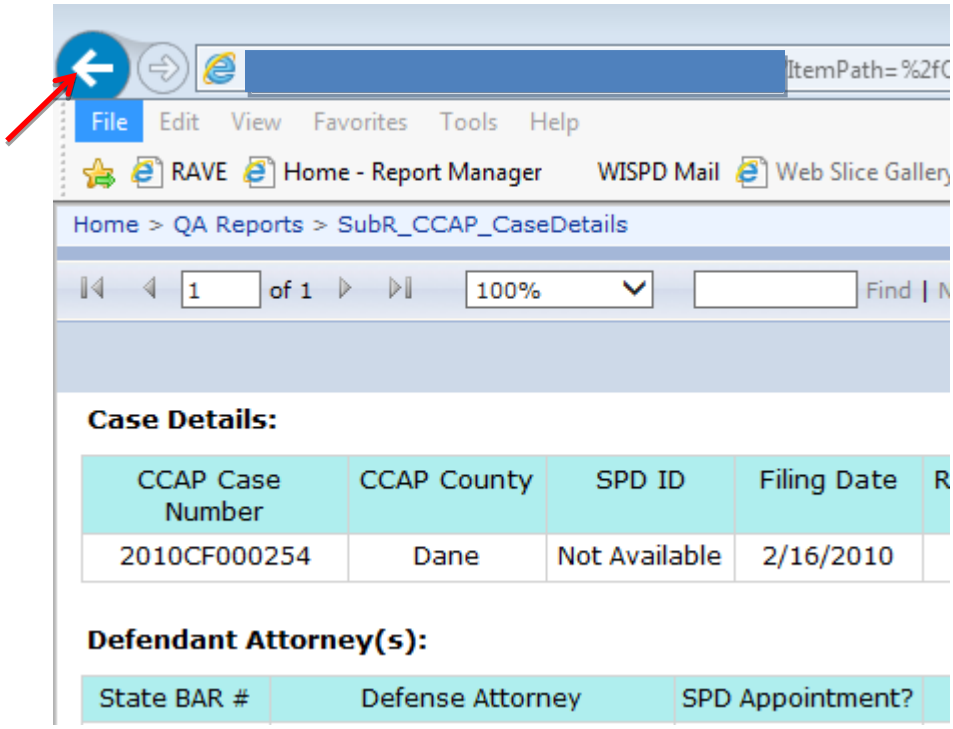
24. Additionally, you can click on the defense attorney's state bar number and find additional information about that attorney:

Van Wagner, Christopher T Details

Name:	Van Wagner, Christopher T	**State Bar ID:**	1024261	**Staff/Private:**	Private
Attorney Region:	Admin	**Address:**	110 E Main St Ste 705,	**Phone:**	
Attorney Office:	Administration	**City:**	Madison, WI	**Fax:**	
County:	Dane	**ZipCode:**	53703-3395	**Active?**	
Attorney Type:	Rotational	**Email ID:**	Not Available	**Current Open Cases:**	

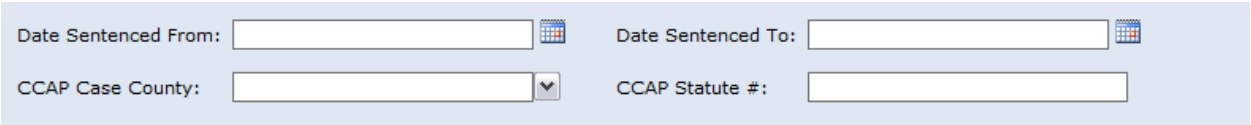
Case Certification level	Certified County	Status
No Certification	--	--

25. Always use the back button to return to the previous screen:

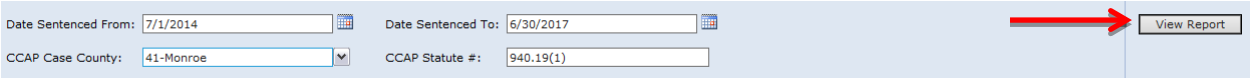


CCAP Prosecutors Sentencing Report

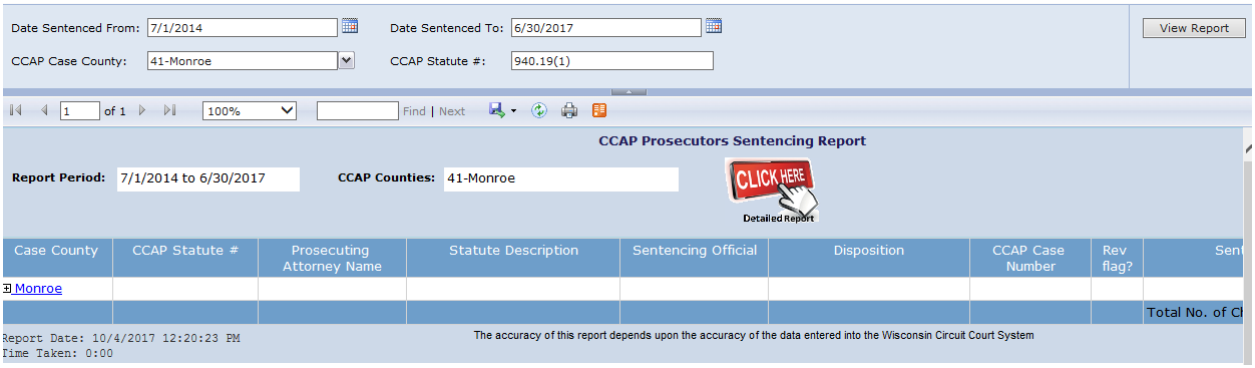
1. To access the CCAP Prosecutors Sentencing Report, click on the folder "CCAP Reports."
2. The search screen will look like this:



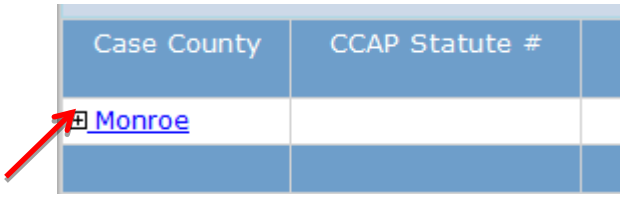
3. Enter the date range by CCAP sentencing date.
4. Enter in the case county (note: this is the county where the case was filed in according to CCAP).
5. Enter the CCAP Statute # (this is the statute at disposition in CCAP).
6. Once you have filled out the search criteria, click "View Report."



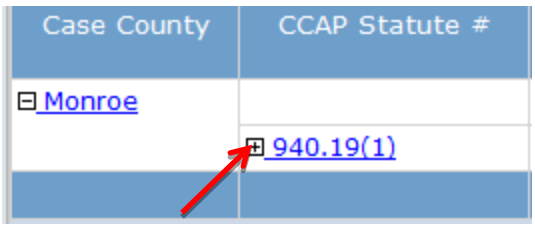
7. The initial screen will give you an overview of the search criteria, sorted by case county:



8. Click on the "+" icon next to the case county to get additional details.



9. The report will then break down by CCAP Statute #. You can then click on the "+" icon next to the CCAP Statute # to break down the report by prosecuting attorney.



10. The report will then breakdown by prosecuting attorney. The columns along the top will show the prosecuting attorney name, statute description, sentencing official, disposition, CCAP case number, , revocation flag (N= no future revocation on this case or Y= yes, there is a future revocation on this case), sentence, sentence duration, and the total number of charges.

CCAP Prosecutors Sentencing Report

Report Period: 7/1/2014 to 6/30/2017 **CCAP Counties:** 41-Monroe

CLICK HERE Detailed Report

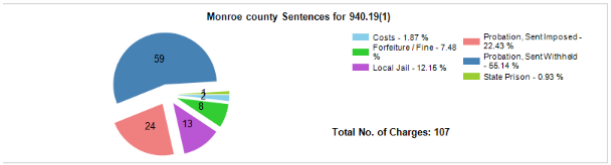
Case County	CCAP Statute #	Prosecuting Attorney Name	Statute Description	Sentencing Official	Disposition	CCAP Case Number	Rev flag?	Sentence	Sentence Duration	Total No. of Charges
⊟ Monroe										107
	⊟ 940.19(1)									107
		Cogbill, Allison E.								8
			Battery	Goodman, Mark L.	Guilty Due to No Contest Plea	2014CF000417	N	Probation, Sent Withheld	18 MO	
				Official Unknown	Guilty Due to No Contest Plea	2014CF000418	N	Probation, Sent Withheld	18 MO	
				Rice, J. David	Guilty Due to Guilty Plea	2014CF000384	N	Probation, Sent Withheld	2 YR	
						2015CM000005	N	Probation, Sent Withheld	3 YR	
						2015CM000050	N	Local Jail	60 DA	
								Costs		
				Ziegler, Todd L	Guilty Due to No Contest Plea	2015CM000047	N	Costs		
			Battery - Domestic Abuse Repeater	Ziegler, Todd L	Guilty Due to No Contest Plea	2014CF000391	N	Probation, Sent Imposed	3 YR	
								Local Jail	9 MO	
		Croninger, Kevin D.								21
			Battery	Goodman, Mark L.	Guilty Due to Guilty Plea	2013CM000629	N	Local Jail	40 DA	
								Costs		
						2016CF000351	N	Local Jail	6 MO	
					Guilty Due to No Contest Plea	2013CM000294	N	Local Jail	45 DA	
								Costs		
						2015CF000173	N	Probation, Sent Withheld	12 MO	
						2016CF000072	N	Probation, Sent Withheld	2 YR	

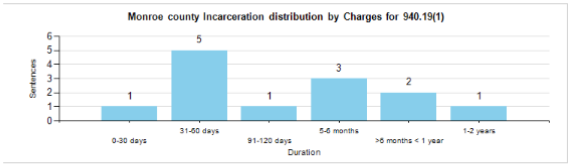
11. To access information about the CCAP statute number by county, click on the statute number that is underlined in blue.

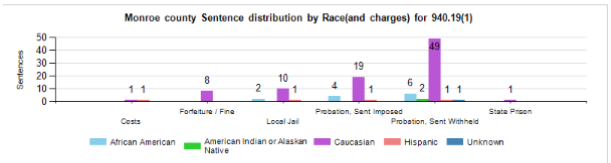
Case County	CCAP Statute #	Prosecuting Attorney Name
⊟ Monroe		
	⊟ 940.19(1)	
		Cogbill, Allison E.

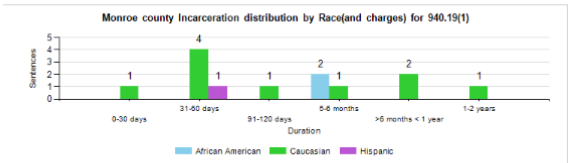
12. A sub-report will appear showing three graphs and information about each case that falls under your selected search criteria:

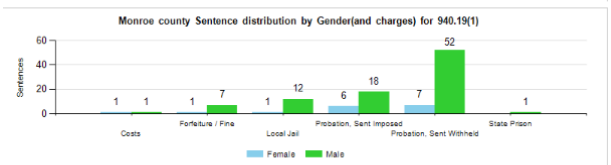
CCAP Prosecutors Sentencing Report

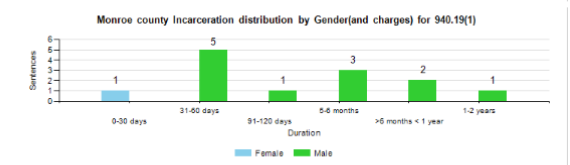






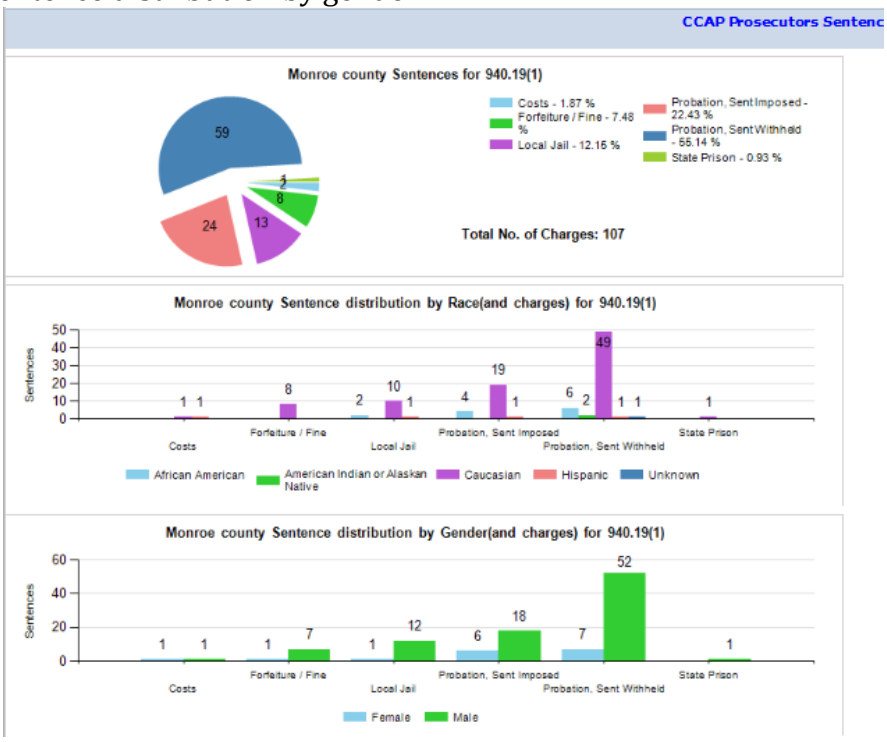




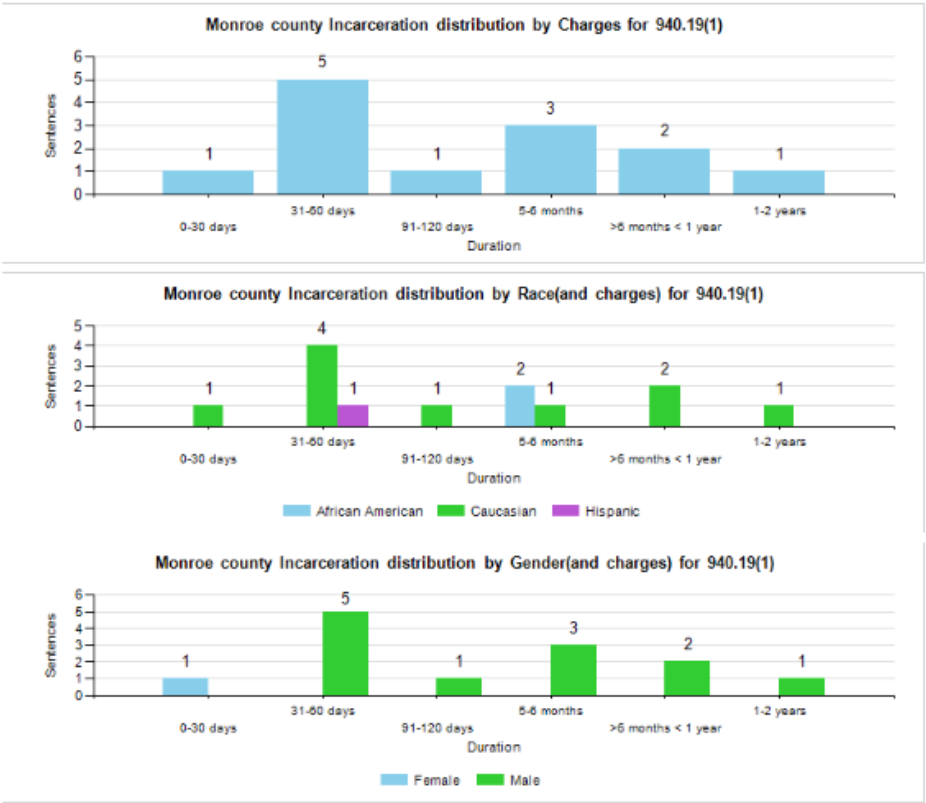


CCAP Statute #	Statute Description	Prosecuting Attorney	Sentencing Official	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Race	Def. Age at Offense	Def. Age at Case Filing	Def. Age at Sentencing	Disposition	Charge Number	Charge Modifiers	Sentence Date	Sentence	D
940.19(1)	Battery	Cogbill, Allison E.	Goodman, Mark L.	2014CF000417	5	Male	Caucasian	25	25	26	Guilty Due to No Contest Plea	2	968.075(1)(a)	10/16/2015	Probation, Sent Withheld	18
			Official	2014CF000418	4	Male	Caucasian	25	25	26	Guilty Due to No	2	968.075(1)(a)	10/16/2015	Probation	18

13. The three graphs on the left break down the sentences by type of sentence, sentence distribution by race and sentence distribution by gender:



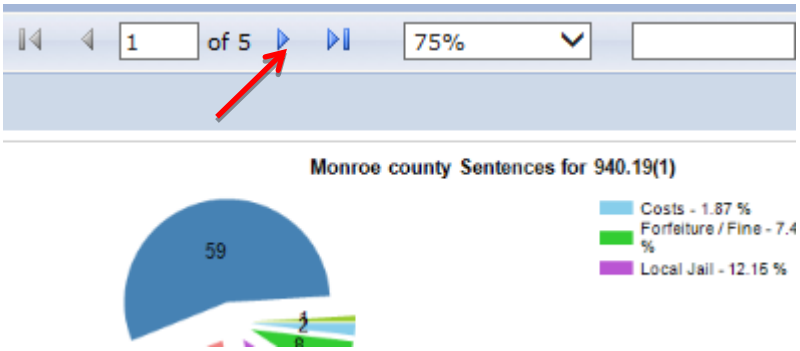
14. The three graphs on the right break down the incarceration sentences by the number of years broken down by race and by gender:



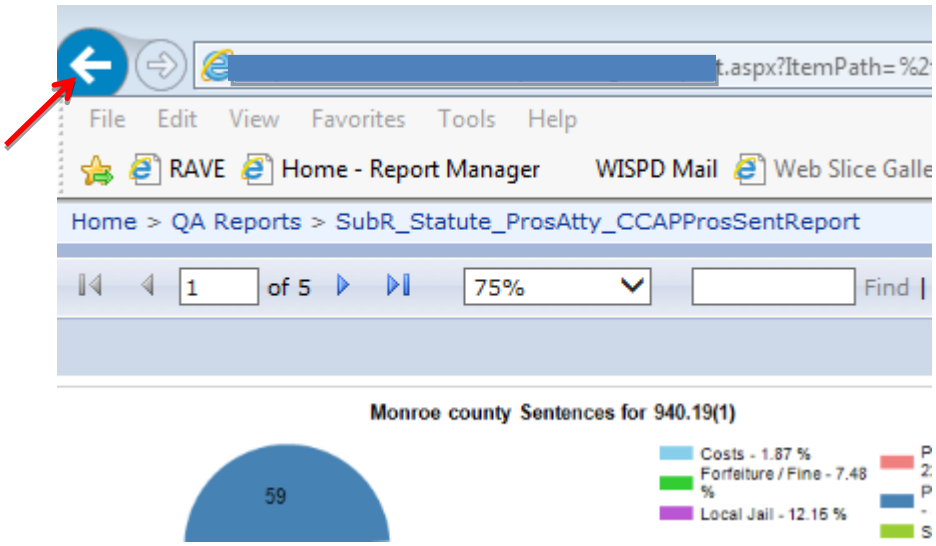
15. Underneath each graph is a listing of the specific cases. The columns include statute description, prosecuting attorney name, sentencing official, CCAP case number, number of charges in the case, defendant's gender, defendant's race, defendant's age (at offense date, case filing date, and sentencing date), disposition, charge #, charge modifiers, sentence date, sentence, and sentence duration.

Statute Description	Prosecuting Attorney	Sentencing Official	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Race	Def. Age at Offense	Def. Age at Case Filing	Def. Age at Sentencing	Disposition	Charge Number	Charge Modifiers	Sentence Date	Sentence	Duration
Battery	Cogbill, Allison E.	Goodman, Mark L.	2014CF000417	5	Male	Caucasian	25	25	26	Guilty Due to No Contest Plea	2	968.075(1)(a)	10/16/2015	Probation, Sent Withheld	18 MO
		Official Unknown	2014CF000418	4	Male	Caucasian	25	25	26	Guilty Due to No Contest Plea	3	968.075(1)(a)	10/16/2015	Probation, Sent Withheld	18 MO
		Rice, J. David	2014CF000384	4	Male	Caucasian	17	17	18	Guilty Due to Guilty Plea	1		12/11/2015	Probation, Sent Withheld	2 YR
			2015CM000005	3	Male	African American	30	30	30	Guilty Due to Guilty Plea	1	939.62(1)(a), 968.075(1)(a)	5/4/2015	Probation, Sent Withheld	3 YR
			2015CM000050	5	Male	Caucasian	28	28	28	Guilty Due to Guilty Plea	1	939.62(1)(a), 968.075(1)(a)	5/4/2015	Local Jail	60 DA
														Costs	
											2	939.62(1)(a)	5/4/2015	Local Jail	60 DA

16. Use the arrows at the top to scroll through the cases:



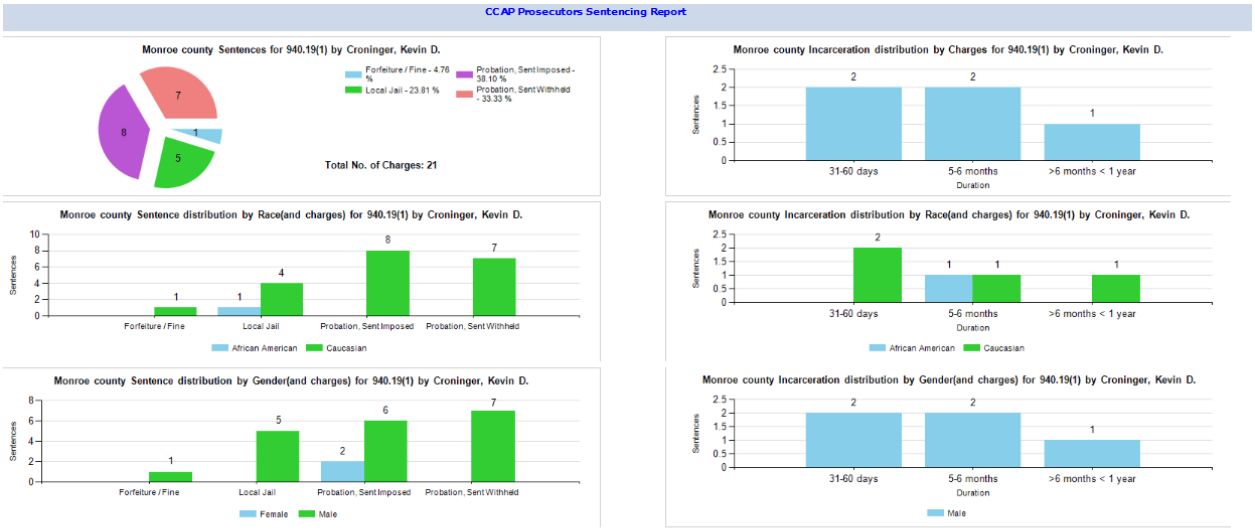
17. Use the back button to go back to the main report.



18. From the main report, you can click on the prosecuting attorney name to get a breakdown of the sentences for that prosecuting attorney.

Case County	CCAP Statute #	Prosecuting Attorney Name	Statute Description	Sentencing Official	Disposition
⊟ Monroe					
	⊟ 940.19(1)				
		Cogbill, Allison E.			
			Battery	Goodman, Mark L.	Guilty Due to No Contest Plea
				Official Unknown	Guilty Due to No Contest Plea
				Rice, J. David	Guilty Due to Guilty Plea
				Ziegler, Todd L	Guilty Due to No Contest Plea
			Battery - Domestic Abuse Repeater	Ziegler, Todd L	Guilty Due to No Contest Plea
		Croninger, Kevin D.			
			Battery	Goodman, Mark L.	Guilty Due to Guilty Plea

19. A sub-report will appear, this time listing the sentecing information for that statute broken down by that specific prosecutor.



CCAP Statute #	Statute Description	Prosecuting Attorney	Sentencing Official	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Race	Def. Age at Offense	Def. Age at Case Filing	Def. Age at Sentencing	Disposition	Charge Number	Charge Modifiers	Sentence Date	Sentence	Du
940.19(1)	Battery	Croninger, Kevin D.	Goodman, Mark L.	2013CM000294	2	Male	Caucasian	22	22	23	Guilty Due to No Contest Plea	2	968.075(1)(a)	11/12/2014	Local Jail	45 D
															Costs	
				2013CM000629	2	Male	Caucasian	24	24	25	Guilty Due to Guilty Plea	1	968.075(1)(a)	12/15/2014	Local Jail	40 D
															Costs	
				2015CF000173	4	Male	Caucasian	20	20	21	Guilty Due to No Contest Plea	3		5/24/2016	Probation, Sent Withheld	12 M
				2016CF000072	3	Male	Caucasian	39	39	39	Guilty Due to No Contest Plea	1	939.62(1)(a), 968.075(1)(a)	7/19/2016	Probation, Sent Withheld	2 YR
				2016CF000351	6	Male	Caucasian	23	23	24	Guilty Due to Guilty Plea	2	939.62(1)(a)	3/14/2017	Local Jail	6 MO
			Rice, J. David	2012CF000369	3	Male	Caucasian	33	33	37	Guilty Due to Guilty Plea	2	968.075(1)(a)	4/26/2016	Probation, Sent Imposed	3 YR
															Local Jail	90 D

20. If you need detailed information about a particular case, you can click on the case number:

CCAP Statute #	Statute Description	Prosecuting Attorney	Sentencing Official	CCAP Case Number	Total No. Of Charges in Case	Defendant Gender	Defendant Race	Def. Age at Offense	Def. Age at Case Filing	Def. Age at Sentencing	Disposition
940.19(1)	Battery	Croninger, Kevin D.	Goodman, Mark L.	2013CM000294	2	Male	Caucasian	22	22	23	Guilty Due to No Contest Plea
				2013CM000629	2	Male	Caucasian	24	24	25	Guilty Due to Guilty Plea
				2015CF000173	4	Male	Caucasian	20	20	21	Guilty Due to No

21. A sub-report will appear with specific information about that case:

Monroe County Case Number 2013CM000294

Case Details: Court Record Events

CCAP Case Number	CCAP County	SPD ID	Filing Date	Responsible Official	Prosecuting Agency	Prosecuting Attorney
2013CM000294	Monroe	134100677A	5/28/2013	Goodman, Mark L.	District Attorney	Croninger, Kevin D.

Defendant Attorney(s):

State BAR #	Defense Attorney	SPD Appointment?	Entered	Withdrawn
1041067	Lueck, Aaron	Y	6/4/2013	

Details of Charge(s):

Disposition	Charge Number	Current Charge #	Current Charge	Charge Modifier #	Charge Modifier	Sentence Date	Sentence	Notes
Charge Dismissed but Read In	1	947.01(1)	Disorderly Conduct	968.075(1)(a)	Domestic Abuse			
Guilty Due to No Contest Plea	2	940.19(1)	Battery	968.075(1)(a)	Domestic Abuse	11/12/2014	Local Jail 45 DA	WITH HUBER
						11/12/2014	Costs	PP $50.00 PER MONTH COMMENCI JANUARY 15, 2015 AND ON THE 15

22. If it was an SPD case, clicking on the SPD ID will link back to the case in eOPD:

Case Details:

CCAP Case Number	CCAP County	SPD ID	Filing D
2013CM000294	Monroe	134100677A	5/28/20

Defendant Attorney(s):

State BAR #	Defense Attorney	SPD Appointm
1041067	Lueck, Aaron	Y

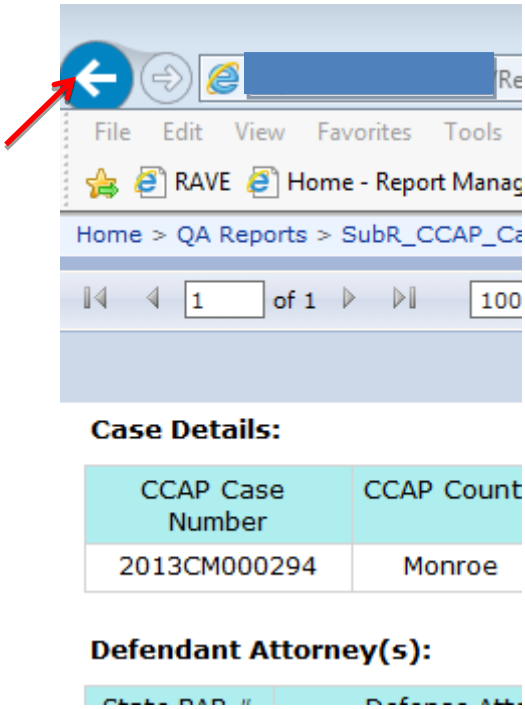
23. Additionally, you can click on the defense attorney's state bar number and find additional information about that attorney:

Lueck, Aaron J Details

Name:	Lueck, Aaron J	**State Bar ID:**	1041067	**Staff/Private:**	Private
Attorney Region:	Admin	**Address:**	1114 Superior Ave Ste A, P O Box 875	**Phone:**	
Attorney Office:	Administration	**City:**	Tomah, WI	**Fax:**	
County:	Monroe	**ZipCode:**	54660-2608	**Active?**	
Attorney Type:	Rotational	**Email ID:**		**Current Open Cases:**	

Case Certification level	Monroe	Status
T1: Trial 1 - misdemeanor, paternity	x	Certified
T2: Trial 2 - class G - I felony	x	Certified
T3: Trial 3 - class D - F felony	x	Certified
T3b: Trial 3b - class B - C felony, Ch. 980	x	Certified
TS2: Trial Special 2 - juv - misdemeanor	x	Certified
TS2a: Trial Special 2a - juv - E - I felony	x	Certified

24. Always use the back button to return to the previous screen:



Troubleshooting RAMP

- *If an external party asks for information that is found in a RAMP report:*
  - RAMP report data contains client confidential information. Prior to providing RAMP report data to external parties, SPD staff shall contact the following individuals:
    - SPD Legal Counsel and cc:
      - the appropriate Division Director, and
      - Kat Dellenbach
        dellenbachk@opd.wi.gov
    - Consistent with SPD policy, these requests will be treated as open records requests. To ensure that data provided externally is consistent statewide and appropriately balances open records and client confidentiality requirements, external data requests will be reviewed, logged and approved by SPD Administration staff.

- *If you are experiencing technical difficulties with reports, are having trouble accessing the reports, or have questions about where the report data comes from:*
  - Contact IT Help Desk at IThelp@opd.wi.gov and cc:
    - Chandru Solraj
      608.267.6684
      chandrus@opd.wi.gov

- *If you have questions about how to use the reports, ways that the reports can be used effectively in your daily operations, or have suggestions for improvements to the reports:*
  - Kat Dellenbach
    608.261.0084
    dellenbachk@opd.wi.gov

****Agency staff will be notified via email if/when any changes are made to the RAMP reports.****

Appendix One

Access to RAMP Reports	
Report Name	***Access Groups***
Attorney Certification	Clerical Staff, Trial Management*, Appellate Management**, ALT, ACD Staff
Number of Attorneys Per Case by Case Type	Trial Management*, Appellate Management**, ALT, ACD Staff
Number of Appointments to Individual Attorneys	Trial Management*, Appellate Management**, ALT, ACD Staff
Number of Hours	Trial Management*, Appellate Management**, ALT, ACD Staff
Number of Hours by Individual Attorney	Trial Management*, Appellate Management**, ALT, ACD Staff
Number of Open Cases	Trial Management*, Appellate Management**, ALT, ACD Staff
Number of Open Cases for Individual Attorneys	Trial Management*, Appellate Management**, ALT, ACD Staff
Number of Trials	Trial Management*, Appellate Management**, ALT, ACD Staff
Number of Trials by Individual Attorneys	Trial Management*, Appellate Management**, ALT, ACD Staff
Number of Withdrawals by Individual Attorneys	Trial Management*, Appellate Management**, ALT, ACD Staff
Reason for Private by Case Type	Trial Management*, Appellate Management**, ALT, ACD Staff
Reason for Private by Individual Attorney	Trial Management*, Appellate Management**, ALT, ACD Staff
CCAP Judges Sentencing Report	Trial Management*, Appellate Management**, ALT, SPD Attorneys
CCAP Judges Disposition Report	Trial Management*, Appellate Management**, ALT, SPD Attorneys
CCAP Prosecutors Sentencing Report	Trial Management*, Appellate Management**, ALT, SPD Attorneys
CCAP Prosecutors Disposition Report	Trial Management*, Appellate Management**, ALT, SPD Attorneys

*Trial Management includes Regional Attorney Managers, Local Attorney Managers, Regional Office Administrators, and Program Assistant Supervisors.

** Appellate Management includes Regional Attorney Managers, Local Attorney Managers, Regional Office Administrators, and Program Assistant Supervisors.

Appendix F-4: RAMP "Quick Guide" User Guide

Wisconsin State Public Defender's Office

Wisconsin Reporting, Analysis and Mining Project (RAMP)

RAMP REPORTS USER GUIDE DESKTOP OVERVIEW

Accessing RAMP Reports

1. Use Internet Explorer for better results to access RAMP through SPD Connections. Click on "SPD Manager's Resources" and then select "RAMP."
2. Click on the folder that contains the RAMP report you would like to access, and click on the report name.

Getting Help

1. Every RAMP report has a help button that describes the results of each report.
2. To get information about the data included in the report, click on the "Help" button in the upper righthand corner after pressing "View Report".

If you are experiencing technical difficulties with the reports contact the IT Help Desk at IThelp@opd.wi.gov and cc: Chandru Solraj at chandrus@opd.wi.gov.

If you have questions about how to use the reports or ways that the reports can be used effectively in your daily operations contact Kat Dellenbach at 608.261.0084 or dellenbachk@opd.wi.gov.

Accessing Additional Information and Detail

To access additional information within a report, click on the "+" icon next to any category. There are two main types of sub-reports:

1. The "Detailed Report" provides results based on your search criterion in an Excel table for downloading and sorting. Access the detailed report by clicking on "Click Here- Detailed Report".
2. Other sub-reports can be accessed by clicking on the blue links within the reports.

Downloading Reports Results

You can download the report results in several formats by clicking on the floppy disk on the upper bar of the report.

Printing Reports

You can print the reports by first downloading the report and then printing from the downloaded document.

OVERVIEW OF RAMP REPORTS	
Report Folder and Report Name	**Description of Report**
Attorney Reports Folder	
Number of Appointments to Individual Attorneys	# of appointments by attorney and attorney office
Number of Withdrawals by Individual Attorneys	# of withdrawals in timeframe by attorney and attorney office
Reason for Private by Individual Attorney	# of new appointments by attorney and case office
Number of Open Cases for Individual Attorneys	# of cases that have not been closed in eOPD at the end of the timeframe entered by attorney and attorney office
Number of Hours by Individual Attorney	total and average hours spent on cases in timeframe
Number of Trials by Individual Attorney	# of trials conducted in timeframe from CCAP and eOPD
Private Bar Certification	
Attorney Certification	Attorneys certified to take cases in specific WI counties
Case Reports	
Reason for Private by Case Type	# of new appointments in timeframe by case office and case type
Number of Open Cases	# of cases that have not been closed in eOPD at the end of the timeframe by case office and case type
Number of Hours	Total & average hours spent on cases by case office and case type in timeframe
Number of Trials	# of trials conducted by case office and case type in timeframe from CCAP and eOPD
Number of Attorneys per Case by Case Type	# of attorneys per case, organized into 1 attorney, 2 attorneys, 3 attorneys, etc. by case type and case county

Appendix F-5: User Guide for the RAMP Appellate Reports

APPELLATE REPORTS RAMP USER GUIDE

Initially created: 7/28/2017
Last Updated:
Version: 1

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Wisconsin Reporting, Analysis and Mining Project

Overview

In 2015, the Wisconsin State Public Defender's Office received a two-year grant from the Bureau of Justice Assistance (BJA)[1] to implement the Wisconsin Reporting, Analysis, and Mining Project (RAMP). RAMP's main goal was to integrate the State Public Defender's individual case data with case data of the Wisconsin Court System (CCAP) to more accurately measure the quality of indigent defense in Wisconsin. SPD worked closely on this project with the University of Wisconsin Population Health Institute, who provided technical assistance.

As part of RAMP, the Wisconsin State Public Defender's Office created the RAMP reporting tool, a comprehensive reporting system that generates reports using both eOPD and CCAP data. Through these reports, the agency will increase its ability to provide high quality representation, enhance program efficiency and credibly influence public policy.

Disclaimers and Technical Assistance

RAMP is a reporting tool, not a case management or data system. RAMP takes data from eOPD and CCAP to create the reports requested. As a part of RAMP, SPD has expanded the data feed that is received from CCAP to include data for all criminal cases filed in Wisconsin since January 1, 2009. Cases filed before January 1, 2009 are not included. RAMP updates at 8:00pm every night with the data entered that day. Therefore, if an individual runs a report at 4:00pm on Tuesday, that report will only show information entered into eOPD up until 8:00pm on the day before, Monday. Data errors found in the tool are due to underlying data errors in either CCAP or eOPD. To enhance the accuracy of the RAMP reports, SPD staff have also conducted data cleaning efforts for eOPD data and will continue these efforts. Continued diligence in eOPD data collection is critical for the RAMP reports.

The RAMP reporting tool is mainly a management tool and should only be used for purposes that are important to the day-to-day operations of the agency. Users will only be able to access the reports that they have been authorized to view.

Confidentiality and RAMP

RAMP report data contains client confidential information. Prior to providing RAMP report data to external parties, SPD staff shall contact SPD Legal Counsel, the appropriate Division Director, and Kat Dellenbach. Consistent with SPD policy, these requests will be treated as open records requests. To ensure that data provided externally is consistent statewide and appropriately balances open records and client confidentiality requirements, external data requests will be reviewed, logged and approved by SPD Administration staff.

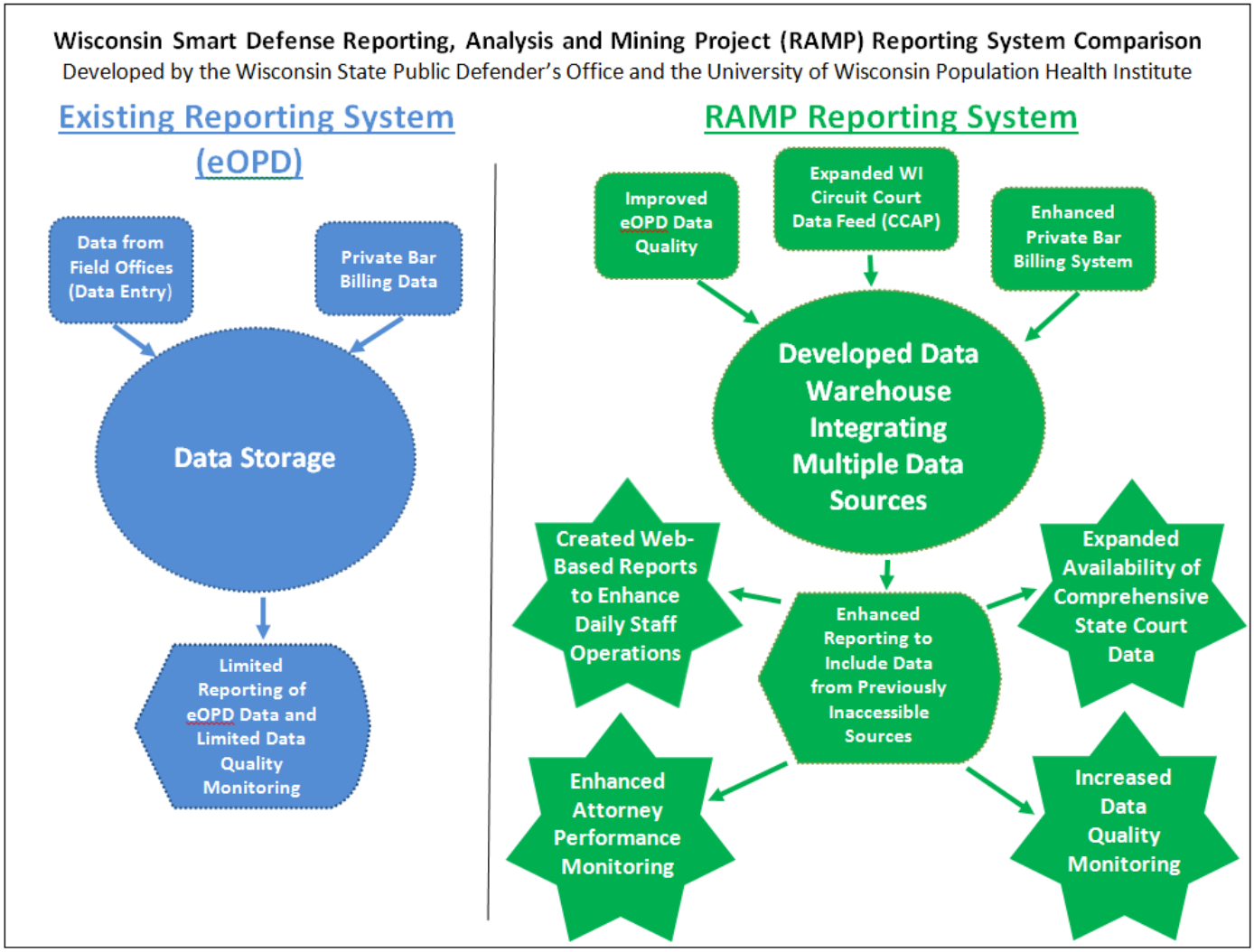
If you are experiencing technical difficulties with the reports, are having trouble accessing the reports, or have questions about where the report data comes from, contact the IT Help Desk at IThelp@opd.wi.gov and cc: Chandru Solraj at chandrus@opd.wi.gov.

If you have questions about how to use the reports, ways that the reports can be used effectively in your daily operations, or have suggestions for improvements to the reports or this user guide, contact Kat Dellenbach at 608.261.0084 or dellenbachk@opd.wi.gov.

[1] The RAMP project was funded through grants from the Bureau of Justice Assistance, Office of Justice Programs, U.S. Department of Justice. Neither the U.S. Department of Justice nor any of its components operate, control, are responsible for, or necessarily endorse this project (including, without limitation, its content, technical infrastructure, and policies, and any services or tools provided).

eOPD vs. RAMP Reporting

The below visualization compares the reporting system available in eOPD prior to the RAMP System and the enhancements in reporting under the RAMP reporting system.



General RAMP Report Instructions

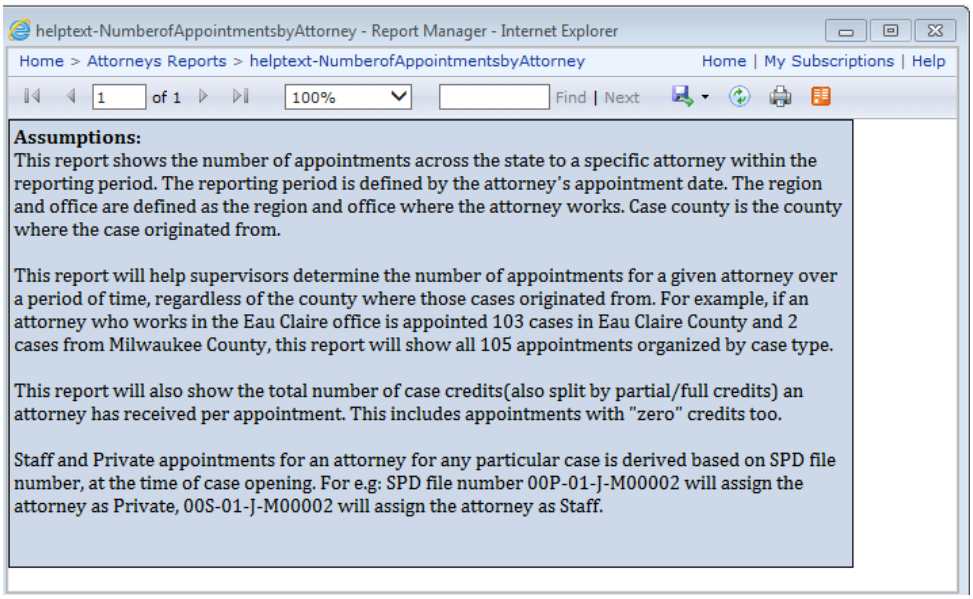
Accessing RAMP

1. Use Internet Explorer for better results.
2. Access RAMP through SPD Connections (you will need network access in order to get into the RAMP reporting tool). Click on "SPD Manager's Resources" and then select "RAMP."
3. You will only be able to access the RAMP reports that you are authorized to access.
4. Click on the folder that contains the RAMP report you would like to access. A list of reports and report folders is on page 5 of this guide.
5. After clicking on the correct folder, click on the report name.
6. Enter in the search criteria and click “View Report” to view the report.

Help Icon and Report Assumptions

1. Every RAMP report has a help button to help you determine what the report is telling you (report assumptions).
2. To get information about the data included in the report, click on the “Help” button in the upper righthand corner (after pressing “View Report”):

3. A separate window will pop up, explaining the report (Example: Number of Appointments to Individual Attorneys Help Text is listed below):

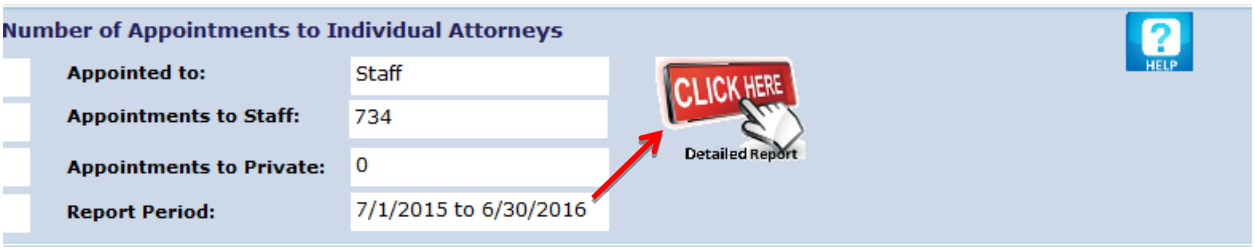


How to Access Additional Information in the Reports

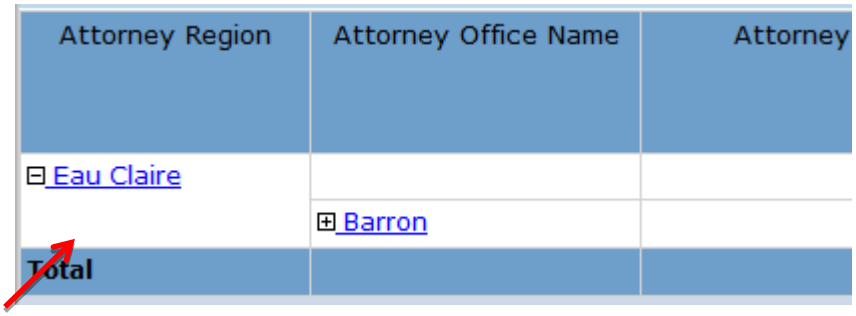
To access additional information within a report, click on the "+" icon next to any category.

All RAMP reports contain sub-reports. There are two main types of sub-reports: “Detailed Report” and other sub-reports.

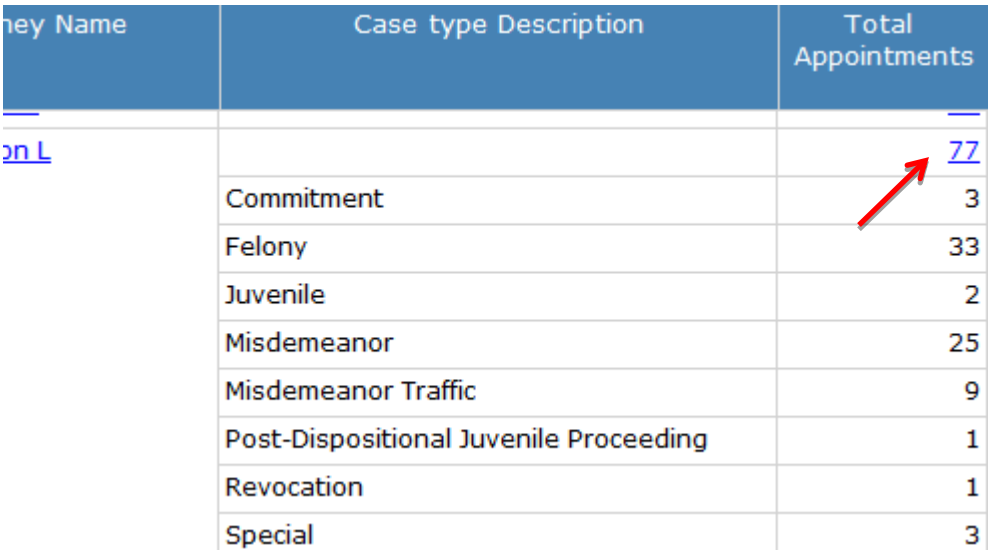
The “Detailed Report” is the information in the report, based upon your search criterion, which is laid out in an Excel table that is accessible for easy downloading and sorting. You can access the detailed report by clicking on “Click Here- Detailed Report” after you enter your search information:



Other sub-reports can be accessed by clicking on the blue links in the reports. For example, if you click on the office name, you will get a sub-report only containing the information about that office:



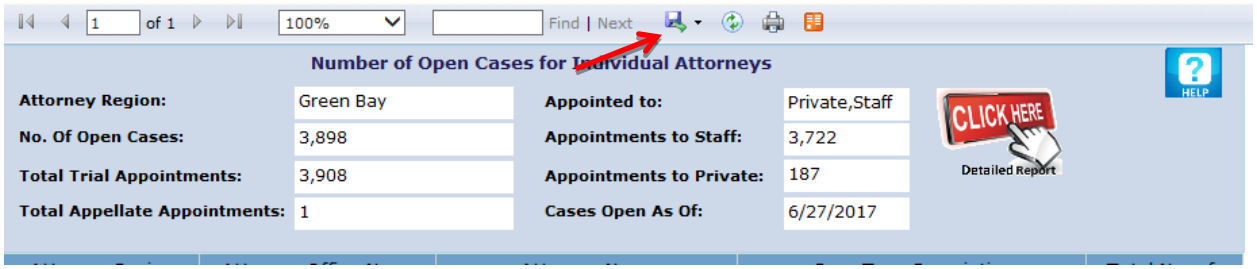
If you click on a number, you will only get the information about the number that you clicked on:

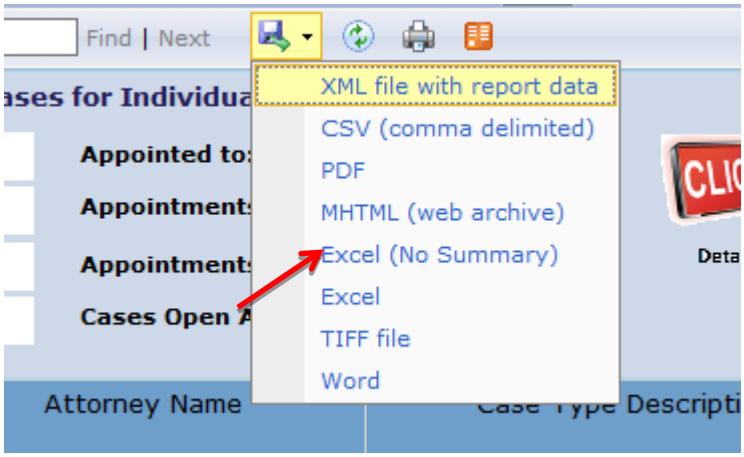


ney Name	Case type Description	Total Appointments
on L		77
	Commitment	3
	Felony	33
	Juvenile	2
	Misdemeanor	25
	Misdemeanor Traffic	9
	Post-Dispositional Juvenile Proceeding	1
	Revocation	1
	Special	3

How to Download the Reports

You can download the report information in several formats by clicking on the floppy disk on the upper bar of the report. Please note that there are two Excel templates. The Excel template with "No Summary" excludes the blue summary at the top of the page and only downloads the columns and column headings.



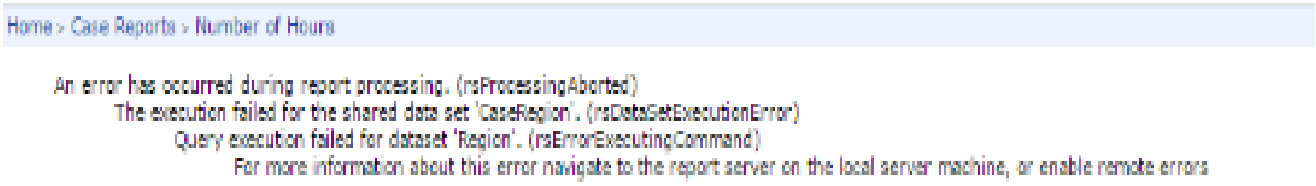


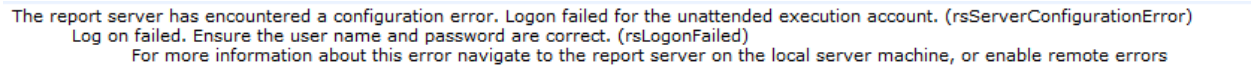
How to Print the Reports

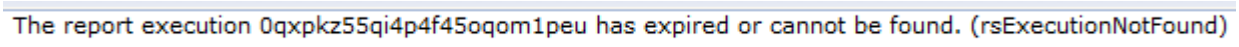
You can print the reports by first downloading the report (see above) and then printing from the downloaded document.

Common Error Messages

If you see any of the below messages, the report was unable to load. Try accessing the report a second time. If that does not work, contact IT Help for help.







Summary of Appellate RAMP Reports

Report Folder	Report Name	Report Description
Appellate Reports	***Appellate Activities***	This report shows the number of appellate activities by type of activity over a given period of time organized by staff/private and attorney.
Appellate Reports	***Disposition Activities***	This report shows the disposition of closed cases over a given period of time organized by staff/private and attorney.

Defining Appellate RAMP Reports Components

Report Component	Definition
Disposition Date	The date that the case was completed according to eOPD (note: this is different from the closing date, which is the date when a case was closed in eOPD).
Case County	The county where the case originated.
Attorney Office	The office that the attorney operates from. Note: Attorney Office for private bar attorneys will always be "Administration."
Attorney Region	The region that the attorney operates from. Note: Attorney Region for private bar attorneys will always be "Administration."
Case Office	The SPD office that covers the county where the case originated from.
Case Opening Date	The date that the case was opened according to eOPD.
Appointed to Staff	The status of the case at the time of case opening. This count is derived from the SPD file number at the time of case opening. For example, SPD file number 00S-01-J-M00002 will assign the case as "staff."
Appointed to Private	The status of the case at the time of case opening. This count is derived from the SPD file number at the time of case opening. Contract and private cases fall under "Private." For example, SPD file number 00P-01-J-M00002 will assign the case as "private."
Appellate Activities	The number of attorney activities on a particular case as indicated on the Appellate Case Closing Form.
Disposition Activities	The result of an attorney's representation on an appellate case, as indicated on the Appellate Case Closing Form.

Appellate RAMP REPORTS

Appellate Activities

This report will help supervisors determine the number of appellate activities for a given attorney over a period of time, regardless of the county where those cases originated from. This report will be useful for tracking attorney activities. Click here for instructions on using this report.

This report addresses the following types of issues:

1. *You have a new attorney in your office and you would like to know how many postconviction motions she filed in her first six months.*
2. *You would like to ensure closing letters are regularly sent to clients and want to pull a report, showing how many attorneys in the office regularly send closing letters.*

Disposition Activities

This report will help supervisors determine case disposition types by attorney over a period of time, regardless of the county where those cases originated from. This report will be useful for tracking disposition outcomes by attorney. Click here for instructions on using this report.

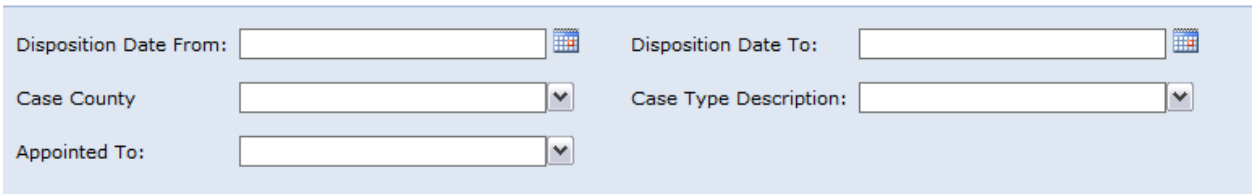
This report addresses the following types of issues:

1. *You are concerned that one of your attorneys regularly closes cases without any court action and want to get an idea if this trend has been happening over a long period of time.*
2. *You would like to know how many of your attorneys have submitted a petition for review to the Supreme Court.*

RAMP Appellate Report Instructions

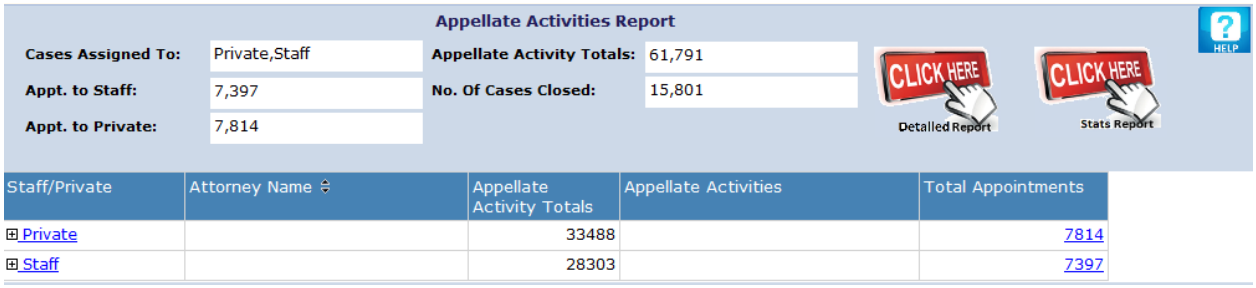
Appellate Activities

1. To access the Appellate Activities Report, click on the folder "Appellate Reports."
2. The search screen will look like this:

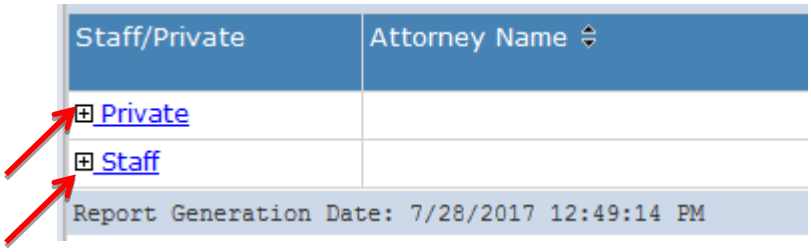


3. Enter in the Disposition Date From and To.
4. Enter in the case county (county where the case originated from).
5. Select the case type.
6. Select whether you would like to see cases appointed to staff or private attorneys.
7. Once you have filled out the search criteria, click "View Report."

8. The initial screen will give you an overview of the search criteria, organized by staff/private:



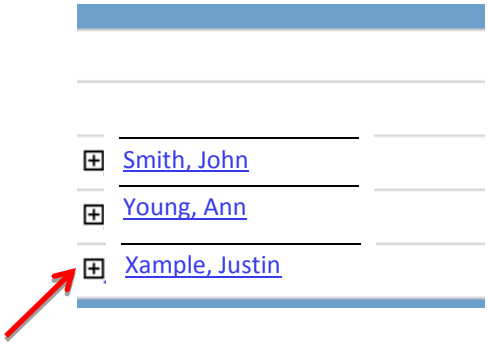
9. Click on the "+" icon to the left of Private or Staff in order to get additional details:



10. The report will then break down by attorney:

Staff/Private	Attorney Name	Appellate Activity Totals	Appellate Activities	Total Appointments
	[redacted]	12		4
Staff		28303		7397
	[redacted]	821		231
	[redacted]	134		43
	[redacted]	810		224
	[redacted]	83		21

11. Click on the "+" icon to the left of the Attorney's Name to break down the numbers by appellate activity:



12. The data will then show the number of appellate activities per the number of case closings for that attorney (Note: "Total Appointments" is the total number of appointments that had a disposition date in the selected time frame):

Staff/Private	Attorney Name	Appellate Activity Totals	Appellate Activities	Total Appointments
Staff		28303		7397
	[redacted]	821		231
		46	Brief (trial or appellate)	
		51	Client Interview (in person)	
		175	Client Interview (telephone)	
		183	Closing Letter Sent	
		90	Consult with Trial Atty	
		25	Contract Client Services	
		15	Contract Investigator	
		8	Evidentiary Hearing	
		3	Expert	
		51	Extension Motion	
		25	No-Merit Report	
		4	Oral Argument	
		22	Other Trial Court Appearance	
		21	Petition for Review	
		32	Postconviction or Postdisposition Motion	
		40	Reply Brief	
		8	Stipulated Relief	
		14	Unable to locate client	
		6	Withdrawal Motion	
		2	Translator	

13. To get more detailed information about the appointments for a particular attorney, click on their name or on the blue underlined number in the column "Total Appointments."

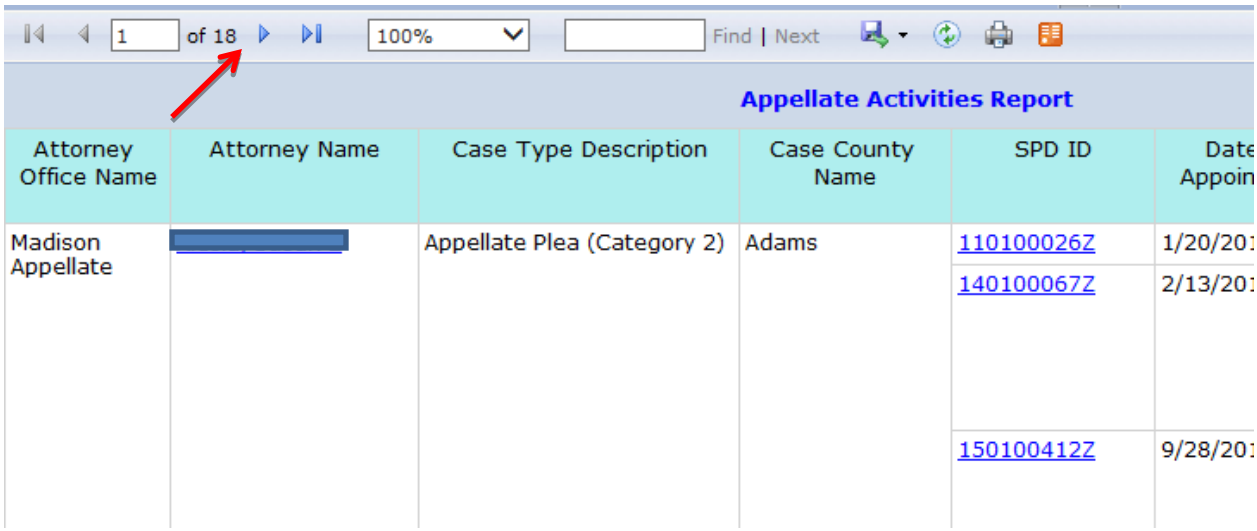
Staff/Private	Attorney Name	Appellate Activity Totals	Appellate Activities	Total Appointments
⊟ Staff		28303		7397
	⊟ [redacted]	821		231
		46	Brief (trial or appellate)	
		51	Client Interview (in person)	
		175	Client Interview (telephone)	
		183	Closing Letter Sent	
		90	Consult with Trial Atty	
		25	Contract Client Services	
		15	Contract Investigator	
		8	Evidentiary Hearing	
		3	Expert	
		51	Extension Motion	
		25	No-Merit Report	
		4	Oral Argument	
		22	Other Trial Court Appearance	
		21	Petition for Review	
		32	Postconviction or Postdisposition Motion	
		40	Reply Brief	
		8	Stipulated Relief	
		14	Unable to locate client	
		6	Withdrawal Motion	
		2	Translator	

14. A sub-report will appear, showing each appointment broken down into the following columns: (1) Attorney Office Name, (2) Attorney Name, (3) Case Type Description, (4) Case County Name, (5) SPD ID, (6) Date Appointed, (7) Disposition Date, (8) Status at Case Opening, (9) Current Attorney Status, and (10) Appellate Activity Description:

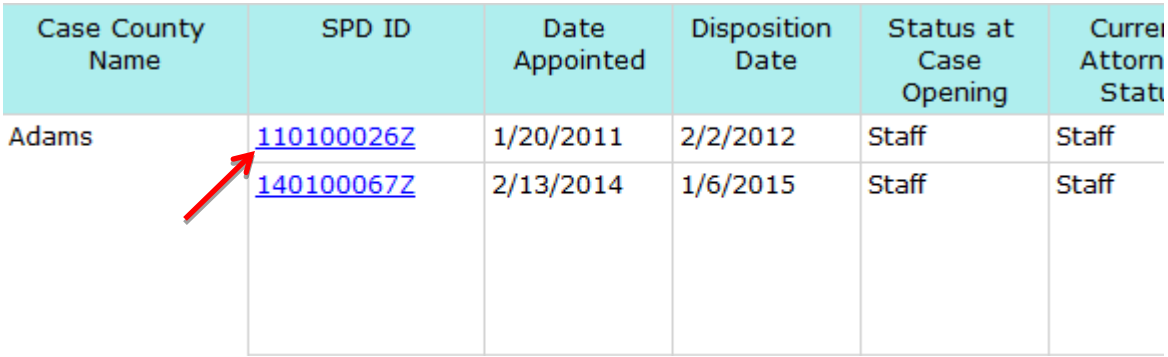
Appellate Activities Report

Attorney Office Name	Attorney Name	Case Type Description	Case County Name	SPD ID	Date Appointed	Disposition Date	Status at Case Opening	Current Attorney Status	Appellate Activity D
Madison Appellate	[redacted]	Appellate Plea (Category 2)	Adams	110100026Z	1/20/2011	2/2/2012	Staff	Staff	Client Interview (telephone)
				140100067Z	2/13/2014	1/6/2015	Staff	Staff	Client Interview (telephone)
									Client Interview (in person)
									Closing Letter Sent
									Consult with Trial Atty
				150100412Z	9/28/2015	11/3/2015	Staff	Staff	Client Interview (telephone)
									Closing Letter Sent
									Consult with Trial Atty
			Ashland	150200499Z	8/12/2015	6/23/2017	Staff	Staff	Client Interview (in person)
									No-Merit Report
									Client Interview (telephone)
									Closing Letter Sent
									Consult with Trial Atty
			Barron	110300032Z	1/11/2011	12/27/2011	Staff	Staff	Client Interview (in person)

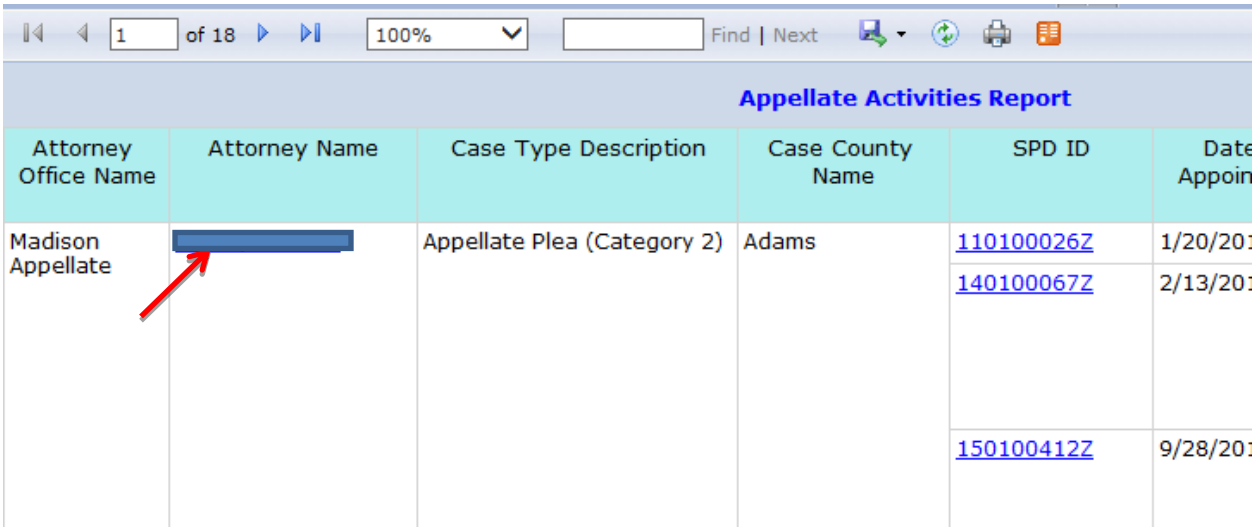
15. To scroll through the report, use the arrows on the upper left-hand corner:



16. Click on the SPD ID to get additional information about a particular case. This will link to eOPD:



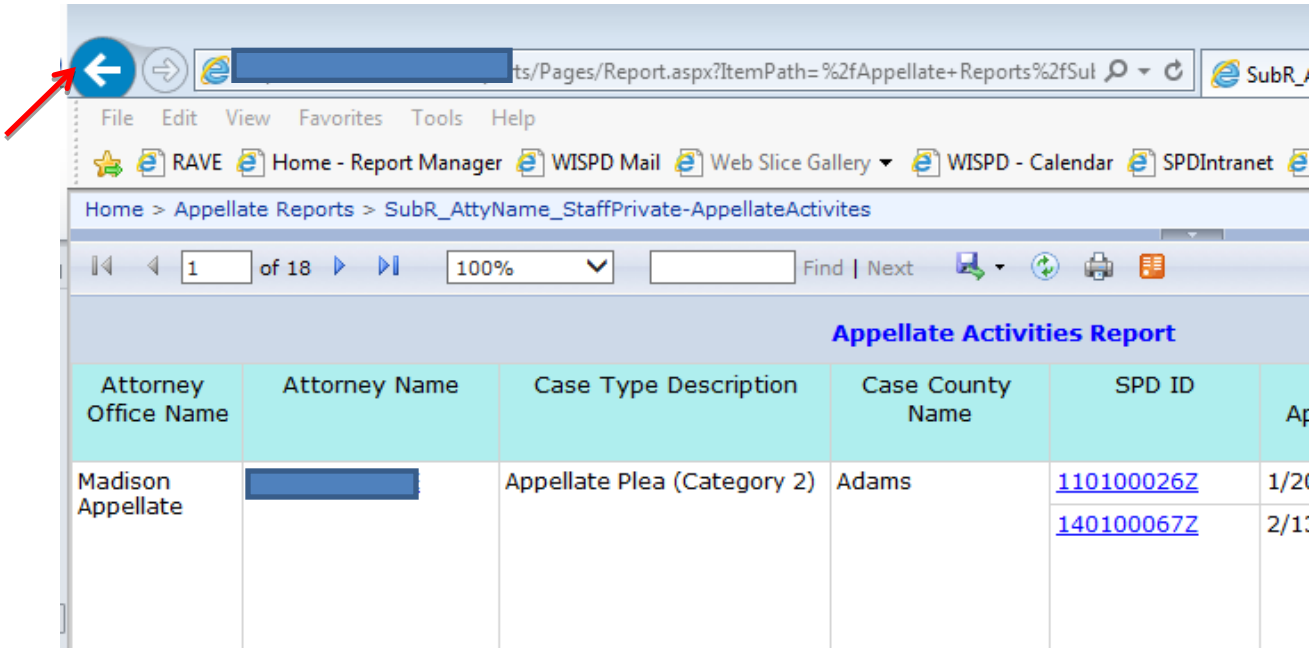
17. Click on the attorney's name to get additional information about the attorney:



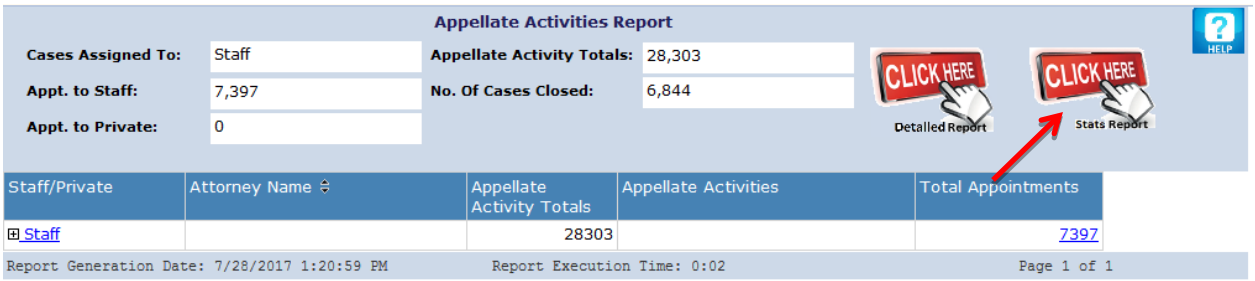
18. A separate window will appear, with information about the attorney:

[redacted] Details					
Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Staff
Attorney Region:	Appellate	**Address:**	PO Box 7862,	**Phone:**	(608)-266-3440
Attorney Office:	Madison Appellate	**City:**	Madison, WI	**Fax:**	(608)-264-8563
County:	Dane	**ZipCode:**	53707-7862	**Active?**	Yes
Attorney Type:	Staff	**Email ID:**	[redacted]	**Current Open Cases:**	23

19. From the sub-report, you can use the "Back" button in Internet Explorer to go back to the main screen:



20. On the main page, you will see a link for a "Stats" Report. Click on this link to get a breakdown of statistics on staff vs. private activities across several fiscal years. (Note: the Stats Report is independent from the date range you selected earlier)



21. When you click on the link, the page will look like this:

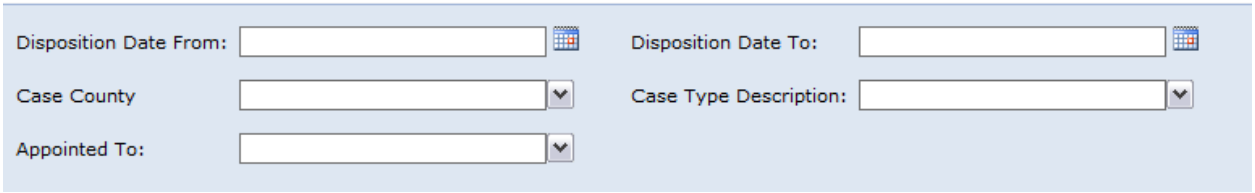
Appellate Activity Statistics

Cases Closed	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018
Private	1494	1600	1487	1533	1408	63
Staff	1212	1155	1153	990	1043	45

Appellate Activities	Staff/Private	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018
Brief (trial or appellate)	Private	309	355	324	360	298	18
		20.68%	22.19%	21.79%	23.48%	21.16%	28.57%
	Staff	176	181	224	173	184	8
		14.52%	15.67%	19.43%	17.47%	17.64%	17.78%
	Brief (trial or appellate) Totals	485	536	548	533	482	26
Certiorari	Private	1	1	0	3	1	1
		0.07%	0.06%	0.00%	0.20%	0.07%	1.59%
	Staff	3	4	4	1	4	0
		0.25%	0.35%	0.35%	0.10%	0.38%	0.00%
	Certiorari Totals	4	5	4	4	5	1
Client Interview (in person)	Private	673	714	663	647	571	24
		45.05%	44.63%	44.59%	42.20%	40.55%	38.10%
	Staff	434	471	440	392	441	15
		35.81%	40.78%	38.16%	39.60%	42.28%	33.33%
	Client Interview (in person) Totals	1107	1185	1103	1039	1012	39
Client Interview (telephone)	Private	872	946	972	1044	972	53
		58.37%	59.13%	65.37%	68.10%	69.03%	84.13%
	Staff	1014	949	893	850	868	45
		83.66%	82.16%	77.45%	85.86%	83.22%	100.00%
	Client Interview (telephone) Totals	1886	1895	1865	1894	1840	98

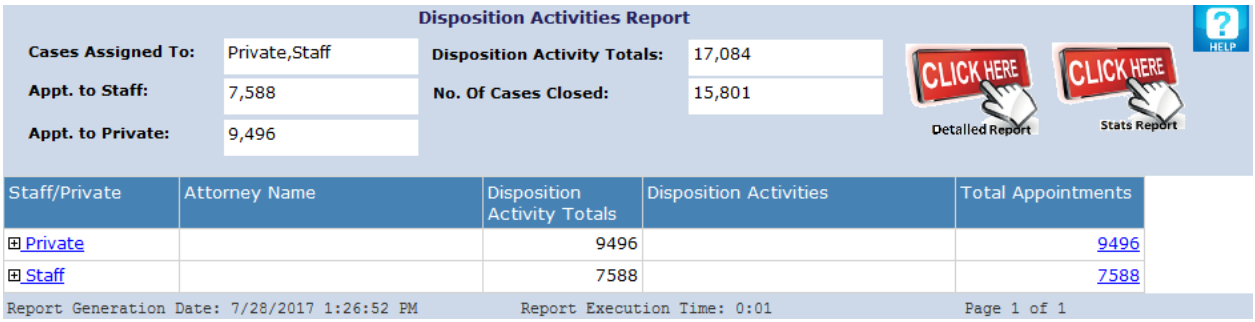
Disposition Activities

1. To access the Disposition Activities Report, click on the folder "Appellate Reports."
2. The search screen will look like this:

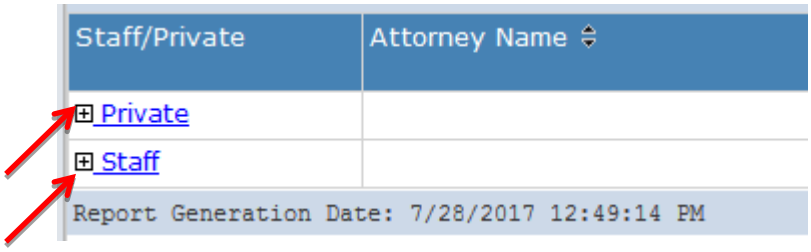


3. Enter in the Disposition Date From and To.
4. Enter in the case county (county where the case originated from).
5. Select the case type.
6. Select whether you would like to see cases appointed to staff or private attorneys.
7. Once you have filled out the search criteria, click "View Report."

8. The initial screen will give you an overview of the search criteria, organized by staff/private:



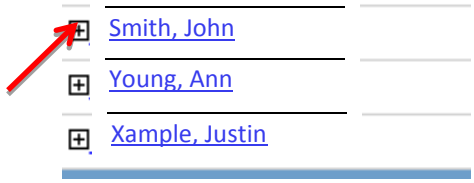
9. Click on the "+" icon to the left of Private or Staff in order to get additional details:



10. The report will then break down by attorney:

Staff/Private	Attorney Name	Disposition Activity Totals	Disposition Activities	Total Appointments
	[redacted]			
⊟ Staff		7588		7588
	⊞ [redacted]	228		228
	⊞ [redacted]	45		45
	⊞ [redacted]	227		227
	⊞ [redacted]	21		21

11. Click on the "+" icon to the left of the Attorney's Name to break down the numbers by appellate activity:



12. The data will then show the number of appellate activities per the number of case closings for that attorney (Note: "Total Appointments" is the total number of appointments that had a disposition date in the selected time frame):

Staff/Private	Attorney Name	Disposition Activity Totals	Disposition Activities	Total Appointments
	[redacted]			
⊟ Staff		7588		7588
	[redacted]	228		228
		78	No court action taken; cases lacked merit and client agreed to close the case.	
		10	No court action taken; merit undetermined and client asked that case be closed.	
		9	No court action taken; meritorious appeal declined by client who chose not to proceed.	
		11	No court action taken; unable to locate client.	
		4	Other	
		9	Relief denied in Court of Appeals; client agreed not to petition for review.	
		20	Relief denied in Court of Appeals; petition for review denied by Supreme Court	
		2	Relief denied in Court of Appeals; petition for review granted.*	
		4	Relief denied in Supreme Court.	
		7	Relief denied in trial court; client agreed not to pursue appeal.	
		10	Relief denied in trial court; notice of appeal filed.*	
		8	Relief obtained in Court of Appeals; prosecution did not petition for review	
		18	Relief obtained in trial court; prosecution did not appeal.	

13. To get more detailed information about the appointments for a particular attorney, click on their name or on the blue underlined number in the column "Total Appointments."

Staff/Private	Attorney Name	Disposition Activity Totals	Disposition Activities	Total Appointments
	[redacted]			
⊟ Staff		7588		7588
	⊟ [redacted]	228		228
		78	No court action taken; cases lacked merit and client agreed to close the case.	
		10	No court action taken; merit undetermined and client asked that case be closed.	
		9	No court action taken; meritorious appeal declined by client who chose not to proceed.	
		11	No court action taken; unable to locate client.	
		4	Other	
		9	Relief denied in Court of Appeals; client agreed not to petition for review.	
		20	Relief denied in Court of Appeals; petition for review denied by Supreme Court	
		2	Relief denied in Court of Appeals; petition for review granted.*	
		4	Relief denied in Supreme Court.	
		7	Relief denied in trial court; client agreed not to pursue appeal.	
		10	Relief denied in trial court; notice of appeal filed.*	
		8	Relief obtained in Court of Appeals; prosecution did not petition for review	
		18	Relief obtained in trial court; prosecution did not appeal.	

14. A sub-report will appear, showing each appointment broken down into the following columns: (1) Attorney Office Name, (2) Attorney Name, (3) Case Type Description, (4) Case County Name, (5) SPD ID, (6) Date Appointed, (7) Disposition Date, (8) Status at Case Opening, (9) Current Attorney Status, and (10) Disposition Description:

Disposition Activities Report

Attorney Office Name	Attorney Name	Case Type Description	Case County Name	SPD ID	Date Appointed	Disposition Date	Status at Case Opening	Current Attorney Status	Disposition Desc
Madison Appellate	[redacted]	Appellate Plea (Category 2)	Adams	110100026Z	1/20/2011	2/2/2012	Staff	Staff	No court action taken; cases la and client agreed to close the
				140100067Z	2/13/2014	1/6/2015	Staff	Staff	No court action taken; cases la and client agreed to close the
				150100412Z	9/28/2015	11/3/2015	Staff	Staff	No court action taken; merit undetermined and client asked be closed.

15. To scroll through the report, use the arrows on the upper left-hand corner:

Home > Appellate Reports > SubR_AttyName_StaffPrivate-DispositionActivities

1 of 5 100% Find | Next

Dispositior

Attorney Office Name	Attorney Name	Case Type Description	Case Co Nam
Madison Appellate	[redacted]	Appellate Plea (Category 2)	Adams

16. Click on the SPD ID to get additional information about a particular case. This will link to eOPD:

Case County Name	SPD ID	Date Appointed	Disposition Date	Status at Case Opening	Curre Attorn Statu
Adams	110100026Z	1/20/2011	2/2/2012	Staff	Staff
	140100067Z	2/13/2014	1/6/2015	Staff	Staff

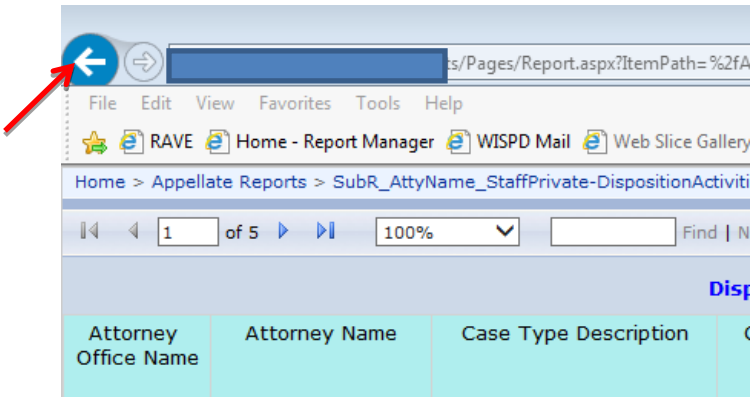
17. Click on the attorney's name to get additional information about the attorney:

Attorney Office Name	Attorney Name	Case Type Description	(
Madison Appellate	[redacted]	Appellate Plea (Category 2)	Ad:

18. A separate window will appear, with information about the attorney:

[redacted] Details					
Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Staff
Attorney Region:	Appellate	**Address:**	PO Box 7862,	**Phone:**	(608)-266-3440
Attorney Office:	Madison Appellate	**City:**	Madison, WI	**Fax:**	(608)-264-8563
County:	Dane	**ZipCode:**	53707-7862	**Active?**	Yes
Attorney Type:	Staff	**Email ID:**	[redacted]	**Current Open Cases:**	23

19. From the sub-report, you can use the "Back" button in Internet Explorer to go back to the main screen:



Troubleshooting RAMP

- *If an external party asks for information that is found in a RAMP report:*
  - RAMP report data contains client confidential information. Prior to providing RAMP report data to external parties, SPD staff shall contact the following individuals:
    - SPD Legal Counsel and cc:
      - the appropriate Division Director, and
      - Kat Dellenbach
        dellenbachk@opd.wi.gov
    - Consistent with SPD policy, these requests will be treated as open records requests. To ensure that data provided externally is consistent statewide and appropriately balances open records and client confidentiality requirements, external data requests will be reviewed, logged and approved by SPD Administration staff.

- *If you are experiencing technical difficulties with reports, are having trouble accessing the reports, or have questions about where the report data comes from:*
  - Contact IT Help Desk at IThelp@opd.wi.gov and cc:
    - Chandru Solraj
      608.267.6684
      chandrus@opd.wi.gov

- *If you have questions about how to use the reports, ways that the reports can be used effectively in your daily operations, or have suggestions for improvements to the reports:*
  - Kat Dellenbach
    608.261.0084
    dellenbachk@opd.wi.gov

****Agency staff will be notified via email if/when any changes are made to the RAMP reports.****

Appendix G: RAMP Presentations

Appendix G includes copies of the slides and handouts that were prepared for the national presentations that RAMP Team members conducted throughout the implementation of RAMP.

Appendix G-1 includes a handout that was developed to describe the RAMP Research Partner Role. This handout was distributed by the Research Partner at the Smart Defense Inter-Site Summit in May 2016.

Appendix G-2 includes the PowerPoint slides that were presented by members of the RAMP Team at the Smart Defense Inter-Site Summit in May 2017.

Appendix G-3 includes the PowerPoint slides that were presented by members of the RAMP Team at the BJA Smart Suite Summit in September 2016.

Appendix G-1: Evaluation Handout from the 2016 Smart Defense Summit

Wisconsin State Public Defender
Reporting, Analysis, and Data Mining Project (RAMP)

Research Partner Introduction
University of WI Population Health Institute (UWPHI)

Smart Defense Inter-Site Summit
Washington DC May 23, 2016

http://uwphi.pophealth.wisc.edu/

Kit R. Van Stelle
Researcher/Principal Investigator
Kit.Vanstelle@wisc.edu

Janae Goodrich
Senior Research Specialist
jgoodrich@wisc.edu

How This Work Compares to Other UWPHI Work:

- UWPHI focus on program evaluation, implementation support, program improvement, and policy impacts
- Partnerships focus on ongoing feedback loop so results can be translated directly to practice
- Impact of RAMP data system enhancements will be similar in nature, with SPD attorneys able to better access and use data to improve representation of clients as soon as some of the reporting functions are available, with longer term impacts of using data to impact agency and state policies

Research Partner Role to Date:

- Because RAMP focuses on enhancement of an existing data system, our primary role to date has been to:
  - (1) systematically gather input from SPD stakeholders on both deficiencies in the current system and suggested critical enhancements,
  - (2) analyze/summarize the information for the team and begin priority-setting, and
  - (3) help identify relevant performance indicators
- Conducted and analyzed a web-based staff survey and four ½ day stakeholder Listening Sessions
- Collaborative development of options for performance indicators

Researcher Perspectives On Defining "quality indigent defense":

- UWPHI brings experience with operationalizing measures, qualitative data collection to obtain input of field staff, and past projects with State Courts', DOJ, DA, and WI DOC's administrative data systems
- Many state agencies experience similar data system challenges:
  - Require data to be collected, but system developed primarily to track case-by-case operations rather than for robust data reports
  - Because of reporting limitations and often limited IT budgets, staff develop external databases to gather certain types of data as data needs evolve
  - Challenge of using/converting existing data when the opportunity to improve data system does arise
- Difficulty of defining performance indicators that are both consistent with national standards as well as locally relevant
- Initial focus will be to assure that SPD can accurately report the required data elements to BJA, collaborative development of key performance indicators, enhanced user reports, and access to those reports
- Then Year 2 focus will be on enhanced connectivity to the State Courts' CCAP data system

Appendix G-2: Slides Presented at the 2017 Smart Defense Summit

Wisconsin Reporting, Analysis and Mining Project (RAMP)

—

Wisconsin State Public Defender's Office
Smart Defense Intersite Summit
May 15, 2017

Goals of RAMP

1. Enhance agency operations by analyzing and reporting on case-specific and aggregate criminal case data.

2. Develop outcomes, trends, and indicators to help measure the quality of representation by SPD assigned counsel.

3. Facilitate evidence-based decision-making, improve quality representation, and respond to external requests for information.

Ten Steps of RAMP Project
Assessing Quality Representation

1. Meeting with RAMP Team
2. Drafting Quality Indicators List
3. Defining Quality Indicators
4. Assessing Feasibility/Data Availability
5. Finalizing Indicators and Reports
6. Building RAMP Reports/Updating Billing System
7. Testing the Reports/Billing System
8. Finalizing the Reports
9. Short-term and long-term use of RAMP
10. Beyond the grant...

Meeting with RAMP Team

- Composition of the RAMP Team
- Role of the RAMP Team
- Strengths of the RAMP Team
- Lessons Learned

Drafting Quality Indicators List

1. Develop a Process
2. Start with What You Know
3. Include Outside Sources
4. Think Big!
5. Create a Structure

Defining Quality Indicators

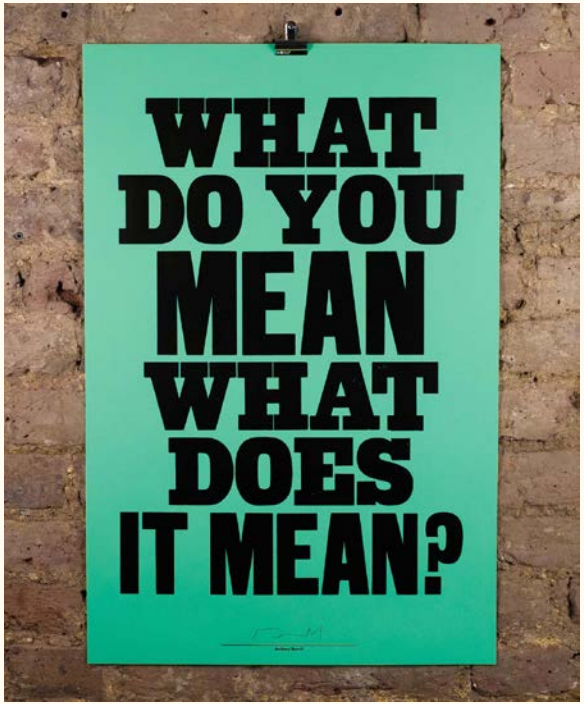
How to Define:

A New Case?

An Open Case?

A Client Contact?

Charge Degradation?



Assessing Feasibility/Data Availability

- Extensive upfront research and effort estimate to understand feasibility
- Review functional team priorities
- Analyze WI Circuit Court data feed to determine effort, feasibility and data quality
- Compare Effort vs benefits to attorney/clients/Agency
- Understand building tool limitations and capabilities
- Propose available solutions and build consensus

Finalizing Indicators and Reports

- Criteria for Finalizing Indicators
- Developing the Final List
- Preparing the List for Release
- Our Final List

Building RAMP Reports and the Updated Billing System

- Current data for billing system provides limited metrics on attorney performance
- Enhanced data capture with no disruption to attorneys
- Standardize data collections to drop down from free form
- Metrics allow us to identify and report gaps in attorney performance
- Working with outdated technology and build without breaking other parts of the system.
- Combine data from internal Case management system and WI CCAP data feed
- Retain current user experience, but auto reclassify the data behind the scenes.

Building RAMP Reports and the Updated Billing System

- Data models designed without conflicts to existing process and design.
- Data models nimble to accommodate current and potential future reporting.
- Court system's Data Feed automated to report and retry after failures.
- Currently able to run metrics for upto 9 years worth of data.

Testing the Reports/Billing System

- Importance of Testing
- Our Process for Testing Reports
- Testing the Private Bar Billing System

Finalizing the Reports

EXAMPLE ONE:

- ❑ Goal: Assess attorney/client relationships and level of interaction
- ❑ Objective: Assess attorney appointment and continuity
- ❑ Indicator(s): # of withdrawals, reason for withdrawal, withdrawal by case type.

RAMP Report(s)= "Number of Withdrawals by Individual Attorney"
"Number of Withdrawals (by case type)"

Example 1: Number of Withdrawals by Individual Attorney

Home > Attorneys Reports > Number of Withdrawals by Individual Attorneys

Home | My Subscriptions |

Attorney Appointment Date From: 7/1/2015

Attorney Appointment Date To: 6/30/2016

View Report

Attorney Region(Current): Admin

Attorney Office(Current): Administration

Case County at Case Opening: 01-Adams, 02-Ashland, 03-Barr

Case Type Description: A-Appellate Trial, B-Class A/B/C

Appointed to: Private

1 of 1 100% Find | Next

Number of Withdrawals by Individual Attorneys

HELP

Attorney Region:	Admin	**Appointed to:**	Private
Total No. Of Withdrawals:	7,693	**No. Of Staff Withdrawals:**	0
Total Trial Withdrawals:	7,556	**No. Of Private Withdrawals:**	7,693
Total Appellate Withdrawals:	137	**Report Period:**	7/1/2015 to 6/30/2016

CLICK HERE Detailed Report

Attorney Region	Attorney Office Name	Attorney Name	Case Type Description	Administrative Transfer	Attorney Requested Change	Client Requested Change	Conflict of Interest	Court Requested Change	Not Indigent	Retained Private Counsel	Total No. of Withdrawals
⊟ Admin				1238	1580	2682	1019	78	14	1082	7,693
	⊟ Administration			1238	1580	2682	1019	78	14	1082	7,693
		⊟		1	4	25	5	0	0	5	40
			Felony	0	3	18	3	0	0	5	29
			Misdemeanor	0	1	5	2	0	0	0	8
			Revocation	1	0	1	0	0	0	0	2
			Special	0	0	1	0	0	0	0	1

Example 1: Number of Withdrawals by Individual Attorney

Attorney Name	Case Type Description	Administrative Transfer	Attorney Requested Change	Client Requested Change	Conflict of Interest	Court Requested Change	Not Indigent	Retained Private Counsel	Total No. of Withdrawals
⊟ Attorney Example 1		1	4	25	5	0	0	5	40
	Felony	0	3	18	3	0	0	5	29
	Misdemeanor	0	1	5	2	0	0	0	8
	Revocation	1	0	1	0	0	0	0	2
	Special	0	0	1	0	0	0	0	1

Example 1: Number of Withdrawals by Individual Attorney

Attorney Office Name	Attorney Name	Case Type Description	Administrative Transfer	Attorney Requested Change	Client Requested Change	Conflict of Interest	Not Indigent	Retained Private Counsel	Total No. of Withdrawals
	⊟ Attorney Example 2		1	0	1	8	0	1	11
		Felony	0	0	0	3	0	0	3
		Misdemeanor	0	0	1	3	0	1	5
		Misdemeanor Traffic	0	0	0	2	0	0	2
		Special	1	0	0	0	0	0	1

Finalizing the Reports

EXAMPLE TWO:

- ❑ Goal: Assess Litigation Events
- ❑ Objective: Identify jury trial activities
- ❑ Indicator(s): # of trials by case type, # of jury trials, # of court trials

RAMP Report(s)= "Number of Trials by Individual Attorney"
"Number of Trials (by case type)"

Example 2: Number of Trials by Individual Attorney

Attorney Name	Case type Description	Jury Trials	Court Trials	Total No. of Trials
⊟ Attorney Example 3		4	0	4
	Felony	1	0	1
	Misdemeanor	3	0	3

Example 2: Number of Trials by Individual Attorney

Number of Trials by Individual Attorney

Attorney Name	Case county name	Case Type Description	spd id	Case Opened Date	Type Of Trial	CCAP Order Date	Attorney Appointed Date	Status at Case Opening	Current Attorney Status	Attorney Withdrawn Date	Attorney Withdrawal Reason	Disposition Date
Attorney Example 3	Manitowoc	Felony	143600617a	5/20/2014	Jury Trial	12/16/2015	6/17/2015	Private	Private		N/A - No Withdrawal	4/22/2016
	Outagamie	Misdemeanor	154400751a	3/10/2015	Jury Trial	8/12/2015	4/27/2015	Private	Private		N/A - No Withdrawal	1/6/2016
			154403992A	12/18/2015	Jury Trial	2/10/2016	12/18/2015	Private	Private		N/A - No Withdrawal	
	Shawano	Misdemeanor	155800188A	3/12/2015	Jury Trial	9/3/2015	3/12/2015	Private	Private		N/A - No Withdrawal	2/17/2016

Example 2: Number of Trials by Individual Attorney

Number of Trials by Individual Attorney					
Attorney Name	Case county name	Case Type Description	spd id	Case Opened Date	Type Of Trial
Attorney Example 3	Manitowoc	Felony	143600617a	5/20/2014	Jury Trial
	Outagamie	Misdemeanor	154400751a	3/10/2015	Jury Trial
			154403992A	12/18/2015	Jury Trial
	Shawano	Misdemeanor	155800188A	3/12/2015	Jury Trial

Example 2: Number of Trials by Individual Attorney

Case Opened Date	Type Of Trial	CCAP Order Date	Attorney Appointed Date	Status at Case Opening	Current Attorney Status	Attorney Withdrawn Date	Attorney Withdrawal Reason	Disposition Date
5/20/2014	Jury Trial	12/16/2015	6/17/2015	Private	Private		N/A - No Withdrawal	4/22/2016
3/10/2015	Jury Trial	8/12/2015	4/27/2015	Private	Private		N/A - No Withdrawal	1/6/2016
12/18/2015	Jury Trial	2/10/2016	12/18/2015	Private	Private		N/A - No Withdrawal	
3/12/2015	Jury Trial	9/3/2015	3/12/2015	Private	Private		N/A - No Withdrawal	2/17/2016

Example 2: Number of Trials by Individual Attorney

Number of Trials by Individual Attorney

Attorney Name	Case county name	Case Type Description	spd id	Case Opened Date	Type Of Trial	CCAP Order Date	Attorney Appointed Date	Status at Case Opening	Current Attorney Status	Attorney Withdrawn Date	Attorney Withdrawal Reason	Disposition Date
Attorney Example 3	Manitowoc	Felony	143600617a	5/20/2014	Jury Trial	12/16/2015	6/17/2015	Private	Private		N/A - No Withdrawal	4/22/2016
	Outagamie	Misdemeanor	154400751a	3/10/2015	Jury Trial	8/12/2015	4/27/2015	Private	Private		N/A - No Withdrawal	1/6/2016
			154403992A	12/18/2015	Jury Trial	2/10/2016	12/18/2015	Private	Private		N/A - No Withdrawal	
	Shawano	Misdemeanor	155800188A	3/12/2015	Jury Trial	9/3/2015	3/12/2015	Private	Private		N/A - No Withdrawal	2/17/2016

Example 2: Number of Trials by Individual Attorney

Atty_Information - Report Viewer - Internet Explorer

1 of 1 100% Find | Next

[redacted] Details

Name:	[redacted]	**State Bar ID:**	[redacted]	**Staff/Private:**	Private
Attorney Region:	Admin	**Address:**	[redacted]	**Phone:**	[redacted]
Attorney Office:	Administration	**City:**	Menasha, WI	**Fax:**	[redacted]
County:	Winnebago	**ZipCode:**	54952-1228	**Active?**	Yes
Attorney Type:	Rotational	**Email ID:**	[redacted]	**Current Open Cases:**	71

Case Certification level	Outagamie	Status	Winnebago	Status
A1: Appellate 1 - misdemeanors - Revo - G - I felony	x	Certified	x	Certified
T1: Trial 1 - misdemeanor, paternity	x	Certified	x	Certified
T2: Trial 2 - class G - I felony	x	Certified	x	Certified
T3: Trial 3 - class D - F felony	x	Certified	x	Certified
T3b: Trial 3b - class B - C felony, Ch. 980	x	Certified	x	Certified
TS2: Trial Special 2 - juv - misdemeanor	x	Certified	x	Certified
TS2a: Trial Special 2a - juv - E - I felony	x	Certified	x	Certified

Finalizing the Reports

EXAMPLE THREE:

- ❑ Goal: Assess Litigation Events
- ❑ Objective(s): Document Legal Work Activities/ Document Court Appearances/ Document Filing of Motions
- ❑ Indicator(s): Included the following: # of sentencing hearings, volume of court appearances, # of contacts with DA, etc...

RAMP Project= Updated Private Bar Billing Screen

Updated Private Bar Billing Screen

Current System:	New System:
❑ Date ❑ Drop Down: In-Court, Out-of-Court, Travel ❑ Detail: Free form text ❑ # of Hours	❑ Date ❑ Drop Down: 15-20 activities ❑ Detail: Free form text ❑ # of Hours

Timeslip View

Attorney		
Name: Unknown, Unknown	**State Bar ID:** 0	**Withdrawn:** No

Time Slip Information			
SPD ID: 0[redacted]	**Total Hours:** 5.9	**Status:** Pending	**Time Slip ID:** [redacted]
☐ Pro Bono	**Dt Apptd:** 0[redacted]	**SPD File Number:** [redacted]3	**Case Type:** Felony

<< Prev Page Next Page >> Page: 1 of 1

Time Slip Detail

Date	Detail Type	Detail	Hours
03/17/2017	Client Meeting-In Jail/Prison		0.5
03/21/2017	Non-Evidentiary Hearing	Status Conference	0.4
03/23/2017	Negotiation with DA		2
03/24/2017	Client Phone/Video Conference	Discussed plea offer	1.5
03/28/2017	Plea	Plea Heraing	0.5
04/04/2017	Sentencing After Plea		0.7
04/06/2017	Client Letter/Email	Client Closing Letter	0.3
	Select		0
	Client Meeting-In Jail/Prison		0
	Client Letter/Email		0
	Client Phone/Video Conference		0
	Client Contact-Explain		0
	Initial Appearance/Bail Hearing		0
	Evidentiary Hearing		0
	Non-Evidentiary Hearing		0
	Plea		0
	Sentencing After Plea		0
	Pre-Trial Court Appearance-Explain		0
	Jury Trial		0
	Sentencing After Trial		0
	Court Trial		0
	Restitution		0
	Review Discovery		0
	Legal Research-Explain		0
	Draft Motion/Legal Documents		0
	Investigation		0
	Expert Consultation		0
	Negotiation with DA		0
	Trial Preparation		0
	Other Legal Work-Explain		0
	Travel-Explain		

Updated Private Bar Billing Screen

(felony example)

Old System:

In-Court
Out-of-Court
Travel

New System:

Select
Client Meeting-In Jail/Prison
Client Letter/Email
Client Phone/Video Conference
Client Contact-Explain
Initial Appearance/Bail Hearing
Evidentiary Hearing
Non-Evidentiary Hearing
Plea
Sentencing After Plea
Pre-Trial Court Appearance-Explain
Jury Trial
Sentencing After Trial
Court Trial
Restitution
Review Discovery
Legal Research-Explain
Draft Motion/Legal Documents
Investigation
Expert Consultation
Negotiation with DA
Trial Preparation
Other Legal Work-Explain
Travel-Explain

Updated Private Bar Billing Screen

(felony example)

List of Reports Developed/To be Developed

Summary of RAMP Reports		
Number of Appointments to Individual Attorneys	Number of Trials by Individual Attorneys	Number of Trials (by case type)
Number of Withdrawals by Individual Attorneys	Attorney Certification	Appellate Activities
Number of Open Cases for Individual Attorneys	Number of New Appointments (by case type)	Disposition Activities (Appellate Report)
Number of Hours by Individual Attorneys	Number of Hours (by case type)	Cost per Case

Future Reports	
CCAP Sentencing/Judge Report	CCAP Disposition/Judge Report
CCAP Sentencing/ Prosecutor Report	CCAP Disposition/ Prosecutor Report
Number of Attorneys Per Case	Activities by Assigned Counsel Attorneys (report on new drop-down options)
Number of Days from Initial Appearance to Appointment of Counsel	

Beyond the grant…

RAMP 1.0

Use the current system for:

- Ongoing monitoring of quality representation for staff and private attorneys.
- Enhanced use of CCAP data feed for case-specific outcomes.
- Agency decision-making.

RAMP 2.0

Look for continued funding to tackle unmet needs:

- Tracking client complaints
- Evaluating performance of other staff (Client Services Specialists, Investigators, etc…)
- Improve documentation of race, ethnicity, and immigration status
- Add State ID number for tracking an individual's interaction throughout the system
- Etc…

Appendix G-3: Slides Presented at the BJA Smart Suite Summit

DATA SYSTEM ENHANCEMENT: A TEMPLATE FOR ORGANIZATIONAL CHANGE

WISCONSIN STATE PUBLIC DEFENDER'S OFFICE AND THE UNIVERSITY OF WISCONSIN POPULATION HEALTH INSTITUTE

WISCONSIN STATE PUBLIC DEFENDER

- Founded in 1977
- Statewide indigent defense
- Annual appointments= 140,000
- Criminal, termination of parental rights proceedings, juvenile, mental health, and others
- Hybrid system of private and staff

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SMART DEFENSE INITIATIVE

- The purpose of Smart Defense is to improve the quality of public defense delivery systems guided by the ABA Ten Principles of a Public Defense Delivery System

- The ABA Ten Principles provide the fundamental building blocks for implementing quality public defense representation. These principles address defenders' appropriate function, workload, resources, training, and quality

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OVERVIEW

- Background of the SPD's Case Management System
- Smart Defense Initiative
- Step-by-step process for organizational change- with or without a grant

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BACKGROUND AND HISTORY OF THE STATE PUBLIC DEFENDER

SMART SUITE SUMMIT 2016

GROWN OUT OF NECESSITY

- 1990s case management system
- No outside technical support
- Limited funding
- Limited functionality
  - Fiscal functions
  - Client pay functions
  - Limited access to court data

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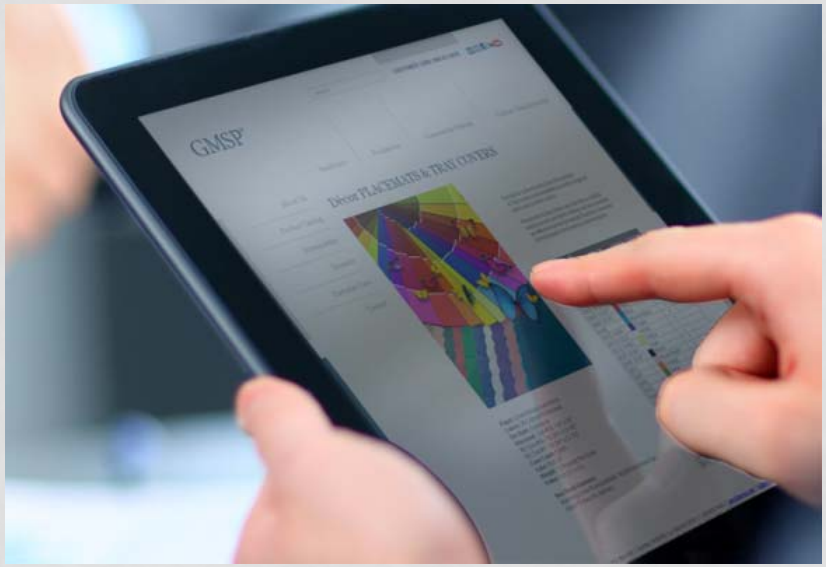
TECHNOLOGY ADVANCES



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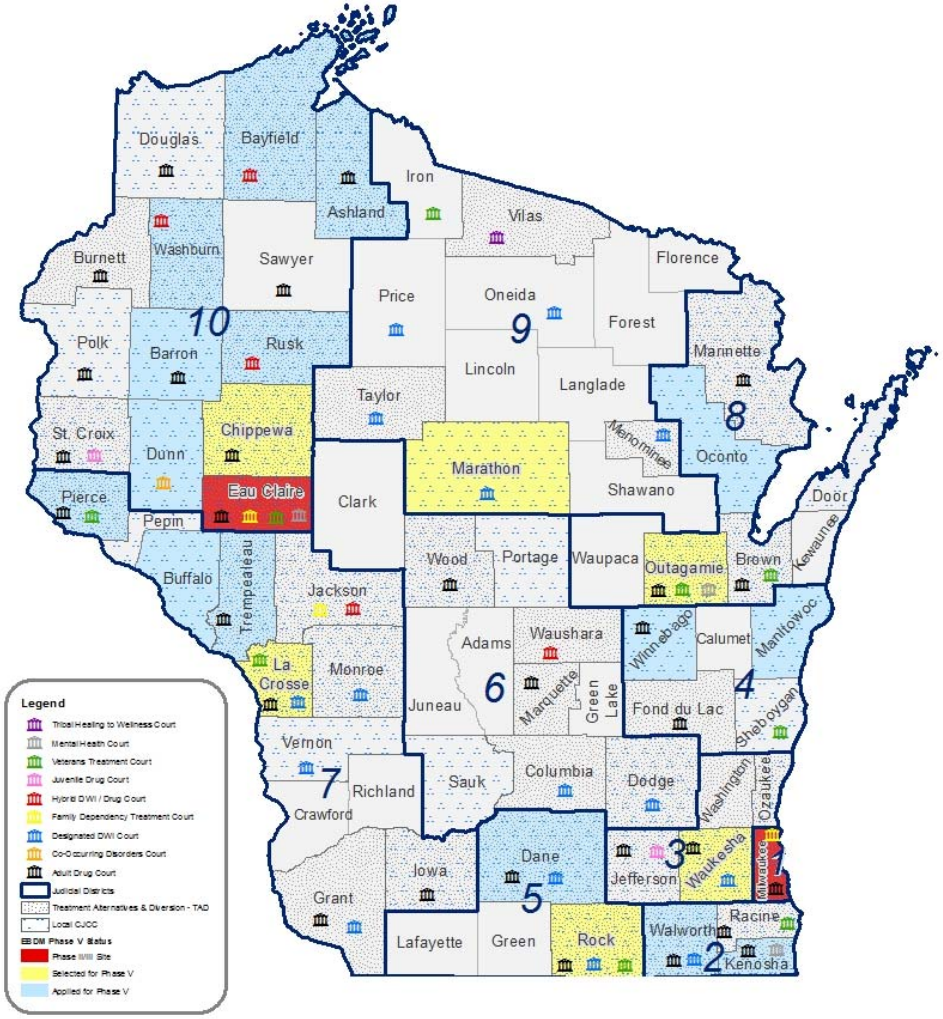
COLLABORATIVE EFFORTS 2000-2013

STATE OF WISCONSIN
CRIMINAL JUSTICE COORDINATING COUNCIL

SCOTT WALKER, GOVERNOR

ATTORNEY GENERAL BRAD D. SCHIMEL, CO-CHAIR
SECRETARY JON E. LITSCHER, CO-CHAIR

Wisconsin Counties
Evidence-Based Decision Making (EBDM) Update



Wisconsin Department of Justice

Updated: 04/06/15

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SPD LAGS BEHIND

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BJA INDIGENT DEFENSE GRANTS

- 2012 and 2013, we applied for Indigent Defense Grants
- 50th anniversary of *Gideon v. Wainwright*
- In retrospective, the scope of the project was too big

smart defense

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ROUND THREE…

- Approach:
  - Team
  - Narrowed grant scope
  - Brought in external partners
- In 2015, the SPD was awarded a grant through BJA's Smart Defense Initiative

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REPORTING, ANALYSIS AND MINING PROJECT (RAMP)

- RAMP Goals:
  1. Enhance agency operations by analyzing and reporting on case-specific and aggregate criminal case data
  2. Develop outcomes, trends and indicators to help measure the quality of representation by SPD assigned counsel
  3. Facilitate evidence-based decision-making, improve quality representation, and respond to external requests for information
- RAMP Objectives
  1. Integrate SPD case data with Wisconsin Court system data
  2. Improve data structure to measure high quality representation and enhance program efficiency
  3. Credibly influence public policy

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ATTORNEY PERFORMANCE INDICATORS

- ABA Principle 5: "Defense counsel's workload is controlled to permit the rendering of quality representation."
- ABA Principle 10: "Defense counsel is supervised and systematically reviewed for quality and efficiency according to national and locally adopted standards."

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ORGANIZATIONAL CHANGE IS INCREMENTAL…

Steps for Organizational Change:

1. Establish a core team for the initial buy-in and implementation stages
2. Get feedback (a lot and often) on the state of the organization
3. Prioritize the workload
4. Assess technology needs
5. Develop goals, objectives and measures
6. Begin implementation
7. Re-assess and revise as needed
8. Always consider next steps

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ESTABLISHING A CORE TEAM

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WHO SHOULD BE ON THE TEAM?

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WHO SHOULD BE ON THE TEAM?

- Two Stages:
  - Stage One: Grant-Writing Stage (or initial buy-in stage)
    - Broad team
    - Multi-disciplinary
    - Research/practitioner partnership
    - External partner input
  - Stage Two: Implementation Stage
    - Key Stakeholders:
      - Agency decision-makers
      - Leaders from each area of the agency

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OUR TEAM

- Deputy State Public Defender
- Trial Division Director
- Appellate Division Director
- Assigned Counsel Division Director
- Budget Director
- Legislative Liaison
- Field Services Director (business analyst)
- Database Administrator (technology lead)
- Research Partners (University of Wisconsin Population Health Institute)

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FEEDBACK STAGE

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WHY IS FEEDBACK IMPORTANT?

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HOW DO YOU GET FEEDBACK?

- Start at the top
  - Team members
  - Agency leadership
  - Existing error logs
- Get feedback from every role
- Provide multiple avenues for feedback
  - Written
  - In person
- Have an independent source gather the feedback

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OUR FEEDBACK PROCESS – AN EVALUATION PERSPECTIVE

- Started with the Team Members
  - "Wish List" document for RAMP
  - Core ideas from agency decision-makers
- Staff Survey
  - Developed in collaboration with practitioner
  - Worked as a team to create the survey
- Staff Listening Sessions
  - 4 sessions across the state
  - Focus groups

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OUR FEEDBACK PROCESS – AN EVALUATION PERSPECTIVE

Table 1: eOPD Enhancement Requests/Needs Input from SPD Staff and Stakeholders				
Suggestion Number	**Requests/Requirements for Enhancement**	**Staff Comments/Questions**		**Source**
A. Data Needs to Address Attorney and Staff Performance [ABA Principle #10]				
*1	Define criteria to better evaluate and monitor the performance of assigned private attorneys (including monitoring the day-to-day work of private contractors)	-What data elements are necessary to evaluate and monitor private attorney performance? -Are there identified goals/objectives for private attorney performance? -Develop quality indicators (such as litigation events, appropriate use of investigators/ experts, withdrawals, and complaints).		Data Requests and Requirements Document

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PRIORITIZING THE WORKLOAD

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HOW DO YOU BEGIN TO PRIORITIZE?

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CONSIDERATIONS WHEN PRIORITIZING

- Start with Critical Needs
  - Grant requirements
  - What's on fire?? 🔥
- Assess low-hanging fruit
  - Simple fixes that will have large impacts
- Factor in feasibility and timeframe
  - Use the SMART method
- Troubleshoot Potential Barriers
  - Busy schedules
  - Competing priorities
  - Engagement level

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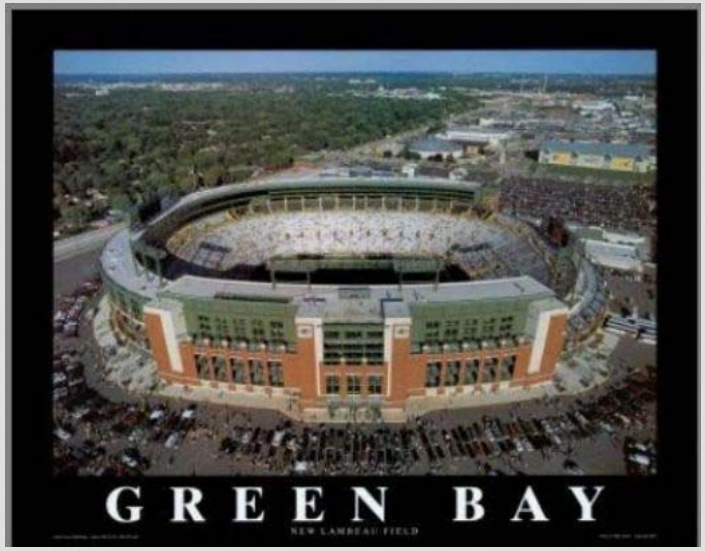

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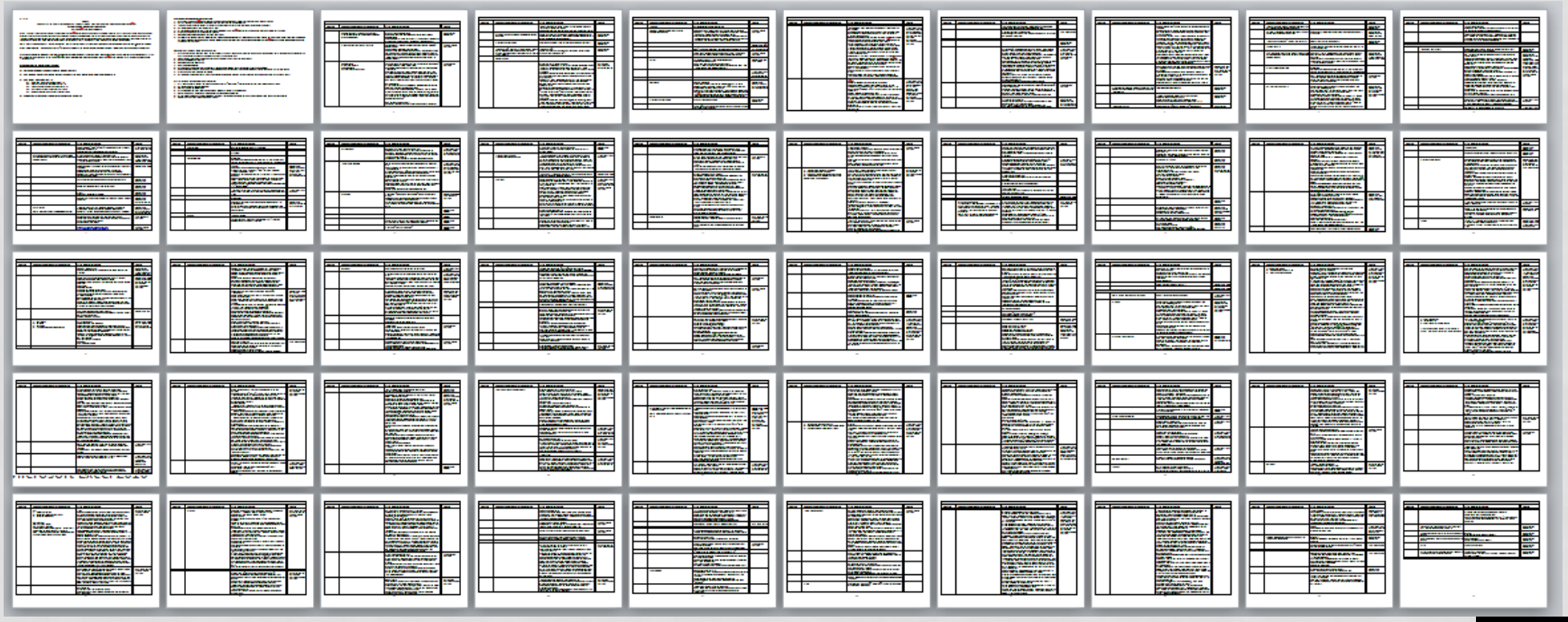
WE WENT FROM THIS…



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TO THIS…

2/22/16c

eOPD RAMP Grant and Post-RAMP Enhancement Priorities
Summary of RAMP eOPD Prioritization Team Discussion of 2/22/2016
Prepared by UW Population Health Institute

The table below contains a summary of the priority-setting discussion for the RAMP eOPD enhancement based on discussion among the RAMP team. This table also includes comments on the suggestion.

RAMP Grant Priorities	Suggestion Description	Comments Related to Suggestion
1	Data cleaning	-Need data cleaning throughout eOPD to make sure that data incorporated in reports is clean and accurate – clean historical data. -Historical data cleaning should include: Merging, duplicate cases, out of range, missing data, identify fields not used, identify fields used inconsistently, develop strategy for correcting existing historical/legacy data and capturing any missing historical data. -Create data masks, drop-down menus, and required fields to increase data standardization going forward to keep the data accurate. -Create list of fields that need drop-down menus added or enhancement. -Chandru should look at anything in the summary document that says "glitch" and fix it if possible.
2	Required data for reporting to BJA beginning October 2016	During the reporting period, the total number of: -New and ongoing defense cases that originate out of the office -Public defenders with an active caseload within the office -Cases -Cases systematically reviewed to assess the quality and efficiency of the defense counsel
3	Better utilize CCAP data	-Populate and update eOPD with CCAP data (need list of fields that should be populated) and allow field staff to add/correct auto-populated data. -Make all CCAP fields that are being received available via reports. -"Do whatever saves time for staff and do what reduces double-entry." -In future: Get CCAP data for all cases and not just SPD cases.
4	Improve interface quality to increase user willingness to enter accurate data	-Making eOPD more user-friendly and helpful would make it so that staff want to use eOPD instead of being required to use eOPD. Staff need to get value from eOPD in order for them to want to accurately and completely report information.

1

RAMP Grant Priorities	Suggestion Description	Comments Related to Suggestion
5	Evaluating attorney performance	-For private bar and staff attorneys. -Need drop-down to document specific activities of private bar attorneys. This could be done through a pilot program. -For staff and private bar, how much time are they spending on cases and activities within cases? -How to apportion time across cases? -This is needed for using estimates in future planning for workload, etc. -Also figure into cost per case calculations.
6	Better document attorney withdrawals	-Need information on withdrawals for staff and private attorneys. -Also need information on when an attorney declines.
7	Reporting	-Make it easier to create customized reports, including ad hoc reports. -Clearly list data fields available to include in a report – create separate listing of fields available (with definitions) or user guide specifically for report function
Post-RAMP Priorities	DOC inmate locator	-Connect eOPD with DOC inmate locator? -DOC inmate locator has become more useful and might be nice to have in eOPD.
	Centralized client contact and complaint log	-Need a centralized contact log that documents contact with the clients, notes about case, and complaints – needs to be searchable by client and attorney.
	Evaluating performance of other staff (investigators, CSS, experts, etc.)	-Look at performance measures to use for investigators, CSS, experts, and other staff. -Information about expert requests (number of requests, amount of money spent, billing rate by county, etc.). -Also ties into attorney performance.
	DOC revocation data	-Need DOC revocation information and information related to revocation hearing dates, etc.
	Staff training needs	-Training is needed for staff for eOPD and training may need to include policy-level issues related to data entry, reporting, access, etc.
	Client management system	-Turn eOPD into a client-based management system. -Make eOPD more like Court Tracker to increase parity with prosecution.
	Improve documentation of race, ethnicity, and	-Need agency policy on collection of these data. -Need race data to provide reports/data to criminal justice system partners.- To reduce missing race data SPD could:

2

RAMP Grant Priorities	Suggestion Description	Comments Related to Suggestion
	Immigration status	– autopopulate from CCAP and allow staff to add/correct – require race to be entered at closing if not entered at opening -Need to also document ethnicity. -Need immigration status at case opening – either make a required field or a field that must be filled before you can open a case?
	Cost per case and other costs	-Need to refine definition of cost per case.
	Retain history when case is transferred from staff to private bar (or vice versa)	-Need to fix issue with when an attorney transfers from private bar to staff attorney (or vice versa). -Add fields for start/end date of attorney.
	Add state ID number	-Incorporate State ID (SID) into eOPD so that SPD can link to other state agency systems in the future.
	Reduce need for tracking files external to eOPD	-To standardize tracking of essential information currently external to eOPD, such as list of private bar attorneys, investigator caseloads, case deadlines, auto-fill templates of case opening letters and discovery, client complaints, tracking conflict checking, etc.: Either incorporate these functions into eOPD OR Provide standard Excel/Word files to offices statewide

3

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OUR PRIORITIES

eOPD RAMP Grant and Post-RAMP Enhancement Priorities

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ASSESSING TECHNOLOGY NEEDS

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ASSESSING TECHNOLOGY GAPS AND DATA NEEDS

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ASSESSING TECHNOLOGY REQUIREMENTS

- Use standardized platforms for both software and hardware
- Identify vendor commitments to software development tools
  - Make sure the software will be available in the future
- Simplify and automate development and deployment tools
  - Use computer automation to reduce work load
- Deploy software changes in staggered phases
- Flexible and scalable infrastructure allows for rapid expansion of user base
- Develop and train staff to maintain hardware and software

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IDENTIFYING GAPS IN DATA

- Identify and gather clearly defined reporting requirements
- Analyze how to provide the data by understanding your data flow
- Identify key user stakeholders who can verify the data
- Existing data sets can also represent a data "gap"
  - How to interpret the data you already have

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IDENTIFYING GAPS IN DATA

- Database professionals/experts could be used to help fill data gaps
- Short feedback loops allows for quick turnaround time to minimize development costs
- Managers and stake holders have to evaluate the costs and benefits associated with decision making with existing data (higher uncertainty) or with data developed to fill data gaps (increased costs and time)

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IDENTIFYING GAPS IN DATA

- Data providers and the business users will need to come to a consensus on how to interpret the data and fill in any gaps or inaccuracies
- A challenge will be in defining the appropriate level of generalization of data

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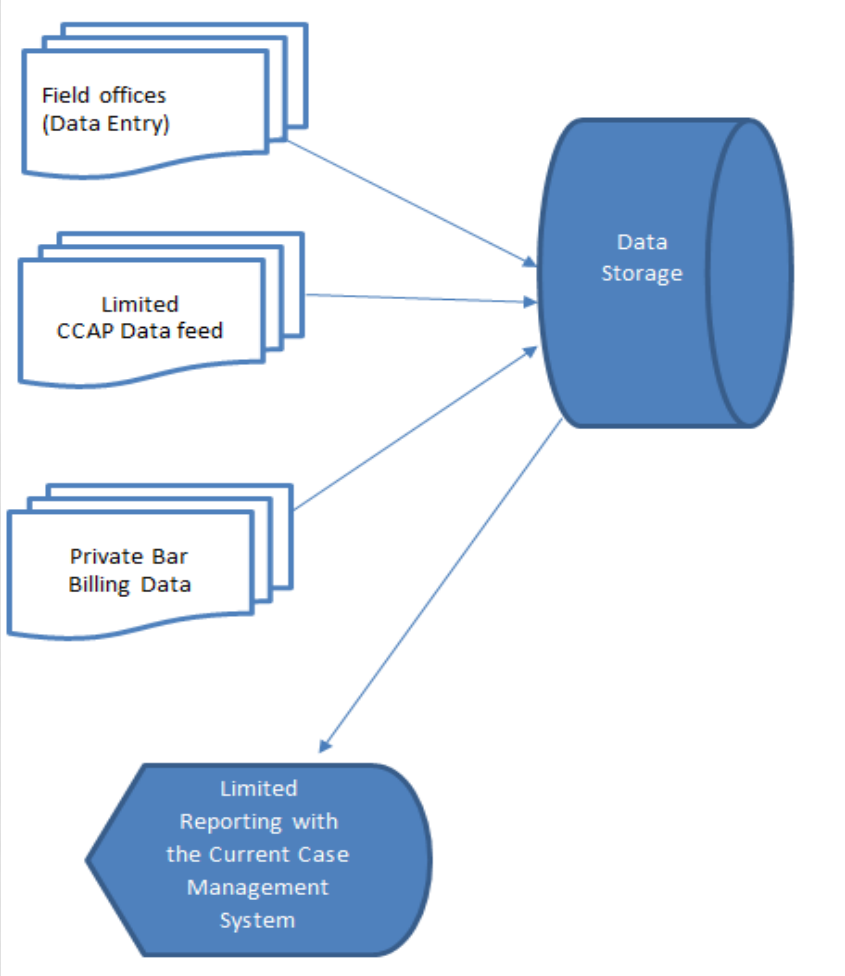
EOPD CURRENTLY



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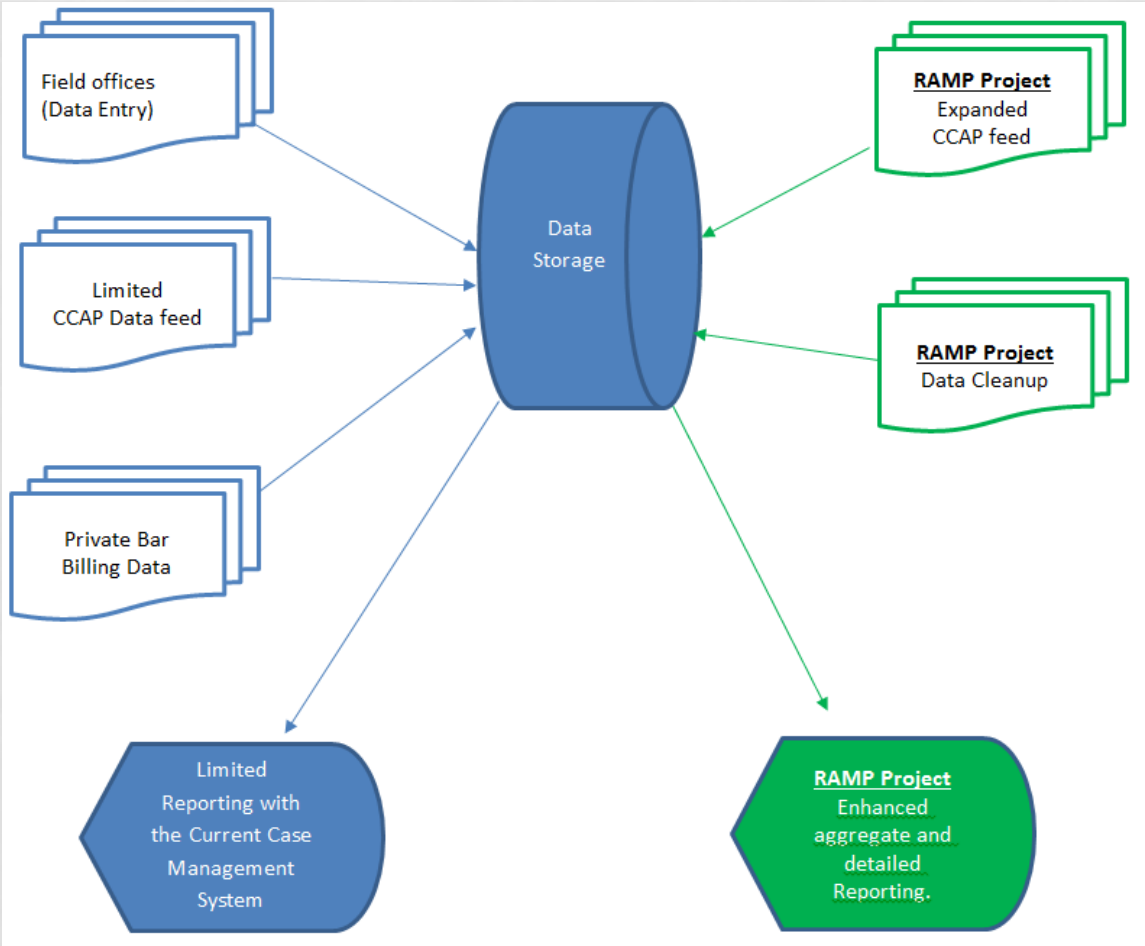
EOPD WITH RAMP



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DEVELOPING GOALS, OBJECTIVES, AND MEASURES

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HOW TO DEVELOP YOUR WORK PLAN

- Start by determining your goals, objectives, and measures
  - This lays the foundation for ongoing monitoring
- Goals
  - What do you want to achieve?
  - Broad and general
- Objectives
  - What are the specific tasks that you need to get to your goal?
  - Narrow, measurable and time-limited
- Measures
  - How can you quantify and track your changes?

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WHAT IS "QUALITY REPRESENTATION?"

- Strategies on determining goals and objectives:
  - Reviewed literature
  - Pulled from feedback documents, surveys, and evaluations done at the beginning of the grant process
  - Looked at the five years of research that SPD did to create attorney performance evaluations
  - Developed common definitions
    - Example: what does "case" mean?

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WHAT IS "QUALITY REPRESENTATION?"

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IMPLEMENTING YOUR CHANGES

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IMPLEMENTING YOUR CHANGES

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IMPLEMENTING YOUR CHANGES

- Key components of implementation:
  - Collaborative relationship between business and IT
    - User vs. technical side
  - Recognition of the feasibility and availability of resources
  - Engage the user base
  - Revise and re-assess often
  - Constant feedback loop
  - Leadership buy-in

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OUR IMPLEMENTATION

- Frequent and regularly-scheduled meetings
- Three-stage testing:
  - IT testing
  - Business User Testing
  - User Base Testing
- Consistent user updates and feedback loop
  - Monthly updates at manager meetings
  - Updates on visits with local offices
  - User involvement on data cleanup efforts
  - User testing allows for practical feedback on look, design, navigability and functionality

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ADAPT, RE-ASSESS, AND REVISE

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REVISING IS IMPORTANT

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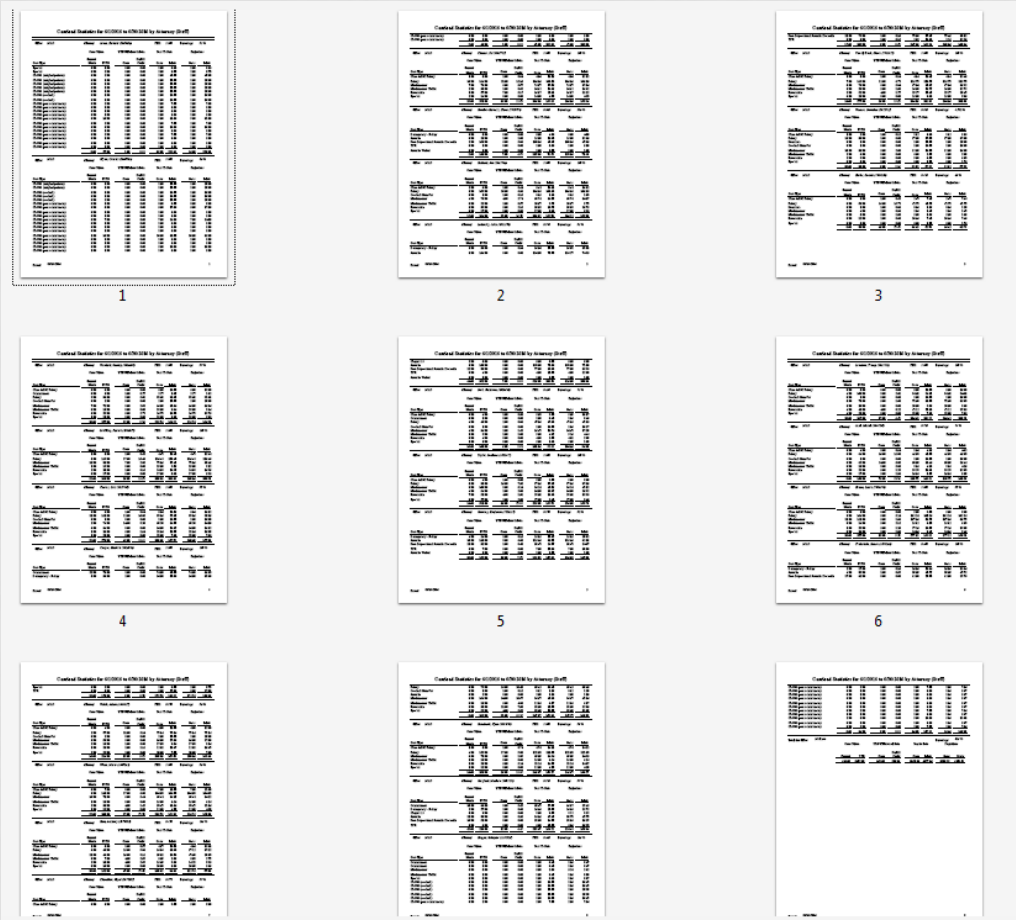
BEFORE…



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BEFORE…

Caseload Statistics for 6/1/2016 to 6/30/2016 by Office (Staff)

Office: *M&D* FTE: *22.73* Percentage: *78 %*

Case Type	Cases Taken		YTD Withdrawal Data		Year To Date		Projections	
	Current Month	FYTD	Cases	Partial Credit	Cases	Points	Cases	Points
Class A/B/C Felony	8	78	12	3	69	207	69	208
Commitment	38	232	14	4	222	63	224	101
Delinquency - Felony	16	141	10	1	132	115	134	134
Felony	104	1542	249	116	1409	1396	1411	1411
Chapter 55	7	14	0	0	14	13	14	14
Homicide	0	2	1	0	1	21	1	21
Co-chair Hom/Juv	0	11	2	0	9	92	9	92
Juvenile	36	568	11	8	565	304	569	313
Misdemeanor	111	1087	113	51	1025	506	1028	514
Misdemeanor Traffic	26	320	22	13	311	148	311	156
Post-Dispositional Juvenile Proceedi	61	304	5	1	300	144	302	145
Revocation	35	421	58	23	386	268	387	193
Special	19	263	8	3	258	86	259	90
TPR	1	28	3	0	25	139	25	127
Juvenile Waiver	0	2	0	0	2	2	2	2
Ch 980 (co-chair)	0	3	0	0	3	30	3	31
Ch 980 (post-commitment)	3	24	1	0	23	81	23	10
	465	5040	509	222	4753	3618	4771	3563

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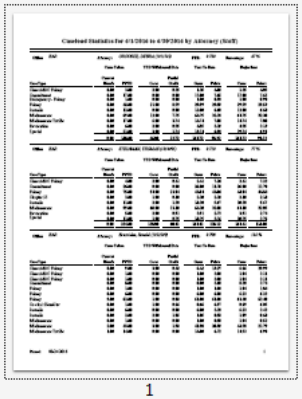
BEFORE…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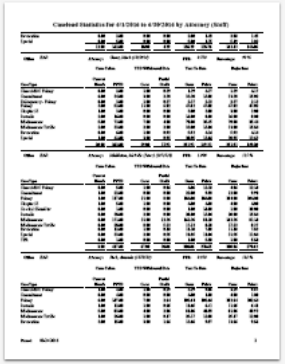
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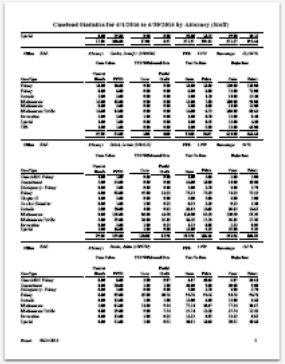
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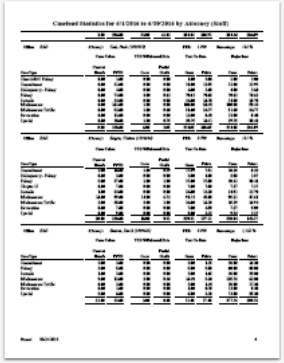
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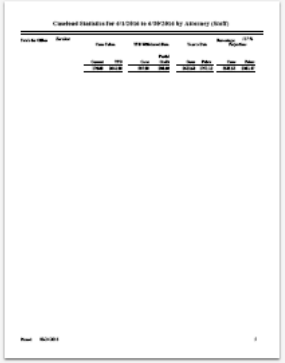
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BEFORE…

Caseload Statistics for 6/1/2016 to 6/30/2016 by Office (Staff)

Office: **EAR** FTE: *8.64* Percentage: *229 %*

Case Type	Cases Taken: Current Month	Cases Taken: FYTD	YTD Withdrawal Data: Cases	YTD Withdrawal Data: Partial Credit	Year To Date: Cases	Year To Date: Points	Projections: Cases	Projections: Points
Class A/B/C Felony	2	39	14	3	28	83	28	84
Commitment	15	207	5	4	206	93	240	108
Delinquency - Felony	0	17	1	0	16	14	16	16
Felony	43	781	192	96	685	685	853	853
Chapter 55	3	22	2	0	20	19	20	20
Co-chair Hom/Juv	0	3	2	1	2	19	2	19
Juvenile	9	193	10	4	187	103	244	134
Misdemeanor	57	977	214	134	897	447	1193	597
Misdemeanor Traffic	25	283	47	36	272	130	460	230
Revocation	3	82	11	5	76	53	87	44
Special	10	234	12	5	227	80	305	107
TPR	0	1	0	0	1	6	1	5
Ch 980 (original petition)	0	1	0	0	1	20	1	20
Ch 980 (post-commitment)	1	4	0	0	4	14	4	2
	168	2844	510	288	2622	1765	3455	2239

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AFTER…

Attorney Appointment Date From	7/1/2015	Attorney Appointment Date To	6/30/2016
Attorney Region	Madison	Attorney Office	Madison
Case County	01-Adams, 02-Ashland, 03-Barro	Case Type Description	A-Appellate Trial, B-Class A/B/C F
Appointed to	Staff		

1 of 1 Find | Next

Number of Appointments by Attorney

Attorney Region:	Madison	**Appointed to:**	Staff
Appointments to Attorneys:	5,091	**Appointments to Staff:**	5,091
Total Trial Appointments:	5,090	**Appointments to Private:**	0
Total Appellate Appointments:	1		

CLICK HERE Detailed Report

Attorney Region	Attorney Office Name	Attorney Name	Case Type Description	Total No. of Appointments
⊟ Madison				5,091
	⊟ Madison			5,091
		⊞ [redacted]		34
		⊟ [redacted]		287
			Class A/B/C Felony	3
			Felony	104
			Misdemeanor	111
			Misdemeanor Traffic	14
			Revocation	29
			Special	26

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THE RESULTS ARE WORTH IT

		287
	Class A/B/C Felony	3
	Felony	104
	Misdemeanor	111
	Misdemeanor Traffic	14
	Revocation	29
	Special	26

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THE RESULTS ARE WORTH IT

Number of Appointments by Attorney

Report Period:	7/1/2015 to 6/30/2016	Appointments to Staff:	4,985
Attorney Region:	MAD	Appointments to Private:	0
Appointments to Attorneys:	4,985	Total Trial Appointments:	4,985
Appointed to:	Staff	Total Appellate Appointments:	0

Case County Name	Case Office Name	Attorney Office Name	Attorney Region	Bar #	Attorney Name	SPD IC	Case Type Description	Attorney Appointment Date	Disposition Date	Status at Case Opening	Current Attorney Status
Dane	Madison	Madison	Madison			161304164A	Revocation	06/27/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304163A	Revocation	06/24/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304152A	Revocation	06/28/2016	08/05/2016	Staff	Staff
Dane	Madison	Madison	Madison			161304143A	Post-Dispositional Juvenile Proceeding	10/29/2015	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304142A	Post-Dispositional Juvenile Proceeding	10/26/2015	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304141A	Post-Dispositional Juvenile Proceeding	10/16/2015	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304139A	Post-Dispositional Juvenile Proceeding	06/30/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304138A	Post-Dispositional Juvenile Proceeding	06/30/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304137A	Post-Dispositional Juvenile Proceeding	06/30/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304129A	Post-Dispositional Juvenile Proceeding	12/29/2015	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304128A	Post-Dispositional Juvenile Proceeding	11/18/2015	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304127A	Post-Dispositional Juvenile Proceeding	06/30/2016	07/19/2016	Staff	Staff
Dane	Madison	Madison	Madison			161304126A	Juvenile	06/30/2016	07/13/2016	Staff	Staff
Dane	Madison	Madison	Madison			161304125A	Delinquency - Felony	06/30/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304124A	Commitment	06/30/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304123a	Commitment	06/30/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304122A	Juvenile	06/30/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304121A	Post-Dispositional Juvenile Proceeding	06/30/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304116A	Felony	06/29/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304115A	Misdemeanor	06/29/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304114A	Misdemeanor Traffic	06/29/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304113A	Misdemeanor	06/29/2016	Ongoing	Staff	Staff
Dane	Madison	Madison	Madison			161304112A	Misdemeanor	06/29/2016	Ongoing	Staff	Staff

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NEXT STEPS…

SMART SUITE SUMMIT 2016

STEPS TO THE PROCESS

1. Establish a core team for the initial buy-in and implementation stages
2. Get feedback (a lot and often) on the state of the organization
3. Prioritize the workload
4. Assess technology needs
5. Develop goals, objectives and measures
6. Begin implementation
7. Re-assess and revise as needed
8. Always consider next steps

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NEXT STEPS…

- ✓ Establish a core team for the initial buy-in and implementation stages
- ✓ Get feedback (a lot and often) on the state of the organization
- ✓ Prioritize the workload
- ✓ Assess technology needs
- Develop goals, objectives and measures
- ✓ Begin implementation
- ✓ Re-assess and revise as needed
- Always consider next steps

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NEXT STEPS…

- Finish goals, objectives, and measures for each grant item
- Complete our RAMP project and reporting system
- Leverage our results → **RAMP 2.0?**

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KEY TAKEAWAYS

- Leadership buy-in from the beginning through the end
- Well-defined and organized goals
- Have realistic expectations
  - Going to Green Bay- not the moon
- Get the right people at the table
- Troubleshoot barriers and roadblocks
- Keep an open line of communication

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