

The seal of the Office of the Massachusetts Attorney General is a circular emblem. It features the state coat of arms of Massachusetts in the center, which depicts a Native American holding a bow and arrow, with a five-pointed star above his right shoulder. The coat of arms is surrounded by a circular border containing the text "MASSACHUSETTS ATTORNEY GENERAL" at the top and "MARTHA COAKLEY" at the bottom. The seal is rendered in a light blue color against the dark blue background of the slide.

# Best Practices in the Office of the Attorney General

**Martha Coakley**

Massachusetts Attorney General

THE MBA GUY

I PUT TOGETHER  
A SPREADSHEET  
THAT MIGHT  
INTEREST YOU.



scottadams@aol.com

www.dilbert.com

OW! OW! IT'S SO  
BORING, IT HURTS  
MY HEAD!

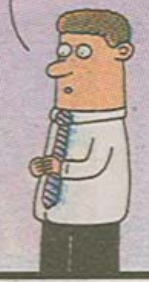


5-21-09 © 2009 Scott Adams, Inc./Dist. by UFS, Inc.

MY BRAIN  
IS TRYING  
TO ESCAPE  
THROUGH  
MY EAR!



I GET  
THIS  
A LOT.





# Where's the Beef?

- Monthly reports
  - Track all appropriations
  - Track all grants, cy pres and other accounts
- Attrition reports
- Leave reports
- Job postings
- Operations reports

**YEAR TO DATE BALANCE REPORT  
FY-2009**

ACCOUNT	Spending Plan	Expended 06/08/09	Balance 06/08/09	Percent Expended
<b>Main Account</b>				
<b>0810-0000</b>				
AA - Salaries	\$0	\$0	\$0	#DIV/0!
BB - Employee Travel	\$0	\$0	\$0	#DIV/0!
DD - Fringe/Insurance	\$0	\$0	\$0	#DIV/0!
EE - Administrative	\$0	\$0	\$0	#DIV/0!
FF - Facilities	\$0	\$0	\$0	#DIV/0!
GG - Rent	\$0	\$0	\$0	#DIV/0!
HH - Consultant Services	\$0	\$0	\$0	#DIV/0!
JJ - Operational Services	\$0	\$0	\$0	#DIV/0!
KK - Equipment Purchase	\$0	\$0	\$0	#DIV/0!
LL - Equipment Lease/Main.	\$0	\$0	\$0	#DIV/0!
NN - Infrastructure	\$0	\$0	\$0	#DIV/0!
PP - State Aid	\$0	\$0	\$0	#DIV/0!
UU - IT and Telecommunications	\$0	\$0	\$0	#DIV/0!
<b>TOTAL</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>#DIV/0!</b>
<b>Percentage of Year</b>				<b>91.67%</b>
<b>Victims of Violent Crime Compensation</b>				
<b>0810-0004</b>				
RR - Benefit Programs	\$0	\$0	\$0	#DIV/0!
<b>State Police Overtime</b>				
<b>0810-0007</b>				
JJ - Operational Services	\$0	\$0	\$0	#DIV/0!
<b>False Claims - Retained Revenue</b>				
<b>0810-0013</b>				
AA - Salaries	\$0	\$0	\$0	#DIV/0!

ACCOUNT	Spending Plan	Expended 06/08/09	Balance 06/08/09	Percent Expended
BB - Employee Travel	\$0	\$0	\$0	#DIV/0!
DD - Fringe/Insurance	\$0	\$0	\$0	#DIV/0!
EE - Administrative	\$0	\$0	\$0	#DIV/0!
GG - Rent	\$0	\$0	\$0	#DIV/0!
HH - Consultant Services	\$0	\$0	\$0	#DIV/0!
JJ - Operational Services	\$0	\$0	\$0	#DIV/0!
KK - Equipment Purchase	\$0	\$0	\$0	#DIV/0!
LL - Equipment Lease/Main.	\$0	\$0	\$0	#DIV/0!
NN - Infrastructure	\$0	\$0	\$0	#DIV/0!
UU - IT and Telecommunications	\$0	\$0	\$0	#DIV/0!
<b>Total</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>#DIV/0!</b>
<b>Percentage of Year</b>				<b>91.67%</b>
<b>Medicaid Fraud</b>				
<b>0810-0021</b>				
AA - Salaries	\$0	\$0	\$0	#DIV/0!
BB - Employee Travel	\$0	\$0	\$0	#DIV/0!
CC - Contractors	\$0	\$0	\$0	#DIV/0!
DD - Fringe/Insurance	\$0	\$0	\$0	#DIV/0!
EE - Administrative	\$0	\$0	\$0	#DIV/0!
GG - Rent	\$0	\$0	\$0	#DIV/0!
HH - Consultant Services	\$0	\$0	\$0	#DIV/0!
JJ - Operational Services	\$0	\$0	\$0	#DIV/0!
KK - Equipment Purchase	\$0	\$0	\$0	#DIV/0!
LL - Equipment Lease/Main.	\$0	\$0	\$0	#DIV/0!
UU - IT and Telecommunications	\$0	\$0	\$0	#DIV/0!
<b>Total</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>#DIV/0!</b>

**Employees on Leave**

<b>Last Name</b>	<b>First Name</b>	<b>Position</b>	<b>Bureau</b>	<b>Division</b>	<b>Leave Date</b>	<b>Return Date</b>	<b>Type of Leave</b>
Smith	John	Paralegal	PP AB	Health Care	6/1/2009	6/30/2009	Medical

**Employees Leaving the AGO**

<b>Last</b>	<b>First</b>	<b>End Date</b>	<b>Position</b>	<b>Bureau</b>	<b>Division</b>
Doe	John	6/12/09	Investigator	BLB	Medicaid Fraud

**Newly Hired Employees**

<b>Last</b>	<b>First</b>	<b>Hire Date</b>	<b>Position</b>	<b>Bureau</b>	<b>Division</b>
Doe	John	6/8/09	Asst. Atty. Gen.	PP AB	Consumer Protection



# Operations Meetings

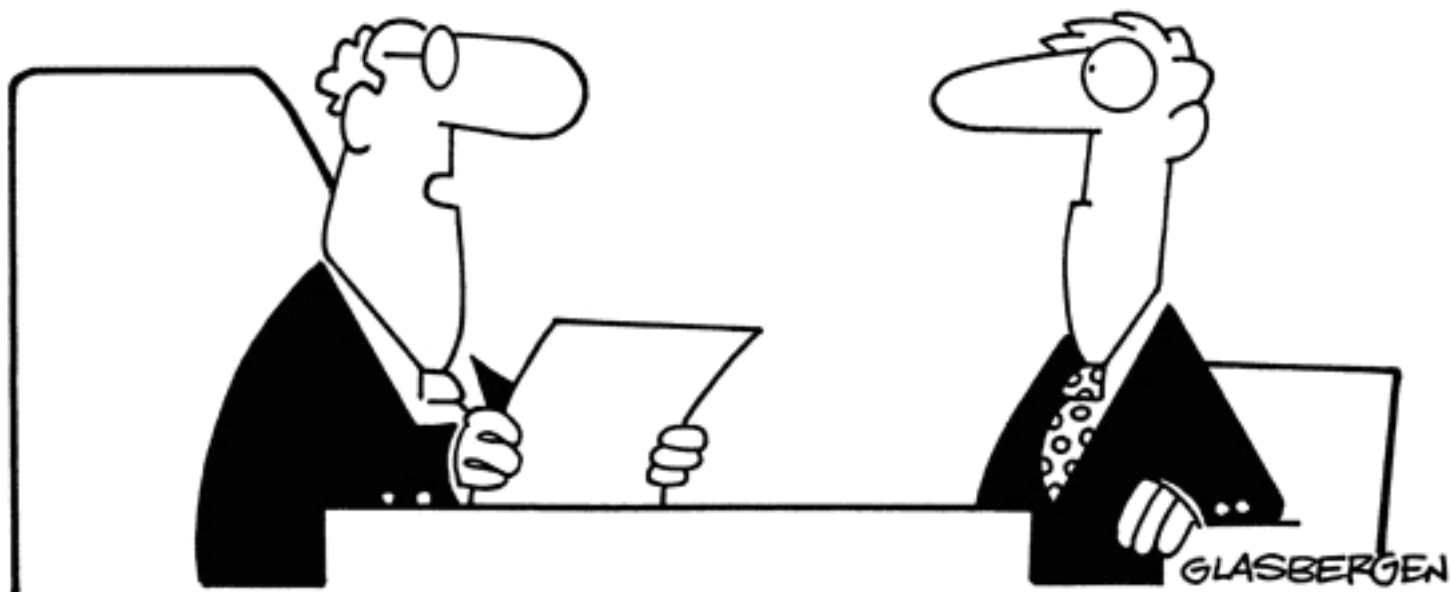
- Who is at the table?
  - Attorney General
  - Senior Staff
    - Exec
    - Budget
    - HR
    - Operations and Support Services
    - IT



# Communicate with Senior Staff

- Regular Bureau Meetings
  - AG and senior staff attend
  - Request biweekly reports from Bureau and divisions
    - Identify key items to cover during Bureau meeting
  - Request agenda ahead of time
- Regular Budget Meetings with Divisions
  - Share financials with Bureau Chiefs and Division Chiefs
    - Track expenses and contracts
    - Eliminates or reduces overspending and returned revenue

Copyright 2002 by Randy Glasbergen.  
www.glasbergen.com



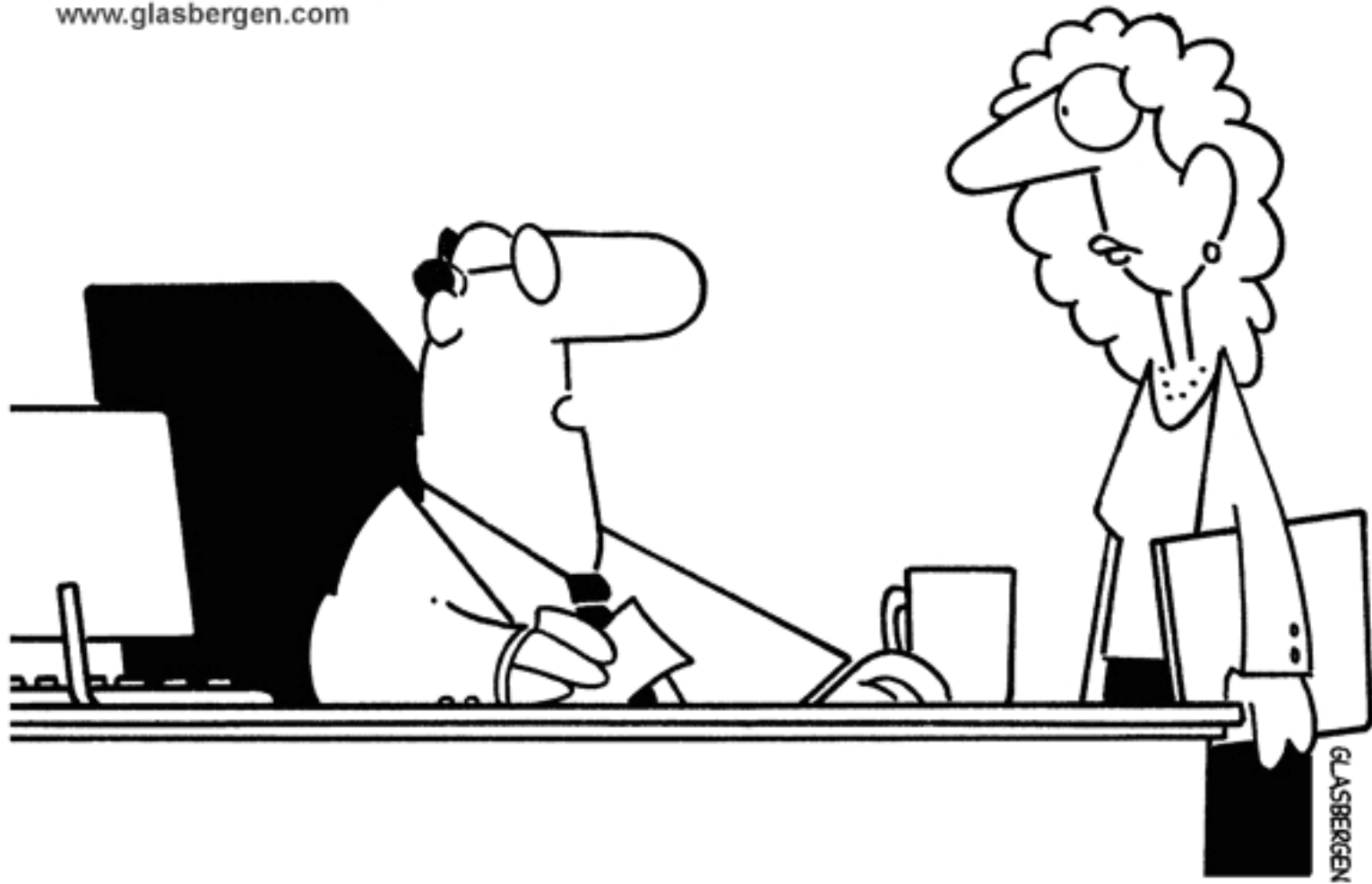
**“Of course we have benefits. Our next one is Saturday night. We hope to raise enough money to pay our group insurance premium.”**



# Grants, Cy Pres Accounts

- Think outside the box about ways to fund important initiatives
  - Staff with knowledge of what's out there or where to find it
  - Drafting of settlements
  - Regular financial reports

Copyright 2006 by Randy Glasbergen.  
www.glasbergen.com



**“I want you to cut everyone’s salary by 15%  
but make it look like a reward.”**




# Stay Connected to Staff

- Consider final interview with you of all new AAGs
  - Nonlegal interviews with senior staff
- Update staff regularly – be transparent, informative
  - Consider a newsletter
  - Office wide email
- Regular staff meetings
  - Quarterly – decide what works for your office
  - Share the status of the office
    - Staff awards or accommodations
    - Budget



# Normalcy

- Try to maintain status quo
  - Evaluations
    - Important even if no money for raises
- Hire when and where you can
- Replace open spots due to attrition with in house staff
  - Transfer from main appropriation to fully funded appropriation



MEN, I'M AFRAID  
WE MUST LET GO OF THE  
SECURITY STAFF. PLEASE  
ESCORT EACH OTHER OUT  
OF THE BUILDING.