

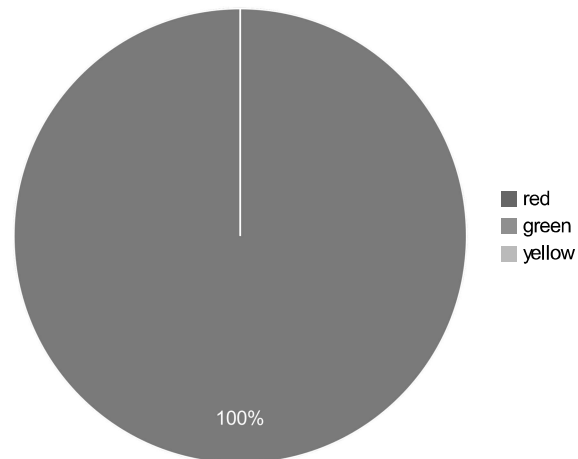
Public Defense Services Commission

Annual Performance Progress Report

Reporting Year 2019

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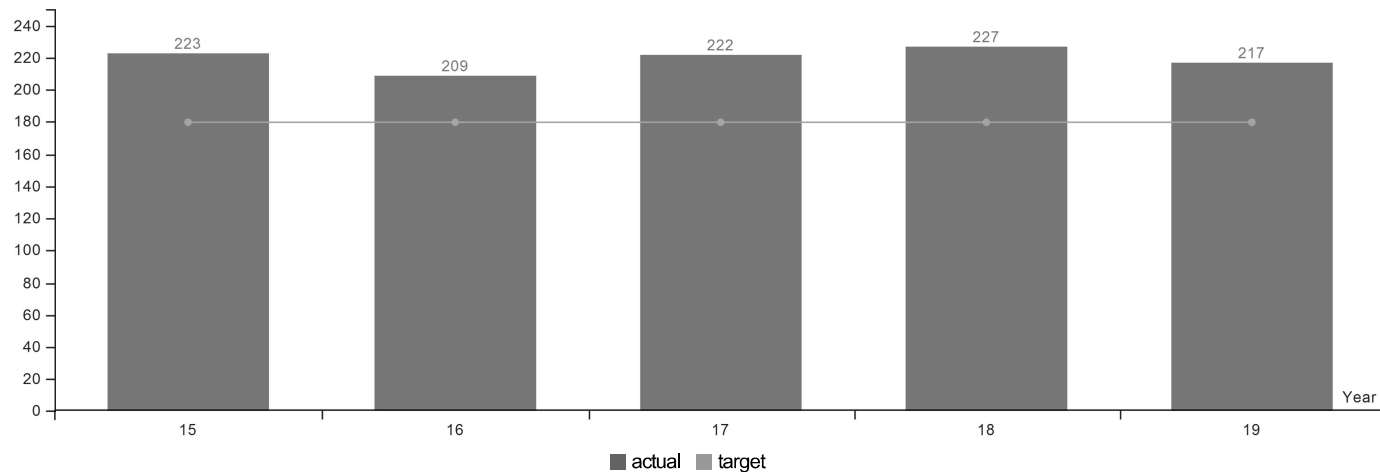
KPM #	Approved Key Performance Measures (KPMs)
1	APPELLATE CASE PROCESSING - Median number of days to file opening brief.
2	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
3	BEST PRACTICES FOR BOARDS AND COMMISSIONS - Percentage of total best practices met by Commission.
4	TRIAL LEVEL REPRESENTATION - During the term of the CPDS contract, percent of attorneys who obtain at least 12 hours per year of continuing legal education credit in the area(s) of law in which they provide public defense representation.[1] [1] Case types listed in the 2014-2015 Public Defense Legal Services Contract General Terms are: criminal cases, probation violations, contempt cases, civil commitment cases, juvenile cases, and other civil cases. (http://www.oregon.gov/CPDS/docs/CBS/ModelContractTerms/documents/ModKJan2014.pdf)
5	PARENT CHILD REPRESENTATION PROGRAM (PCRP) - Percent of PCRP attorneys who report spending approximately 1/3 of their time meeting with court appointed clients in cases which the attorney represents a parent or child with decision-making capacity.[1] [1] For a discussion on determining decision-making capacity, see The Obligations of the Lawyer for Children in Child Protection Proceedings with Action Items and Commentary, Oregon State Bar, Report of the Task Force on Standards of Representation in Juvenile Dependency Cases (2014).



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	0%	0%	100%

KPM #1	APPELLATE CASE PROCESSING - Median number of days to file opening brief.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2015	2016	2017	2018	2019
Median Number of Days to File Opening Brief					
Actual	223	209	222	227	217
Target	180	180	180	180	180

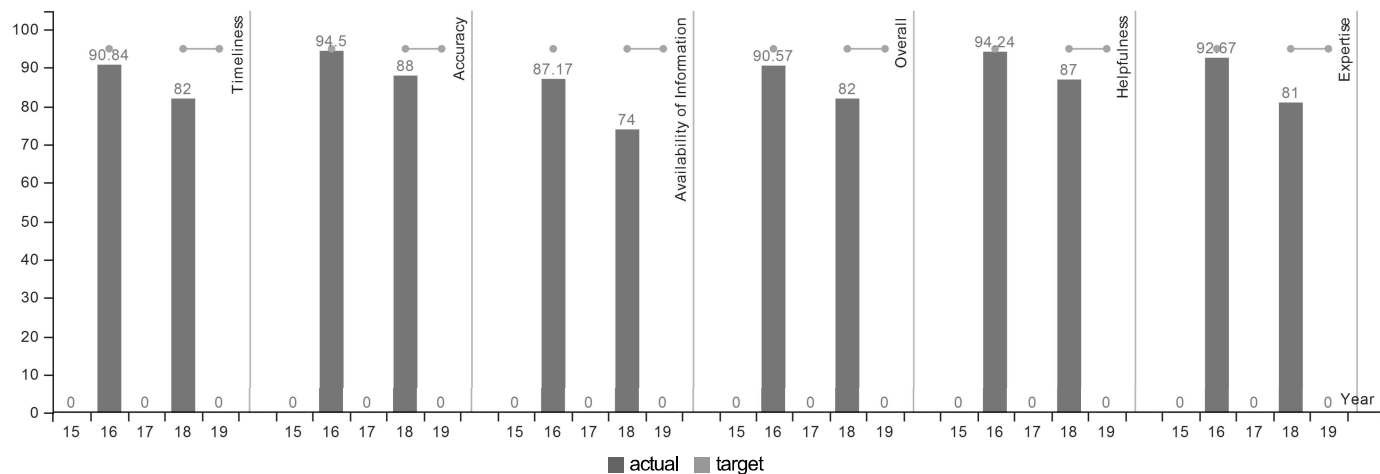
How Are We Doing

The Appellate Division made modest improvements during the last reporting period, reducing the median number of days to file the opening brief to 217 days. That progress is not sustainable, because the rate of appeals filed has continued to rise. During the 2013-15 biennium and the first half of the 2015-17 biennium, the Criminal Section was filing an average of 90 notices of appeal each month. Ten percent increases during three successive years had the Criminal Section filing a monthly average of 125 notices of appeal during the last reporting period. An improved retention rate of experienced attorneys mitigated the impact of an additional 35 cases in the monthly caseload; but staffing levels must be adjusted to maintain, much less reduce, the current backlog of cases and make progress toward its 180-day goal.

Factors Affecting Results

The ability to meet and exceed the goal correlates positively to the number of experienced attorneys and negatively to the number of cases. The agency does not control the number of referred cases. Attracting, training, and retaining competent attorneys affect progress toward the goal.

KPM #2	CUSTOMER SERVICE - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2015	2016	2017	2018	2019
Timeliness					
Actual	No Data	90.84%	No Data	82%	No Data
Target	TBD	95%	TBD	95%	95%
Accuracy					
Actual	No Data	94.50%	No Data	88%	No Data
Target	TBD	95%	TBD	95%	95%
Availability of Information					
Actual	No Data	87.17%	No Data	74%	No Data
Target	TBD	95%	TBD	95%	95%
Overall					
Actual	No Data	90.57%	No Data	82%	No Data
Target	TBD	95%	TBD	95%	95%
Helpfulness					
Actual	No Data	94.24%	No Data	87%	No Data
Target	TBD	95%	TBD	95%	95%
Expertise					
Actual	No Data	92.67%	No Data	81%	No Data
Target	TBD	95%	TBD	95%	95%

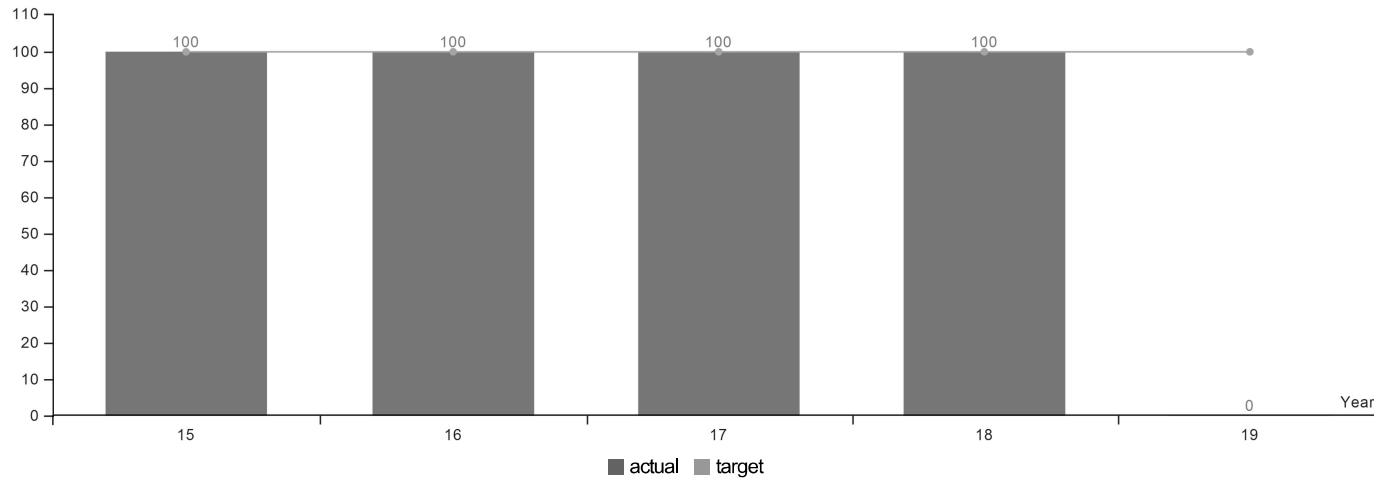
How Are We Doing

OPDS desired to wait until after the 2019 legislative session to distribute the customer service survey that would generate data for this KPM. An updated report will be posted once the data is available.

Factors Affecting Results

KPM #3	BEST PRACTICES FOR BOARDS AND COMMISSIONS - Percentage of total best practices met by Commission.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
Percentage of total best practices met					
Actual	100%	100%	100%	100%	No Data
Target	100%	100%	100%	100%	100%

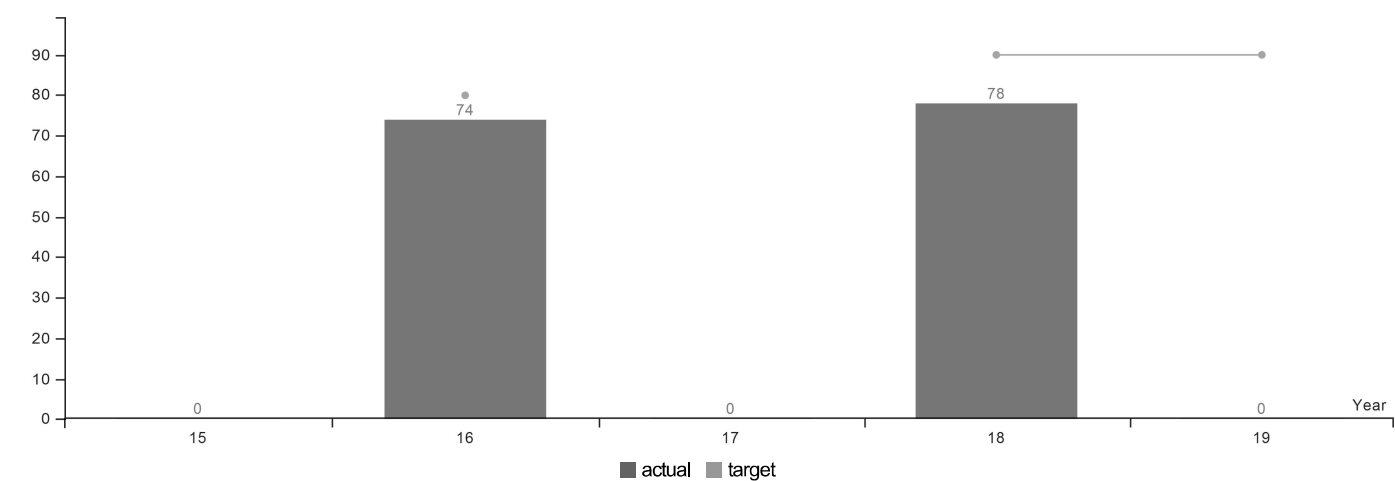
How Are We Doing

Commission Best Practices will be voted on by the PDSC at the October 25 PDSC meeting, and an updated report will be posted when the data is available.

Factors Affecting Results

KPM #4	TRIAL LEVEL REPRESENTATION - During the term of the OPDS contract, percent of attorneys who obtain at least 12 hours per year of continuing legal education credit in the area(s) of law in which they provide public defense representation.[1] [1] Case types listed in the 2014-2015 Public Defense Legal Services Contract General Terms are: criminal cases, probation violations, contempt cases, civil commitment cases, juvenile cases, and other civil cases. (http://www.oregon.gov/OPDS/docs/CBS/ModelContractTerms/documents/ModK.Jan2014.pdf)
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
Percent of Attorneys with 12 CLE Credits Annually					
Actual	No Data	74%	No Data	78%	No Data
Target	TBD	80%	TBD	90%	90%

How Are We Doing

Due to a shortage of data analyst staff at OPDS, data is not available at this time. An updated report will be posted once the data is available.

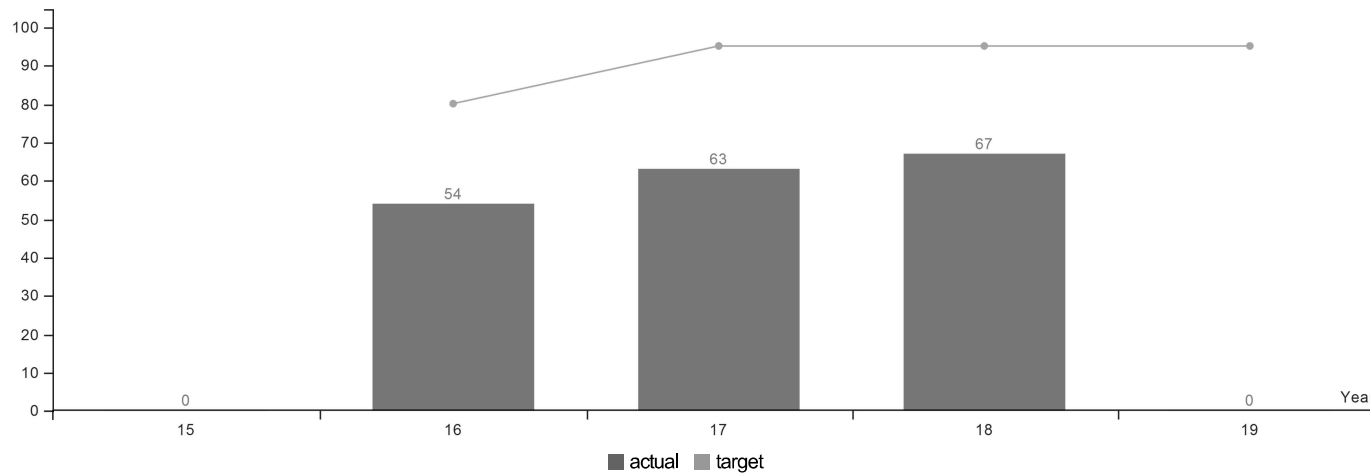
Factors Affecting Results

KPM #5

PARENT CHILD REPRESENTATION PROGRAM (PCRP) - Percent of PCRP attorneys who report spending approximately 1/3 of their time meeting with court appointed clients in cases which the attorney represents a parent or child with decision-making capacity.[1] [1] For a discussion on determining decision-making capacity, see The Obligations of the Lawyer for Children in Child Protection Proceedings with Action Items and Commentary, Oregon State Bar, Report of the Task Force on Standards of Representation in Juvenile Dependency Cases (2014).

Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2015	2016	2017	2018	2019
Percent of PCRP Attorneys Spending 1/3 Time Meeting With Clients					
Actual	No Data	54%	63%	67%	No Data
Target	TBD	80%	95%	95%	95%

How Are We Doing

Due to a shortage of data analyst staff at OPDS, data is not available at this time. An updated report will be posted once the data is available.

Factors Affecting Results