

Members:

Susan Mandiberg, Chair
 Leslie Kay
 Philippe Knab
 Haley Olson

**Executive Director:**

Ken Sanchagrin

Oregon Public Defense Commission Governance, Policy, and Standards Subcommittee Meeting

*Meeting will occur virtually
 Thursday, June 25, 2026
 4:00pm – 5:30pm PST
 Via Zoom**

Administrative Announcement

This is a public meeting, subject to the public meeting law and it will be recorded. Deliberation of issues will only be conducted by Commission members unless permitted by the Chair. Individuals who engage in disruptive behavior that impedes official business will be asked to stop being disruptive or leave the meeting. Additional measures may be taken to have disruptive individuals removed if their continued presence poses a safety risk to the other persons in the room or makes it impossible to continue the meeting.

AGENDA

Approx. Time	Item	Lead(s)
4:00-4:05	Welcome and Call to Order	Chair Mandiberg
4:05-4:35	Update: OPDC Complaint Policy	Heather Kessinger
4:35-5:05	Discussion: Board Key Performance Metrics: Term and Concept Definitions	Chair Mandiberg
5:05-5:10	Update: Audit Committee Charter	Chair Mandiberg
5:10-5:30	Discussion: Board Annual Performance Review of OPDC Executive Director	Commissioner Knab
5:30	**Adjourn**	

**To join the Zoom meeting, click this link: <https://zoom.us/j/93884494029>. This meeting is accessible to persons with disabilities or with additional language service needs.*

Our Zoom virtual meeting platform is also equipped with Closed Captioning capabilities in various languages, which agency staff can assist you with setting up ahead of meetings.

Requests for interpreters for the hearing impaired, for other accommodations for persons with disabilities, or for additional interpreter services should be made to info@opdc.state.or.us. Please make requests as far in advance as possible, and at least 48 hours in advance of the meeting, to allow us to best meet your needs.

Listed times are an estimate, and the Chair may take agenda items out of order and/or adjust times for agenda items as needed.



Date: June 25, 2026

To: OPDC Governance Subcommittee

Cc: Kenneth Sanchagrin, Executive Director

From: Heather Kessinger, Sr. Policy Analyst

Re: OPDC Complaint Policy

Nature of Presentation: Discussion for Board Complaints

Background:

The Oregon Public Defense Commission (OPDC) is revising their complaint policy and procedures. The updated complaint policy and procedures will be inclusive of all types of complaints the agency receives. The OPDC policy team is in the process of drafting the policy and is collaborating with agency divisions and sections as subject matter experts (SMEs) in development.

The working draft of the complaint policy has a section for Board complaints. The purpose of discussion with the Governance Subcommittee is to engage with the subcommittee Commission members as SMEs in the development of policy and procedures for Board complaints.

Below is a copy of the Board Complaints section of the complaint policy that has been drafted.

Section 6: Board Complaints

Complaints Received by the Board

The OPDC Board can receive complaints from persons regarding OPDC policies or complaints related to administrative practices. OPDC staff will publish the following information on the OPDC website.

- A. Persons with a complaint regarding OPDC policy should address a letter to the Chair of the Board requesting the complaint to be placed on the Board's meeting agenda; subject to the provisions of section IV.A.5. of the Oregon Public Defense Commission Bylaws, the Chair will have the sole discretion either to

place the item on the agenda of an upcoming meeting or to refer the matter to the Executive Director for investigation.

- B. Persons with a complaint related to administrative practices of the OPDC should address a letter to the Executive Director of the OPDC; a complainant who is unsatisfied with how the complaint is handled may address a letter to the Chair of the Board requesting the complaint to be placed on the Board's meeting agenda; the Chair will have the sole discretion either to place the item on the agenda of an upcoming meeting or to refer the matter to the Executive Director to report to the Chair on resolution of the complaint.

All complaints received by the Board or complaints referred to the Executive Director must be submitted in writing via OPDC's online portal. The Board will either refer the complainant to submit their complaint in writing using OPDC's online portal or if a written complaint has been received by a Board member, then they will submit the complaint using the online portal. The written complaint must be attached with the online submission.

If a Voting or Non-voting Board Member is approached by an aggrieved person the Board Member should direct the person to submit their complaint using OPDC's online portal or postal service (by mail). The Board Member will not discuss the complaint with the aggrieved person.

Board Complaints

The Board will review and accept for consideration a complaint filed by any person, group of persons, or the Board on its own action that is specific as to the conduct upon which the complaint is based.

- A. Complaints about the performance of a Board member, Commission meetings, or public comment are overseen by the Chair.
- B. Complaints regarding the performance of the Chair are overseen by the Vice Chair.
- C. The Legislative Subcommittee Chair oversees complaints filed on the Chair and Vice Chair.
- D. OPDC's Executive Director oversees complaints made on the Board.