

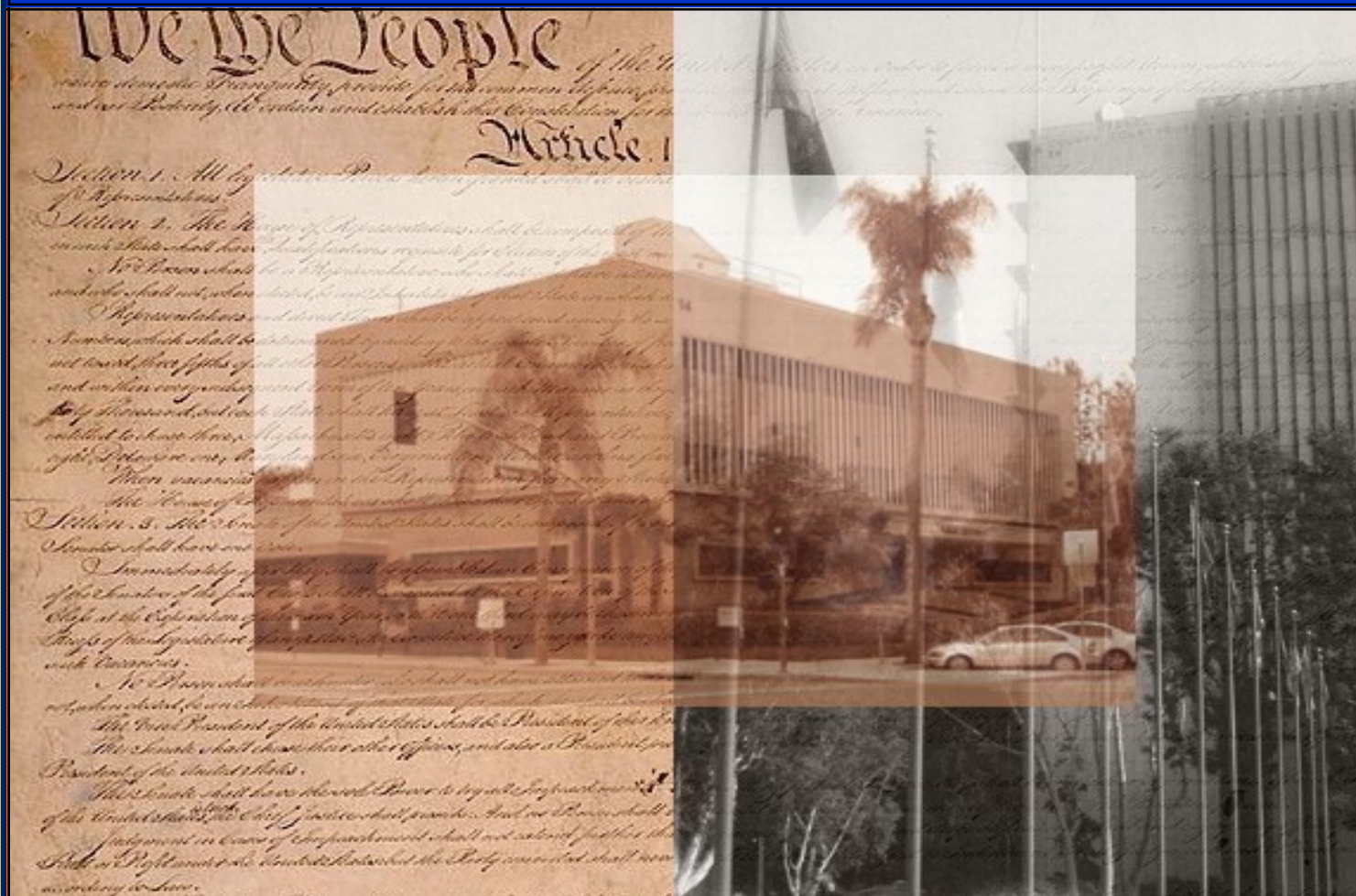
The Price of Freedom is Eternal Vigilance

County of Orange

Offices of the Public Defender

2011 BUSINESS PLAN

Update to the 2010 Business Plan- Performance Measure 2011



**PROVIDING HIGH QUALITY COST-EFFECTIVE
LEGAL SERVICES TO THE INDIGENT OF
ORANGE COUNTY**

March 2011

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To Our Readers:

I am pleased to submit for your review the Offices of the Public Defender 2011 Business Plan Update. The Offices of the Public Defender is a law firm dedicated to 'preserving freedom for all' by providing high quality legal representation to indigent clients in the criminal and delinquency courts, advocating the parental rights of clients in the dependency courts, and advocating and protecting the rights of individuals in the mental health courts of Orange County.

Thank you for taking the time to learn more about the Offices of the Public Defender by reviewing our Business Plan Update. For more information about our Department please visit our website at: <http://www.pubdef.ocgov.com>.

Sincerely,

Deborah A. Kwast
Orange County Public Defender



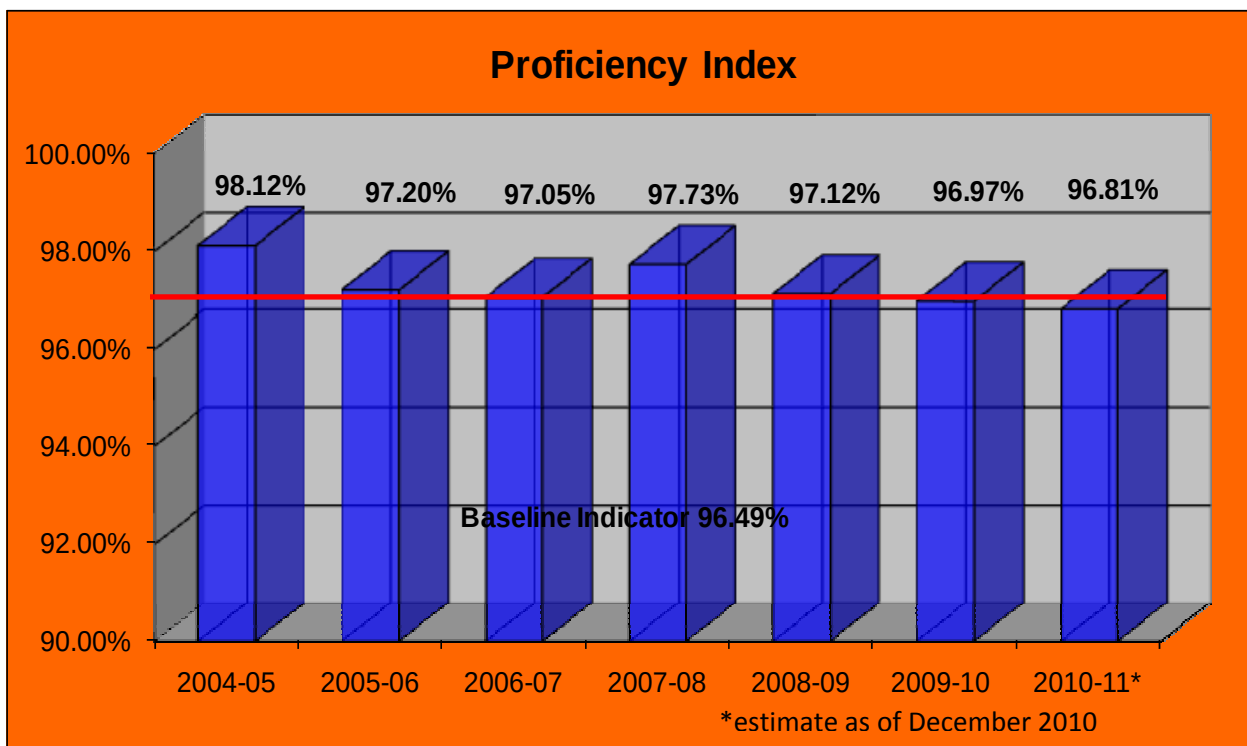
KEY PERFORMANCE MEASURE

Departmental Goals: Protecting the Constitutional Rights, Privileges and Freedoms of Individuals by Providing the Highest Quality Legal Advocacy for All Clients in the Criminal and Delinquency Courts; Advocating the Parental Rights of Clients by Providing the Highest Quality Representation in Dependency Cases and Advocating and Protecting the Rights of Individuals by Ensuring that They are Treated Fairly and Equitably in the Mental Health Courts of Orange County.

Performance Measure: The Department Key Performance Measure is the Proficiency Index which examines tasks performed in case representation, applying standard criteria based on standards and guidelines established under the State Bar Guidelines, the National Legal Aid and Defender Association Recommendations and the American Bar Association Guidelines. However, it is not the only tool for evaluating Public Defender Services, as there is no effective measure of a persuasive final argument or quality legal brief.

The Proficiency Index is a product of quantifiable criteria for documentation of tasks performed, but not a comprehensive determination of the overall quality of representation provided in the case.

The Proficiency Index measurement is compared to the baseline index developed in fiscal year 2003-2004. The established baseline is 96.49%.



This internal measurement incorporating the State Bar Guidelines, the National Legal Aid and Defender Association Recommendations, and the American Bar Association Guidelines allows monitoring of the quality of services provided in all cases by the Public Defender. It measures documentation of tasks performed, but it is not a comprehensive determination of the overall quality of the representation provided.