

SUBCOMMITTEE RECOMMENDATION

Public Defense Commission Quality Management Plan and Key Performance Measures

To:	Ways and Means Full Committee
From:	Public Safety Subcommittee
Carrier:	Senator Sollman

On February 8, the Public Safety Subcommittee recommended acknowledging receipt of a report from the Public Defense Commission on a quality management plan and Key Performance Measures, with instruction that the Public Defense Commission report to the Emergency Board in May of 2024 on the plan and proposed Key Performance Measures.

The Quality Management Plan submitted by PDC does not outline specific indicators for measuring and improving the quality-of-service delivery in public defense, including what to measure, how to measure, when to measure, against what best practice or standard, and what training or remedial action needs to be undertaken in instances of sub-optimal performance. The report indicates that development of performance measures will begin in February 2024.

The Subcommittee recommends that PDC report back to the Emergency Board with a more complete Quality Management Plan and related Key Performance Measures.

The Public Safety Subcommittee recommends approval.