



BALANCING THE SCALES OF JUSTICE

OPD Contract Attorney Performance Evaluation

This survey collects feedback regarding a contract attorney's performance under their MOU with OPD. For more information about the OPD Contracting Program, please visit our [website](#).

* What is your involvement with the OPD Contracts Program?

*An **assigning attorney** is any attorney that **assigns**, or **supervises the assignment of**, **cases** to a contract attorney, such as Regional Deputies, Managing Attorneys, Conflict Managers, and Division Administrators for Divisions I, II, and III.*

- | | |
|--|---|
| <input type="radio"/> OPD Assigning Attorney | <input type="radio"/> OPD Contract Attorney |
| <input type="radio"/> OPD Office Manager | <input type="radio"/> Prosecutor or Prosecution Staff |
| <input type="radio"/> Other OPD Staff | <input type="radio"/> Judge or Judicial Staff |
| <input type="radio"/> OPD Client | <input type="radio"/> Other |



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OPD Contract Attorney Performance Evaluation

The following questions are to be answered by only **OPD Assigning Attorneys and Office Managers**.

If these do not describe you, please return to the previous page and choose again.

*** Please provide the following:**

Name

Title/Role

Email Address

*** Please estimate how many cases you or your office have assigned this contractor in the past 12 months:**

☐ 0

☐ 1-6

☐ 6-12

☐ 13+



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* Why haven't any cases been assigned to this contractor? Check all that apply:

- | | |
|--|--|
| <input type="checkbox"/> Contractor has been offered cases but declined assignments | <input type="checkbox"/> There haven't been any cases appropriate for this contractor |
| <input type="checkbox"/> Contractor asked to not be offered OPD assignments | <input type="checkbox"/> I don't believe assigning cases to this contractor is in the agency's and/or client's best interest |
| <input type="checkbox"/> There wasn't a need to assign cases to this contractor | <input type="checkbox"/> Budgetary reasons |
| <input type="checkbox"/> Did not know this contractor was available or willing to accept cases | |
| <input type="checkbox"/> Other (please specify) | |



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* Do you *anticipate* your office assigning cases to this contractor in the **next 12 months?**

☐ Yes

☐ No



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* **Why not?** Check all that apply:

- ☐ Contractor has asked to not be offered OPD assignments
- ☐ I do not foresee a need to assign cases to this contractor
- ☐ I don't believe assigning cases to this contractor is in the agency's and/or client's best interest
- ☐ Budgetary reasons
- ☐ Other (please specify)



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* Are you familiar with, or do you have an opinion about, this contractor's **representation** of OPD clients **or** **performance** under their MOU in the **last 12 months?**

☐ Yes

☐ No



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OPD Contract Attorney Performance Evaluation

These questions are to be answered only by an OPD employee that is **NOT** an
Assigning Attorney or an **Office Manager**.

If this does not describe you, please return to the previous page and choose again.

* Please provide the following:

Name

Title/Role

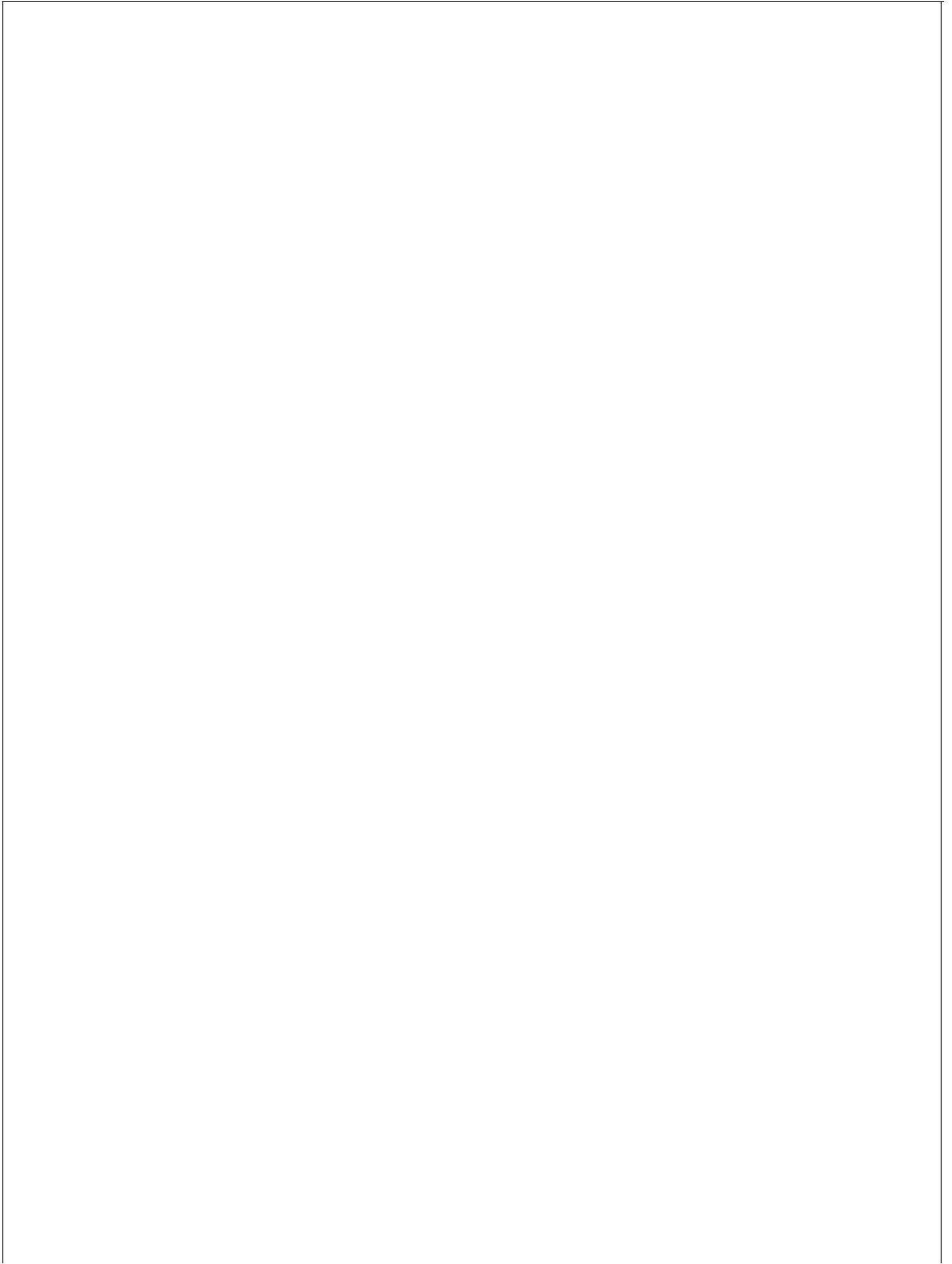
Email Address

* What Division do you work in?

- ☐ Division I-Public Defender Division ☐ Division IV-Central Services Division
- ☐ Division II-Appellate Defender Division ☐ Division V-Human Resources Division
- ☐ Division III-Conflict Defender Division

* Are you familiar with, or do you have an opinion about, this contractor's
representation of OPD clients **or** **performance** under their MOU in the **last 12**
months?

- ☐ Yes
- ☐ No





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* **Why** don't you have an opinion of this contractor? Check all that apply:

- ☐ I am not familiar with this contractor
- ☐ My office has never assigned cases to this contractor
- ☐ I have not observed this contractor representing clients
- ☐ I have not received any feedback regarding this contractor
- ☐ Other (please specify)



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* Please indicate the basis for your familiarity or opinion. Check all that apply:

- | | |
|---|---|
| <input type="checkbox"/> I have interacted with this contractor as part of my job duties | <input type="checkbox"/> I have received positive comments by OPD clients, prosecutors, judicial staff, or others about this contractor |
| <input type="checkbox"/> I have observed this contractor in court | |
| <input type="checkbox"/> I have observed this contractor interact with clients | <input type="checkbox"/> I have received complaints by OPD clients, prosecutors, judicial staff, or others against this contractor |
| <input type="checkbox"/> I have reviewed pleadings and other documents prepared or filed by this contractor | <input type="checkbox"/> I am aware of this contractor's reputation in the legal community |
| <input type="checkbox"/> Other (please specify) | |

*** Overall, how would you rate this contractor in the following categories?**

	Extremely Low	Low	Neither High or Low	High	Very High	N/A
Quality of Representation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compliance with OPD Policies/Procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to Phone/Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** Overall, how would you rate the amount of time, resources, or support this contractor requires from you?**

Very little	Some	Average	Slightly too much	Way too much
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** Overall, would you recommend OPD offer a new MOU to this contractor at the expiration of their current MOU?**

Definitely Would Not	Probably Would Not	Probably Would	Definitely Would
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please list any areas of improvement for this contractor:

Please share any other comments or concerns you have:



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These questions are to be answered **only** by the **Contract Attorney** being evaluated.

If you are not that attorney, please return to the previous page and choose again.

*** Please provide the following:**

Name

Email Address

*** Please estimate how many case assignments OPD has offered you in the last 12 months:**

☐ 0

☐ 1-5

☐ 6-12

☐ 13+



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* Please estimate how many case assignments from OPD you have **accepted** in the **last 12 months**:

- ☐ 0
- ☐ 1-6
- ☐ 6-12
- ☐ 13+

* Please estimate how many case assignment requests you have **declined** in the **last 12 months**:

- ☐ 0
- ☐ 1-6
- ☐ 6-12
- ☐ 13+



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* Which of the following factors contributed to your decision to **decline** case assignments from OPD in the **last 12 months**? Check all that apply:

- | | |
|---|---|
| <input type="checkbox"/> Other obligations/commitments (private practice, family, etc.) | <input type="checkbox"/> Working with OPD clients |
| <input type="checkbox"/> Type of cases offered or assigned | <input type="checkbox"/> Working with OPD staff |
| <input type="checkbox"/> A conflict of interest | <input type="checkbox"/> OPD standards, policies and procedures |
| <input type="checkbox"/> Travel required for cases | <input type="checkbox"/> I am no longer interested in accepting case assignments from OPD |
| <input type="checkbox"/> Contractor compensation rates | |
| <input type="checkbox"/> Other (please specify) | |



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* **Overall**, how do you feel about the amount of OPD case assignments **offered** to you over the **last 12 months**?

Too Many	Just Right	Too Few
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* **Compared to the last 12 months**, how many OPD case assignments would you like to be **offered** in the next 12 months?

A lot fewer	A little fewer	Same amount	A little more	A lot more
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* **Overall**, how would you rate the *quality of representation* you've provided to OPD clients over the **last 12 months**?

Very low quality	Low quality	Average quality	High quality	Very high quality
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Which of the following factors have ***negatively impacted the quality*** of your representation to OPD clients over the **last 12 months**? Check all that apply:

- | | |
|--|--|
| <input type="checkbox"/> Other obligations/commitments (private practice, family, etc.) | <input type="checkbox"/> Level of administrative or technical support received |
| <input type="checkbox"/> Your current caseload | <input type="checkbox"/> Employee/staffing issues within your business |
| <input type="checkbox"/> Lack of complete and accurate case information at the time a case is assigned | <input type="checkbox"/> Relationships with clients |
| <input type="checkbox"/> Amount of legal research performed | <input type="checkbox"/> Relationships with prosecutors |
| <input type="checkbox"/> Level of training resources available | <input type="checkbox"/> Relationships with judges and court staff |
| <input type="checkbox"/> Level of litigation support resources available (brief bank, listserve, etc.) | |
| <input type="checkbox"/> Other (please specify) | |

* Which of the following factors would ***improve the quality*** of your representation to OPD clients **in the future**? Check all that apply:

- | | |
|--|---|
| <input type="checkbox"/> Accepting fewer OPD clients | <input type="checkbox"/> Increased litigation support resources available (brief bank, listserve, etc.) |
| <input type="checkbox"/> Complete and accurate case information at the time a case is assigned | <input type="checkbox"/> Increased training resources available |
| <input type="checkbox"/> Increased compensation rates | <input type="checkbox"/> Increased administrative or technical support |
| <input type="checkbox"/> Other (please specify) | |

* **Overall**, how would you rate the ***efficiency of representation*** you've provided to OPD clients over the **last 12 months**?

Not at all efficient	Not very efficient	Somewhat efficient	Very efficient	Extremely efficient
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* Which of the following factors have *negatively impacted the efficiency* of representation you've provided OPD clients over the last 12 months? Check all that apply:

- | | |
|--|--|
| <input type="checkbox"/> Other obligations/commitments (private practice, family, etc.) | <input type="checkbox"/> Level of litigation support resources available (brief bank, listserve, etc.) |
| <input type="checkbox"/> lack of complete and accurate case information at the time a case is assigned | <input type="checkbox"/> Level of administrative or technical support received |
| <input type="checkbox"/> Level of training resources available | <input type="checkbox"/> Travel required for cases |
| <input type="checkbox"/> Other (please specify) | |

* Which of the following factors would *improve the efficiency* of your representation to OPD clients in the future? Check all that apply:

- | | |
|---|--|
| <input type="checkbox"/> Accepting fewer OPD case assignments | <input type="checkbox"/> Increased training resources available |
| <input type="checkbox"/> Complete and accurate case information at the time a case is assigned | <input type="checkbox"/> Increased administrative or technical support |
| <input type="checkbox"/> Increased litigation support resources available (brief bank, listserve, etc.) | <input type="checkbox"/> Increased resources for remote practices of law |
| <input type="checkbox"/> Other (please specify) | |



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* Overall, how would you rate your *confidence in understanding and ability to comply* with the requirements and obligations in the following documents:

	Not at all confident	Somewhat confident	Fairly confident	Completely confident
My OPD MOU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OPD Practice Standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OPD Policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OPD Pre-Approval and Claims Procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
OPD Mental Health Protocol	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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* What *factors impact* your ability to understand and/or comply with the requirements and obligations in these documents? Check all that apply:

	I have not reviewed the requirements	Requirements are unclear or confusing	There are too many requirements to keep up with	Requirements are too time consuming to comply with	I do not believe I should have to comply with these requirements
My OPD MOU	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPD Practice Standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPD Policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPD Pre-Approval and Claims Procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OPD Mental Health Protocol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide suggestions for ways we can improve any policies, procedures, or documentation related to the Contract program:



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* Please provide the client's name and OPD CaseID# for up to three cases completed in the last 12 months for which you believe you provided excellent representation.

Client Name

OPD Case ID

Client Name

OPD Case ID

Client Name

OPD Case ID

* Overall, how would you rate your enjoyment of working with OPD?

I strongly dislike
working with OPD

I somewhat dislike
working with OPD

I am neutral about
working with OPD

I somewhat enjoy
working with OPD

I
strongly enjoy working
with OPD

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Any additional comments or concerns you want to share?



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These questions are to be answered only by a current or former **OPD Client** who was represented by the **contract attorney** and whose case **concluded in the last 12 months**.

If this does not describe you, or if your case has not yet concluded, **please do not** complete this survey.

* Please provide the following:

Name

Email Address

* **Overall, how would you rate this attorney in the following categories?**

	Extremely Low	Low	Neither High or Low	High	Very High
Communication about your case's progress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attorney's understanding of issues in your case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability for questions or concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to explain complex legal issues in an understandable way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* **How satisfied are you with the *outcome* of your case?**

Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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* What *factors* contributed to your *dissatisfaction of the case outcome*? Choose all that apply:

- ☐ The attorney did not explain the details of the legal process enough ☐ The attorney did not understand the issues of my case
- ☐ The attorney did not seem to have my best interests in mind ☐ The attorney was unprepared for my case
- ☐ The plea deal was not satisfactory
- ☐ Other (please specify)

* During the course of your case, did you voice any concerns about the representation you were receiving?

- ☐ Yes
- ☐ No



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* Who did you voice your concerns to? Check all that apply:

- ☐ My attorney
- ☐ OPD (local office)
- ☐ The Court
- ☐ Office of Disciplinary Counsel
- ☐ Other (please specify)

* Were your concerns addressed?

- ☐ Yes
- ☐ No

Please explain how the concerns were or were not addressed:



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* Would you recommend this attorney to another person?

☐ Yes

☐ No

Do you have any other comments or concerns you feel OPD should know about this attorney?



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* Please provide the following:

Name

Title/Role

Email Address

* Please indicate the basis for your familiarity or opinion of the contract attorney. Check all that apply:

- | | |
|---|--|
| <input type="checkbox"/> I have observed this contractor in court | <input type="checkbox"/> I have heard positive comments by OPD clients, prosecutors, judicial staff, or others about this contractor |
| <input type="checkbox"/> I have observed this contractor interact with clients | |
| <input type="checkbox"/> I have reviewed pleadings and other documents prepared or filed by this contractor | <input type="checkbox"/> I have heard complaints by OPD clients, prosecutors, judicial staff, or others against this contractor |
| <input type="checkbox"/> I have had cases with this contractor | <input type="checkbox"/> I am aware of this contractor's reputation in the legal community |
| <input type="checkbox"/> Other (please specify) | |

*** Overall, how would you rate this contractor in the following categories?**

	Extremely Low	Low	Neither High or Low	High	Very High	N/A or Unknown
Quality of Representation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of relevant cases, laws, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preparedness during meetings, hearings and/or trials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication with other individuals involved in a case (Clients, Prosecutors, Judges, DPHHS, CASA/GAL, Parole & Probation, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to Phone/Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any other comments or concerns you feel OPD should know about this attorney?