



PUBLIC DEFENDER NEWS

What’s Next for OPD?

Harry Freebourn, Interim Director

To some of you it may seem there is very little change happening within OPD. I assume this is because managers tend to only communicate events or issues that have already happened. Rarely do we communicate about events or issue that are yet to unfold. However, as Interim Director, I want to tell you what is happening “behind the scenes.” I can assure you there is a lot of activity. These are exciting times for our agency, and I’m committed to making changes that will point us in the right direction to gain support from the people responsible for providing us with the valuable resources we need to serve our clients. Here are three main goals I believe will help us to be successful.

GOAL 1: I am working on a process to appoint individuals to key management positions. This process has many steps and I want to be careful to provide this agency with the right individuals to lead each division; they must have the mindset and ability to act as a cohesive team. Why is this important? When individuals act as a team they help each other become successful by promoting communication and a willingness to offer a helping hand. They promote a system view rather than focusing on a single office, department or region.

The first step to completing this goal is to define the job duties required to successfully manage each division. The next step is to post the positions. I hope to recruit a significant applicant pool with the necessary skillsets, but will repost the jobs if needed. Applicants will be vetted and interviews conducted when an adequate pool has been established. I want this agency to have an excellent management team and it may take some time to get there. I am willing to repeat the process as needed to get the right person.

We need people who can manage their divisions in an efficient and effective manner. To date, I have completed this process for one division, and appointed Peter Ohman to administer the Public Defender Division. I believe that Peter has the right skills and

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What's Next for OPD? (continued)

experience to lead his division, and that he embodies the team spirit. Other job postings and appointment announcements will be coming soon.

GOAL 2: My Central Services team is developing operating plans and budgets for FY 18 and 19 (current and next fiscal year) to give each division and department a roadmap to follow and dollars to deploy to attain the agency's mission in a cost-effective manner. The draft plans and budgets should be finalized in the coming weeks. Why are plans and budgets important to us? They help us move in the direction we want to take to successfully provide services to our clients. They also identify the level of resources we have at our disposal to achieve this goal, and are some of the best internal controls an organization can deploy. When we communicate effectively to the people providing us with resources to serve our clients and show we are paying attention to how we use those resources, it builds confidence that we are doing the right things.

GOAL 3: I have asked my team to do a review and rewrite of the agency's administrative rules and policies and procedures to reflect the new organization of the agency and how it will operate. Why is this important? Rules, policies and procedures tell us how to operate in an efficient and effective manner to assure we are serving our clients in appropriate ways. They also promote cost-effectiveness and avoid waste.

These are exciting times for our agency, and I'm committed to making changes that will point us in the right direction.

Currently, the administrative rules have been drafted and are being reviewed before the proposed changes are published for public comment. Agency policies and procedures have been distributed to various individuals with the expertise to determine if changes are needed or if the policies are still relevant. We may also need new policies and procedures to guide the new organizational structure and to reflect changes in technology.

Finally, I am designing a new function that will promote quality control, to be part of the contract manager function and the Central Services team. It will be charged with assuring that employees and contractors follow state and agency policies and procedures. The quality control officer will review how we operate and compare what is happening with what should be happening. If issues arise, we will train our workforce where necessary to get to compliance.

These are just the main goals my team and I are working on. We also have other goals in various stages of development. If you have questions or concerns, please email me at hfreebourn@mt.gov and we will work to respond to you.

SECGC In Progress!

Montana State Employees CHARITABLE GIVING CAMPAIGN

September 25 to November 3

The State Employees' Charitable Giving Campaign (SECGC) is the annual opportunity for all state employees to make donations to their favorite non-profit organizations. The convenience it offers through either payroll deduction or one-time contributions is its hallmark. Its purpose is to provide an easy way for state employees to give and support the non-profits of their choosing. The SECGC offers a large array of nonprofits that are unique to this Campaign.

Let's join together to beat last year's statewide total of \$495,282. The goal is to break \$510,000 this year. Let's all step up and contribute.

Thanks state employees!

Give online before November 3 at secgc.mt.gov



New Roles for Familiar Faces



Mori Woods has returned to OPD temporarily in an advisory capacity. She is currently reviewing OPD's investigative services throughout all of the regions. The ultimate goal of this assignment will be to make recommendations on how to manage our investigative services effectively to the agency Director for the future.

Mori will also review and revise investigator policies, procedures and operating manuals as needed. She will look at the current and historical workloads and case assignments for each investigator and offer managers and investigators ideas on managing resources within each region and system-wide. She will assess each investigator's level of experience and areas of expertise, and may assist in designing training programs.

Most importantly, Mori will be a resource for the director, division administrators, regional deputies, attorneys and investigators to establish systems that will ensure we are providing quality investigative services to serve our clients across Montana.

Dan Miller took on the position of Interim Contract/ Quality Assurance Manager in mid-August. Prior to that, Dan spent the past eight years working in Region 5 (Butte) as an FTE and contract attorney.

A native of Billings, Dan attended Billings Central High School. He later earned a degree in Finance from Notre Dame, and his J.D. from Gonzaga.

Dan will be working closely with OPD's division administrators in the coming months to design and implement an agency-wide Quality Assurance Program. This will involve a thorough examination of the agency's work processes as well as refining the ways management measures productivity. Dan's goal is to help OPD systematically maximize productivity and minimize waste while ensuring that OPD's Policies and Standards are consistently followed by FTEs and contractors in all regions. Dan plans to visit regional offices around the state in the near future.

We look forward to Dan's contributions in this new role.

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New Roles for Familiar Faces

(continued)



Melissa Edwards-Smith is the Interim Conflict Defender Division Administrator. Melissa has worked in various OPD offices over the years, including the Great Falls and Helena regions.

Melissa is currently developing a new operational plan for the Conflict division to more effectively serve our clients and to operate more smoothly and efficiently. One of the first steps in this restructuring process will be to hire a managing attorney for the Billings conflict office, and she hopes to post this job shortly.

The Conflict Division recently brought on four new employees, all current OPD staff. Brent Flowers and Larry LaFountain will work in the Great Falls conflict office. Steven Scott, formerly with the Major Crimes Unit, will be based out of the Helena conflict office and will act as a roving attorney defending cases in multiple regions. Destiny Carter, also formerly with the Major Crimes Unit, is working as an administrative assistant in the Helena conflict office.

Melissa will be out of the office September 25-October 3 on a long-planned vacation. During her absence, Lisa Kauffman will handle Regions 1 and 2, and Dan Miller will cover all other regions. Contact Lisa at 529-1782. Dan will be working from the Conflict office, 444-2536.

Pre-Approvals in CRM

The pre-approval system in CRM has been up and running for several months and is working well. Here are a few points to remember:

- You are required to use the new online system for all pre-approval requests.
- Paper pre-approvals will only be accepted when you are requesting funds for a **new vendor** providing expert witness or mental health services, OR if you are requesting a supplemental and the original pre-approval was paper. There may be other exceptions. Contact Central Services for guidance.
- The system asks the same questions as the old paper forms, but allows you to check boxes and type in your information.
- Be sure to check the box if travel is being requested to avoid a supplemental request.
- Make sure you are putting adequate information in the "Justification" field so our service providers know what needs to be done. That information is included in the approval email that is sent to you and the provider.
- You do not need to email Dr. Scolatti for approval prior to submitting the pre-approval. The system automatically routes your request to Dr. Scolatti first; again make sure that your justification for the task is detailed.
- The submitting attorney and approved provider will receive an approval email once the request has made its way through the approval process.

There is a detailed online User Guide that can be accessed [here](#) that you may find helpful if you have questions. There is also a webinar training available on the [OPD Training Site](#) which shows the step-by-step process.



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See You at the Annual Meeting!

Peter Ohman, Public Defender Division Administrator and Training Coordinator

The annual training conference is coming up soon, October 11-12 at the DoubleTree in Missoula.

Hopefully everyone has signed up as we have run out of space. Speakers will be coming into Missoula from around the country, scheduled to talk on issues such as the current state of deportation, eyewitness identification, working with clients with language disorders, and much more.

Some of you may also know that I have assumed the position of managing the Public Defender Division, also known as the trial division. As I wrap up my training duties I look forward to travelling around the State to visit with you in your offices. In the meantime, if you would like to contact me with questions, concerns or suggestions for how to better manage our agency, please do not hesitate to reach out.

Hope to see many of you in Missoula in a few weeks.

Thanks,

Peter

Mastering JustWare: Submitting Time Tracking Entries



You might notice that your Case Involvement list not only has your OPEN cases but also CLOSED cases. If so, it is probably due to time tracking entries that need to be submitted. Until you submit your time entries you will continue to see those cases.

Calendar | Case Involvements (Read-Only) | Time Tracking | My A

Case Title **Aceves, Rose Helen ~ Reckless Driving - 1st Off**

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CaseID*	Involvement	Case Status*
17-4651	Defense Attorney	Closed
16-6028	Defense Attorney	Closed
17-6015	Defense Attorney	Closed
16-12281	Defense Attorney	Closed
17-1134	Defense Attorney	Closed
17-6927	Defense Attorney	Closed
17-5231	Defense Attorney	Closed
16-36745	Defense Attorney	Closed

Good News though . . .it's super simple to submit your time entries in one fell swoop!

Above your time tracking entries in the toolbar, you will see two rectangular boxes with checkmarks. Click on that and it will take you to the next screen.

Time Tracking OPD

1 of 1524

Sealed	Start*	Duration	End*	Status	Type
<input type="checkbox"/>	9/6/2017 3:31 PM	30 min	9/6/2017 4:01 PM	Pending	Client Consult
<input type="checkbox"/>	9/12/2017 3:32 PM	10 min	9/12/2017 3:42 PM	Pending	General Case
<input type="checkbox"/>	9/6/2017 3:32 PM	30 min	9/6/2017 4:02 PM	Pending	Client Consult
<input type="checkbox"/>	9/12/2017 4:22 PM	30 min	9/12/2017 4:52 PM	Pending	General Case

Choose STATUS in the Column Name and SUBMITTED in the Status Column

Editing Records for My JustWare ...

Time Tracking OPD

Column Name: Status | Status: Submitted

Edit	Sealed	Start*	Duration	End*	Status	Type
<input checked="" type="checkbox"/>	False	9/6/2017 3:31:00...	30 min	9/6/2017 4:01:00...	Pending	Client
<input checked="" type="checkbox"/>	False	9/12/2017 3:32:0...	10 min	9/12/2017 3:42:0...	Pending	Gene
<input checked="" type="checkbox"/>	False	9/6/2017 3:32:00...	30 min	9/6/2017 4:02:00...	Pending	Client
<input checked="" type="checkbox"/>	False	9/12/2017 4:22:0...	30 min	9/12/2017 4:52:0...	Pending	Gene
<input checked="" type="checkbox"/>	False	9/12/2017 4:24:0...	10 min	9/12/2017 4:34:0...	Pending	Gene
<input checked="" type="checkbox"/>	False	9/7/2017 4:15:00...	2 hours	9/7/2017 6:15:00...	Pending	Gene
<input checked="" type="checkbox"/>	False	7/10/2017 5:12:0...	30 min	7/10/2017 5:42:0...	Pending	Case

Click Apply and Return on the left. It will take you back to your time tracking area. Click SAVE. Your time entries will be SUBMITTED and all those CLOSED cases will be removed from your Case Involvement list.

Marsha

LOOK WHO'S LOOKING FOR HER FUREVER HOME!



Meet Wallie Mae. An adorable little girl who is looking for a family to call her own. She's a Coonhound so will be growing into those feet. Wallie Mae is 12 weeks old and is still working on her potty training. She is wicked smart and knows basic commands. She was raised with other dogs and cats and gets along well with both. Wallie Mae would love to have a child to call her own to play and love judging how she has taken to my son. As much as I would

LOVE to keep her, we're a two-dog house and she makes one too many. I will be fostering her though until YOU, her new family is ready for her.

Marsha

Justice cannot be for one side alone, but must be for both.

—Eleanor Roosevelt

Open Enrollment Coming

Annual Change is now called Open Enrollment, and it begins October 20. You will have until November 3 to make changes to your 2018 Benefit Elections in the MINE site.

There will be interactive webcasts on October 17, 18 and 19, and they will be available for on-demand viewing following the webcasts.

The Live Life Well [incentive](#) remains at \$30 per month for participating employees, and an additional \$30 for participating spouses or domestic partners.

Stayed tuned for further information, or go to the [HCBD website](#) for 2018 rates (coming soon) and more.

Live Better with the EAP!

The Employee Assistance Program (EAP) helps you **privately** solve problems that may interfere with your work, family, and life in general. EAP services are FREE to you, your dependents and all household members. Services are confidential and provided by experts.



In-person or online confidential counseling is available, in addition to 24-hour crisis help. Counselors can help with a variety of problems such as family, parenting, relationship, stress, anxiety and other challenges.

The EAP also offers resources on childcare, eldercare, legal and financial services, mediation, home ownership and identity theft. And, they are currently hosting seminars on suicide prevention around the state.

For more information, click [here](#), or contact the EAP staff at 444-1345, or eap@mt.gov.