



Brian Schweitzer
Governor

OFFICE OF THE STATE PUBLIC DEFENDER STATE OF MONTANA

Chief Public Defender
Randi Hood

MEMORANDUM

TO: Randi Hood

FROM: Eric Olson

CC: Steve Eschenbacher, David Stenerson

DATE: August 16, 2010

RE: Improve Agency Communication Team - American University Recommendations

Personnel Committee

Recommendation 19:

Chief to communicate policies/procedures to staff

Communicate policies - annual training/annual review

Appoint ex officio FTE/Contractor to Commission

Update: (1) Include a "Policy" Section in the OPD Newsletter; (2) Establish better communication with the public by creating an Agency Communications / Media Relations Officer; (3) Develop contacts within individual communities to assist the public in better understanding the public and constitutional purpose behind the Public Defender Office; (4) Develop and conduct a regular program of training for support staff, to include an annual conference for support staff.

Standards Committee

Recommendation 22:

Staff must be accountable to implement:

Standards - video tape

Policies and procedures - video tape (Orientation)

Update: (1) Adopt and implement a policy for ensuring that the agency is in compliance with practice standards. (2) Develop a program for new employee orientation designed to provide them with essential information pertaining to policies, procedures, and standards.