

# Appendix C – Update 4-7-2015

## Law Office of the Public Defender Loss Prevention and Control Program Self Inspection Checklists

### **Annual Inspection Training conducted**

- March 20, 2015 with District Defenders and Managing Attorneys
- March 31, 2015 and April 2, 2015 with Loss Prevention and Safety Committee members
- Annual Inspections have been conducted in all LOPD offices. See Appendix C.1

Code of Conduct still under review and the LOPD is unable to finalize any other policies pending the approval of interim LOPD NMAC.

Civil Rights Checklist still under development.

- The LOPD has not had a new EEOC or HRD complaint since November 2013!
- LOPD HR Bureau is scheduled to attend ADA training on April 24<sup>th</sup>

Rules Committee is not yet established pending the approval of the LOPD NMAC by the Public Defender Commission.

- This was determined to not be necessary and will not be implemented.

**To address some the complaints from clients about services a “How Are We Doing?” feedback form was developed.**

- This was introduced during the 3/20/2015 meeting and is required to be available to clients in all LOPD offices. It is unknown how many losses related to clients may be mitigated by better services however, employees are held accountable under the Code of Conduct to provide respectful and professional service to our clients.