

J. PUBLIC ATTORNEY'S OFFICE

STRATEGIC OBJECTIVES

SECTOR OUTCOME

Rule of law

ORGANIZATIONAL OUTCOME

Accessible, efficient, and effective service to indigents and other qualified persons assured

PERFORMANCE INFORMATION

KEY STRATEGIES

Enhance the Quantity, Quality and Timeliness of Legal Services for the Government and the Public

GENERAL APPROPRIATIONS ACT, FY 2017

<u>ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)</u>	<u>BASELINE</u>	<u>2017 TARGETS</u>
Accessible, efficient, and effective service to indigents and other qualified persons assured		
Percentage of cases with favorable judgement	241,591	7% (258,502)
Percentage increase on request for legal assistance / representation acted upon within two (2) working days from date of request	504,998	5% (530,248)
Percentage of clients who rated the legal services of PAO as satisfactory or better	401,672	5% (421,756)
<u>MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)</u>		<u>2017 Targets</u>
MFO 1: FREE LEGAL SERVICES TO INDIGENT CLIENTS AND OTHER QUALIFIED PERSONS		
Judicial Services		
Number of cases under management		851,062
Percentage of cases with favorable judgement		73.41%
Percentage of requests for legal assistance/representation acted upon within two (2) working days from the date of requests		100%
Percentage of hearing for which no postponement is sought by the PAO legal representative		99.90%
Non-Judicial Services		
Number of clients served		4,995,530
Number of legal advisories provided		1,924,387
Percentage of clients who rated the legal services of PAO as satisfactory or better		99.99%
Percentage of requests for assistance that are acted upon within two (2) hours		100%