



**SAN BENITO COUNTY
AGENDA ITEM
TRANSMITTAL FORM**

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Item Number: 5.c

MEETING DATE: 04/13/2026

DEPARTMENT:

AGENDA ITEM PREPARER: Rebekah Mojica

SUBJECT:

Evaluation of Client Satisfaction: Discussion of Community Questionnaire or Survey

AGENDA SECTION:

REGULAR AGENDA

BACKGROUND/SUMMARY:

The Committee has previously discussed the possibility of circulating a feedback questionnaire or survey to individuals receiving Public Defender services, including incarcerated clients, as a tool to evaluate client satisfaction.

Evaluating client satisfaction can provide valuable insight into the effectiveness, responsiveness, and accessibility of Public Defender services. This agenda item allows the Committee to discuss potential approaches for soliciting client feedback, including the use of questionnaires or surveys.

Topics for consideration may include, but are not limited to: the types of questions to be asked; methods of distribution; the population targeted for feedback; timing and frequency of surveys; confidentiality protections; and processes for collecting, reviewing, and analyzing responses. The Committee may also discuss how feedback could be used to inform overall program quality.

Attached for the Committee's reference and discussion are several sample questionnaires: (1) the San Benito County Public Defender Survey and (2) the San Benito County Experience questionnaires developed by County Administration, which were presented to the PDOC in 2024 and reportedly circulated in or about 2020; (3) the U.S. Department of Justice Survey of Public Defenders Pilot Report from October 2024, including Appendix A: Office Survey, Appendix B: Public Defender Survey, and Appendix C, with outreach materials; and (4) a San Benito County Public Defender Feedback Questionnaire provided by Christine Henriques, which she developed based on research into Public Defender grievance processes and client surveys at both the state and national levels, and tailored to reflect concerns raised in anger management groups.

These materials are provided to assist the Committee in evaluating existing approaches and in considering the development of a County-specific client feedback tool.

STAFF RECOMMENDATION:

Staff recommends that the Committee discuss potential methods for evaluating client satisfaction and provide guidance on the development of a questionnaire or survey.

ATTACHMENTS:

[Public Defender Survey \(for inmates\) \(last presented to PDOC 2024\)](#)

[Client Experience \(last presented to PDOC 2024\)](#)

[Survey of Public Defenders Pilot Report and Appendix Surveys](#)

[San Benito County Public Defender Feedback Questionnaire 2025](#)