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PROGRAM LETTER 99-2

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TO: All LSC Program Directors

**FROM: Karen J. Sarjeant
Vice President for Programs**

SUBJECT: Self-Inspection Procedure -- Case Service Reporting

DATE: May 14, 1999

The purpose of this Program Letter is to instruct all recipients of Legal Services Corporation (LSC or Corporation) funding to complete the enclosed *Case Service Reporting Self-Inspection Procedure* and the *Certification of Case Service Reporting*, on or before July 1, 1999. The reasons for requiring these actions are twofold. First, we must ensure that all recipients are properly applying the instructions in the 1999 edition of the Case Service Reporting Handbook. Second, LSC must have accurate case statistical information when it reports to Congress.

It has come to the attention of LSC management, the Office of Inspector General (OIG), and Congress that some programs have reported inaccurate CSR numbers to the Corporation. While it is unknown whether this is a widespread problem, the Corporation is requiring that all recipients implement the enclosed *Self-Inspection Procedure* for checking the accuracy of their reported case numbers for 1998. Additionally, the General Accounting Office has, at the request of several members of Congress, undertaken a review and audit of the case reporting system used by Corporation recipients in reporting case numbers for 1997.

The Corporation recognizes that it will take staff resources to implement the *Self-Inspection Procedure* and that there is a short time frame within which to accomplish this task. However, we are confident that you recognize the importance of providing LSC with accurate case statistical information and will take the necessary steps to assure that this task is completed thoroughly and timely, on or before July 1, 1999.

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The Certification requires the signatures of the Executive Director and the Board Chair. You do not need full board approval of the *Certification* prior to submitting the *Certification* to LSC.

Please use this opportunity to ensure that appropriate staff are correctly implementing the CSR Handbook, 1999 edition. Additional guidance is available from the LSC Recipient Information Network at rin.lsc.gov, where CSR Frequently Asked Questions are posted.

Thank you for your immediate attention to this matter. If you should have any questions, please feel free to contact Ted Faris at 202-336-8917 or farise@smtp.lsc.gov.

Attachments: *Case Service Reporting Self-Inspection Procedure
Certification Form*

