



LEGAL AID SOCIETY

PURSUING JUSTICE RESTORING HOPE

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Janet LaBella  
Director  
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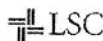
RE: LSC Program Quality Visit: November 14-18, 2011  
Legal Aid Society, Inc.  
Recipient No. 618010

Dear Ms. LaBella:

On behalf of the Legal Aid Society, I want to thank all the members of the Program Quality Visit team who visited us last November. Tillie Lacayo, Program Counsel, and the other members of the team, conducted the visit in a professional and courteous manner and engaged our board, staff and other stakeholders in a thoughtful discussion of our program's strengths and those areas in which we can improve. We recognize that a program assessment by direct engagement in the field requires a tremendous amount of work and time away from other obligations, before, during and after the visit. Please extend our appreciation to Tillie Lacayo for organizing and leading this effort.

I am in receipt of the written report from the Program Quality Visit and am pleased with the thoughtful and thorough assessment provided by the team. Legal Aid Society invests considerable time, energy, and resources to providing a range of high quality legal services to our clients. To have a third party confirm that our investment has produced positive results for our clients and our community is both reassuring and a testament to the strategic planning and deliberative work of our board and the skilled advocacy and work of our dedicated staff.

There is always room for improvement. The team recognized that despite our program's many accomplishments, we should continue to improve our performance. We agree. We have already discussed many of the recommendations and have considered how these may be incorporated into our program's Annual Work Plan for implementation this year. Some recommended actions have already been taken. Some actions were already listed in the program's Annual Work Plan for 2011 and for 2012.



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We will give serious consideration to all of the recommendations of the team. Some recommendations may be more easily adopted and implemented than others. As you know, the team's visit to our program occurred during the same week that Congress voted to reduce funding to Legal Services Corporation by more than fifteen percent for FY 2012, severely impacting the ability of field programs to meet the increasing client needs. To the extent that some of the team's recommendations have fiscal implications (e.g., hiring more Spanish speaking paralegals in Intake/Brief Services), we may have to delay our implementation until such time as our funding is restored to levels where we can realistically add staff, increase our resources, or strengthen our infrastructure. Nonetheless, these recommendations will serve as a good reference point for the future as we continually strive to provide high quality, effective services to our community.

Sincerely,

A handwritten signature in black ink, appearing to read 'JA Been', with a stylized flourish extending to the right.

Jeffrey A. Been  
Executive Director