

Cynthia Schneider, Deputy Director  
Office of Program Performance  
Legal Services Corporation  
3333 K Street, NW  
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Washington, DC 20007-3522

December 3, 2008

Dear Cynthia:

Thank you for the fair and comprehensive report of your monitoring visit of NPLS. I was very pleased to see that the report matched all the items addressed in the exit conference. While that might seem like an obvious statement, it's not always the case that reports match exit interviews. We appreciate that they did so in this instance.

The only item I would comment on is Performance Area Two, Criterion I, Intake (pp. 5-6), Recommendation II.7.2. When I discussed this comment with managers, the universal reaction was that they felt the OPP Team missed staff flexibility in this area. Staff routinely returns calls before and after standard office hours in order to complete intake. They will periodically stay late to return intake calls, when needed. While I understand that your comments are aimed more at developing a system that is responsive to callers who work different shifts or who are otherwise constrained to call during the day, I did feel it was important to point out NPLS' sensitivity to callers who have trouble reaching the intake staff during regular business hours. Having said that, however, I will say that we are planning a test run of non-traditional intake hours within the next six months.

Once again, let me say that this visit was not as painful as expected, and I do thank you for that! Staff appreciated hearing the team's genuine interest in their work. The experience was helpful in putting us on track by providing me with some good direction to address some strategic issues. Thank you again.

Sincerely,

Victoria A. Coyle, Esq.  
Executive Director

