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January 15, 2009

Althea Hayward, Program Analyst
Legal Services Corporation
3333 K Street, NW, Third Floor
Washington, D.C. , 20007-3522

**RE: Program Quality Visit to OSLSA
Recipient No. 436070**

Dear Ms. Hayward:

I am responding to Cynthia G. Schneider's letter, dated December 16, 2008, inviting us to submit any "factual inaccuracies" to your team's draft report which accompanied her letter.

The report was well done, especially considering all the information you and your team collected from so many different sources. However, there are a few minor corrections or clarifications we would propose.

(1) The last paragraph of the opening "Overview" might give the impression that all of our upper management are located in our Columbus headquarters. Our Deputy Director, James Daniels, lives in Chillicothe and has an office there. We think this is important as evidence of our program's commitment to knowing and being a part of our service area.

(2) Finding 3 states that at our bi-monthly managing attorney meetings, "each managing attorney provides a written progress report" on their office's priority work plans. At each of our managing attorney meetings, half of the managing attorneys provide such a written report and the other half provide such a report at the next meeting.

(3) Finding 8, in the paragraph at the top of page 11, might give the impression that our managing attorneys, when doing their four month review of open cases, look for a written case plan in each case. They are required to see and certify that each case is progressing appropriately. However, we do not require written case plans except as part of our training of new attorneys.

(4) Finding 7 states that our Athens office has our program's only bilingual speaker. We have an attorney in our State Support Office who is fluent in Spanish. In addition, our EJW fellow is proficient in Spanish and our litigation director, and managing attorney of our Chillicothe office can communicate

Executive Director
Thomas W. Weeks



Deputy Director
James M. Daniels

in Spanish though not give technical legal advice in Spanish. We also have an attorney in our Portsmouth office and one in our Chillicothe office who can communicate in sign language. Though less in demand in our service area, our Lancaster office's managing attorney can communicate in Japanese.

(5) The last sentence in the first paragraph of Finding 13 states that "most offices also provide brochures in their reception areas." We believe all of our offices do.

(6) The first sentence in the second paragraph of Finding 14 states that "the executive director or the deputy director" meets with client board members before each regular board meeting. Our executive director always meets with the client board members and, most of the time, so does the deputy director.

(7) The discussion in Finding 15 of our board's composition states that the board includes "2 legal services executive directors". This should be corrected to reflect that our board includes two board members selected by the executive directors of Ohio's legal aid programs. This finding also states that LSC has no record of amended by-laws since November 1994. Accompanying this letter is a set of our board's current by-laws.

(8) The last sentence in Finding 18 states that matters concerning salary levels and human resource functions are "overseen" by our Labor-Management Committee. While issues arising under such topics are discussed at our regularly held Labor-Management Committee meetings, and often resolved, it seems overstated to state that such matters are "overseen" by that Committee.

(9) Finding 19 states that the administrative secretary in each office is that office's computer responsible person (CRP). That is often true but not always. Sometimes it is or has been one of the other secretaries in the office or a casehandler with an affinity for computers.

(10) Finding 21 states that The Ohio State University College of Law places students with us for summer internships. The Law School does not "place" students with us. We recruit such students through our strong relationships with the law school into volunteer summer positions, PILF funded positions, or work-study positions.

Thank you again for you and your team's hard work and thoughtful recommendations and we hope we did not split too many hairs in responding to the Report. For your team's information, we will be reviewing the Report's recommendation at our upcoming managing attorney meeting.

Respectfully,

James M. Daniels
Deputy Director

Enclosure: Current OSLSA By-laws

cc: Thomas W. Weeks, Executive Director