

John –

Thank you again for your quality visit in July. Your team gave us some good insights and food for thought, and we have already begun to implement some of the team's recommendations. For example, Ann Gorman has joined the intake focus group, our board has begun to engage in a strategic planning process regarding client services and case acceptance, and we are implementing more consistent reviews of employee performance.

We do, however, have a few comments on the report we wish to share with you. They are as follows:

- Page 4 - Footnote states that "LSNJ" expects additional layoffs to follow SJLS' layoffs. We are not sure if you meant LSNJ or SJLS, but we do not plan on further layoffs at this time absent changes in funding or some other financial hurdle.
- Page 6 - Recommendation II.5.1 ("Safety Planning"): SJLS has made safety planning a priority. In addition to installing a new safety window in Camden well before LSC's visit, we conducted a safety training for all staff in December 2009.
- Page 7 - Recommendation II.7.3 ("Supervision of Intake"): Ann Gorman has the Cisco Manager to ensure consistency and access with intake.
- Pages 8 and 14 - Recommendations II.8.1 ("Telephones") and IV.22.1 ("Technology"): These are matters which we are constantly working on with LSNJ but are limited in our scope and control.
- Page 9 - Finding 12: The next to last sentence of the first paragraph describing case closures seems incomplete.
- Page 11 - Finding 16: Inaccurately states that extended services count for 9.6 % of total PAI closed cases. The correct number is 65%.

Please let me know if you have any questions.

Be well and thanks again.

Doug

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