

Southern Arizona Legal Aid, Inc.

Justice. Opportunity. Hope.

June 14, 2010

Pima County

Continental Building
2343 E Broadway Blvd - Suite
200
Tucson AZ 85719-6007
520-623-9465
Fax: 520-620-0443

Branches/Divisions

Tohono O'odham Legal Services
2343 E Broadway Blvd - Suite
200
Tucson AZ 85719-6007
520-623-9465 / 800-248-6789
Fax: 520-620-0443

Cochise, Graham, Greenlee Counties

Bisbee Convention Center
2 Copper Queen Plaza Unit 204
P O Box AL
Bisbee AZ 85603-0100
520-432-1639 / 800-231-7106
Fax: 520-432-1641

Pinal County

766 N Park Avenue
Casa Grande AZ 85122-3931
520-316-8076 / 877-718-8086
Fax: 520-316-8063

Four Rivers Indian Legal Services
403 Seed Farm Road
P O Box 68
Sacaton AZ 85147-0001
520-562-3369 / 866-312-2290
Fax: 520-562-3900

Santa Cruz County

1071 N Grand Avenue - Suite110
Nogales AZ 85621-1382
520-287-9441
Fax: 520-287-9268

Apache, Navajo Counties

White Mountain Legal Aid
5658 Highway 260 - Suite 15
Lakeside AZ 85929-5189
928-537-8383 / 800-658-7958
Fax: 928-537-1838

White Mountain Apache Legal
Services
New Human Resources Building
116 E Oak Street
P O Box 1030
Whiteriver AZ 85941-1030
928-338-4845 / 866-312-2291
Fax: 928-338-1436



Tim Watson
Program Counsel
Legal Services Corporation
333 K. Street NW 3rd Floor
Washington, DC 20007-3522

Re: Draft Program Quality Visit Report
Southern Arizona Legal Aid, Inc. - Recipient No. 703050

Dear Mr. Watson:

This is in response to your letter dated May 11, 2010, concerning the LSC Office of Program Performance (OPP) visit to Southern Arizona Legal Aid March 1-5, 2010. On behalf of the SALA Board of Directors, Management Team and staff, we enjoyed having the LSC OPP team visit SALA and the communities we serve. The feedback I received from board members, managers and staff was very positive and indicative of the professional approach by which your team conducted its evaluation. In addition, judges, attorneys and community agency staff who participated in this process expressed their gratitude for having been part of a well organized and professional evaluation process.

My staff and I have reviewed the Draft Report. There are areas where there are factual inaccuracies and we offer the following corrections:

PERFORMANCE AREA TWO:

Criterion 1, Finding 3, Page 8:

SALA's hiring policy also includes additional pay in the form of a "Language Premium" of up to 5% of salary to employees who are fluent in a target language (not including English) of the client communities in SALA's service area.

Administrative Office

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SALA's Sacaton (Four Rivers Indian Legal Services) office did lack sufficient air conditioning for the summer months. The building has two air-conditioning units and one was vandalized. The second air conditioner continued to work. Under SALA's agreement with the Tribe, the Tribe is responsible for the repair and maintenance of the air conditioners and they were responsible for the delay. Once SALA notified the Tribe that SALA was going to repair the unit and send a bill to the Tribe, the Tribe repaired the unit.

Criterion 3, Finding 7, Page 11:

SALA has call management software that displays the number of calls on hold, wait times, hang-ups and other call processing information, but has not activated the software.

SALA's Executive Director participates in Tucson intake unit meetings and has raised issues concerning the functioning of the intake process in Tucson, including improvements and how Tucson could better support SALA's rural offices.

PERFORMANCE AREA THREE

Criterion 1, Finding 10, Page 14:

SALA does not have an older network drive, and discourages staff from maintaining legal documents and forms locally on their computer 'C' drives. In 2008, SALA held an annual All Staff Training where the entire staff received training on SALA's technologies, including its network drives. The training specifically focused on SALA's 'P' (Personal) network drive which every staff person has and where staff was instructed to store their personal documents, pleadings and forms. The training also focused on SALA's 'Z' (Repository) network drive which is available to the entire staff and where staff was instructed to store documents, pleadings and forms to be made available to the entire staff.

SALA regularly utilizes teleconferencing and legal meetings as part of its in-house, brown bag trainings. In 2009, SALA signed a contract for services with the Legal Services National Technology Assistance Project to use Legal Meetings. SALA held a brown bag training using teleconferencing and legal Meetings in October 2009.

Information about training opportunities is regularly distributed to staff either from managers after discussions at Management Team meetings or through emails sent by the Executive Director.

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Recommendation III-10-2:

SALA currently has a Technology Team consisting of the Technology staff, the Executive Director, Chief Administrative Officer, Tucson Intake Manager, Development Director, Chief Financial Officer, VLP attorney, and an attorney and/or a non-attorney staff person from each office.

Criterion 2, Finding 11, Page 16:

SALA's 2009 PAI obligation was \$250,429.00 and its 2010 obligation is \$270,398.00.

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In 2009, 96 law students, 4 undergraduate students and 1 high school student participated in SALA's VLP program.

SALA produced materials for the Arizona statewide volunteer attorney recruitment campaign and those materials contained information on the three Arizona Volunteer Lawyers Programs and intentionally did not have information about SALA or the other Arizona parent legal aid providers. SALA's in-house VLP materials do make reference to SALA as the parent organization.

SALA has had a rural pro bono coordinator since 2001. SALA faced challenges with this position due to the turnover. In 2009, the Executive Director decided to consolidate the Pima County Coordinator Position with the Rural Pro Bono Coordinator Position. The idea was to utilize the experience and program history of a longtime employee who is familiar with SALA's service area.

PERFORMANCE AREA FOUR

Criterion 1, Finding 13, Page 18:

SALA's Board composition consists of two Native American Board members: Shirley Molina, member of the Tohono O'odham Tribe, and Barbie Urias, member of the Gila River Indian Community.

Criterion 5, Finding 16, Page 21:

SALA's Chief Administrative Officer (HR Manager) has received ongoing training / certificates in Employment Law and Compliance Requirements, health related issues (HIPPA, FMLA), Preventing Sexual and Other Harassment, Employment Discrimination,

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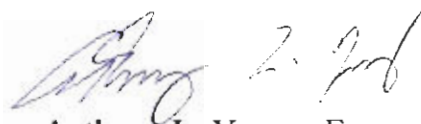
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Wrongful Termination, and Ethical Behavior in the Workplace through offsite seminars, online, and in-house training.

Overall SALA's management team is in agreement with the assessment, findings and recommendations. SALA has already initiated the process for implementing some of the Report's recommendations, and as funding permits, plans to implement many of the recommendations. We look forward to working with LSC on continuing to improve the quality of services to SALA's clients.

Sincerely,

SOUTHERN ARIZONA LEGAL AID, INC.

A handwritten signature in blue ink, appearing to read "Anthony L. Young".

Anthony L. Young, Esq.
Executive Director