

John

The Draft Report will be very helpful through providing carefully drafted recommendation agenda where needed. We appreciated the review – very valuable to meet with experienced people from the corporation at length and be interviewed in an open manner about what they do in an affirmative way. Normally we are racing to keep up with the demand from our clientele and meeting each multi-grant challenge and dealing with the expected bureaucratic chore. For the three of you to really inquire from everyone what they do, how they feel, what they think – very good for morale. Even got volunteered feedback from judicial, legal community – again appreciative.

Below, minor itemized comment on draft:

P. 7, Finding 5 – Para 2 on page: There are two full-time intake workers in the Washington office; one additional worker provides support.

Page 8, Finding 5 – Para 6 one page: SPLAS is upgrading the telephone system in the Washington and Fayette offices, installing T-1 lines which will allow transfer to the Consortium partners.

Page 9, Finding 5 – Para 1 on page: With two full-time experienced workers providing intake, there is back-up; the third worker would provide interim full-time help if one full-time intake worker would be required to be replaced. The recommended evaluation for additional technological upgrade will be implemented.

Page 11, Finding 9 – Para 4 on page: Included in each review - a written report to the executive director itemizing information for each client reviewed.

Page 12, Finding 9 – Para 5 on page: The Executive Director will review each monthly tickler for every attorney (including each manager), providing monitoring (the larger caseload for managers in Waynesburg and Somerset partly due to fact that only one manager available, and for each manager, due to fact that another worker might be providing primary aid, though identified to manager). The recommendation in the report for review will, however, be effected.

Page 15, Finding 14 – Para 4 on page 15: typo – EITC; foreclosure diversion programs in all four counties (noted in paragraph 1 on page 16)

Page 16, Finding 15 – Para 6 on page 16: 12 member Board.

Page 21, Finding 21 – Para 5: program-wide meeting are conducted routinely (monthly, semi-monthly depending on need) utilizing videoconferencing; program-wide meetings with everyone in attendance are held semi-annually.

Would appreciate you conveying to Chuck and Mytrang our feeling. Look forward to meeting with you/them in future.