

2011 TIG Conference

**Online Intake:  
LSC Policy, Compliance Considerations and Future Thoughts**

**Thursday 4:00 – 5:15 p.m.**

**Presenters:**

Vic Fortuno, President  
Legal Services Corporation  
[fortunov@lsc.gov](mailto:fortunov@lsc.gov)

Janet LaBella, Director  
Office of Program Performance  
Legal Services Corporation  
[labellaj@lsc.gov](mailto:labellaj@lsc.gov)

Cheryl Nolan, Program Counsel  
Office of Program Performance  
Legal Services Corporation  
[nolanc@lsc.gov](mailto:nolanc@lsc.gov)

David de la Tour, Program Counsel  
Office of Compliance and Enforcement  
Legal Services Corporation  
[delatourd@lsc.gov](mailto:delatourd@lsc.gov)

M. Megan Smith, Program Counsel  
Office of Compliance and Enforcement  
Legal Services Corporation  
[smithm@lsc.gov](mailto:smithm@lsc.gov)

David Bonebrake, Program Counsel  
Office of Program Performance  
Legal Services Corporation  
[bonebraked@lsc.gov](mailto:bonebraked@lsc.gov)

Chuck Greenfield, Program Counsel  
Office of Program Performance  
Legal Services Corporation  
[greenfieldc@lsc.gov](mailto:greenfieldc@lsc.gov)

## **Session Description:**

*Online intake has quickly become one of the top trends among legal services programs. Participants will hear from LSC staff about recent LSC activities related to online intake. LSC staff will share policy and compliance considerations followed by a group discussion about future directions involving field programs.*

**Moderator: Cheryl Nolan**

**Audience facilitator: M. Megan Smith**

## **Topical Outline:**

- I. Intake and LSC (10 mins)**
  - a. Introduction to LSC's Intake Focus Group
    - i. Members
    - ii. Purpose
    - iii. IFG work familiarizing itself with online intake systems
  - b. Reflections on progress (10 mins)**
    - i. Short description of TIG projects and defining online intake
    - ii. Summary of TIG projects for online intake: LSC encourages experimentation by the field to expand access via the Internet
    - iii. IFG Policy
  
- II. Compliance Considerations (15 mins)**
  - i. TIG SGA for past two years (URL)
  - ii. Good guidance for intake systems generally
    - 1. "Number 7" – For online intake, do you need human contact? LSC Policy
  
- III. Where should we be headed? (30 mins)**
  - a. Future activities of the LSC IFG
  - b. Summit
    - i. Group discussion with audience for input and feedback

## **Handouts: LSC TIG Special Grant Conditions for Online Intake**

### **Website Links:**

1. [www.lsc.gov](http://www.lsc.gov)
2. [www.lri.lsc.gov](http://www.lri.lsc.gov)
3. <http://www.legalhotlines.org/>
4. [www.lsnatp.org](http://www.lsnatp.org)