



Serving Northeastern New York with offices in
Albany, Amsterdam, Canton, Plattsburgh and Saratoga Springs

Amelia M. Klein
President

Lillian M. Moy
Executive Director

Peter D. Racette
Deputy Director

Wendy Wahlberg
Deputy Director

December 12, 2011

Cheryl Nolan, Program Counsel
Office of Program Performance
Legal Services Corporation
3333 K Street, NW, 3rd floor
Washington, DC 20007

Dear Cheryl:

I am sorry this letter was not sent to you while I was at NLADA last week but there was a mix-up at the office. Thank you for the draft report from the Program Quality Visit to the Legal Aid Society of Northeastern New York, August 8-12, 2011. At the outset, I want to thank you and every member of your team. Your courtesy, hard work and insights are much appreciated. I write to present some corrections to factual inaccuracies contained in the Draft Report.

On page 3 of the Report, I wanted to note that we do have software in order to track call volume in the Albany, Amsterdam and Saratoga offices; however, it's not currently activated. We are working with our system vendor, Gracecom, to implement it. On the same page, I should note that, unfortunately, we do not have a mirror website for Spanish speaking users. Any program brochures that we have translated to Spanish are posted on the website. In addition, LASNNY refers callers to the self-help materials in English and other languages posted to www.lawhelp.org/ny. We currently have two staff members who are bilingual in Spanish/English and Chinese/English, respectively. I should note that the Google toolbar posted on the website is a way of providing only a rudimentary translation of the website content; in general, the toolbar is a starting point, rather than a final translation of content.

On page 5, the data we reviewed in connection with our priority setting is not from the 2000 Census, but rather from the latest data at that moment from the American Community Survey.

On page 9, first paragraph the Supervising Attorney supervises intake in the Plattsburgh office, only. On the same page, in the second paragraph, there are five intake support staff in Albany, including the pro bono coordinator (not paralegal). In the fourth paragraph, the second sentence refers to the Amsterdam, not Canton, office. In the same paragraph, it should be noted that the three slots are often filled by 11 am in Amsterdam. In the last paragraph on page nine regarding call volume software, the correction should be the same as for page 3.

On page 19, first paragraph, the fifth sentence should read: "The Albany deputy director reviews *some* (not all) extended representation"



Main Office: 55 Colvin Avenue, Albany, New York 12206
(518) 462-6765 • (800) 462-2922 • Fax (518) 427-8352

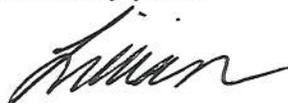


On page 22, second paragraph – our program-wide meetings are generally held in Warren County two times a year (which is north for some of us and south for others of us).

Same page, fourth paragraph, \$244,000 was raised in the 2010 campaign.

I hope these corrections help. I look forward to receiving the final report. Thank you again for a very helpful and substantive visit. I look forward to seeing you in the future.

Sincerely yours,

A handwritten signature in cursive script, appearing to read "Lillian M. Moy".

Lillian M. Moy
Executive Director

LMM:mm