



## LEGAL SERVICES OF THE VIRGIN ISLANDS, INC.

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PLEASE REPLY TO: ADMINISTRATIVE OFFICE

February 25, 2015

Mr. Willie Abrams, Esq.  
Program Counsel  
Office of Program Performance  
Legal Services Corporation  
3333 K Street, NW  
Washington, DC 20007

***Re: Response to Draft Program Quality Visit Report  
Legal Services of the Virgin Islands, Inc.  
Recipient #254000***

Dear Mr. Abrams:

We thank you and your team for the professional manner in which the on-site program quality visit was conducted. Further, we thank you for the comprehensive draft report which contains 23 findings and 53 recommendations. The recommendations pertain mostly to operations/practices and not policy. We do not find any significant inaccuracies<sup>1</sup>. We are establishing a collaboration with the University of the Virgin Islands Institute for Leadership and Organizational Effectiveness to undertake a comprehensive needs assessment and strategic planning process to address the specific recommendations in the draft report and those other areas flowing from the process.

The 22 Tier One recommendations, which are intended to have a direct and major impact on program quality and/or program performance, will specifically be addressed in the strategic planning process. The plan will include needs assessment, quality standards, succession planning, resource development; and effective reporting mechanism with a series of “dashboards” that track the implementation of the plan and measures the effectiveness of the agency.

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<sup>1</sup> There is a minor incorrect statement on page 24 which states that the executive director has been director of the program for 30 years. The executive director has been in management positions with the agency for 30 years, but only 17 as executive director.



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We understand that we must report the activities undertaken in response to the Tier One recommendations in our next grant renewal application.

We look forward to the challenges ahead and appreciate the fact that the Office of Program Performance is available to assist us in the future.

Sincerely,

A handwritten signature in blue ink, appearing to read "Richard Austin", written over a horizontal line.

Richard Austin, Esq.  
Executive Director

cc: Mr. Dwayne Henry, Esq., LSVI Board Chair