



# BAY AREA LEGAL AID

WORKING TOGETHER FOR JUSTICE

June 9, 2011

Chuck Greenfield  
Program Counsel  
Office of Program Performance  
Legal Services Corporation  
3333 K St. NW  
Washington, D.C.20007

Re: **LSC Program Quality Visit: February 28 – March 4, 2011**  
**Bay Area Legal Aid - Recipient Number 805270**

Dear Mr. Greenfield,

I am writing in response to the *Draft Program Quality Report* issued by the Legal Services Corporation's Office of Program Performance in connection with its quality visit to Bay Area Legal Aid from February 28 - March 4, 2011.

I first want to thank you and the other members of the OPP team for the professional and courteous manner in which it conducted its visit, and for its thoughtful and thorough examination of our firm.

Regarding the *Draft Report*, we are extremely pleased with the findings. BayLegal invests a great deal of time, energy, and resources into providing quality, effective services to clients. To have a third-party review confirm that our investment has produced the desired result is reassuring and a testament to the benefits of strategic, deliberate action.

The *Report's* recommendations address many of the tasks and issues we are currently grappling with. The OPP team recognized that despite our many accomplishments we can continue to improve our performance. We agree. It is this recognition and our commitment to clients that drives us to succeed.

Sincerely,

Ramón Arias  
Executive Director

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