

ACADIANA LEGAL SERVICE CORPORATION

1020 SURREY STREET

P.O. Box 4823

LAFAYETTE, LA 70502-4823

PHONE: (337) 237-4320 FAX: (337) 237-8839 TOLL FREE: 1-800-256-1175

July 25, 2014



Mr. Willie Abrams
Program Counsel
Legal Services Corporation
3333 K Street, NW – 3rd Floor
Washington, DC 20007-3522

RE: LSC Draft PQV Report

Dear Mr. Abrams:

This correspondence is to comment on what we consider to be a factual inaccuracy regarding Performance Area Two, Criterion 1:

LSC Finding 6: Intake System: In its current form, ACLS's (*sic*) approach to intake is a significant challenge that hinders client access and threatens the overall effectiveness of the program's delivery strategies. . . We heard from some staff that this practice makes it more difficult for the working poor (who might be unable to make a call in the morning) to receive assistance.

ALSC's Response: The working poor and those unable to personally call in the mornings are afforded the ability to have their name placed on the callback list. An applicant can do this by having a friend, colleague, or relative make the call on their behalf. The actual application and interview will be conducted at a time that is most suitable for the applicant.

If you have any questions regarding this comment, please do not hesitate to contact me directly.

Sincerely,

Joseph R. Oelkers, III
Executive Director

cd