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of Middle Tennessee and the Cumberland

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Ms. Tillie Lacayo
Program Counsel
Legal Services Corporation
3333 K Street, N.W., Third Floor
Washington, DC 20007-3522

Re: Response to Program Quality Visit to Legal Aid Society of Middle
Tennessee and the Cumberland
Program Number: 643040

Dear Tillie:

Thank you for providing LSC's draft report of February 26, 2014 from the program quality visit conducted by the Office Program Performance (OPP) to Legal Aid Society of Middle Tennessee and the Cumberland (LAS) on November 18-22, 2013. We are pleased that you appreciated the forthright answers to your questions and the many documents provided.

We appreciated the opportunity to discuss important aspects of our work. Your recommendations contained in the report will be useful to us and our board as we plan for the future.

We have no disagreements with the recommendations that are contained in this report as they are consistent with our Strategic Plan and the four Performance Areas of the LSC Performance Criteria.

There are only a few items that we provide comments to correct and to clarify.

1. On page 3, the report states that the U.S. Census Bureau's American Community Survey 5-Year Estimates reflect that LAS' service area has a poverty population of 546,054. We believe the correct poverty population is 443,950.
2. On page 5, the report discusses the planned giving initiative. It states that we have a "board committee that focuses on just that". We do have a committee that is focused on planned giving and it does include a board member but it is not a "board committee".

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Legal Aid Society is funded in part by Legal Services Corporation, Tennessee Civil Access to Justice Fund, Tennessee Bar Foundation, private donation, and United Ways serving Anderson, Bedford, Campbell, Cannon, Davidson, Franklin, Houston, Humphreys, Lincoln, Macon, Maury, Montgomery, Rutherford, Stewart, Sumner, Williamson and Wilson counties.



3. On page 7, the report's Recommendation I.3.3.1 states that the "executive director should move promptly to assign responsibility for implementation of the strategic plan through the creation and staffing of committees." Prior to January 1, 2014, four Oversight Committees were created with responsibility over all of the goals in the 2014-2018 Strategic Plan along with outlining the objectives to be achieved in 2014.
4. On page 20, the report's Recommendation III.2.13.4 states "For example, using the program's website as a vehicle to advertise and place pro bono cases could increase private attorney participation and reduce the time spent in making referrals through other methods." We suggest that this portion of the recommendation would be more appropriately placed in the narrative portion of this report instead as part of a recommendation. We recognize that it is cited as an "example" but do not want the expectation that this will be something that will be expected to be implemented as part of our utilization of technology for increased pro bono services. We are certainly excited about utilizing technology to enhance our services to our clients.
5. On page 23, the report states that the "board evaluates the executive director every other year". Our Board Policy is that the executive director is to be evaluated every year.

We appreciate the time and professionalism of the review team. We are excited as we move forward with our strategic plan to become an even stronger and effective advocacy program.

Sincerely yours,



Gary D. Housepian
Executive Director

cc: James L. Weatherly
Board Chair