



## LEGAL AID OF EAST TENNESSEE

502 S. Gay St. Suite 404, Knoxville, TN 37902  
Telephone (865) 637-0484 Facsimile (865) 525-1162

OFFICE OF  
PROGRAM PERFORMANCE  
2010 JUL 20 AM 8:23  
LEGAL SERVICES CORP  
RECEIVED

Executive Director  
David R. Yoder

Associate Director  
Debra L. House

May 17, 2010

Tillie Lacayo  
Office of Program Performance  
Legal Services Corporation  
3333 K Street, NW 3<sup>rd</sup> Floor  
Washington, DC 20007-3522

Re: Reply to LSC draft report from 2010 site visit.

Ms. Lacayo:

Thank you for a copy of the draft report. I am replying to the request for notice of any factual discrepancies. We appreciate the professional nature of LSC's visit and the suggestions of the site visit team. We reserve the right to take any further action we believe called for upon receipt of the final letter. I apologize in advance for any deficiencies in this response. The timing has been very difficult with the ABA EJC and the LSC Application for 2011 funding coming at the same time. Our specific responses follow to wit:

Introduction. Program Overview last paragraph: LAET actually has budgeted \$2,480,505 in Non-LSC funding for 2010.

Summary of findings, Last paragraph, Page 4: LAET does have a comprehensive resource development plan, however it was not "formulated with the assistance of an outside consultant". This and later references (Finding 21, page 22) suggest that LSC believes that Asen, Inc. was a part of "formulating" our development plan. This is inaccurate. Asen, Inc. is under contract to provide media, public relations and marketing assistance. While marketing is certainly relevant to resource development, Asen did not assist in the development of our comprehensive plan.

Performance Area One, Criterion 1., Finding 1, footnote 3: It should be noted that LAET actually requested, contracted for and paid for the regional survey referenced.

Finding 3, recommendation 1.3.2: What is this recommendation based on? We believe that we do equitably disperse services through out our 26 county service area. Verifying this was, in part, the genesis for our GIS project. We also monitor services in conjunction with United Way Supreme Court and Bar reporting.



Community Partner

Performance Area Three, Finding 8, third paragraph: I suggest clarifying that “The program’s three associate directors have over twenty years of experience (each) in the legal profession”. (each) added.

Performance Area Three, Finding 13: It seems that a fair report would also point out that LAET serves more clients in total on a per LSC dollar basis than any program in Tennessee.

Performance Area Three, Finding 14, second paragraph: It seems that a fair report would also point out that all funding sought by LAET is funding directed at our case type priorities. I suggest that it is more appropriate to say that fund development is “priority driven” than to state “the program as being funding-driven”.

Performance Area Three, Finding 15, second paragraph: You state that the PAI coordinator in the Johnson City and Chattanooga offices are supervised by the Associate Directors in each Region. That is incorrect. The Executive Director supervises the Pro Bono Directors in all three Regions. He does this in consultation with the AD’s in each Region.

Performance Area Four, Finding 18, page 19: The LAET Executive Director has directed only one legal services program before becoming the executive director of LAET.

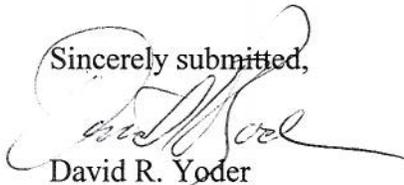
Performance Area Four, Finding “18” (misnumbered?): The Director of Technology has been with the program since 2006.

Performance Area Four, Finding 19, last paragraph, page 21: As discussed with Tillie LaCayo, we believe that this last paragraph is inaccurate, fails to recognize the excellent salary levels for non management advocates and support staff, and fails to recognize LSC’s responsibility to funded programs and LSC’s role, or more appropriately lack there of, in collective bargaining.

Performance Area Four, Finding 21, last paragraph, page 22: The 45% figure is only accurate if you ignore the \$749,102 in donated services as funding received and audited.

The final paragraph on page 23 gets really mixed up as to the Regional Associate Directors and their roles with the TBA and TALS Board. It also appears to be unfinished.

Sincerely submitted,



David R. Yoder