

Matters Service Report **Part II: Narrative Portion**

Program Name:

Recipient Number: _____

Date Submitted:

Contact:

Title:

Phone: _____ **Fax:**

E-mail:

A. Overview of Services Provided

Please provide a narrative overview (300-1000 words) of the “Matters” services provided by your program during the reporting period, briefly addressing each of the types of matters listed below for which you reported services in “Part I, Statistics.”

Examples of topics you might wish to address in your narrative include: goals, service delivery strategies, audiences, results...

- 1. Community Legal Education**
- 2. Pro Se Assistance, not included in “case service” statistics**
- 3. Referred, not included in “case service” statistics**
- 4. Outreach**
- 5. “Indirect Service” matters**
- 6. Other**

B. Examples

Please provide two to five vignettes (brief narrative examples) below, illustrating the results and benefits achieved for the low income population as a result of the services described above.

- Write for a lay audience. These vignettes will be used with legislators, bar leaders, media people and others who may not be familiar with legal services for low income people.
- Select examples that best illustrate the human impact of the services for which your program served significant numbers of people as indicated in your statistics in Part I of this report.
- Please be brief -- no more than 50-75 words per example. Take care to produce engaging examples that will be quick to read and leave a positive impression of the mission and professionalism of your program.

C. Estimation Methods

If you reported *estimated* numbers for any items in “Part I, Statistics”, please describe briefly below the estimation methods and sources of data used to arrive at those numbers.

- 1. Community Legal Education**
- 2. Pro Se Assistance, not included in “case service” statistics**
- 3. Referred, not included in “case service” statistics**
- 4. Outreach -- N/A**
- 5. Indirect Service matters -- N/A**
- 6. Other -- Mediation/ADR**

D. Explanations and Comments (Optional)

Please provide any additional information (no more than 150 words) that would help readers to better understand any parts of your Matters Service Report you feel are not completely described by the forgoing information.