
LEGAL AID JUSTICE CENTER

March 9, 2010

Lisa A. Frazier
Director of Finance and Administration
United Way - Thomas Jefferson Area
806 East High Street
Charlottesville, VA 22902

Re: Responses to Review Committee Questions

Dear Lisa:

Following are the responses to the three additional questions that the Review Committee for the United Way – Thomas Jefferson Area posed in response to our application for funding for the fiscal year ending June 30, 2011.

1. Please clarify the costs incurred by the program in FY09, when significantly fewer clients were served and staff was absent.

The costs incurred by the program during FY09 reflect primarily salaries and benefits expense of the staff serving clients referred to the Legal Aid Justice Center through the University of Virginia Medical Center. These include the salary and benefits for Carolyn Pointer, the primary CHAP attorney who was hired January 1, 2009 and who worked full-time until her departure around the third week of April; approximately 10% of the time of a senior paralegal who provided advice to clients referred to the program during Carolyn Pointer's subsequent absence; approximately 4% of the time of the managing attorney in Charlottesville who supervised the hiring process and the ongoing provision of services; and management expense allocated to the program representing a proportionate share of the cost of the Executive Director, Chief Financial Officer, Grants Officer and Development Director who manage administration and funding for the program. Program costs also include the cost of recruiting to fill the attorney position, including advertising and interview- related travel for the finalist (who was subsequently hired).

At \$80,809, the FY09 expense of the program was approximately 63% of the FY10 budget of \$129,130, which reflects the vacancy during the first half of the year and the short-staffing during the latter part of the second half. These numbers are consistent with the increase in advice-only cases conducted by fill-in staff relative to our projections and the decline in outreach, as outreach activity was reduced in response to the temporary reduction in staff.

2. Please share what was learned from the electronic survey results.

Our electronic survey was specifically geared toward collecting information regarding the legal needs of low-income community members. Of the nearly 400 respondents, 45 or more than 10% identified themselves as former clients or low-income individuals. The top concerns among all

respondents were housing, healthcare, public benefits and employment (including unemployment). The responses from low-income individuals were consistent with the responses of the entire survey population as a whole.

One interesting finding was that respondents frequently said that we should do more to publicize the Legal Aid Justice Center and inform the low-income community of the services that we provide. The survey feedback demonstrates to us that we can improve the level of public awareness of our services through outreach and education, among other activities.

CHAP is one of the means through which we raise awareness and reach low-income individuals who would otherwise not know about our services. Moreover, the typical cases we handle for clients who come to us through CHAP fall within the priorities mentioned in the survey: housing, public benefits and healthcare. In other words, the survey largely confirmed the importance of the services we currently provide.

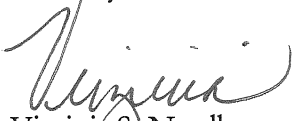
I have attached a copy of our summarized findings for the Committee's review.

3. Clarify how staff communicates and interacts with non-English speaking clients.

The Legal Aid Justice Center has successfully served non-English speaking clients for many years using both bilingual staff and a variety of translation partners and services including the International Rescue Committee for in-person translation and Language Line Services for telephone translation. When onsite at the UVA medical center, CHAP attorney Carolyn Pointer can use UVA's telephone translation system. Translation telephones with two handsets are installed throughout the medical center accessing an off-site translator in any language needed. The receptionist in our Charlottesville office speaks fluent Spanish and French as well as English, and several attorneys speak fluent Spanish and English.

I hope these answers are helpful to the review committee. If they would like additional information, please feel free to contact Alex Gulotta or me.

Sincerely,



Virginia S. Needham
Chief Financial Officer