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CC: Kester, Tonykester@aging.sc.gov
Watson, Daledwatson@aging.sc.gov
Date: 11/25/2014 9:42:30 AM
Subject: Response to Dir. Kester's Letter for Documentation of Legal Service Information

Stephanie,

Thank you for responding to Mr. Kester's request for documentation and information about your Legal Services Program.

I have reviewed the documents and I would like to have some additional clarification/make some suggestions. I would like to have follow up from you on these topics and inclusion on your plan of action to continue the high quality of service you provide in the area of Legal Services.

1 – Your Response on Outreach Events and on Assessment: Thank you for the schedule of events with topics. As a suggestion, please include a table or section of a table at any outreach event where the AAA/ADRC participates that is dedicated to information/referral for legal services. Include a brief survey/follow up contact list so that people can make you/your staff aware of issues they may be having and receive referral or request more information. This will help with assessing the need that exists in your region. While the assessments we do are comprehensive, they only reach seniors who are calling us for information or assistance, so those assessments are not adequate to establish the level of need and specific areas of need for the PSA.

2 – Confirmation of Contact with the SC Bar: You mentioned that you have email confirmation. Please forward that so I can include it in the file. Are the sessions you listed being put on by the Bar or by outside providers? If they are from outside providers but NOT from SCLS, then you should request Bar sponsorship. The Bar can "sponsor" any event, regardless of who sets it up, and as part of that, they will provide free publicity and some level of coordination for the event. You just have to tell them when, where, who, etc. Talk to Debbie Morris about this if you haven't already done so. Also, please be sure they are working on establishing some education sessions for you for next year (they book well in advance). Please update that information so I can include it in the Trident file.

3 – Training on Targeting and Issue Spotting: I know that your staff is trained and I know that the Ombudsmen have been through some additional level of training on issue spotting and targeting. They already have established relationships with the Probate Court and that would be good information to provide in the plan as well. Since I come down there quarterly to work with Kathie on Volunteer Friendly Visitor, I would like to plan a brief training with your referral staff on these two subjects. We look at the targeting issue slightly differently than SCLS does. I was delighted to see that you are going to have SCLS come in to do some of this.

Thank you again for your response. I will look forward to hearing back from you on this.

Best regards,
Cat

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