

From: Zavoras, Catherine <cZavoras@aging.sc.gov>
To: mfields@lscog.org mfields@lscog.org
CC: Aging, PSA Help psahelp@aging.sc.gov
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Watson, Daled watson@aging.sc.gov
Date: 11/26/2014 11:26:01 AM
Subject: RE: Lower Savannah Legal Correction Action Plan

Hi Mary Beth,

I received the corrective action plan; I appreciate your sending it and I am responding to what you have proposed. I think you have covered the basics, and it appears that you have services in place and will expend your funds. Before I approve the plan, there are some things you need to incorporate or address. I am going to make some suggestions that I hope will help/simplify the process.

Look at some options, if you will, for publicizing your ability to make referrals for legal services. Getting the word out in the community is going to be important. Education will help, but it is not a complete solution. Do you have some way of distributing flyers, brochures, etc? Please add that. Also, if you have not discussed with SC Legal Services how they may refer callers who meet our criteria to us and then have us approve them, you should do that. You will have to approve the service before it is provided, but they have greater visibility in this arena, so you can use that to improve client numbers.

Please provide a schedule of educational session that will take place, who will conduct them, and what topics they will discuss. You mentioned that you spoke with the Bar and obtained a speaker. They are scheduling for next fall right now, so please call them and get them to schedule some sessions for you. They book well in advance. If you set up a session, place, time, and speaker with a local attorney, you can ask them to "sponsor," which means they will give you free publicity.

One piece that was missing in your response is that you did not address assessing the need for services. Although your intake practices do collect detailed information about the client, that does not assess the need for services throughout your region, simply because that assessment only captures people who contact you for services. Please incorporate information in your plan as to how you will assess the need throughout the PSA. Here are some ideas: You may want to include some other types of outreach to accommodate obtaining that information. For example, you might ensure that you staff a table or part of a table at every outreach event, including health fairs, senior events, etc., where someone can provide information and can collect name/information that allows you to evaluate the interest areas and need for legal services from that population. You can collect data on needs and you can also use that as an opportunity to provide information on the services that are available and may be able to get a more comprehensive picture of need. You could do a survey, but one of the things to be aware of is cost. You might also talk with other entities in the area, such as United Way. They often survey their target population about things like "greatest need" so you may be able to get data from them that shows legal as one of the priority needs.

Susan does an excellent job of issue spotting and referring facility residents for services. You should encourage her to continue to refer clients. Also, do include this in your plan, because it gives you another way of reaching a target population who are already socially isolated.

Thank you for establishing your contract/contract rate. You may also have the ability to use other legal providers as long as you do so at the same unit rate (a "fall-back" in the event that you don't have someone readily available from SCLS—I don't know the level of their coverage in your geographic area. Although not a requirement of approval of your plan, please clarify their hours of availability in your region for me.)

Please get your changes to me no later than December 10, 2014 so that I can move forward with approving your plan.

Thanks again for your help on this. I will look forward to receiving your update.
Best regards,
Cat

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From: Aging, PSA Help
Sent: Tuesday, November 18, 2014 8:11 AM
To: Zavoras, Catherine
Subject: FW: Lower Savannah Legal Correction Action Plan

Gerry Dickinson
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From: Mary Beth Fields [<mailto:mfields@lscog.org>]
Sent: Monday, November 17, 2014 4:57 PM
To: Aging, PSA Help
Cc: Zavoras, Catherine; Lynnda Bassham; Susan H. Garen
Subject: Lower Savannah Legal Correction Action Plan

Please see the attached. Thanks! Mary Beth