

Intake Data Questions

Grantee name: Neighborhood Legal Services, Inc.

Question One

We are interested in understanding the breadth and nature of cases that come to you, especially cases that you were unable to serve fully or unable to serve at all. To that end, we ask that you take a few minutes to review the matrix and reflect on intake in the last six weeks.

- a) Would you say your case intake was typical, in terms of number and type of cases, during the six-week period from March 6th to April 14th 2017?

Yes

- b) If you answered “no” in part (a) above, briefly describe, in one or two sentences, what was unique or unusual about your case intake during this period. For example, there might have been an increase in foreclosures spurred by rising interest rates that meant you turned away more consumer and financial cases than usual.

Question Two

Please provide an estimate of the number of hours your offices are open for intake in an average week. If your program has multiple offices, please provide an average for your offices.

| | |
|--|----|
| Hours open for telephone intake each week: | 40 |
| Hours open for walk-in intake each week: | 40 |
| Hours open for in-person appointment intake each week: | 40 |
| Hours of intake conducted at outreach events weekly, on average: | 40 |
| Do you offer online intake? | No |

Neighborhood Legal Services PAI Subgrant Program - VLP

| UNABLE TO SERVE | | | | | | | UNABLE TO SERVE FULLY -- INSUFFICIENT RESOURCES | | FULLY SERVED | | | PENDING |
|--|--|---|--|--|----|----------------------------------|--|--|---|---|---|---|
| Unable To Serve -- Ineligible | Unable to Serve -- Conflict of Interest | Unable To Serve --Outside of Program Priorities or Case Acceptance Guidelines | Unable To Serve --Insufficient Resources | Unable to Serve -- Other Reasons | | | Unable to Serve Fully-- Insufficient Resources -- Provision of Legal Information or Pro Se Resources that were not expected to fully resolve the case. | Unable to Serve -- Insufficient Resources -- Provided Limited Service | Fully Served -- Provision of Legal Information or Pro Se Resources | Fully Served -- Provision of Limited Services | Fully Served -- Extended Service Case Accepted | Pending -- the individual's issue is being reviewed for a final case acceptance decision. |
| Unable to Serve because Individual is ineligible | Unable to Serve Because a Conflict of Interest is Present -- No Service Provided | Unable to Serve because the individual's problem is outside the program's case acceptance guidelines. | Unable to Serve because the program does not have sufficient resources to take on the individual's case, and the program did not provide any help other than a referral to another organization. | The individual did not receive legal assistance for other reasons such as the person did not follow through or there is a loss of client contact | | | Unable to Serve Fully, but provided legal information or pro se resources. | Unable to Serve Fully, but provided Advice and/or Limited Action (Includes: Closing Codes: A, B, or L) | Fully Served -- Provided legal information or pro se resources which were expected to fully resolve the case. | Fully Served -- the individual's issues were not that complex and could be fully addressed with advice and/or Limited Action (A, B,or L). | Program had the resources available to accept the client's case for extended service. | The program has yet to make a decision about what level of service to provide the individual. |
| 132 | 2 | 96 | 2 | 23 | 1 | Consumer | 23 | 2 | 3 | 1 | 6 | |
| | | | | | 2 | Education | | | | | | |
| | | | | | 3 | Employment | 4 | | 2 | 2 | 8 | 1 |
| | | | | | 4 | Family | 18 | 1 | | | | 9 |
| | | | | | 5 | Juvenile | | | | | | |
| | | | | | 6 | Health | | | | | | |
| | | | | | 7 | Housing (other than foreclosure) | 4 | | | | | |
| | | | | | 8 | Foreclosure | 2 | | 2 | 2 | 60 | |
| | | | | | 9 | Income | 1 | | | | | |
| | | | | | 10 | Individual | | | | | | |
| | | | | | 11 | Miscellaneous | 11 | | 1 | | 3 | |
| | | | | | 12 | TOTAL | | | | | | |