

New LawHelp Technology Initiatives

LH3 Rollout: More than half of LawHelp partners have migrated to the new LH3 platform. LH3's new features include:

- **A new design** that couples LawHelp's familiar icon-based browsing with enhanced navigation and search options
- **Expanded support for multilingual content** and language-specific portals to serve a growing number of users looking for help in languages other than English
- **New tools for spotlighting key content** such as LawHelp Interactive online legal forms or self-help videos. TexasLawHelp is using these tools to:
 - Create centralized gateways to Interactive and Printable DIY forms for clients, court staff and librarians.
 - Highlight on the homepage a dynamic feed of videos TLSC created to help users navigate the court system.



www.montanalawhelp.org

New LawHelp library template and embeddable content widgets:

In partnership with Central Minnesota Legal Services and Legal Services State Support, PBN just released the beta version of a LawHelp library template that adapts LawHelp content for use specifically in a public or law library context. This project also includes new embeddable content widgets that will allow LawHelp partners and supporters to embed custom feeds of LawHelp resources and referral information on their own website.



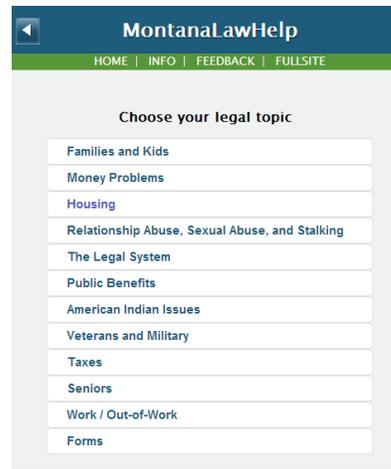
www.ramseycountylawhelp.org

Virtual self-help portal feature just released: In December, PBN released to the national community a new LawHelp mini-portal feature. This allows administrators to create dedicated portals to content tailored to legal topic (e.g. foreclosure), specific audiences (users in a court self-help center) geographic areas or content types (court forms or videos). GeorgiaLegalAid.org has partnered with the Fulton County Courts to create a virtual foreclosure self-help center using this feature.



www.georgialegalaid.org/foreclosure

LawHelp mobile platform now available: Responding to dramatically increasing usage of mobile devices among client communities, LawHelp now has a mobile platform. PBN partnered with Montana Legal Services Association this year to add the ability for any state to create a mobile-optimized version of their LawHelp site. At least 13 states have expressed interest in doing this in 2013. With TIG funding to Legal Assistance of Western New York, Spanish support and LiveHelp integration will be added in 2013.



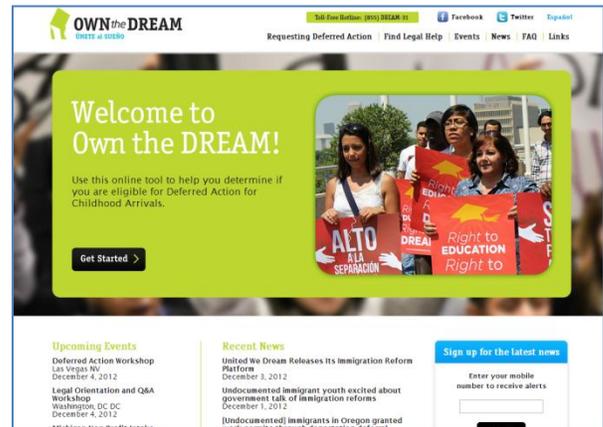
m.montanalawhelp.org

2013 Multi-State SMS Initiative:

The Georgia Legal Services Program received a 2013 TIG for a statewide website SMS (aka text messaging) initiative, the first of its kind in the community. GLSP will work with the Northwest Justice Project, Illinois Legal Aid Online, LawHelp New York and Pro Bono Net to provide self-help and referral resources from each state's statewide website via text message. Each of the four state partners will develop a local marketing campaign targeted to the low-income and moderate income public in a specific geographic area (statewide, rural counties, or a city) that will incorporate the SMS number. Users will text a keyword to an assigned SMS number and receive tailored information based on their responses to a set of questions. For example, users could text "legal aid" to the SMS number and receive a message asking for their zip code and legal need. Based on that, a user would then receive information and referrals tailored to their needs.

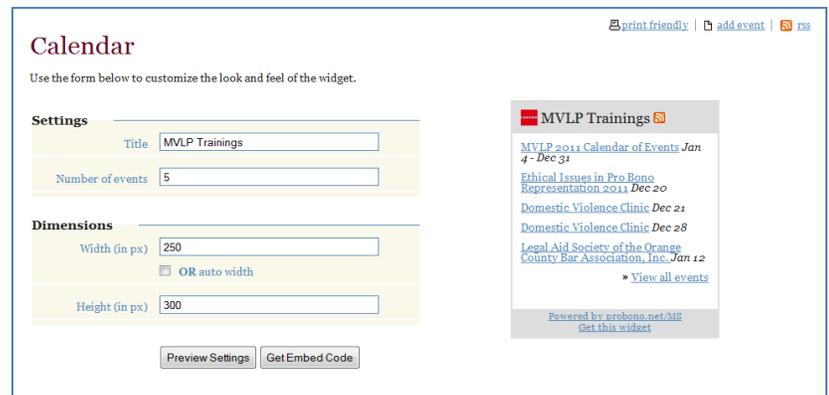
New probono.net Technology Initiatives

Custom design support: We have added support for integrating custom designs on probono.net as seen on The Immigration Advocates Network (ImmigrationAdvocates.org) and now FloridaProBono.org, CitizenshipWorks.org, Weownthedream.org and several other sites as well.



Embeddable content widgets:

In July, PBN released new **embeddable versions of the training and new cases tools**. These allow legal aid programs, bar associations and law firms to easily embed a dynamic list of upcoming probono.net website trainings or available cases on their own website or blog. This capability is now being expanded to probono.net library and news content as well.



New case placement application: In partnership with the ProJusticeMN.org partners, PBN released a new suite of tools to support case placement and marketing via the probono.net platform. Members can subscribe to email alerts when cases are posted in their area of interest and region. The application also includes new workflow for members to express their interest in a case and facilitate follow up by PAI coordinators. The tool has been adopted by five states thus far.

New volunteer recruitment features: In 2013, PBN will partner with the Volunteer Lawyers Project of the Boston Bar Association on a TIG-funded initiative to create a new legal clinics/projects tool on probono.net, enhance the Pro Bono Opportunities Guide and other volunteer recruitment features.

Mobile capability: In 2013, PBN will partner with Legal Aid Services of Northeastern Minnesota and the ProJusticeMN.org partners on a "Pro Bono to Go" TIG to develop mobile capability for the probono.net platform. This project will develop tools to create mobile optimized settlement checklists and client interview guides for advocates and volunteer attorneys on smart phones and tablets in "on the go" settings like clinics or at court.

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