LawHelp Network Session:
What’s New, What’s Next?

LSC TIG Conference
January 17, 2013
Agenda

I. Pro Bono Net Program Initiatives
II. Recent and Upcoming Development Initiatives
III. LawHelp Interactive Updates
IV. Introducing LawHelp Triage
V. State Project Highlights
   • WashingtonLawHelp.org
   • LawHelp.org/NY
VI. Looking ahead: Your ideas?
Introductions

• Name, program and role on project
• What’s one aspect of your project you are especially excited about?
• What’s one area you want to learn more about – or do more of - in 2013?
2013 PBN Program Initiatives
Ongoing program services

• Program Development Assistance
  – Individualized project consulting for LawHelp.org and probono.net initiatives

• Community Networking and Capacity-Building
  - Monthly network calls
  - Training webinars
  - Online support resources (listserv, SWEB)

• Incubating Innovation
  – Start-up consulting for pilot projects
  – Support for replication and adoption of new tools
Individual admin trainings

In 2012, trainings on:
- Integrating multimedia
- Using the probono.net site mailings tool
- Using the probono.net webcast tool
- Refresher on site capabilities
- Training on the new LawHelp platform
- Maximizing the advocate template to recruit and support volunteers
- ... and more!

*Individualized trainings to be offered in 2013, too.*
LSNTAP Community Training Series

In 2012, PBN produced 5 webinars in partnership with LSNTAP:

- 302 unique attendees
- 206 programs
- 44 states and 3 Canadian provinces
- 292 total online views of recording
Libraries and Access to Justice Initiative

4 part webinar series

- Explored national legal information and access to justice initiatives
- 394 unique participants
  - 42 states & DC
  - 4 Canadian Provinces
- Presentations and the supporting documentation is on probono.net/libraries
National marketing support – sample press releases

Model press releases from 2012:

• LawHelp resources for tax season (March)
• National Volunteer Week (April)
• Domestic Violence Awareness Month (October)
Translation opportunity for partners through Linguistic Systems Incorporated.

- 14 partners participated
- 111 pieces of content
- 24 languages represented

We hope to continue offering this services in the upcoming year.
In December we launched LawHelp.org. Espanol.

Portal to all 50 statewide websites

10 plain language guides in Spanish

Immigration and language access materials prominently featured

Launching LiveHelp chat option in early February
Other program initiatives

• LiveHelp replication and expansion support

• National Identify Theft Collaboration
  – Learn more on February 5th LawHelp Coordinators call

• DisasterLegalAid.org
LawHelp Development Initiatives
PBN Commitment to System Integration

• Our commitment to system integration
  – PBN is committed to build systems that support multiple system integration points. We do this so that our partners can best leverage a wealth of technology and resources to best serve the community.
LawHelp3 platform expansions

- Ongoing core LH3 improvements and enhancements
- New mini-portal option
- New cross-state content-sharing features (Q2 2013)

GeorgiaLegalAid.org/foreclosure mini-portal
New mobile and SMS initiatives

- LawHelp mobile platform now open for replication
- Spanish and LiveHelp options will be added under 2013 TIG
- National SMS (aka text messaging) pilot with four states in 2013
New tools to support content partnerships

LawHelp Library Template – Open for replication in Q2

www.ramseycountylawhelp.org
New tools to support content partnerships

Embeddable widget maker on LH3 to create a customized, dynamic list of LawHelp content that can be embedded on any other website, blog or intranet. Available in Q2 2013.
Divorce

Know Your Rights > General Information

1. Divorce and Separation in Virginia
   This article describes what a divorce is and what a separation is, and also explains who can file for divorce and what the separation is.
   By: Virginia Legal Aid Society, Inc.
   Divorce and Separation in Virginia
   Content Detail
   How to Respond to a Complaint
   If you have received a Complaint for Divorce, you were served on you in which to file an Answer, it.
   You do not have to file a response, but in some cases, it is necessary to file an answer in order to preserve your rights. This includes,
   Right are if you have received a Complaint for Divorce, you must respond.
   Understanding Your Domestic Relations
   Virginia
   Content Detail

Virginia Decoded
THE CODE OF VIRGINIA, FOR HUMANS

Divorce, Affirmation and Annulment
This is Chapter 6 of the Code of Virginia, titled "Divorce, Affirmation and Annulment." It is part of Title 20, titled "Domestic Relations." It's comprised of the following 27 sections.

20-89.1 Suit to annul marriage.
20-99 Suit to affirm marriage.
20-91 Grounds for divorce from bond of matrimony; contents of decree.
20-93 Insanity of guilty party after commencement of desertion no defense.
20-94 Effect of cohabitation after knowledge of adultery, sodomy or buggery; lapse of five years.
20-95 Grounds for divorces from bed and board.
20-96 Jurisdiction of suits for annulment, affirmation or divorce.
20-97 Domicile and residential requirements for such suits.
20-98 How such suits instituted and conducted; costs.
20-99-1 How defendant may accept service; waive service.
20-99-2 Service in divorce and annulment cases.
20-102 When not necessary to allege or prove offer of reconciliation.
probono.net Development
Initiatives
New custom designs
Embeddable calendar widget

Calendar

Use the form below to customize the look and feel of the widget.

**Settings**

- **Title**: MVLP Trainings
- **Number of events**: 5

**Dimensions**

- **Width (in px)**: 250
- **Height (in px)**: 300

Other websites can set the dimension of the widget and how many items display in it to best fit the layout of their own websites.
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Content “portlets” for outreach & media partnerships
New tools to support case placement

Developed in partnership with the Minnesota State Bar Association and Legal Services State Support (MN)
2013 probono.net mobile initiative

• 2013 “Pro Bono to Go” TIG grant to Legal Aid Services of Northeastern Minnesota,
  – Partners: Legal Services State Support, MSBA & PBN

• Create a mobile version of probono.net with tools to create mobile-optimized practice tools, e.g. client interview guides and settlement checklists

• Open for replication after pilot stage in MN
LawHelp Interactive Development Initiatives
LawHelp Interactive Updates

• Usage is growing
• LHI Rebuild
• Community of participating states/developers is growing
• E-Filing pilots
• Embeddable widgets
• National ID Theft Content Collaboration
Embeddable LHI Interviews

Available in 2013
Introducing LawHelp Triage

Presented by Jim Wiegand
Technology Director
Pro Bono Net
LawHelp Triage

- PBN is currently planning and finding partners for a LawHelp Triage System (LHT)
- We are using LawHelp Interactive (LHI) as a model
  - Integrate some key parts of off the shelf software to build a new system
  - LHT will handle all external interfaces
  - LHT will facilitate various forms of replication across the community
  - LHT will provide a common interface to generate triage interviews
  - LHT can perform the job of a intake system, but that is not the main purpose
LawHelp Triage Layout
LawHelp Triage

• What we are solving for:
  – We want to provide a “triage interview” system that will not have to be “coded” for all paths through the interview
  – We wanted a system that would dynamically interface with external sources of data, to help eliminate re-keying of information
  – Provide a method for additional filtering and additional routing, post master triage
Can be a different instance of the same system
LawHelp Triage Example

• For example, before organizations can provide certain help, the Pro Se User must have meet with a HUD counselor before services are rendered.
• There are many factors to weigh in deciding which organizations to send the interviewee:
  – Income
  – Assets
  – HUB consoler process complete
  – Language
  – etc.

*Based on a real problem LHT would solve, but not all facts are accurate
Example LHT Process for Referral and Intake

• After entering Key Info Name, SSN
  – LHT will reach out to HUD to see if the user completed the HUD process
    • If LHT determines if they found the user and they completed, they will continue on
    • If LHT cannot find the user, it will ask the user
    • If the user needs to go to HUD, it will direct them to the nearest one by pulling info from HUD directly
  – LHT will determine income and assets
    • CA could provide feed for this, though doubtful
  – LHT will ask language and other info
  – Anytime during the process, if a single organization is found, the system can stop the interview and forward them on
Example LHT Process (continued)

- If LHT picks an organization and the organization has its own rules setup, all of the info will be forwarded to the organization’s logic.
  - The end user will not see any difference and will not have to re-enter info
  - If the organization logic determines that they cannot service this interviewee, then the system will send it to the master logic to pick the next best fitting organization
  - The process can end by providing an e-mail or intake feed to the legal aid organizations, to the ABA web site, to a statewide website or to a “sorry we can’t help” page
- Each organization can control their own logic and copy others and tweak it, as in the LHI community framework
WashingtonLawHelp
Project Highlights
LawHelp.org/NY
Project Highlights
Looking ahead

What your ideas for 2013 and beyond?
Thank you!

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