What’s New -
What’s Next

ITC Conference
January 2018
Agenda

- probono.net updates
- Partner spotlights
- LawHelp updates
- Partner spotlights
- Questions, feedback, ideas?
probono.net
Program Updates
2017: Year in Review

National probono.net initiatives

- Veterans Consortium Pro Bono Program
- Student Debt Initiative with LSNYC (PBIF)
2017: Year in Review

Regional probono.net initiatives

- Closing the Gap Pilot (PBIF)
- Metro-Atlanta pro bono initiative (PBIF) – in progress
- Kansas pro bono initiative (TIG)
- Puerto Rico pro bono initiative (TIG)
2017: Year in Review

Design and content innovations

- probono.net/NY site refresh/custom design (IOLA funded)
2017: Year in Review

Design and content innovations

- ProJusticeMN Pro Bono To Go expansion, new cases tool enhancements & mobile responsive design – Legal Services State Support & Legal Aid Service of Northeastern Minnesota (TIG)
2017: Year in Review

Design and content innovations

• MassProBono.org & vlpnet.org mobile optimization and practice area toolkits project – Volunteer Lawyers Project of the Boston Bar Association (TIG)
Redesign Rollout Updates

Work has/will be completed during the next few months on:

- Phase 2 tool interface updates
- New tool development
- Additional security updates
- Additional mail server improvements
- Reporting improvements

Our first set of sites will have completed their redesigns!
State Project Highlights

• How have these projects empowered you to re-engage your networks?
• How have these projects reinforced your pro bono site as a call to action to your community?
Massachusetts Experience

- VLP.net.org
- Program site for Volunteer Lawyers Project
- Standard template

MassProBono

- Statewide site
- Custom template
Why Join?

Find out what makes VLP different from other legal aid organizations. Learn about our pro bono opportunities and benefits, and how we work. Join Us Now!

Honor Roll
A Safe Place, Inc.
A Safe Place provides free, confidential services to survivors of domestic violence and sexual assault. We are dedicated to eliminating domestic violence and sexual assault, and empowering every woman, man and child in the Nantucket community to live...
LawHelp Program Updates
2017 Priorities/Projects

National LawHelp.org initiatives

January
• Full release of the LawHelp “interview” tool, in partnership with Legal Aid Society of Hawai’i

Q2 & Q3
• Priority findings from EY Evaluation and MT / PBN mobile user experience audit
• Accessibility, iconography, organizational layout & language navigation enhancements
• Adoption of Google Material icon set
• Individualized consulting with partners on EY findings
2017 Priorities/Projects

- National LawHelp.org initiatives

**Q3-Q4:**
- SSL encryption for all LawHelp sites
- Infrastructure priorities and updates
- Testing new Schema.org mark-up with WashingtonLawHelp
- Releasing Survicate for community-wide use
2017 State Initiatives

- Regional initiatives
  - Delaware LawHelp.org initiative
  - American Samoa LawHelp.org initiative
  - LawHelpNY legal empowerment assessment framework
2017 Partner Initiatives

ayudalegalpr.org

¿Estamos con ustedes!
Si usted o su familia fueron afectados por el huracán María en Puerto Rico, es importante que conozca sus derechos y responsabilidades en torno a reclamaciones a seguros federales, asistencia por desempleo, vivienda y más. Aquí encontrará información sencilla y accesible creada por personas y organizaciones tanto de Puerto Rico como de los Estados Unidos. Para saber más sobre quiénes somos, búsquenos en redes sociales. ¡Este proyecto está en construcción, ayúdenos a regar la voz!

¿Sufrió daños por el huracán?

primeros pasos
1. Antes de iniciar la limpieza de su casa tome fotos de los daños y a sus pertenencias.
2. Haga un inventario de las cosas que perdió o que se dañaron y tenga a la mano recibos originales de las compras.

Solicite asistencia de FEMA

FEMA

Regístrate en FEMA es prioridad
Tiene tres formas de hacerlo
- Por internet: disasterassistance.gov/es
- Por teléfono: 1-800-621-3362

Información legal

conozca sus derechos

Nuevos recursos
- Conozca a FEMA y prepárese para la entrevista
- ¿Quiénes pueden solicitar a FEMA?
- ¿Qué pasa si soy un inmigrante que NO cualifico para solicitar a FEMA?

NATIONAL
Worry And Confusion As Puerto Ricans Scramble To Apply For FEMA Aid

As of last week, FEMA says it has registered nearly 800,000 individuals in Puerto Rico. Still, countless others in rural and hard-to-reach locations need help filling out the form before the Nov. 30 deadline.

That is why groups like Hurricane Maria Legal Assistance are taking matters into their own hands. Over the past few weeks, a team of Puerto Rican volunteers — lawyers, law professors and law students — have been traveling across the island. They answer tricky legal questions, clear up misconceptions, and follow up on existing applications. Mostly, they manually fill out FEMA forms on behalf of the survivors.

Coordinator Andrea Coimbra explains to a group of lawyers and law students how to help hurricane survivors fill out FEMA forms. The volunteers met in front of a Home Depot in San Juan.

www.probono.pr

probono.net
2018: What’s Next
2018: What’s Next

- Accessibility-first upgrade with focus on LawHelp’s “soundscape” - with Atlanta Legal Aid Society
- Natural language search enhancements - with Montana Legal Services Association
- Geolocation-based reporting enhancements - with Nassau Suffolk Legal Services
- Statewide triage initiative - with Legal Aid Services of Oklahoma
- Advancing the next generation of LawHelp’s toolset and technology framework – with all of you
LawHelp4 Planning

How do you define success?

• Program success
• End user success
• Marketing and adoption success

What did we hear?

• Greater customization in user experience & content presentation
• Flexible development framework
• Data portability
• Powerful but streamlined administration

Intersections with other needs and priorities in your communities?
Allied efforts in the LawHelp Network

Microsoft / LSC / PBN “portal” initiative in Hawaii and Alaska

- Inclusive Design
- Intersections with Justice for All vision
- AI & machine-learning technology strategy

New Elder Justice partnership with the Center for Elder Law & Justice (Buffalo, NY)

- Adapt the Risk Detector for new jurisdictions / networks [https://applications.neotalogic.com/a/risk-detector](https://applications.neotalogic.com/a/risk-detector)
- Create new nationally-relevant elder justice LHI forms + related packets for professionals in aging and caregivers
• How have these projects empowered you to re-engage your networks?
• How have these projects reinforced your site as a call to action to your community
Community Support Resources

- Dedicated HelpDesks
- Community listservs
- Bi-monthly calls
- SWEB Support Site
- Individualized project consulting and trainings
Contact us!

• Mike Grunenwald – mgrunenwald@probono.net

• Liz Keith – lkeith@probono.net
Thanks for joining us!

Our next community call...
Probono.net/LawHelp Combined 2018 Kickoff Call
February 6 @ 10am PT/1pm ET

*** 2017 Support Services Survey ***