

LawHelp Statewide Website Program Initiatives

Networking, Training and Partnership Development Support

- Pro Bono Net provides individualized trainings to our statewide website partners on technology and strategic issues throughout the year. In 2012, topics included:
 - LawHelp.org and probono.net new admin trainings
 - Multimedia integration
 - E-newsletter development
 - Using technology to recruit and support volunteers
 - Webcasting
 - And more!

We will continue providing personalized trainings in 2013 – email us to arrange one!

- Pro Bono Net partnered with the Legal Services Technology Assistance Project in 2012 to offer five national training webinars on topics ranging from online intake to technology to assist Limited English Proficient clients. More than 300 attendees from 206 programs attended.
- Each month, Pro Bono Net hosts a call for LawHelp.org and probono.net coordinators to support information-sharing and networking nationally. Periodically we invite national guests to discuss topics relevant to statewide websites, for example, representatives from the FTC attended the November 2012 call to discuss consumer protection resources available on consumer.gov.

Pro Bono Translation Partnership and National Language Access Initiative

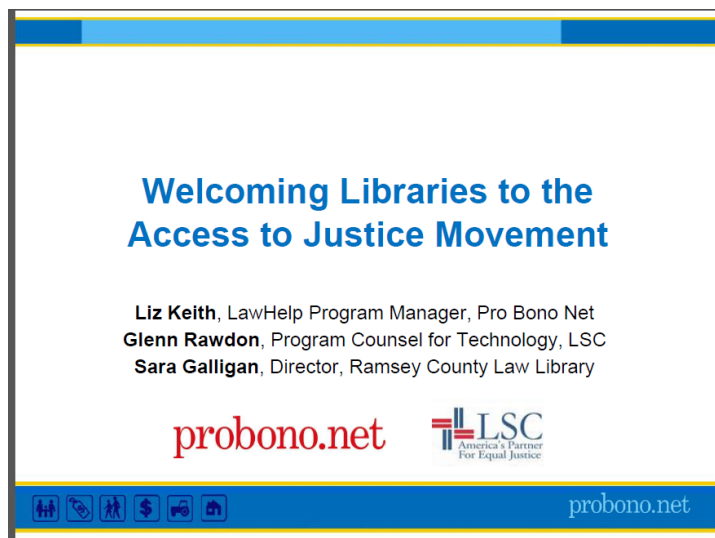
- Thanks to a service donation grant from the Linguistic Systems Inc. (LSI) Foundation, Pro Bono Net offered translation services to our partners in 2012 to expand access to LawHelp content for limited English proficient communities. Fourteen states submitted a total of 111 pieces of unique content for translation into 24 various languages. This new capacity has allowed two states to make self-help resources available in Spanish for the first time. Pro Bono Net will offer this opportunity to our partners again in 2013 through quarterly mini-grants.
- Through a TIG-funded partnership with Legal Aid Society of Northeastern New York and LawHelp/NY, Pro Bono Net launched a Spanish version of the national LawHelp.org gateway page in December to increase access to Spanish resources on statewide websites. The new site offers LiveHelp in Spanish and 10 plain language legal education guides on subjects such as working an interpreter and preparing to go to court. The guides will be available in English, Spanish, Vietnamese, Mandarin and Tagalog in 2013 for any program to use and adapt for their statewide websites.



<http://www.lawhelp.org/espanol>

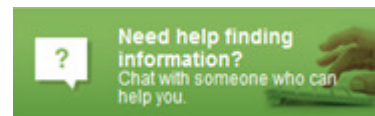
National Library Webinar Series and Networking Support

- In the fall of 2012, Pro Bono Net conducted a four-part national webinar series for public and law librarians around the country on legal aid-library partnership models and online legal resources such as LawHelp and LHI for patrons looking for legal information. We had nearly 400 participants from 40 states. PBN is now working with several states to develop legal aid-library collaborations, and is available to co-design state-specific outreach webinars. To help with state networking, PBN has shared the attendee list from each state with the LawHelp project contact there. Visit <http://www.probono.net/librarywebinars> for more info.



LiveHelp Replication and Expansion Support

- Pro Bono Net continues to provide support and replication resources for new LiveHelp projects and existing projects endeavoring to expand their programs. Pro Bono Net offers consulting on project implementation, developing sustainable staffing models and partnerships, in addition to a variety of LiveHelp policy, navigator training and evaluation resources on our Statewide Website Support Site (SWEB), <http://www.probono.net/statewebsites>.



National Identify Theft Collaboration

- Pro Bono Net is collaborating with the National Identity Theft Victims Assistance Network (NITVAN), Kansas Legal Services and several other programs to support the adoption throughout the statewide website network of interactive letters that consumers can use to notify a debt collector or credit bureau of identity theft. The letters were created by Kansas Legal Services using LawHelp Interactive, and based on materials from the FTC. To facilitate posting of the materials, project partners have developed a model FAQ and other supporting materials that statewide website administrators can easily adapt for their own websites.

DisasterLegalAid.org

- Pro Bono Net will be working with Lone Star Legal Aid on a 2013 TIG-funded initiative to expand disaster assistance content available on DisasterLegalAid.org and pilot the use of mobile technology within a disaster relief center to expedite access to legal resources.

FMI Contact: Liz Keith, lkeith@probono.net, Xander Karsten, xkarsten@probono.net or Jillian Theil, jtheil@probono.net