probono.net

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PBN Statewide Website Program Services

PBN's Statewide Website Program includes comprehensive technology and project development services, including four technology platforms, extensive technical assistance, strategic project consulting and national networking.

Our Technology Solutions	Description/Examples
 We host, develop and maintain four technology platforms with a full range of admin tools: LawHelp.org LawHelp.org mobile probono.net probono.net mobile (available 2014) 	 25 LawHelp.org and probono.net sites with over 500 site administrators probono.net statewide advocate sites include more than 70 unique online practice areas and support over 50,000 members.
We develop, pilot and support new platform features made available to all sites through a shared platform architecture and unique pooled investment model	 PBN partners with individual state justice communities to develop and integrate at no additional cost new platform features. Significant enhancements have been made to both platforms every year since 2001. Recently released new features include: probono.net webcasting tool with Georgia Legal Services Program probono.net case placement application with Legal Services State Support and the Minnesota State Bar probono.net embeddable content widgets with the Mississippi Center for Legal Services LawHelp.org multilingual enhancements with Northwest Justice Project LawHelp.org library template with Central Minnesota Legal Services and Legal Services State Support
We implement on-going bug-fixing and performance related upgrades	A team of 4 dedicated technology personnel oversee the system, troubleshoot any bugs and build new enhancements.
We ensure accessibility compliance with Accessibility standards	LawHelp.org and probono.net sites are compliant with Section 508 guidelines and the Priority One checkpoints of W3C's Web Content Accessibility Guidelines 1.0.

Our Technical Assistance	Description/Examples
We provide all software administration training and technical documentation	 Live and webinar-based trainings on LawHelp.org and probono.net administration tools, tailored to individual state needs. Online software instructions and Administration Manuals available to all state administrators.
We offer ongoing technical support	 Unlimited direct contact via email and phone between PBN staff and specific state staff and managers technical support needs.
We provide extensive project support resources	 www.probono.net/statewebsites, featuring an online library that contains approximately 500 technical assistance and best practice resources. Quarterly e-newsletter for LawHelp.org and probono.net administrators Support blog for LawHelp site administrators

Our Project Development Services	Description/Examples
We offer strategic project consulting, including project planning, pro bono engagement, new collaborations,	 Consulting on funding strategies and development of new funding proposals
fundraising, and evaluation, among other issues	 Support for the development of new access to justice community partnerships leveraging the LawHelp.org and probono.net platforms
	 Consulting on integrating related technology with LawHelp.org and probono.net initiatives, for example online intake, LiveHelp and SMS strategies
	 Individualized marketing support, including PR and search engine marketing consulting

Our Project Development Services	Description/Examples
We offer content translation mini-grants	 PBN brokered an in-kind translation service grant worth \$100,000 from the LSI Foundation and offers pro bono translation opportunities for LawHelp.org projects on a quarterly basis, through 2013. In 2012, this service was used by 14 LawHelp partners to translate more than 100 website resources into 24 languages. PBN provides a shared translation bank to facilitate creation of mirror LawHelp sites in Spanish.
We provide assistance with TIG grant application development	PBN works extensively with state coordinators to develop proposals to invest in LawHelp.org and probono.net statewide website projects.

Our National Network Support	Description/Examples
We facilitate national networking of statewide website projects	 Monthly LawHelp.org and probono.net coordinator network calls to facilitate information-sharing and networking learning
	 A project coordinators listserv with approx. 150 subscribers
We conduct national fundraising to support the network	 We raise approx. 50% of core services budget from foundations, law firms and other donations annually.
We conduct national marketing/outreach to increase usage and generate earned income, and attend conferences and other nonprofit technology initiatives to promote projects	 Produced 2012 national webinar series to train 400+ librarians from 40 states on LawHelp.org and related resources.
	 Brokered in-kind marketing services from American Lawyer Media to provide magazine and online ad space to encourage attorneys to join probono.net sites.
	 Secured \$10,000 Google Ad Words grant to market LawHelp.org and probono.net projects.
	Attend major legal aid and nonprofit

Our National Network Support	Description/Examples
	 technology conferences each year as panelists and exhibitors (e.g., EJC, NLADA, NTC, TIG) Outreach regarding court participation in the LawHelp and probono.net projects including with State Justice Institute and National Center for State Courts

Our Engagement in Other Access to Justice Technology Initiatives	Description/Examples
Through our statewide website, LawHelp Interactive and Pro Bono Manager programs, we develop, incubate and support other innovative access initiatives	 PBN manages the LawHelp Interactive program for the legal services community. We also oversee and support implementation of LiveHelp for interested states.
	 We developed the national SelfHelpSupport.org site with court and pro se organizations, and partnered with LSC, NLADA, and ABA to develop DisasterLegalAid.org
	 We work with the ABA to support its National Pro Bono Celebration week in October.
	 We created a Gates Foundation-funded software service to help law firm manage their pro bono practice.