

2013-14 Technology Initiatives

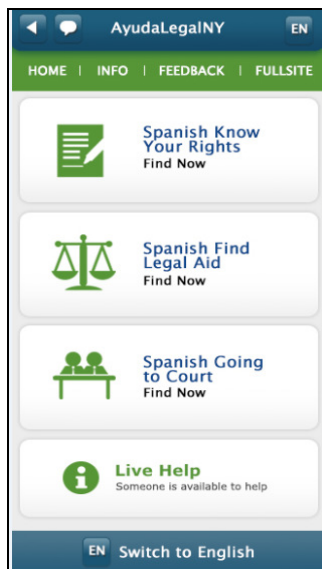
LawHelp Tech Initiatives

Ongoing LH3 Development

LH3 is now accessible in all our partner states, coupling familiar icon-based browsing with enhanced navigation and search. It expands support for multilingual content and language-specific portals and provides new tools for spotlighting key content. Through a 2013 TIG grant to Legal Aid Services of Oklahoma, PBN will be developing a new Guided Resource authoring module for the platform to present resources in a step-by-step, tabbed approach.

National LawHelp.org Gateway

Under a TIG to the Legal Aid Society of Northeastern New York, PBN launched a redesigned English/Spanish national LawHelp.org portal in 2013 to increase the visibility of Spanish language statewide website resources. The site includes 10 plain legal education guides and two videos in English and Spanish with information about the statewide website network and how to accessing civil legal services.



Mobile Platform

On average over 35% of LawHelp users access their statewide websites on mobile devices. The LawHelp mobile platform is open for replication, with support for Spanish mirror versions and LiveHelp integration slated for 2014 through a TIG funded grant to Legal Assistance of Western New York.

Multi-State SMS Initiative

Georgia Legal Services Program received a 2013 TIG for a statewide website SMS (aka text messaging) initiative, the first of its kind in the statewide website community. GLSP is working 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. This initiative will launch mid-2014.

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LawHelp Triage

In 2014, PBN will work with New Mexico Legal Aid on a TIG-funded pilot to develop a statewide online triage system to help more intelligently guide litigants to the program or resource best-positioned to help and lead to actionable results. The triage system will be powered by the Neota Logic expert systems platform and establish a technology framework to support similar triage tools for other jurisdictions in the future.



LH3 Mini Portals

New LH3 mini portals allow administrators to create dedicated portals for content tailored to legal topic, specific audiences, geographic areas or content types. Eleven mini portals are live on five state LawHelp sites. Examples include:

- georgialegalaid.org/foreclosure
- georgialegalaid.org/publicbenefits
- texaslawhelp.org/doityourselfdivorce
- valegalaid.org/divorce
- washingtonlawhelp.org/healthcare

Community Partnership Support: LawHelp library template and embeddable content widgets

In partnership with Central Minnesota Legal Services and Legal Services State Support, PBN released the LawHelp library template, which adapts LawHelp content for use in a public or law library context. This project also developed embeddable content widgets, which allow LawHelp partners to create custom feeds of LawHelp resources and referral information to make available via partner websites. Through 2013 TIG to Three Rivers Legal Services, PBN will be enhancing LH3's RSS feeds and embeddable widgets to support additional content syndication and community partnership models.



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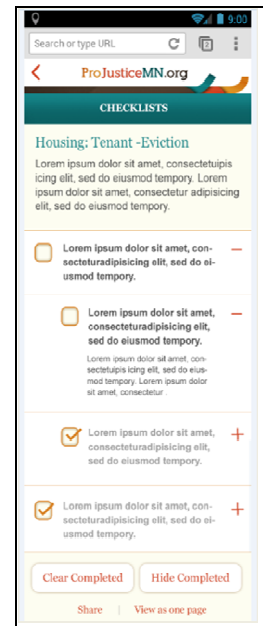
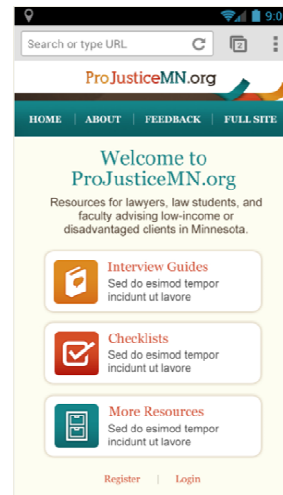
probono.net Tech Initiatives

Mobile Capability

PBN is partnering 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 is developing tools to create mobile optimized settlement checklists and client interview guides for advocates and volunteers in "on the go" settings like clinics or at court.

New volunteer recruitment features

PBN has partnered 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. These features will be made available to all states in mid-2014.



New Custom Designs

PBN has continued to expand support for integrating custom designs on probono.net as seen on ImmigrationAdvocates.org, FloridaProBono.org, CitizenshipWorks.org, WeOwntheDream.org. Additional custom designs will launch in Q2 2014, including a new statewide pro bono site in Massachusetts, a revamped DisasterLegalAid.org, and a new national disability rights website with a mobile-responsive theme.

probono.net/NY & Legal Services NYC Sandy Pro Bono Initiative

PBN is working with Legal Services NYC on a 2014 pro bono technology initiative, funded by an LSC Sandy Grant, to assess and develop new technology capacities to support pro bono attorneys and law students working in disaster legal services contexts. The results of this initiative will be shared with the national community and integrated with PBN's work supporting statewide website partners in future disaster scenarios.

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