

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
<p>We host, develop and maintain four technology platforms with a full range of admin tools:</p> <ul style="list-style-type: none"> • LawHelp.org • LawHelp.org mobile • probono.net • probono.net mobile (available 2014) 	<ul style="list-style-type: none"> • 23 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.
<p>We develop, pilot and support new platform features made available to all sites through a shared platform architecture and unique pooled investment model</p>	<p>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:</p> <ul style="list-style-type: none"> • LawHelp.org mini-portals with Atlanta Legal Aid Society • Bilingual LawHelp.org mobile platform with Montana Legal Services Association and Legal Assistance of Western New York • LawHelp.org multilingual enhancements with Northwest Justice Project • probono.net projects tool with the Volunteer Lawyers Project of the Boston Bar Association • probono.net case placement application with Legal Services State Support and the Minnesota State Bar
<p>We implement on-going bug-fixing and performance related upgrades</p>	<p>A team of 4 dedicated technology personnel oversee the system, troubleshoot any bugs and build new enhancements.</p>
<p>We ensure accessibility compliance with Accessibility standards</p>	<p>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.</p>

Our Technical Assistance	Description/Examples
We offer extensive technical support and ongoing training	<ul style="list-style-type: none"> • Unlimited direct contact via email and phone between PBN staff and specific state staff and managers on technical support needs. • A monthly training series for LawHelp.org and probono.net coordinators and project staff on technical and strategic topics. • Individualized trainings tailored to state needs upon request.
We provide extensive project support resources and documentation	<ul style="list-style-type: none"> • Online software instructions and toolkits available to all state administrators. • www.probono.net/statewebsites, featuring an online library that contains approximately 500 technical assistance and best practice resources. • Quarterly e-newsletter and 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, fundraising, and evaluation, among other issues	<ul style="list-style-type: none"> • Consulting on funding strategies and development of new funding proposals • 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	<ul style="list-style-type: none"> • PBN brokered an in-kind translation service grant from the LSI Foundation and offers pro bono translation opportunities for LawHelp.org projects. Since this program was established in 2012, it has been used by 17 LawHelp partners to translate nearly 200 website resources into 25 languages, an in-kind value of \$90,000. • 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	<ul style="list-style-type: none"> • Monthly LawHelp.org and probono.net coordinator network calls to facilitate information-sharing and networking • LawHelp.org and probono.net project coordinators listservs with approx. 100 subscribers each
We conduct national fundraising to support the network	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 annual \$10,000 Google Ad Words grant to market LawHelp.org and probono.net projects.

Our National Network Support	Description/Examples
	<ul style="list-style-type: none"> • Attend major legal aid and nonprofit 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
<p>Through our statewide website, LawHelp Interactive and Pro Bono Manager programs, we develop, incubate and support other innovative access initiatives</p>	<ul style="list-style-type: none"> • 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.