Standard Application Form

Legal Services Corporation Technology Initiative Grants	TIG Number: 04349
2003	Date: 05/13/2004
Application Form	For LSC Use Only
Grant Category (check one)	Grant Term (check one)
C Statewide Technology	C one year
C State Plan Implementation	• two year
€ Pro Se	C three year
Access Projects C State Technology Advocate	other (# of months)
C Development of System EnhancementsStatewide Web Sites	
○ New Web Sites	
← Renewal Web Sites	
C Continuation Web Site Funding	1
← Pro Se Forms	
Special Projects	
C Integrated Intake System	
C Open Category	
Total Grant Request: \$ 65523	Total Project Budget: \$ 75523
streaming audio and video content through the clie	

Applicant Information

LSC Grantee Name / Number	Georgia Legai Services Program / 611020
Street Address	104 Marietta Street, N.W. Suite 250 Atlanta , GA 30303

Contact Information

Contact Name	Phyllis J. Holmen
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E-mail Address	PHolmen@GLSP.org

Name of Authorized Representative	Title Executive Director		
Phyllis J. Holmen			
Signature of Authorized Representative Myllin J. Holmulu	Date Signed 5 - 13 - 04		

Executive Summary

(Please limit to 250 words or less)

This proposal is intended for the "Pro Se" category (4).

The Georgia Legal Services Program seeks to build the capacity to add audio and video content to current web-based resources for clients and advocates. To be completed in partnership with Pro Bono Net, the project will also permit any of the approximately thirty LawHelp states to web-cast, record, and distribute streaming audio and video, and to integrate them seamlessly into the client and advocate portions of their LawHelp web sites. The project will take the recoding and playback technologies developed by the Illinois Technology Center for Law in the Public Interest and integrate them fully into the LawHelp Template and content management toolset.

The streaming, recording and posting process will be completely user friendly, and require no technical skill. Any site administrator will be able to set up and perform the recording; indeed the process will be completely integrated with the core content management system. Administrators will also be able to break large recordings up into small units, add transcriptions, as well as integrate other materials into presentations.

The project will improve access to legal information and resources for clients, particularly pro se litigants and those with limited English and/or low literacy proficiency. It will also enhance training, and thus quality, for advocates and managers. Finally, this project holds significant promise for meeting the challenges inherent to rural delivery to remote and under-resourced communities.

If you are having any problems, please contact: Techgrants@lsc.gov

Technology Initiative Grant Online Application Form

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[[View List of TIG Selections] [View Selected TIG Checklist]

Budget Form

Please round to the nearest dollar.

•			TIG Number: 04349						
FY 2004 Technolog	For LSC Use Only								
Budget Form									
Grantee Name: Georgia Legal Services Program									
		rantee Number							
<u> </u>	A	В	C Funds from	D Funds from	Е				
	LSC Grant Request	Program Project Contributions	Other LSC-	NON-LSC Funded Partners	Total Columns a through d				
1 Personnel	6000	6000	О	О	12000				
2 Fringe Benefits	1500	1500	О	lo lo	3000				
3 Space Cost (Rent/Lease)	0	О	0	О	O				
4 Travel	0	500	0	О	500				
5 Equipment (Purchase)	0	0	0	Го	0				
6 Equipment (Rental)	0	0	0	0	0				
7 Telecommunications bandwidth charges	0	О	О	0	0				
8 Communications (Other)	20784	О	0	О	20784				
9 Software	3239	О	0	0	3239				
10 Supplies	0	О	0	0	0				
11 Contracts	28000	О	5000	0	33000				
12 Project Evaluation Costs	3000	О	0	0	3000				
13 Training	0	О	0	0	0				
14 Project Audit Costs	О	O	О	0	0				
15 Other	О	О	O	0	0				
Total	62,523	8,000	5,000	0	75,523				
Percentages	83%	11%	7%		100%				
Application Amounts	65523	Total Requested	Tot	al Project Budge	 '				

Budget Narrative

(Please limit to 250 words or less)

1 Personnel LSC Grant Contribution

The \$6,000 is for staff time for state training and support. This is 20% of a \$30,000 line.

2 Personnel Program Project Contributions

GLSP is contributing 10% of a \$60,000 management line for a year.

3 Fringe Benefits LSC Grant Contribution

This is 25% of the salary line.

4 Fringe Benefits Program Project Contributions

There is a \$1,500 contribution for the 25% fringe cost for GLSP.

5 Travel Program Project Contributions

No travel being charged to this grant

6 Communications(Other) LSC Grant Contribution

There is a monthly hosting charge of \$866, making for a 2 year total cost of \$20,784.

7 Software LSC Grant Contribution

Software is Macromedia Flash Communications Server MX 1.5 (Professional Edition) @ \$2970; Flash MX Professional 2004 @\$149; Sorenson Squeeze 3.5 for Flash MX @ \$120.

8 Contracts LSC Grant Contribution

GLSP will contract with Pro Bono Net to undertake the programming required to integrate the Flash Movie modules into the LawHelp content management system, as well as for project management and training and support of state coordinators on the use of these new tools. The budget breakdown is as follows:

160 programming hours @ \$100/hour for a total of \$16,000 40 hours for project management @ \$125/hour for a total of \$5,000 50 hours of training and support @ \$100/hour for a total of \$5,000

9 Contracts LSC-Funded Contributions

The \$5,000 is a contribution of consulting services funded by a prior TIG grant to the Ilinoinois Technology Center for Law & the Public Interest.

10 Project Evaluations Cost LSC Grant Contribution

A estimated \$3,000 will cover four days of evaluation contracting.

If you are having any problems, please contact: Techgrants@lsc.gov

Grassroots Multimedia Project

Table of Contents

Executive Summary	
Budget	
Budget Narrative	
Table of Contents	
Project Narrative	
Attachments	

- 1. Graphic Explaining Process
- 2. Examples of Current Illinois Multi Media Content
- 3. Illinois Technology Center for Law in the Public Interest Support Letter
- 4. LawHelp Programming and Configuration Tasks
- 5. TechBridge (Atlanta NPower affiliate) Support Letter
- 6. State Bar of Georgia Access to Justice Committee Support Letter
- 7. New York State Planning Steering Committee Support Letter
- 8. Pro Bono Net Support Letter

Proposed Payment Schedule

Standard Application Form

Statement of Additional Funds

Introduction

This project is being submitted by the Georgia Legal Services Program (GLSP), in partnership with Pro Bono Net (PBN), and is intended for primary application area 4 – Pro Se. GLSP is applying for a grant so that Georgia and other LawHelp states will be able to replicate innovative web-casting technology that was developed with a prior TIG investment. The web-casting technology will allow GLSP and other LawHelp states to add user-friendly audio and video to their client and advocate web sites at a very low cost. The project as budgeted produces this result at a remarkably low cost of only approximately \$2,000 per LawHelp state.

We refer to this project as the "Grassroots Multimedia System." We do so because once the project is deployed, with only small amounts of training and an investment of less than \$200, legal services staff in Georgia and any other LawHelp state will be able to start creating multimedia content and start web-casting it to any location in the state – all through their LawHelp site. Compared to other multimedia solutions, the technology for the project is low-cost, low-tech and usable by non-technicians.

The technology will provide an almost immediate benefit to the mobile self-help law units that do outreach to rural areas in the state of Georgia. In addition, the technology will allow us to create an infrastructure for statewide trainings and client education events. The benefits to state justice communities and pro se users will be powerful, allowing for distance client education, distance training of volunteer lawyers, creating a statewide online archive of training videos, and creating and distributing via the web other low-cost multimedia content that can significantly enrich a pro se user's experience on statewide web sites. The proposed project will provide individual access-to-justice organizations in each LawHelp state with the ability to record, edit and archive streaming audio and video content, and support hosting costs for web-casting these modules for a two-year period.

The project will take web-based recording, editing, and playback technologies – based on Macromedia Flash technology – that have been developed and tested extensively in one state legal community by the Illinois Technology Center for Law & the Public Interest (ITC) under a prior TIG grant, and deploy these technologies in Georgia and on a national basis. The project will integrate these tools fully into the content management and permission system of the LawHelp platform. This integration will provide site administrators the ability to grant web-casting privileges to organizations within their states. State administrators will have the capacity to produce and post web-cast modules, in both the public and password-protected areas of state sites.

Non-technical personnel will need only a low-cost web cam, a Flash-enabled browser, and a high-speed Internet connection to create multimedia content and then web-cast it. All administration of this content, including scheduling, recording, editing, and display, is easily managed using the same Flash-enabled web browser. Editing capabilities include the "chaptering" of video content for display as archived video, and

the ability to present transcribed text of the presentation as well as any related training materials in digital formats such as Word, PDF, Excel, etc.

This technology was demonstrated at the recent Equal Justice Conference in Atlanta and there is broad demand for it in the LawHelp network. The proposed integration represents a major breakthrough for both the advocate and client web sites on the LawHelp platform, making them far more user friendly, far more effective, and far more widely used. Advocates and managers will gain access to low-cost and easy-to-use audio and video broadcasting tools while clients will have more of the information and support they need to obtain access to justice. The LawHelp Circuit Riders, a crucial part of the plan, will guarantee the effective deployment of the innovation.

Project Summary and Methodology

How the System Will Work

To view a live or archived web-cast a user will simply navigate to a page on a statewide web site and click a button. Once clicked, the LawHelp system will launch a Flash-encoded video and any related materials. The Flash plug-in that is needed for the end user to view the multimedia is bundled with most browser software and generally does not require a download.

The process of recording, editing, and presenting a web-cast is similarly simple, and takes advantage of the role-based permission system already developed for the LawHelp advocate template. Organizations wishing to record trainings or client education modules will designate staff members to be granted web-casting administrative privileges in their local LawHelp advocate site. ("Web-cast Administrators") A state web site administrator will control these permissions. After logging into the system the Web-cast Administrator will have the ability to enter specific information about the planned web-cast (title, summary, etc) and specify if their web-cast is a stand-alone presentation or if it is an event that should be displayed in the calendar application with a specific start and end time/date. The user interfaces for viewing (see Attachment 1) and recording web-casts are almost exactly the same; the only difference is the addition of the "Record" button to the record interface.

All web-cast audio/video files will be archived on the servers managed by PBN, and can be presented as content in a calendar, library, or any other web page on the client or advocate sites.

Examples of audio/video content might include:

For Client and the Public

- Mock hearings
- Introductions to the Law
- Trainings on How to use On-line Access to Justice Tools
- Materials on Access and Using the Courts or Preparing your Case

- Welcomes from Judges, Clerks and Court personnel
- Help in Support of Existing LawHelp Web Pages
- Help with Document Assembly or E-Filing
- Domestic Violence Safety Planning

For Advocates

- Prior and new trainings
- Mock hearings
- Evidentiary trainings
- Client interview models
- Ethics issues

A list of such trainings developed and recorded in Illinois is at Attachment 2.

An Outline of the Technology

The core technology components of the Grassroots Multimedia Project include: Flash Movie Tools, Flash Communications Server 1.5, and the LawHelp content management system (as modified for this project)

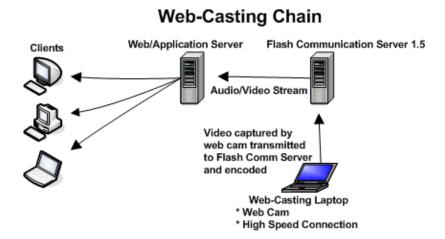
Flash Movie Tools

The Flash movie tools developed by ITC serve as the interface to the Flash Communications Server 1.5 (both as a graphical user interface and recording interface) and as the presentation technology that streams the audio/video content. These Flash movies have been built in the Flash Development Environment and have been developed in a modular fashion. They therefore can be embedded in any HTML page and served from any Flash Web Server.

To function, the Flash Movie tools must be correctly embedded in an HTML document, must be set to pass the correct parameters to the Flash Server, and must have access to the physical video files on the file system. Currently, there are three Flash Movie Tools, one for recording and viewing a live web-cast, one for editing, and one for viewing an archived web-cast.

Flash Communication Server 1.5

The Flash Communication Server 1.5 is the core technology of the web-casting project. Each time a user attempts to access a web-cast the Flash movie embedded in an HTML document makes a connection to the Flash Communication Server which, in turn, sends the video/audio stream to the client which is then displayed by the Flash Movie. The maximum number of connections Flash Communication Server can handle at one time is approximately 2,500 with 10 megabits per second of throughput.



Content and Permission Management System

Since the Flash Movie tools developed by ITC are modular in their design and have no inherent permission system, access permissions will be set by, and must be developed in, the LawHelp platform.

Project Deployment and Technology Detail

The detail of the key deployment steps are as follows:

Flash Server Installation and Configuration

- Installation of a new server in the PBN server farm dedicated to streaming audio/video content
- Installation and configuration of Macromedia Flash Communications Server MX
 1.5 Professional Edition and associated tools

These tasks will be performed by PBN staff and PBN's hosting company.

<u>Programming and Configuration to Integrate Audio/Video Access and Management Control into LawHelp</u>

- Configuration and installation of ITC-developed Flash Movie tools so that they function correctly on the LawHelp Servers
- Creation of a new web-casting content object in the LawHelp advocate platform
- Modifying LawHelp's file and permissions systems to allow for streaming content
- Integration of web-cast modules with existing advocate tools, e.g., Calendar, News and Library pages
- Programming the web-casting presentation, including generation of new HTML templates for display of web-cast modules, and HTML/Cold Fusion integration on both the Advocate and Client systems (using Fusebox architecture)

- Modification of reporting systems
- Testing of the web-casting application

The approach here will be to add "web-casts" as a content type to the LawHelp data structures, code and interfaces. This will allow web-casts to be associated with other applications in LawHelp advocate or client web sites. For example, a web-cast could be treated as an event that takes place at a specific time and integrated into the existing Calendar application, such as a CLE training lecture, or as a piece of stand-alone public education content, such as "How to Prepare for Court" video. Links to these latter web-casts can be shared among existing advocate libraries and within the LawHelp resource channels architecture. PSN staff and consultants will perform these tasks, with significant donated help and advice from ITC (See Attachment 3). A more detailed analysis of the programming and configuration steps appears at Attachment 4.

Training, Preparation and Feedback Tools

- Modification of ITC web cam set up tools
- Modification of ITC recording instructions
- Modification of PBN/LawHelp document editing instructions
- Simple survey tool and database

The last process in the project's deployment is providing training and support to state administrators on the use of the audio/video administration tools. This work will be carried out by PBN through the LawHelp Circuit Rider program and augmented by online documentation (including a web-cast of short how-to videos) and phone and email support. PBN's Manager of Technology will provide additional technical support for this implementation stage.

Impact for Clients

This project has a potentially huge impact on clients. The integration of web-casting with our statewide web site holds significant promise for meeting the challenges of serving our states' remote and under-resourced rural areas. Almost any online pro se content can easily have low-cost video help associated with it, making pro se content much easier to understand and navigate. Additional types of pro se content can be developed and published, including court demonstrations, courthouse tours, evidentiary demonstrations, welcome messages by judges, and more. These web-casts can provide substantive knowledge, help people prepare for court, and help demystify the legal system as a whole. All video content has the special benefit of facilitating access for persons with low literacy, with limited English skills, or with disabilities.

GLSP is well suited for this project as we have successfully initiated several other technology projects to expand our reach throughout our rural service area. (See Attachment 5.) These include our Internet Domestic Violence Court Preparation Project, in partnership with LSC's Office of Inspector General and the Fund for the City of New York, and the joint GLSP/Atlanta Legal Aid Society Mobile Self-Help Law Project,

supported by a TIG from LSC. The Grassroots Multimedia Project will augment both of these projects. For the Domestic Violence project, for example, we will provide video content for victims and their shelter lay advocates that will show them the court process they will face. We will also develop a wide variety of client self-help videos, targeted to meet the needs identified in our mobile self-help program. Online information and legal forms often require additional instruction in order to be appropriately used by the consumer. The Atlanta Legal Aid Society also supports the use of webcasts to enhance the Mobile Self-Help Law Project. Currently our mobile self-help staff provides handson, personal instruction. The availability of a short web-cast video associated with the form will empower consumers to be much more self-sufficient, and also allow the attorney to move on to solve other problems.

Other applications that we hope to develop with webcast ability include:

- Topical presentations on legal information and new legal developments that can be used with community groups in community settings and/or clients waiting in offices to see staff attorneys.
- Presentations that can be used by the Georgia Clients Council and its members to reach out to communities. Currently, GCC members are using computers to reach out to members of a low-income community threatened with displacement to share information about relocation benefits. A web-cast prepared by GLSP legal staff could greatly augment this outreach.
- Web-casts that will enable GCC members and other low-income persons to develop lay advocacy skills and expertise. Lay advocacy is one of the GCC's priority activities for 2004. Videos prepared by GLSP staff attorneys will assure consistency of guidance on this potentially tricky activity.
- Archived videos for staff training that would be a resource for dealing with turnover by making "new lawyer" or "new paralegal" information available on demand, 24/7, and in an engaging format, augmented by the written content that the Flash modules support. This could lighten the orientation work required of supervisors and also speed up the learning curve often hampered by waiting for the "annual training." These resources will also be readily available for front-line intake staff.
- Modules for volunteer attorney training on poverty law practice areas as both an introduction to new areas and more in-depth presentation of complex areas.
- Future use by other agencies and courts for staff training and development, as well as for consumers of their services

State Justice Communities

This project will be powerfully supportive of state justice communities. By giving the statewide web site and its partners access to additional low-cost tools, it will increase incentives for participation in the state justice community. (See Attachment 6.) The potential to use the system to distribute mandatory Continuing Legal Education material will be particularly appealing. A new system for developing and broadcasting low-cost multimedia training content will support unified statewide training efforts and

help avoid duplication in training. In New York, for example, these tools will be used to support the work of the Training Leadership and Diversity (TLD) workgroup of the State Planning Steering Committee to help strengthen the legal services training infrastructure, particularly outside New York City (See Attachment 7). Programs will use the tools to distribute currently localized trainings, build better sharing between upstate and downstate, and explore the feasibility of providing online CLE credit. Other organizations will increasingly rely on the legal aid state justice community and its members because of the new tools available to clients with which they can understand and act on their legal problems. By improving the frequency and quality of training, it will improve the overall quality of representation, management and client outcomes.

Replication Potential

This is a replication project. It constitutes a very low-cost way of taking successful pilot work already done by ITC and deploying this powerful technology tool throughout the LawHelp network.

The combination of the easy-to-record tool, the integration with the proven LawHelp calendar system, the enhancement of proven authoring tools for documents, and the provision of hosting, will mean that there are almost no financial or practical barriers to the use of the technology throughout the LawHelp network. The Circuit Riders will also speed the replication throughout the LawHelp community. Other than the cost of a web cam, even new creators of web-casts will have to expend very few additional resources. Given how powerfully video and audio content can transform both client and advocate sites, we believe that adoption will be swift throughout the LawHelp community, which serves 70% of the poverty population.

Moreover, the Flash Server that PBN will establish can be used to support other statewide web site multimedia content if there is interest from states outside the LawHelp network.

Improving Client Access to Technology

From the early days of the web, it has been recognized that audio and video are critical to a client-friendly environment. Until this innovation, adding such capacity to legal aid web sites has been an extremely expensive and time-consuming.

With this innovation, almost anything on our web sites has the potential to be much more user-friendly and therefore more accessible. It is not only that the sites will have a new kind of easy-to-understand content; it is that this new content will make all prior content easier to understand, too. This will be particularly the case for those with limited English proficiency, and limited literacy proficiency.

Finally, because the technology allows for grassroots usage, localized multimedia content can be created at a reasonable cost. This is simply not true of other multimedia content technologies that have been previously tested by the legal services community.

Evaluation and Documentation

The evaluation will be designed to make sure that the streaming capacity is deployed as effectively as possible from the point of view of both advocates and clients. The initial sources of data will be as follows:

- LawHelp's usage tracking and reporting tools
- Data from the Flash Server
- Limited online survey tools for clients and advocates
- Focus groups in the LawHelp administrator network
- Usability testing (funded separately)

Questions to be answered will include:

- Whether users attention is held by the presentations?
- What kinds of content are most effective with the technology?
- How to make the tools as easy to administer and use as possible?
- Whether the support materials are sufficient?
- Are advocate users satisfied?

The evaluation will be conducted jointly by PBN and a consultant to be selected later.

Feasibility

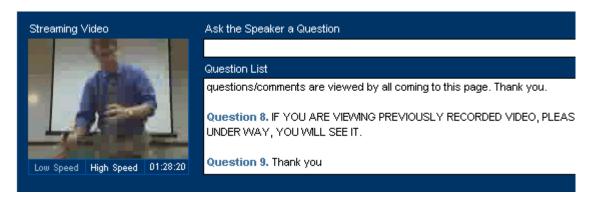
The project is highly feasible. The core technology has already been tested in detail by ITC under a prior TIG grant, and the flexibility of the LawHelp template into which it is to be integrated is well known. The broad existing usage of the LawHelp template, together with the proven skill of Pro Bono Net, and the demand in the community for this tool makes this a very low-risk project indeed.

Conclusion

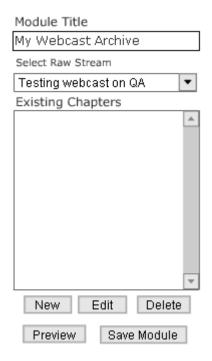
A set of tools that makes it easy to share, record and distribute multimedia content over the Internet has long been sought. This project, by combining a prior proved pilot with the immediate distribution system of LawHelp, offers a rapid increase in the effectiveness and power of a major component of the delivery system.

1.a Live Broadcast Module

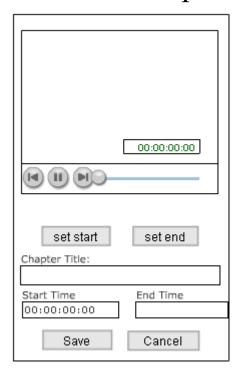
Attachment 1



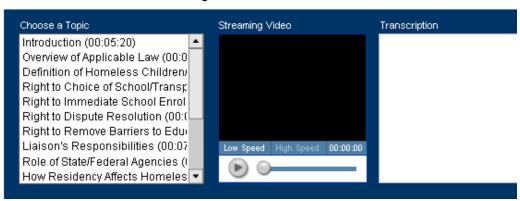
1.b Builder



1.c New Chapter



1.d Archive Player



Live Broadcast Diagram

Web Server

1. The live webcast module is downloaded from the webserver, embedded on a webpage. The only difference between broadcster mode and viewer mode is a record button.

- Flash Communication Server
- 2. When the person in broadcaster mode clicks record, the module sends the webcam feed to the flash communication server.
- 3. The Flash Communication Server records the feed and also sends the stream to anyone connected in viewer mode.



Record Button.

Webpage with embedded live broadcast module.

Broadcaster Mode.

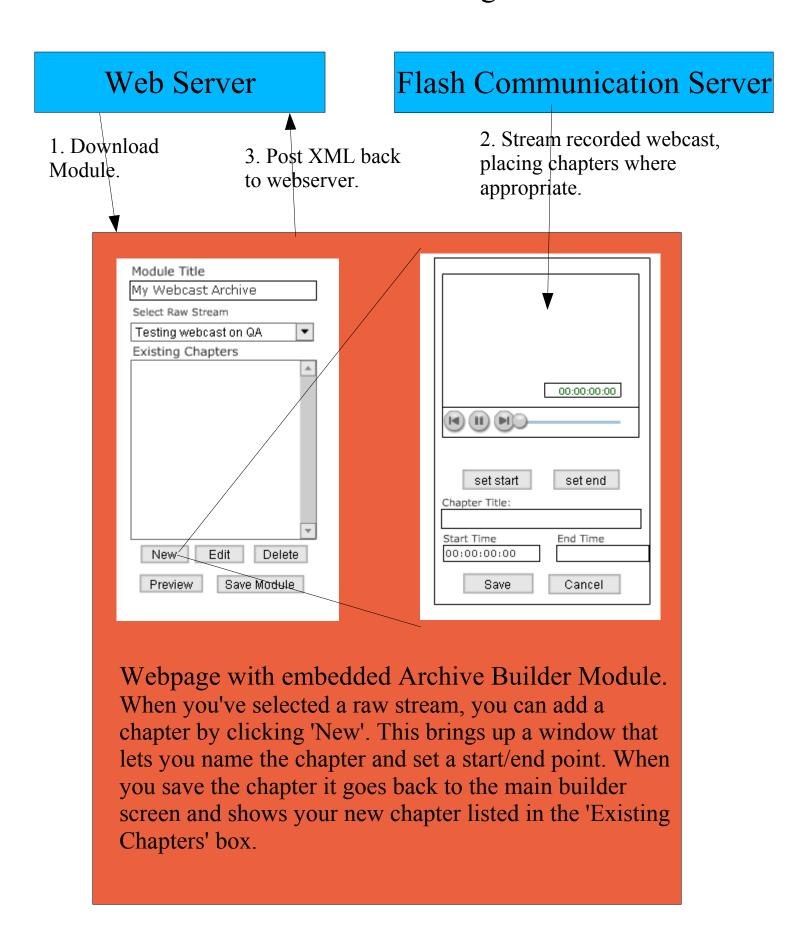


Webpage with embedded live broadcast module.

Viewer Mode.

4. The recorded streams are then stored on the Flash Communication Server. They immediately become available to the Archive Builder, which is the next module...

Archive Builder Diagram



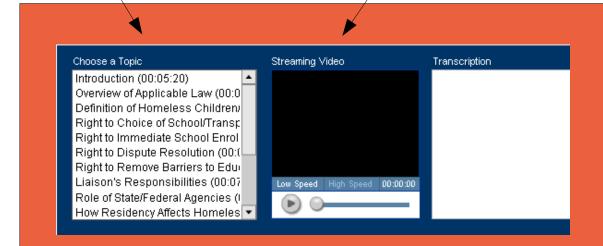
Archive Player

Web Server

1. Webpage with embedded archive player and chapter XML.

Flash Communication Server

2. Archived webcast streamed from Flash Communication Server.



Webpage embedded with Archive Player.

Streaming Multi Media List Currently Recorded by ITC

Organization	Title of Webcast	Date of Webcast
CARPLS	Landlord Tenant	11/4/2003
LOLLAF	Domestic Violence Attorney Training: (this pg links to cid's below)	11/7/2003
	Issues in Employment, Housing, Immigration & Pub Benefits Law	
	Counseling of DV Victims	11/7/2003
	Misuse of Orders of Protection	11/7/2003
	Safety Planning Issues for Attorneys	11/7/2003
	Firearms and Orders of Protection	11/7/2003
CLC	Mortgage Foreclosure Defense Attorney Training	11/3/2003
Prarie State Legal	New UCCJEA Attorney Training	10/17/2003
CVLS	Tort Defense Attorney Training	11/20/2003
CVLS	How to be a GAL in a Disabled Adult Case	9/23/2003
	People's Law School: Employment Law Training	9/25/2003
LAF	Employment Law Attorney Training	9/26/2003
	Employment Discrimination Law Attorney Training	9/26/2003
	Unemployment Compensation Law Attorney Training	9/26/2003
LAF	Family Law Attorney Training	10/1/2003
LAF	New Attorney Housing Training	10/10/2003
LAF	State Court Practice Attorney Training	9/26/2003
	People's Law School: Criminal Law and DUI Training for Non-Lawyers	10/9/2003
	People's Law School: Domestic Relations and Fam Law Training for Non-Lawyers	10/2/2003
	People's Law School: Personal Injury Law Training for Non-Lawyers	10/16/2003
	People's Law School: Social Security and Disability Law Training	10/23/2003
LAF	Jury Trial Training for Forcible Court - Introduction/Fact Pattern	6/24/2003

LAF	Jury Trial Training for Forcible Court - Motions in Limine	6/24/2003
	Jury Trial Training for Forcible Court - Voire Dire	6/24/2003
LAF	Jury Trial Training for Forcible Court - Jury Instructions	6/24/2003
LAF	Jury Trial Training for Forcible Court - Opening Statements	6/24/2003
LAF	Jury Trial Training for Forcible Court - Cross Examination of Police Officers	6/24/2003
LAF	Jury Trial Training for Forcible Court - Motions for Directed Verdict	6/24/2003
LAF	Jury Trial Training for Forcible Court - Closing Arguments	6/24/2003
LAF	Jury Trial Training for Forcible Court - Polling the Jury	6/24/2003
LAF	Public Assistance and Health Law Attorney Training	12/8/2003
ССН	Educational Rights of Homeless Children and Youth	12/11/2003
LAF	Social Security/Welfare Team Meeting & Webcast	1/14/2004
CARPLS	Car Accident Cases and Family Law	1/15/2004
CARPLS	Public Benefits I	1/16/2004
CARPLS	Estate Planning, Guardianship of Adults and Employment Law	1/13/2004
CARPLS	Employment Law, Criminal Law, and Driver's License Issues	1/14/2004
CARPLS	Landlord Tenant Law	1/20/2004
CARPLS	Consumer Law	1/21/2004
CARPLS	Real Estate	1/22/2004
CARPLS	DCFS Investigations and Juvenile Court	1/26/2004
LAF	Types of Abusers/Recommended Treatments	1/28/2004
CARPLS	Mortgage Foreclosure and Predatory Lending	1/16/2004
CARPLS	Public Benefits II	1/21/2004

CARPLS	Guardianship of Minors	1/21/2004
CARPLS	Domestic Violence	1/23/2004
CARPLS	Bankruptcy Law	1/22/2004
CVLS	Criminal Law Strategies	1/27/2004
COC	Public Resources (legal aid site) Public Resources (law help site)	1/30/2004
Legal Svcs-NYC	Part I: Disabled Kids' SSI Training	2/25/2004
Legal Svcs-NYC	Part II: Disabled Kids' SSI Training	2/25/2004
CVLS	Bankruptcy	7/23/2003
	Mock Cross-Examination of Vocational Expert Video	
	Tips for Going to Court	
EJC	Training Attnys & the public over the internet	4/16/2004
ITC	Community Tech Day Webcast	4/24/2004
CVLS	Employment Practice	4/28/2004
CSH CSH CSH CSH CSH	Housing first forum: Part I Housing first forum: Part II Housing first forum: Part III Housing first forum: Part IV Housing first forum: Part V	4/28/2004 4/28/2004 4/28/2004 4/28/2004 4/28/2004
LAF LAF LAF	Consumer law Foreclosure law Bankruptcy law	4/28/2004 4/28/2004 4/28/2004
LSNY LSNY	Pension Plans, Part I Pension Plans, Part II	4/29/2004 4/30/2004
COC	Public Resources	4/30/2004

Attachment 3



Chicago-Kent College of Law 565 West Adams Street Chicago: IL 60661-3691

P 312-906-5319 F 312-906-5165 W www.toweb.org

May 7, 2004

Helaine Barnett, Esq.
President
Legal Services Corporation
3333 K Street, NW, 3rd Floor
Washington DC 20007-3522

Dear Ms. Barnett.

I write as the Director of the Illinois Technology Center for Law & the Public Interest (ITC) to express our support for Georgia Legal Services Program's project to integrate into the thirty state LawHelp system the capacity for online multimed a content delivery.

The ITC has been the lead partner in a 2001 LSC TIG grant awarded to Land of Lincoln Legal Assistance Foundation to develop and deploy a multimedia training system integrated into our statewide websites. Following the success of that project, and the production and distribution of over 75 online video presentations in Illinois, we are working with Pro Bono Net, with whom we have a close development relationship, to extend this technology to thirty statewide websites.

We are, of course, delighted with the possibility that this TIG investment can be so broadly leveraged, and particularly pleased that the tools we built are so amendable to such integration. As we have demonstrated the technology around the country, we have received repeated requests for information about how other states can build the same capacity. Since our video recording, playback, and archiving templates are standalone modules, they can be dropped relatively simply into any other environment, and integrated with that environment's calendaring, indexing, and general content management systems.

We have seen how effective this technology can be in increasing the amount of training advocates have access to, thereby improving the overall quality of practice in a state justice community. It is extremely cost effective since staff and pro bono advocates do not have to travel to attend training sessions, and since they can easily integrate it into their day. Moreover, because it is so user friendly, the technology is crucial in helping the client population use and understand the websites that are being built as gateways to access to justice.

We are more than happy to assist in any way we can with the integration process. We have already, and will continue to make available our code and documentation to Pro Bono Net. We have already, and will continue to provide informal consulting assistance at both the policy and technical level to this process. As we make enhancements, we will pass them on. Moreover, we are happy to be a resource to the Pro Bono

Collaboration Board

Net Circuit Riders as they take the innovation on the road, helping them develop the most effective ways of engaging state justice communities with this new tool.

I hope that you will be able to fund this project. Please do not hesitate to contact me if I can be of any assistance, now or as the project moves forward.

Sincerely,

Lisa Colpoys

Executive Director

Grassroots Multimedia Project

Law Help Programming and Configuration Tasks

Configuration/Installation of Flash Movie Tools

- Configure Flash Action Script variables in the Flash Movie Tools to map to LawHelp servers (including domain, server, file directory settings, etc.)
- Configure appropriate directories on streaming server to allow for the writing of video files to disk
- Write simple Cold Fusion logic to generate HTML embed code for Flash movie tools

Add "Web-Cast" Content Type to LawHelp Platform

- Add "web-cast" as a content type to LawHelp's database and make changes to the appropriate tables (for example, new entries in the "ContentType" and "ContentResources" tables, the addition of a "WebCast" table with appropriate columns, etc.)
- Allow "web-cast" content type to be associated with pre-existing content types (i.e. Calendar Events, News Items, etc.)

Add "Web-Cast" Application to Law Help Platform Using Fusebox Architecture

- Create Cold Fusion logic for presentation and administration (recording, editing, and archiving) of audio/video files
- Add stored procedures to the database for the administration, presentation, etc. of web-casts
- Develop new HTML templates to hold Cold Fusion Logic for administration and presentation of audio/video files
- Modify existing content types (Calendar, News, Library, etc.) to allow for association with web-casts, e.g., support online scheduling through Calendar application
- Create graphics (icons, headers, etc) for web-casting application
- Integrate Cold Fusion logic, HTML templates, graphics, and Flash movie tools
- Integrate Active-Edit WYSIWYG editor into web-casting administration and allow for upload and posting of support materials in different formats (.doc, .pdf, .txt, etc)
- Create custom tags to allow state admins to easily integrate web-casts into advocate libraries and legal education presentations on statewide LawHelp web sites.

Extend LawHelp Permissions System

• Modify LawHelp permission system to allow for special web cast creation and editing privileges to be granted by state admins to individuals/organizations

• Update stored procedures, database views, and Cold Fusion cache to extend permissions to view web-casts by geographic area, practice area, member type, etc.

Modification of LawHelp Reporting and Search Systems

- Update traffic reporting tools to support reporting of individual and aggregate web-cast usage statistics
- Configure Verity search engine to index in web-cast applications titles, descriptions and support materials.

Testing of the Web-Casting Application

- Test Flash movie tools by recording, editing, and publishing web-casts with no permission checks
- Test permission integration of web-casts by recording, editing, viewing, and deleting web-casts while logged in as different users with varying degrees of permissions.
- Test verity search engine for web-cast content



THE BILLIMORE + 817 W. PEACHTREE STREET + SUITE 408 + ATLANTA, GEORGIA 3030R + 1 404 879.5405 F 404 898 2901 WWW.TECHBRIDGE.ORG

May 13, 2004

Helaine Barnett President Legal Services Corporation 3333 K Street NW Washington, D.C. 20007

Dear Ms. Barnett,

TechBridge, a nonprofit that provides technology services to the nonprofit sector in Metro Atlanta, is pleased to support the Georgia Legal Services Program's efforts to utilize web casting as a way to expand their services across the state. TechBridge and the Georgia Legal Services Program have partnered since the Georgia Legal Services Program won TechBridge's annual Technology Innovation Award in 2003.

The introduction of web casting capabilities will allow GLSP to provide extensive training to their field advocates as well as provide basic law primers for clients and the public.

Based on TechBridge's experience with a variety of technology projects, the plan that GLSP and Pro Bono Net have created to imp'ement the new web casting technology is clear and technically sound.

TechBridge believes in the mission of the Georgia Legal Services Program and the ability of the organization to implement such a strategic and important project in order to serve more citizens in Georgia. We fully support the Georgia Legal Services Program as they strive to advance their mission through the innovative use of technology.

Sincerely,

Jennifer Higgins

TechBridge

Director of Development



May 12 2004

Helaine Barnett, Esq.
President
Legal Services Corporation
3333 K Street, NW, 3rd Floor
Washington DC 20007-3522

RE: 2004 Technology Initiative Grants: Probono.net and Georgia Legal Services Program's Grassroots Multimedia System (Area 4- Pro Se)

Dear Ms. Barnett:

On behalf of the Access to Justice Committee of the State Bar of Georgia, we write to offer you the committee's support for the Grassroots Multimedia System proposed by Probono.net and Georgia Legal Services Program. The proposal seeks to replicate an existing project in Illinois so that Georgia and other state justice communities may take advantage of the Illinois success.

The mission of the State Bar Access to Justice Committee is to promote the expansion of legal services to low-income Georgians and to encourage the participation of lawyers in civil pro bono legal services programs serving Georgia's poor. On a statewide basis, the Grassroots Multimedia System will provide volunteers, advocates and managers with access to low-cost and easy-to-use audio and video broadcasting tools while clients will have more of the information and support they need to obtain access to justice.

Over the last two years, our committee has focused on identifying cost-efficient, practical strategies to enhance statewide collaborations, reach untapped volunteers and serve isolated clients. As the System is extremely cost-effective and already tested-- we believe the Grassroots Multimedia System will provide a boost in our justice community's efforts to achieve these goals.

Our justice community relies heavily on the use of volunteer lawyers who, along with limited staff, are often called upon to travel long distances to meet clients, appear in court, provide community education and attend poverty law trainings. Access to live and archived webcasts for training, issues updates, and as a substitute for on-site community education will provide significant cost savings and greater efficiencies.

The Access to Justice Committee of the State Bar is committed in its state planning

(800) 330-0446 **FAX** (229) 382-7435

2004 Technology Initiative Grants Probono.net and GLSP's Grassroots Multimedia System (Area 4- Pro Se) May 12, 2004 Page two

process to support this technology effort. The Committee is aware of the tremendous progress in web and technology development made by the Georgia Justice Community. Our Lawhelp, Advocate and program sites demonstrate a commitment on the part of our Programs to meet client, staff and volunteer lawyer information needs. The Committee is confident that Probono.net and GLSP will create a product for our community and other states that is highly useful and, importantly, will be *used*.

Sincerely,

Bucky Askew

Co-Chair, Access to Justice Committee

July Hother

Gerry Weber Co-Chair

Gendel Mide

/mlm

New York State Planning Steering Committee

Working to expand and strengthen the delivery of civil legal assistance in New York

Steven Banks Legal Aid Society of NYC

Carl Callender Queens Legal Services

Amy Christiensen Southern Tier Legal Services

Jody G. Davis Legal Assistance of the Finger Lakes

Mary Rothwell Davis Integrated Domestic Violence Court/ Bronx County

Gordon Deane National Organization of Legal Services Workers

Robert Elardo Eric County Bar Association Volunteer Lawver Project

> Anne Erickson, Co-Chair Greater Upstate Law Project

Barbara Finkelstein Westchester/ Putnam Legal Services

Chip Gray South Brooklyn Legal Services

Paul Michael Hassett New York State Bar Association

Neighborhood Legal Services, Buffalo

Susan Horn Frank H. Hiscock Legal Aid Society

Maria Imperial
Association of the Bar of the City of New York Fund, Inc.

Client Representative

Joseph Kelemen Western New York Law Center

C. Bruce Lawrence

Karen Cheeks-Lomax My Sister's Place

Thomas Maligno, Co-Chair Tuoro Law School

Lillian M. Moy Legal Aid Society of Northeastern New York

Judge Juanita Bing Newton Deputy Chief Administrative Judge for Justice Initiatives

> Susan Patnode Rural Law Center

Robert Salzman Legal Aid Society of Mid- New York

Andrew Scherer Co-Chair

Legal Services for New York City

Organizational affiliation listed for

May 13, 2004

Michael Genz, Director Office of Program Performance **Legal Services Corporation** 3333 K Street, NW, 3rd Floor Washington, D.C. 20007

Re: Streaming Video

Dear Mr. Genz:

I write in support of Georgia Legal Services' TIG application to work with Pro Bono Net to integrate streaming video technology into the thirty state LawHelp system, of which we are a member.

As you know, the New York State justice community makes extensive use of the LawHelp tools, both to strengthen the quality of our advocate work and to provide materials and information to those without lawyers.

Access to streaming video training will strengthen our effectiveness in both these areas. As you know, our state has a long established training capacity that has a significant positive impact on the quality of our representation. But we are conscious of the need to expand the reach of our training. Moreover, we want very much to be able to add video to the self-help capacity already loaded on our LawHelp website.

Streaming video will make it much easier for advocates who work on community legal education to leverage the training they do by making presentations available through LawHelp across the state and, as appropriate, across the country. Currently, geographic and budgetary constraints significantly hamper advocate access to training events offered in upstate New York and in New York City. By increasing the reach of the legal education, the streaming video content will also increase advocate knowledge and improve the quality of legal advocacy.

We think the same technology and skill set should support the delivery of continuing legal education and community legal education to any Internet connected device in the state. Making dual use of the same technology will increase the incentives for learning how to produce streaming video trainings; when more advocates become familiar with the technology, more trainings will be provided for the community and for advocates.

In summary, the addition of web streaming will make our training work more effective, and will give us an important new tool to strengthen our state justice communities. We very much look forward to the opportunity to make use of these tools.

Please do not hesitate to contact me if I can be of any assistance.

Most Sincerely,

Good Erecker -

Anne Erickson

Co-Chair

probono.net

May 13, 2004

Phyllis J. Holmen, Esq. Executive Director Georgia Legal Services Program 1100 Spring Street, NW Suite 200A Atlanta, GA 30309

Dear Phyllis:

I am delighted to write this letter in support of your Webcasting proposal.

As you know, Pro Bono Net considers the addition of streaming audio and video capacity a major component of the next generation of LawHelp. We believe that adding the ability to include such content for administrators in all our approximately thirty states will dramatically improve the power and comprehensibility of the statewide websites for both advocates and clients.

If the grant is approved, we will be doing the programming required to integrate the modules developed by Illinois Technology Resource Center for Law in the Public Interest, into our overall system. We will also be using our circuit rider program to make sure that administrators throughout the system understand the benefits of the tool, and know how to make use of it.

We will, of course, be working particularly closely with Georgia Legal Services Program, and the Georgia State Justice Community to pilot and test the power of the innovation.

Thanks, as always, for the many ways in which you personally, the Georgia Legal Services Program, and indeed the Georgia State Justice Community all contribute so much to LawHelp and access to justice in state and nationally.

Sincerely,

Michael Hertz President

Proposed Payment Schedule

TIG Requested Amount \$65523

Initi	Pe al Payment	riod S	tart Date	Period End Dat	e	# of Milestones	Payment Requested 35000
2	January	▼	2004 🔻	June 🔻	2004 ▼	3	6000
3	July	•	2004 🔻	December ▼	2004 ▼	3	6000
4	January	_	2005 ▼	June 🔻	2005 🔻	2	10523
5	July	Ī	2004 🕶	July 🕶	2004 ▼	2	8000
					Proposed F	Payment Tota	ıl 65523
					Grant Requ	ıested	65523
					Difference		0

Please remember to print a hard copy of your Payment Schedule.

If you are having any problems, please contact: <u>Techgrants@lsc.gov</u>

Technology Initiative Grant Online Application Form

Log Out

[View List of TIG Selections] [View Selected TIG Checklist]

Milestone Narratives

Milestone #1 for 1/2004 to 6/2004

- 1. Finalization of Design and Programming Plans
 - 2. Establishment of servers
 - 3. Evaluation Plan Completed

Milestone #2 for 1/2004 to 6/2004

- Programming Completed
- 3. Deployment of Streaming and integration into sites
 - 4. Materials Development for Sites

Milestone #3 for 1/2004 to 6/2004

- 1. Hosting Continues
- 2. Training Completed

Milestone #1 for 7/2004 to 12/2004

- 1. Hosting Continues
- 2. Evaluation Completed

Milestone #2 for 7/2004 to 12/2004

Milestone #3 for 7/2004 to 12/2004

Milestone #1 for 1/2005 to 6/2005

Milestone #2 for 1/2005 to 6/2005

Milestone #1 for 7/2004 to 7/2004

Statement of Additional Funds

Please use this section to describe any additional funds your project will receive from other sources. If you do not anticipate any additional project funding, please also indicate that in this section.

Grassroots Multimedia Project Statement of Additional Funds

1. Personnel

Georgia Legal Services Program is contributing as follows:

Ten percent of a \$60,000 management position: \$6,000

2. Fringe

Georgia Legal Services Program is contributing as follows:

Fringe at 25% \$1,500

3. Travel

Georgia Legal Services Program is contributing as follows:

Miscellaneous travel \$500

4. Contracts \$5,000

Illinois Technology Center for Law in the Public Interest is contributing \$5,000 worth of consulting services funded by its prior TIG grant. It consists of 100 hours of time by a combination of Adam Cantrell (Senior Internet Application Developer) and Dan Rieken (Director of New Connent Development). Cantrell's time will be for consulting on technical issues and providing technical support Rieken's time will be for assistance with several additional webcast tests and consulting on outreach and training for state justice community partners

If you are having any problems, please contact: Techgrants@lsc.gov