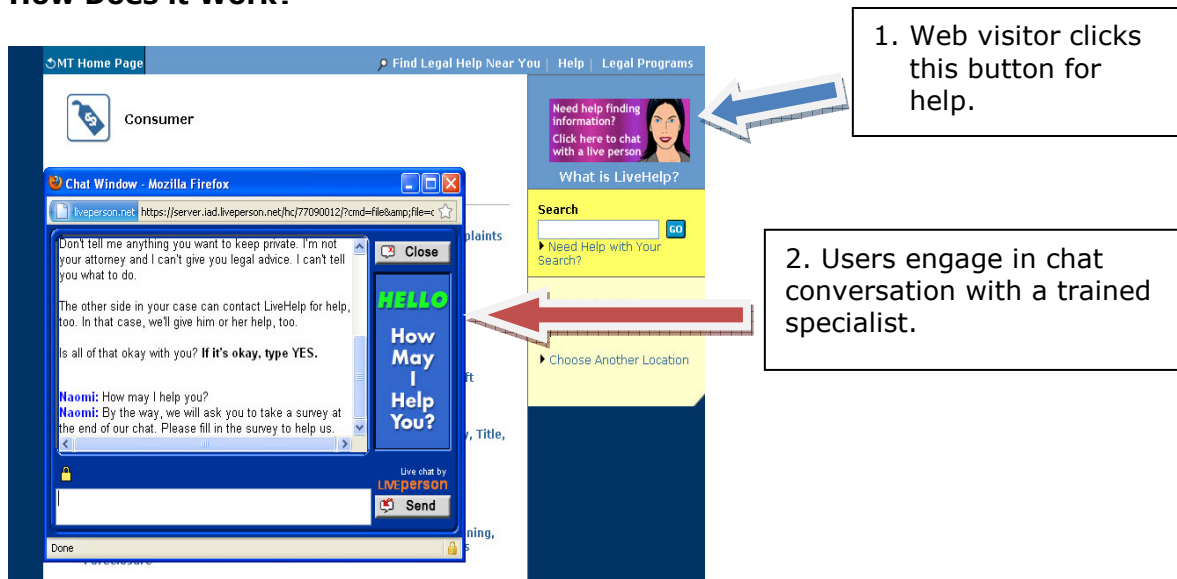


What Is LiveHelp?

LiveHelp is a web chat program offered through and supported by Pro Bono Net that provides your web visitors with a medium to interact with and receive help from remotely-located volunteers. Through an online chat, trained Specialists are able to immediately provide visitors with assistance finding resources relevant to their needs, allowing users to more effectively utilize your web content. In 2010, LiveHelp assisted more than 11,000 website visitors across 11 states.

How Does it Work?



(If volunteers are unavailable, the visitor can choose to leave a message and receive the information in an e-mail.)

How Is It Staffed?

There are a number of staffing options for LiveHelp projects, including volunteers, paralegals, law students, interns, attorneys and other willing staff members. Many LiveHelp programs use trained Americorps volunteers, staff attorneys, and other staff. For example, LiveHelp projects in Illinois and New York are staffed primarily by law student volunteers. Colorado’s LiveHelp project is supported by volunteer attorneys. As more legal aid programs adopt LiveHelp projects, new and innovative ways of staffing have been developed.

In order to easily answer user questions, it is important that the LiveHelp Specialists have a solid understanding of the content and layout of the website. The greater the familiarity with the resources the website provides, the more effectively the Specialist will be able to assist the visitor.

LiveHelp Program Overview

Where is LiveHelp Available?

In 2004 Montana Legal Services Association (MLSA), Iowa Legal Aid (ILA), and Pro Bono Net (PBN) received an LSC Technology Initiative Grant (LSC TIG) to develop LiveHelp. LiveHelp pilot projects were launched in June 2006 on MontanaLawHelp.org and IowaLegalAid.org. Based on the promising results, and with national replication support from PBN, LiveHelp is now available on 11 statewide websites total:

- MontanaLawHelp.org
- IowaLegalAid.org
- LawHelp.org/LA
- GeorgiaAdvocates.org
- ArkansasLegalServices.org
- LawHelpMN.org - *English and Spanish assistance available*
- TexasLawHelp.org
- LawHelpOntario.org
- IllinoisLegalAid.org
- LawHelp.org/NY - *English and Spanish assistance available*
- ColoradoLegalServices.org

LiveHelp Technology

LiveHelp has been implemented using LivePerson's Timpani software (<http://www.liveperson.com>). To use LiveHelp the visitor does not need to install any software or plug-ins. They simply need an Internet connection and a Java/JavaScript enabled web browser. This software meets all current guidelines for compliance with Section 508 of the U.S. Rehabilitation Act (29 U.S.C.-794d) and ADA Guidelines. The LivePerson software is designed to work with standard assistive technology hardware (such as specialty keyboards and Braille readers) as well as operating system technologies (such as stickykeys and mousekeys.)

Current Program Expansion

Montana is currently expanding LiveHelp's availability in rural areas through self-help kiosks located in courts and libraries. In addition, Texas's LiveHelp project has expanded from a disaster relief service (in the wake of 2008's Hurricane Ike) to a statewide service for pro se users of TexasLawHelp.org. Additional program expansion opportunities in 2011 include integration with mobile technology and expanded assistance for LawHelp Interactive users.

Support for New Replication Projects

With support of TIG funding, Pro Bono Net has developed resources and capacity to assist additional LiveHelp replication projects and support program expansion. Pro Bono Net also hosts a listserv and has developed a resource library with planning, training and assessment materials for LiveHelp Project Managers.

For more information or to see a demo, contact:

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