

2008 TIG Awards Full Report

Grantee	TIG #	Grant Amount	Staff Grant Description
Appalachian Research and Defense Fund of Kentucky	08361	\$49,000.00	<p>This grant is for the automation of Kentucky Domestic Violence Petition for Protection and to assist users of the form with LiveHelp support. The Project staff will assist victims in completing the petitions and help them access needed services. Two interviews will be created, one for pro se users with A2JAuthor and one for staff advocates and other professionals using HotDocs.</p> <p>Grantee will not only allow victims to access information about domestic violence resources, but also will allow them to make an immediate LiveHelp chat request for advice or legal assistance from any computer in the grantee's service area. This will eliminate the need for individuals to do extensive traveling and allow those with low literacy, physical disabilities, those in rural areas, in short, anyone with access to a computer to have enhanced access to services.</p>
	08314	\$15,000.00	<p>This grant will provide multimedia self-help content through streaming video hosted by YouTube with video links embedded on the Arkansas SWWS. Presenting self-help content through multiple mediums provides various opportunities for the client to learn about the legal topic at issue. The additional visual and audio elements of this project will be especially beneficial for the LEP and low-literacy client population. Many of the videos pre-selected for production are nationally applicable and could be used by many other states.</p>
Center for Arkansas Legal Services	08313	\$35,000.00	<p>This grant will provide resources to continue a substantial document assembly project that Arkansas began in 2007. The initial Document Assembly TIG funding resulted in significant new resources for pro se litigants and provided more efficient document production by advocates for legal services clients. Additional TIG funding will not only increase these automated resources, but will also help the grantee move towards high level court involvement and judicial partnerships.</p>

Grantee	TIG #	Grant Amount	Staff Grant Description
Colorado Legal Services	08316	\$50,000.00	<p>This grant continues LSC funding of Legal Meetings, including customer service and support. Also, the grant will help legal services programs improve efficiency and effectiveness through sound technological adoption of web conferencing.</p> <p>The Legal Meetings Online Conferencing Grant will offer the poverty law community access to web based conferencing tools and encourage greater use of these tools. This will allow any LSC-funded program, regardless of location, size, or budget, to have access to web conferencing technology that facilitates effective coordination, training, management.</p>
	08433	\$45,000.00	<p>The focus of this grant is to sustain and improve the LSNTAP.org (formerly LSTech) website, the site that provides the legal services community with up to date information on technology for legal services, plus houses many other resources, such as the LSTech listserv, the National Poverty Law Survey Tool, the LSNTAP training archives, and the Legal Meetings resources. This grant will allow this site to continue and to grow. It will provide for additional materials to be added to the site and for the continuation of the Executive Director Roundtables to facilitate ongoing discussion of the importance of integration of technology into delivery of services in the legal aid community.</p>
Georgia Legal Services Program	08434	\$31,000.00	<p>The goal of this project is to provide online document assembly opportunities for Colorado's low-income population using HotDocs and A2J software. Grantee will provide opportunities for pro se litigants to complete the following: a Fee Waiver request, Tenant Answer to Eviction Complaint, Temporary Protection Order, Small Claims (plaintiff and defendant), and Divorce without Children. Interviews will be available in English and Spanish.</p> <p>Sites include twenty-four hour access anywhere there is Internet access and a computer. Users will employ these technologies to complete pleadings online. Additionally, interviews for staff and pro bono advocates will be created using HotDocs.</p>

Grantee	TIG #	Grant Amount	Staff Grant Description
Idaho Legal Aid Services, Inc.	08349	\$7,500.00	<p>The grantee engages in litigation efforts on behalf of migratory farm workers, focusing on document-intensive unpaid wage claims that require the review of thousands of pay stubs, daily field tally sheets, and pay calculations to prove workers' lost wages. This grant will be used to purchase a portable scanner, a large-volume scanner, and document management software (Summation). The grantee will develop a training module for the equipment and software use. Advocates will use the software document management system, Summation, to analyze and organize the captured documents. This technology will demonstrate how electronically capturing documents during initial client encounters can reduce the need for return visits to remote rural clients and improve efficient service delivery by reducing the amount of staff time spent trying to gather client documents.</p>
	08540	\$130,700.00	<p>This grant will fund the development, testing, release, support, and implementation of A2J Author 4.0. Author 4.0 is designed to improve interviews for seniors, those with limited literacy and those with visual impairments. Enhancements will include interviews which provide the end user the ability to increase font size, access to a calculator, the ability to select a date from a calendar, the ability to adjust sound volume and to pause and rewind the sound track, and the ability to save answer files at anytime during the interview.</p> <p>Author efficiency will be improved by soliciting author feedback and through monthly developer calls. Support to the authoring community will benefit from an improved A2J Authoring Guide as well as training/informational sessions at national and regional conferences, and two live, national A2J Author training sessions with the NPADO HotDocs trainings.</p>

Grantee	TIG #	Grant Amount	Staff Grant Description
Kansas Legal Services, Inc.	08539	\$140,000.00	<p>This grant is for the upgrade of the Open Source Statewide Website Template to the Drupal Content Management System. This project will preserve for the nineteen OST programs using the Zope web platform the benefits of maintaining a community while jointly upgrading to a superior open source Content Management System.</p> <p>This upgrade will enable statewide websites to better serve the needs of the client community while reducing costs and simplifying website administration, increasing collaboration and participation in content development, and improving search functionality. Access to the extensive Drupal developer community will result in cost savings for technical support, staffing, and future improvements.</p>
	08245	\$30,000.00	<p>This grant is to automate approximately 40 forms with HotDocs and A2J Author, train staff and non-legal advocates to use the templates, and to train additional members of the Kansas access-to-justice community to develop document assembly content.</p> <p>These forms will be automated with HotDocs and A2J Author, and posted on the existing National Public Automated Documents Online Project (NPADO Project) national document assembly server. The system will be made available to low income persons and pro bono legal advocates through kansaslegalservices.org, the Kansas statewide website. Grantee will also standardize internal documents for efficiency for staff and pro bono attorneys.</p>
Kentucky Legal Aid	08246	\$25,000.00	This is a grant for continued development of their statewide website.

Grantee

TIG #

Grant Amount Staff Grant Description

08365

\$27,000.00

This grant is for the development of a new avenue of access to legal services for clients, the Live Online Intake System, which will allow the program to serve more clients, and will save clients time and money by eliminating being placed on hold, which can use valuable cell minutes. Also, this should improve access to services to those who are hearing impaired.

Applicants will have the option of initiating intake from the program's website through on-line chat sessions during office hours or off-line messaging after-hours. Intake personnel will communicate with applicants through a chat page, and will utilize data forms to obtain intake information. Once accepted for services, clients will be given the option of communicating with intake advocates through the initial chat environment or by telephone.

Legal Aid of West Virginia, Inc.

08221

\$30,000.00

Grantee will implement an on-line, guided interview, public interface for HotDocs versions of commonly used family law forms. The grant will provide funding to create a simple interface for eight commonly needed pleadings in West Virginia family courts, to train court staff and staff of relevant agencies about the system, and to conduct outreach and marketing to promote use of the system.

Communities served include low income persons who would be eligible for services from LAWV; victims of domestic violence being served by DV shelter programs across West Virginia; and self-represented litigants referred to the system by the court clerks and family court staff who have been trained about the use of the system. Project partners are the West Virginia Supreme Court of Appeals, Family Court Services Division; and the Appalachian Center for Law and Public Service, the student pro bono program of West Virginia's only law school.

The interface will be thoroughly integrated with related family law services provided by LAWV: the statewide website; the family law forms for staff use; and the centralized hotline and intake system.

Legal Aid Society of Orange County, Inc.

Grantee

TIG #

Grant Amount Staff Grant Description

08521

\$163,438.00

The purpose of this grant is to expand assistance to low-income working families to obtain the Earned Income Tax Credit and other significant tax credits. Grantee will do this by updating the federal module and the GA, MT, MI and PA modules; increasing technical support and infrastructure through Live Chat; and restructuring the server system and enhancing its backup system.

I-CAN! E-file is a web-based application, certified by the IRS, which allows low-wage earners eligible for the EITC to E-file or paper file both the federal and state tax returns simultaneously and receive their full refund within two to three weeks. I-CAN! E-file provides a free and easy alternative to costly tax preparation fees and is available to anyone in the nation who has access to the Internet.

08522

\$150,000.00

This grant will expand national outreach efforts for I-CAN! E-File. It will update and enhance the national Earned Income Tax Credit (EITC) 800 number, provide instant online support to taxpayers and partners utilizing I-CAN! E-File, create materials to meet the varying needs and expectations of new and existing partners, and conduct trainings to disseminate information that will enable partnering programs to effectively implement and integrate I-CAN! E-File in their organizations.

I-CAN! E-FILE provides an absolutely free and easy alternative to costly tax preparation fees and is available to anyone who has access to the Internet.

Legal Assistance
Foundation of
Metropolitan Chicago

08226

\$136,000.00

This grant will provide funding for a pilot project to link case management systems with the National Public Automated Documents Online server so that information entered into a CMS system can be used automatically to generate documents through NPADO.

Enabling automated documents to accept data from a CMS automatically will greatly enhance the efficiency and accuracy of advocates and give them more time to lawyer. The time savings from eliminating duplicate data entry for advocates will be substantial, allowing them to focus more on serving low-income individuals, instead of drafting documents. Although the system is initially intended to be a pilot in Illinois, once it is developed and documented, it can be incorporated into any CMS for use by any legal aid organization in the country.

Legal Services Law Line
of Vermont, Inc.

Grantee	TIG #	Grant Amount	Staff Grant Description
	08043	\$81,166.00	This grant is for the development of an interface for pro se litigants to create Family Court pleadings. It involves contracting with the Court to create A2J Author templates for the 60 forms which are located on the Supreme Court website. The templates initially will be used to generate paper forms using HotDocs, until the implementation of a new court case management system that will be able to accept filings directly from A2J Author so that low income families will be able to enter their data over the web and file their case electronically. This would allow people to file pleadings quickly and easily from anywhere in Vermont.

Legal Services NYC

	08057	\$64,560.00	This grant proposes to replicate the “LiveHelp” initiative with a specific focus on the needs of New York’s Spanish speaking and limited English proficient users. Grantee will build on the success of Live Help projects in other states, but will expand LiveHelp in several innovative areas. Grantee will engage its existing partner law school and law firms in pro bono participation and pilot the provision of LiveHelp assistance to LEP users. The New York LiveHelp project will extend the impact of the resources already on LawHelp by providing value-added, tailored multilingual support to visitors who need help obtaining access to justice.
--	-------	-------------	--

Legal Services of Northwest Minnesota Corporation

	08262	\$40,228.00	This grant will replicate the Internet Representation Project created by Legal Services of Northern Michigan. Michigan’s software will be adapted to provide a forum for low-income residents of Northwest Minnesota to obtain answers to legal questions online and without cost. The project will reduce geographic barriers to accessing justice, and thereby reach many more eligible clients than is possible through traditional means of service delivery.
--	-------	-------------	--

Lone Star Legal Aid

Grantee	TIG #	Grant Amount	Staff Grant Description
Montana Legal Services Association	08469	\$50,000.00	<p>This project will add a Court Channel to the statewide website. The Court Channel will include an overview of the court system, a searchable database of courts, and guides to specific courts. This project serves as the next step in the creation of fully-integrated legal self help centers throughout the state of Texas. The content produced as a result of project efforts will lay the foundation for the creation of multimedia resources such as webcasts. It will also provide an educational resource for members of the Bar who will benefit from having court information readily available.</p>
	08541	\$23,855.67	<p>This grant will produce low cost, high quality client education and outreach videos. The videos will be used by Montana's new court based Self-Help Law Centers. Grantee will purchase equipment needed to film, edit and duplicate video content. Law School students will design, script, and produce the self-help videos. All videos produced will be available at the Self-Help Law Centers, posted on the statewide website and distributed to eligible clients.</p> <p>The videos will enhance the Self Help Law Centers and help meet the needs of low-income Montanans for accurate free legal information. The results and lessons learned from this project will be available to any organization wishing to form similar partnerships or produce similar videos.</p>
	08542	\$80,000.00	<p>This grant will continue the LSNTAP trainings for legal aid programs on how to use technology to improve client services and increase efficacy of delivery systems. NTAP will offer 25 online training events to the entire legal aid community through LegalMeetings web conferencing, and make them permanently available on LSNTAP.org. NTAP will also make at least four presentations at technology conferences in 2009.</p> <p>The goal of the training grant is to help programs replicate technologies developed by successful forerunners, to build capacity for technology solutions among legal aid directors and staff, and to provide resources that enable programs to develop and use technology to improve client access. The ultimate impact of the grant will be to increase the number of clients served throughout the legal aid community.</p>
Neighborhood Legal Services Association			

Grantee	TIG #	Grant Amount	Staff Grant Description
	08133	\$200,000.00	This grant is for the rebuilding of the LawHelp statewide website template into an even more powerful and easier-to-use tool for providing legal information and referrals to people with low and moderate incomes. Currently, 28 states are using the LawHelp statewide website template. To accomplish this goal, the rebuild will focus on strengthening the underlying architecture of LawHelp, incorporating new content management technologies and best practices, and ensuring that future enhancements can be incorporated efficiently and effectively.

New Mexico Legal Aid

	08449	\$30,000.00	<p>This grant will expand the availability of pleadings, forms, and information through web access on the NM statewide website. The targeted population includes, but is not limited to, low income self represented litigants, legal service advocates and pro bono attorneys.</p> <p>New Mexicans will be able to produce forms for self representation, advocates will be able to bank forms, and pro bono attorneys will be given access to needed resources. The initial forms will be in the area of domestic relations. Audio and video will be developed and embedded into the online interviews.</p>
--	-------	-------------	---

North Penn Legal Services, Inc.

	08138	\$40,000.00	<p>Grantee will automate a Petition for Guardianship of a Minor for pro se litigants and create a personalized brochure for the guardians which will explain their rights and responsibilities in both English and Spanish. This new guardianship form will provide the means for child custodians, such as grandparents, to obtain legal custody for children whose parents are unable to care for them.</p> <p>Forms will have an A2J Author interface, with questions and voice-overs in both English and Spanish. These forms, as with the grantees other automated forms, will be published on Pennsylvania's statewide website (www.PALawHelp.org) to make them accessible for all low-income Pennsylvanians.</p>
--	-------	-------------	--

Ohio State Legal Services

Grantee	TIG #	Grant Amount	Staff Grant Description
	08189	\$300,000.00	This grant is for the continued funding of the National Public Automated Documents Online (NPADO) project. The grantee will continue providing technical support for the national server; increase the virtual and in-person training and support for partners; continue the project management role that is responsible for partnership development, strategic coordination with partners, evaluation, and grant reporting; implement a series of enhancements to the Contributor Portal; and investigate the options for turning the NPADO website into a portal that will more effectively guide visitors to document assembly content available through statewide legal aid and court websites.

Pine Tree Legal
Assistance, Inc.

Grantee	TIG #	Grant Amount	Staff Grant Description
Puerto Rico Legal Services, Inc.	08005	\$77,500.00	<p>Pine Tree Legal Assistance will create the Maine Legal Aid Mobile Web to provide legal information for Maine's low-income population over mobile, handheld devices such as cell phones, the new iPod touch (handheld music player and web browser) and iPhone (cell phone and web browser). Anyone entering the ptla.org or helpmelaw.org domains using a popular cell phone or iPhone browser will be directed to the mobile web.</p> <p>The mobile web will include at least thirty of the Pine Tree Legal Assistance and other legal services organizations' most popular client education web pages modified to meet the standards of the World Wide Web Consortium's (W3C's) Mobile Web Best Practices 1.0 (or then current version), or the standards of the iPhone Web Development Guidelines. The mobile web will also include the HelpMeLaw search engine (still believed to be the most sophisticated legal aid search engine) for those mobile devices allowing the entry of text, and live link telephoning for the iPhone and other devices supporting such linkage. Pine Tree will develop for the mobile web at least four new client education pieces specifically designed for use on mobile devices and at least one video to be presented in the different formats and resolutions necessary for various most popular cell phones. Pine Tree and the National Technology Assistance Project (NTAP), will create and test a Developer's Guide on converting web pages to view on hand-held mobile devices, and develop, implement and promote on-line training. LSNTAP will also create a new section in the LSNTAP library devoted to providing self-help information on design and content delivery for mobile devices.</p> <p>With the help of the National Technology Assistance Project (NTAP), Pine Tree will share the lessons learned in this project by creating and testing a Developer's Guide and by developing, implementing and promoting on-line training. LSNTAP will also create a new section in the LSNTAP library devoted to providing self-help information on design and content delivery for mobile devices.</p>
	08073	\$45,000.00	<p>Grantee will expand and complete the integration of all branch offices into a telephonic Centralized Intake System (CIS). This grant will connect 18 regional branch offices with the CIS to function as a one-door entry for services. Using basic technology like telephones, automatic call distributors, interactive voice response and software, the grantee will deliver a convenient response to applicants for service. People from communities all over the state will have equal opportunity access to PRLS's services.</p>

Grantee	TIG #	Grant Amount	Staff Grant Description
<p>Southeast Louisiana Legal Services Corporation</p>	08383	\$40,000.00	<p>This project will combine computer-generated simple divorce pleadings with instructions and other information for pro se litigants who have no children.</p> <p>The program intends to work with courts throughout the state to increase access to the forms. Family law resources have the highest demand on the TIG-supported Louisiana LawHelp site. Also, family law resources are in high demand among users of the interactive LiveHelp service on LawHelp. Similarly, local legal services program offices receive frequent requests for these forms. The project is innovative for Louisiana because presently these forms are not available for free and the courts offer few services to pro se applicants.</p>
<p>Southwestern Pennsylvania Legal Services, Inc.</p>	08141	\$54,375.00	<p>This grant is for funding to build upon the implementation of the "Pennsylvania I-CAN! E-file Initiative," providing low-income workers throughout Pennsylvania with a free tax preparation program, facilitating completion not only of Federal and State returns, but also of the Earned Income Tax Credit (EITC) schedule. The initial, ambitious outreach program will be modified and refined to optimize impact; materials utilized in the initial effort will be updated and a more concentrated marketing plan will be developed targeting segments of the population not effectively reached during 2007-08.</p>
<p>The Legal Aid Society of Columbus</p>	08185	\$12,500.00	<p>This grant is to develop a multimedia video library of client legal education clinics. Flash technology will be utilized, with lessons learned from states such as Iowa and Colorado. Content will be primarily used on the website and will be provided to applicants at our program location in a separate waiting area with computers before the individual attends a clinic.</p> <p>To provide effective and quick access for the end-user, the multimedia videos will be developed in Flash for compatibility with all browsers; content will be developed and produced by LASC staff. The measurable impact of this multimedia solution will be a streamlined, consistent, and effective client legal education process, accessible at any time via the web.</p>

Grantee TIG # Grant Amount Staff Grant Description

Utah Legal Services, Inc.

08477

\$25,000.00

This is a grant to continue funding for the statewide website.

Virginia Legal Aid Society, Inc.

08209

\$50,000.00

There are three main components to this grant. The first will update the study of case management systems (CMS) that was funded by TIG nearly five years ago. Much has changed with CMS since that time and this resource will prevent each program contemplating buying a new system from having to conduct such a study on its own. The previous study was well used and we anticipate this one will be as well.

Second will be to create online tools to provide support to legal aid programs with issues involving websites. This online resource will help programs maintain websites without the support they have previously had from circuit riders. It will include best practices, how to guides, and peer support areas.

The third will be an online system for feedback and ratings of technologies and vendors, much like is employed by such online vendors as Amazon and Best Buy. Programs interested in adopting a technology or making a purchase can see what other legal services programs have said about their experiences with these technologies or their providers.