

# 2012 TIG Projects

Recipient	TIG #	TIG Grant Category	State	Grant Amount
<b>Center for Arkansas Legal Services</b>			<b>AR</b>	
	<b>12060</b>	<b>Document Assembly</b>		<b>\$63,000</b>
<p>To continue to develop and update document assembly forms utilizing HotDocs software, A2J Author software, and the national LawHelp Interactive server technology. This project will focus on upgrading your automated document catalog to current technologies (e.g., A2J Author 4 and Hot Docs 10); developing three pro se automated packets; training in-house staff developers for long-term sustainability of the automated resources technology justice project; and training legal services advocates and pro bono attorneys on the automated resources available through the SWWS.</p>				
<b>Recipient Total:</b>				<b>\$63,000</b>
<b>Southern Arizona Legal Aid, Inc.</b>			<b>AZ</b>	
	<b>12085</b>	<b>Online Intake</b>		<b>\$32,625</b>
<p>To replicate the TIG-funded Legal Aid of Western Ohio Remote Intake Project for the three LSC-funded programs in Arizona. An innovation in this project will be the implementation of A2J Author with the integration of two case management systems under the one interview portal.</p>				
<b>Recipient Total:</b>				<b>\$32,625</b>
<b>Inland Counties Legal Services, Inc.</b>			<b>CA</b>	
	<b>12004</b>	<b>Online Intake</b>		<b>\$52,252</b>
<p>To allow Inland Counties Legal Services (ICLS) to replicate a web based online application system for use by applicants to more readily access legal services. ICLS will replicate and adapt the Colorado Legal Services web-based A2J online intake module and integrate it with ICLS' CMS.</p>				
<b>Recipient Total:</b>				<b>\$52,252</b>
<b>Colorado Legal Services</b>			<b>CO</b>	
	<b>12074</b>	<b>Aol – Mobile to provide increased access</b>		<b>\$43,920</b>
<p>To develop a mobile application allowing attorneys to sign up for volunteer work, providing them with checklists of items to understand prior to performing the work, and informing them of procedures to follow while providing assistance.</p>				
<b>Recipient Total:</b>				<b>\$43,920</b>
<b>Statewide Legal Services of Connecticut, Inc.</b>			<b>CT</b>	
	<b>12044</b>	<b>Website Grants for Programs</b>		<b>\$45,500</b>
<p>To develop an Online Classroom Template (OCT) that legal aid programs can use to create self-paced online courses for self-represented parties. The OCT will also allow for creation of substantive online courses for pro bono attorneys and legal aid advocates.</p>				
	<b>12057</b>	<b>CE Videos</b>		<b>\$43,500</b>
<p>To create Spanish and English legal information web videos covering federal topics relevant to low income individuals. The videos will be created in the fotonovela style, which has its roots in Latino culture and has been widely used in health education.</p>				

Recipient	TIG #	TIG Grant Category	State	Grant Amount
			<b>Recipient Total:</b>	<b>\$89,000</b>
<b>Coast to Coast Legal Aid of South Florida, Inc.</b>			<b>FL</b>	
	<b>12017</b>	<b>Online Intake</b>		<b>\$31,500</b>
To develop an online intake system using A2J Author interfacing with the Legal Server case management system that allows potential clients to apply for services quickly and easily – 24/7.				
			<b>Recipient Total:</b>	<b>\$31,500</b>
<b>Legal Services of North Florida, Inc.</b>			<b>FL</b>	
	<b>12021</b>	<b>Infrastructure Focused Grants</b>		<b>\$92,059</b>
To 1) build a taxonomy system based on LSC's problem codes to aid in categorizing LSNF files based on the new file naming structure; 2) to develop an interface with Legal Server to allow advocates to search the case management system for documents attached to client files to more effectively serve clients; 3) consolidate data from five servers and develop a search engine to mine the consolidated data; and 4) create a client portal for easier access.				
			<b>Recipient Total:</b>	<b>\$92,059</b>
<b>Atlanta Legal Aid Society, Inc.</b>			<b>GA</b>	
	<b>12056</b>	<b>National Projects</b>		<b>\$40,933</b>
The Atlanta Legal Aid Society's Content Sharing Project will enhance and maintain two prior TIG funded projects: ShareLaw and ShareLawVideo. ShareLawVideo is a private website that connects the legal aid community to video and other multi-media content donated by other legal services programs. ShareLaw is a project that provides the legal services community a central online location for exchanging static website content, regardless of the statewide website platform. The Content Sharing Project will continue and enhance these secure online locations for exchanging statewide website resources, including multi-media content and training materials.				
	<b>12063</b>	<b>Aol – Use of data for analysis</b>		<b>\$86,506</b>
To create an Executive Dashboard within its Legal Server case management system to easily create reports and graphical displays to demonstrate the economic impact of legal services to the State of Georgia, expand its outcome collection system and create an economic impact report system in Legal Server to update economic impact studies. The Executive Dashboard will also create reports that graphically demonstrate the direct accomplishments of its advocates and client feedback to assist with both grant compliance and staff development.				
			<b>Recipient Total:</b>	<b>\$127,439</b>
<b>Georgia Legal Services Program</b>			<b>GA</b>	
	<b>12077</b>	<b>Aol – Mobile to provide increased access</b>		<b>\$50,754</b>
For the Farmworker Rights Division of GLSP to develop a mobile phone application called the "Just Pay Phone" application to assist current farmworker clients in recording their hours worked and remotely transmitting information to their attorneys in order to improve the provision of legal services and increase compliance with the Fair Labor Standards Act.				
	<b>12079</b>	<b>Aol – Mobile to provide increased access</b>		<b>\$163,750</b>
To pilot the use of SMS text messaging campaigns in partnership with Illinois Legal Aid Online, Northwest Justice Project, LawHelp/NY Consortium, and Pro Bono Net, using Mobile Commons technology to provide legal information from each state's statewide website. The project will also create an outreach tool kit, including a generic set of marketing collateral for each state's local campaigns.				
			<b>Recipient Total:</b>	<b>\$214,504</b>

<b>Guam Legal Services Corporation</b>			<b>GU</b>	
	<b>12084</b>	<b>Document Assembly</b>		<b>\$57,500</b>

The proposed project is to enhance the client’s access to justice by expanding on existing resources through the development of more types of interactive interviews specific to the protection of the person with Protective/Restraining Orders as well as to develop and interactive interview to address Change of Name issues in an effort to meet the needs of the community. As a result of completing the interactive interviews for Protective/Restraining Orders or Change of Name, client’s will be able to print out completed legal documents, a checklist of necessary steps that must be taken and a list of required supporting documents to bring to court. This allows for a more simplified and user-friendly approach to the court process.

**Recipient Total: \$57,500**

<b>Legal Aid Society of Hawaii</b>			<b>HI</b>	
	<b>12023</b>	<b>Document Assembly</b>		<b>\$41,500</b>

To improve the accessibility of self-represented litigants facing civil legal issues through the development of self-help court forms using HotDocs and A2J document assembly software. This project will concentrate on creating family, landlord-tenant, collection, and district court restraining order court forms and other key court forms identified in coordination with administrators from the Hawai’i Judiciary and will create a Virtual Self-Help Center at the court.

**Recipient Total: \$41,500**

<b>Idaho Legal Aid Services, Inc.</b>			<b>ID</b>	
	<b>12026</b>	<b>Other - Virtual law office</b>		<b>\$63,739</b>

To create a web-based virtual law office to augment Idaho Legal Aid Services’ brick and mortar practice. This project (consisting of a practice management platform, e-signature software, video conferencing, video court appearance software, hybrid Voice Over Internet Protocol (VOIP) phones, and scanners) will integrate existing technologies to help legal aid attorneys to more efficiently serve rural clients.

	<b>12043</b>	<b>Website Grants with National Impact</b>		<b>\$54,824</b>
--	--------------	--	--	-----------------

To develop and implement a responsive mobile Drupal theme that optimizes DLA community websites for persons using a variety of devices (e.g., netbooks, smart phones, and tablets) available to the legal services client community.

**Recipient Total: \$118,563**

<b>Prairie State Legal Services, Inc.</b>			<b>IL</b>	
	<b>12059</b>	<b>Aol - Use of Data for Analysis</b>		<b>\$118,475</b>

To better measure the effectiveness and impact of legal services in Illinois, and to inform strategies for delivering services across the state, Prairie State Legal Services (PSLS) and its project partners will create an aggregated statewide data collection, mapping and reporting system. The Statewide Collaborative Data System will do something new – aggregate and analyze data from the across the state and across delivery methods. Case data will integrate with statewide website data, usage data from mobile apps, LiveHelp and the online access system to provide a full picture of the delivery of legal services, including representation, hotlines, and online self-help tools. The partners will then use this data to evaluate and improve legal services and outreach efforts in Illinois and to influence program priorities and policies.

**Recipient Total: \$118,475**

Recipient	TIG #	TIG Grant Category	State	Grant Amount
<b>Southeast Louisiana Legal Services Corporation</b>			<b>LA</b>	
	<b>12035</b>	<b>Aol – Mobile to provide increased access</b>		<b>\$31,500</b>
<p>To fund development of a mobile version of Louisiana's LawHelp site (www.lawhelp.org/la) to put Louisiana LawHelp into the hands of the growing pool of lower income people who rely on mobile phones to use the Internet. The mobile site will highlight key resources from www.lawhelp.org/la and include specialized content not found on the full site.</p>				
<b>Recipient Total:</b>				<b>\$31,500</b>
<b>Massachusetts Justice Project, Inc.</b>			<b>MA</b>	
	<b>12080</b>	<b>Online Intake</b>		<b>\$51,500</b>
<p>To develop a web-based tool that will connect users to the legal resources that correlate with their specific legal issues. This tool allows a user to complete a short on-line form with a limited number of questions about their legal problem and household demographics. It will then search a database and give back to the user information in plain language that will help them meet their legal need.</p>				
<b>Recipient Total:</b>				<b>\$51,500</b>
<b>Pine Tree Legal Assistance, Inc.</b>			<b>ME</b>	
	<b>12009</b>	<b>Veterans</b>		<b>\$41,500</b>
<p>To enhance StatesideLegal.org, a national website focused on helping veterans and military families with civil legal issues. Funding will support the continued development of StatesideLegal.org's extensive library of original content, including expansion of materials to assist veterans in understanding their legal rights as they rejoin the work force.</p>				
<b>Recipient Total:</b>				<b>\$41,500</b>
<b>Legal Aid and Defender Association, Inc.</b>			<b>MI</b>	
	<b>12036</b>	<b>Online intake</b>		<b>\$51,500</b>
<p>To develop an online intake system to expand services to clients in Detroit. Online intake allows prospective clients to apply for services at any time through the web, either at home or at a library or community center. The online intake system will also be integrated into Legal Aid and Defender Association's case management system, which saves significant time and reduces mistakes by allowing intake staff to simply verify user-submitted information instead of inputting it themselves.</p>				
<b>Recipient Total:</b>				<b>\$51,500</b>
<b>Legal Aid Service of Northeastern Minnesota</b>			<b>MN</b>	
	<b>12071</b>	<b>Aol – Mobile to provide increased access</b>		<b>\$90,460</b>
<p>This project will improve the effectiveness of pro bono attorneys by creating a set of settlement checklists and client interview guides that have been optimized for mobile platforms like smartphones and tablets. These resources will offer a new layer of support for attorneys in the field who are helping low income clients with matters that are outside the attorneys' usual areas of expertise. By creating a library of mobile-optimized resources, this project will offer a vehicle for providing on-demand support. That, in turn, will allow attorneys to feel more confident in taking cases outside their areas of practice and will ensure a higher quality of service for the clients. As a side benefit, this project may also serve as a useful pro bono recruitment tool since it will help alleviate the discomfort many attorneys feel over taking cases in substantive areas of the law with which they are unfamiliar.</p>				

Recipient	TIG #	TIG Grant Category	State	Grant Amount
-----------	-------	--------------------	-------	--------------

**Recipient Total: \$90,460**

**Montana Legal Services Association**

**MT**

**12086 Videoconferencing**

**\$36,825**

To use videoconferencing and mobile devices to deliver legal services based, in part, on a telemedicine service delivery models. This project will allow attorneys to provide legal services to clients using tablet computers at remotely located partner organization sites and a videoconferencing service that accommodates secure and encrypted communications.

**Recipient Total: \$36,825**

**New Mexico Legal Aid**

**NM**

**12018 Aol – Use of data for analysis**

**\$54,500**

To create a statewide intake and case management network that will use continuous analysis of real time non-confidential data to more effectively identify and define issues, trends and targeted client communities. Partner agencies participating in the project will use this information to strategically focus resources on cases and community needs most likely to produce significant results.

**Recipient Total: \$54,500**

**Legal Assistance of Western New York, Inc.**

**NY**

**12022 Online intake**

**\$37,700**

To create an online entry point for low-income New Yorkers who are seeking legal services and legal information. The project will increase intake efficiency by referring applicants with problems not handled by the legal services agency to other resources. For applicants whose legal problems fall within the priorities of the local legal services agency, the prescreening form generated by the online interview will give the intake unit the clear, condensed information it needs to perform a conflict check and determine whether a full intake is appropriate.

**12037 Videoconferencing**

**\$74,220**

The Remote Advocacy and Compliance project at Legal Assistance of Western New York, Inc. (LawNY®) will use videoconferencing to conduct Social Security Administration's (SSA) video hearings on-site, and to improve LawNY®'s inter-office coordination. They will enable SSA video hearings through the Representative Video Project (RVP). The RVP is an initiative authorizing representatives to use their own equipment for video hearings if approved by SSA. The RVP is efficient for SSA, and allows claimants and representatives to save time and travel costs. LawNY® will create RVP sites in its Bath, Olean, and Ithaca offices. LawNY® will build on this infrastructure to add video remote sites in all 7 offices for inter-office compliance, information-sharing, and coordination.

**12038 Aol – Mobile to provide increased access**

**\$71,000**

To optimize New York's statewide website, LawHelp.org/NY, for English and Spanish content mobile access. This project will also create Spanish language navigation for the entire LawHelp mobile interface.

**Recipient Total: \$182,920**

**Legal Services NYC**

**NY**

**12031 Infrastructure Focused Grants**

**\$94,500**

To develop a knowledge management system built on Microsoft SharePoint. This new system will create an accessible portal that allows advocates across the organization to easily collaborate on litigation and outreach efforts and efficiently locate the most appropriate practice resources and documents to meet the legal needs of low-income people.

Recipient	TIG #	TIG Grant Category	State	Grant Amount
-----------	-------	--------------------	-------	--------------

**Recipient Total: \$94,500**

<b>Legal Aid of Western Ohio, Inc.</b>			<b>OH</b>	
	<b>12088</b>	<b>LiveHelp</b>		<b>\$48,735</b>

Legal Aid of Western Ohio (LAWO) will pilot the adaptation of the LiveHelp Initiative to provide web-integrated chat based counsel and advice to eligible low income applicants in 25 rural counties in Northwest and West Central Ohio.

The goal of the project is to increase pro bono capacity to meet the legal needs of the rural low-income population by creating a tool which will offer a volunteer opportunity to attorneys seeking predictable, time-limited experiences with flexible hours. Because the attorney providing the service can be located anywhere there is an internet connection, LiveHelp technology is a convenient way to extend resources to rural areas and tap the previously untapped pro bono capacity of the rural region.

LAWO plans to engage Marathon Petroleum Corporation corporate counsel, private law firm attorney affinity groups and service area bar associations to build a corps of volunteer attorneys to staff LiveHelp.

**Recipient Total: \$48,735**

<b>Ohio State Legal Services</b>			<b>OH</b>	
	<b>12061</b>	<b>Website Grants with National Impact</b>		<b>\$561,500</b>

To continue the maintenance and support of the LawHelp Interactive technical infrastructure and to provide training and technical assistance to state legal aid and court projects that incorporate high-quality document assembly forms for self-represented litigants and advocates into their local service delivery.

**Recipient Total: \$561,500**

<b>The Legal Aid Society of Cleveland</b>			<b>OH</b>	
	<b>12052</b>	<b>Aol - Use of Data for Analysis</b>		<b>\$159,761</b>

To explore and develop enhanced data analysis strategies for Legal Aid Society of Cleveland and the national legal aid community. Cleveland will collaborate with social scientists and other data-savvy legal aid organizations from around the country to make better use of existing data, implement better data collection and analysis software, incorporate important data from groups such as the Census Bureau, and improve outcome and impact measurements. These enhanced data strategies will allow legal services organizations to improve the processes through which they deliver legal services to low income people.

**Recipient Total: \$159,761**

<b>Legal Aid Services of Oklahoma, Inc.</b>			<b>OK</b>	
	<b>12081</b>	<b>Document Assembly</b>		<b>\$58,350</b>

To automate four sets of forms initially to be tested and implemented in three counties but targeted for use statewide. Information and user instructions will be developed using "plain language." Instructions, training and publication materials will be developed and publicized locally and users of the forms will be assisted with "LiveChat."

**Recipient Total: \$58,350**

<b>Legal Aid of Southeastern Pennsylvania</b>			<b>PA</b>	
	<b>12006</b>	<b>VoIP Telephony</b>		<b>\$81,500</b>

To develop an innovative digital call center for low-income people in need of legal assistance in Southeast Pennsylvania. The system will be designed to reduce wait times for cell phone callers and offer automated call-

Recipient	TIG #	TIG Grant Category	State	Grant Amount
-----------	-------	--------------------	-------	--------------

backs for those individuals with capped cell phone minutes. It will also forge new ground by developing text messaging capacity as a unique method to convey brief advice in emergency situations and reinforce advice previously delivered through the call center.

**Recipient Total: \$81,500**

**Philadelphia Legal Assistance Center**

PA

12030 CE Videos

\$29,500

To develop instructional web videos in multiple languages to assist self-represented people with family law, housing and other types of cases in Pennsylvania courts. This project will leverage a partnership with the University of Pennsylvania School of Law.

**Recipient Total: \$29,500**

**Lone Star Legal Aid**

TX

12087 Website Grants with National Impact

\$131,820

To enhance and expand DisasterLegalAid.org by updating content, creating new content, redesigning the graphical user interface, and adding mobile technology accessibility. These upgrades will increase the site's overall usefulness by adding resources, making the site more user-friendly, encouraging pro bono involvement, improving low-income persons' access to legal services, and helping the legal community better protect the rights of disaster survivors.

**Recipient Total: \$131,820**

**Utah Legal Services, Inc.**

UT

12005 LEP Resources

\$28,000

To create a Spanish version of Utah Legal Services' current A2J Online Intake application and the A2J Automated Intake Script used by intake workers. Translating the A2J Online application will allow the Spanish-speaking population to apply for assistance over the Web using a template they can more easily understand. Translating the A2J Automated Intake Script into Spanish will make the phone intake process easier for the Spanish-speaking population, as well as our Spanish-speaking intake workers.

12083 Pro Bono

\$32,500

To design a pro bono database to streamline the statewide placement of eligible pro bono clients with volunteer attorneys. The system will be a lawyer tracking and case matching program to be shared by all legal non-profit providers in the state who will be able to input cases into the system for local committee placement.

**Recipient Total: \$60,500**

**Blue Ridge Legal Services, Inc.**

VA

12091 National Projects

\$375,700

For Blue Ridge Legal Services to work with Pro Bono Net (PBN) on re-architecting the technical infrastructure of LawHelp Interactive (LHI), which was used to complete more than 318,000 documents in 2011 – a 47% increase over the prior year. The planned rebuild will lead to improvements in reliability and scalability, cut the costs of future enhancements, improve administrative capacity and allow the system to be more easily integrated with case management and e-filing systems in courts nationwide.

**Recipient Total: \$375,700**

**Legal Services of Northern Virginia, Inc.**

VA

12094 Online Intake

\$33,083

To develop an A2J Guided Interview to work with Legal Services of Northern Virginia's online intake system and

Recipient	TIG #	TIG Grant Category	State	Grant Amount
-----------	-------	--------------------	-------	--------------

to transform the XML data collected through the A2J Author for use in your case management system, Kemps Prime.

<b>12096</b>	<b>Aol – Mobile to provide increased access</b>	<b>\$33,678</b>
--------------	---	-----------------

To develop an appointment reminder system that will notify applicants or clients of upcoming office appointments or court hearing dates.

**Recipient Total: \$66,761**

**Northwest Justice Project**

**WA**

<b>12003</b>	<b>NTAP Funding</b>	<b>\$21,500</b>
--------------	---------------------	-----------------

To continue the popular National Technology Assistance Project's (NTAP) online webinar series for 2013. This grant will fund ten webinars aimed at providing information for LSC grantees that will help them use technology to enhance services to clients and to improve overall program effectiveness and efficiency.

<b>12019</b>	<b>Aol – Use of data for analysis</b>	<b>\$34,500</b>
--------------	---------------------------------------	-----------------

To build into the case management system used by the Northwest Justice Project a Business Intelligence Dashboard that will allow users to view real-time or historical information presented in graphical formats. The Dashboard will use case management system data to help NJP see patterns and trends in client problems as they emerge and in historical perspective to identify the need for systemic advocacy, to shape local case acceptance choices and to allocate resources consistently with NJP's strategic plan.

<b>12020</b>	<b>Other - Resources for deaf, hard-of-hearing, and deaf-blind individuals</b>	<b>\$65,300</b>
--------------	--	-----------------

This project seeks to expand access to civil legal aid services for deaf, hard-of-hearing, and deaf-blind individuals in Washington State. The project will: 1) use videophone to videophone technology to allow deaf, hard-of-hearing, and deaf-blind individuals to communicate directly with an attorney fluent in American Sign Language (ASL) about their civil legal needs; 2) create know-your-rights videos about relevant federal laws, including the Americans with Disabilities Act, Individuals with Disabilities Education Act, and Social Security Disability Insurance, and a video for legal aid providers on tips for working effectively with deaf clients; 3) caption existing legal informational videos hosted on NJP's website; and 4) create video and electronic outreach to these communities regarding the availability of legal aid services.

**Recipient Total: \$121,300**

---

	<b>Grand Total</b>	<b>\$3,412,969</b>
--	--------------------	--------------------