

## 2009 TIG Awards by State

<i>Grantee</i>	<i>Grant Amount</i>
<b>ARKANSAS</b>	
<b>09313 Center for Arkansas Legal Services</b>	<b>\$36,500</b>
<i>Category</i> Replication	
<i>Project Description</i>	
To continue the LegalMeetings Project to maximize the use of web conferencing, thereby saving local programs both time and money. The project will continue the support and training mechanisms in place for LSC programs using the LegalMeetings platform and transition to financial sustainability by promoting the market reach of the project.	
<b>09314 Center for Arkansas Legal Services</b>	<b>\$26,500</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To educate and assist the low-income self-helper, the pro bono attorney, and the overburdened legal services staff in the area of consumer law by using existing advocate consumer law static materials and developing a multimedia consumer law experience for pro se and advocate use.	
<b>09316 Center for Arkansas Legal Services</b>	<b>\$126,903</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To develop a national legal services content sharing system allowing for statewide website (SWWS) administrators and content developers to browse selected content from participating programs. The primary vehicle for this project will be a standalone national directory website for SWWS content. The content listed in the national directory will be available to all LSC funded programs.	
<b>Total for ARKANSAS</b>	<b>\$189,903</b>

<i>Grantee</i>	<i>Grant Amount</i>
----------------	---------------------

**CALIFORNIA**

**09493 Legal Aid Foundation of Los Angeles \$51,500**

*Category* Open Category

***Project Description***

To upgrade the telephone system in order to 1) create a centralized intake system utilizing an Automated Call Distribution Center; 2) allow transparent sharing of data among service locations; and 3) provide detailed tracking data for improved system monitoring.

**09497 Neighborhood Legal Services of Los Angeles Count \$81,500**

*Category* Replication

***Project Description***

To support development of an 18-month HotDocs Landlord Tenant Document Assembly project to be used initially at NLS-LA's 10 courthouse-based self-help centers, then introduced into the Los Angeles County Superior Court's three resource centers and later to be made available to the general legal services community.

**09509 Legal Aid Society of San Diego \$71,500**

*Category* Open Category

***Project Description***

To set up a collaborative litigation tool that will create a virtual law office to: 1. assist Legal Aid Foreclosure Housing Attorneys in sharing knowledge and expertise; 2. help the attorneys collaborate on complex housing litigation; and 3. encourage attorneys to help housing clients that might otherwise be turned away. The project seeks to build a national partnership – a national collaboration between local legal aid attorneys. The project will call upon many state justice communities and national support programs to recruit participants and promote participation in the project. Up to 30 attorneys are expected to participate in the project's first year and up to 60 the second year.

**09521 Legal Aid Society of Orange County, Inc. \$180,500**

*Category* Open Category

***Project Description***

To provide outreach on I-CAN!® E-FILE and EITC to LSC funded programs, community-based organizations, government and city officials, employers, United Way chapters and other entities serving the low-income population, placing emphasis on increasing usage in California, Alaska, Florida, Michigan, Montana, Nevada, South Dakota, Texas, Washington and Wyoming, including the use of presentations at conferences; to provide new and existing partners with the tools, materials and training required to meet their varying needs and expectations; to support partners by disseminating information that will enable partnering programs to effectively implement and integrate I-CAN!® E-FILE into

<i>Grantee</i>	<i>Grant Amount</i>
<p>their organizations and by the use of Live Chat; to continue the national toll-free number that uses a database of free tax providers to route callers to local income tax providers, plus provide live telephone support for callers for whom there is no local provider; and to improve the evaluation of the toll free number by using a provider that allows tracking of where callers are referred so that the grantee may conduct follow-ups with those providers to assess the usage, value, and effectiveness of the toll-free number.</p>	
<b>09522 Legal Aid Society of Orange County, Inc.</b>	<b>\$222,500</b>
<i>Category</i> Replication	
<i>Project Description</i>	
To update and host the I-CAN! E-file federal income tax module for tax year 2009 including the American Recovery and Reinvestment Act (Stimulus Plan) related changes; to update and host the California, Michigan, Montana, New York and Pennsylvania state tax modules for tax year 2009 so that taxpayers can e-file these state returns; and to support users via the use of Live Chat and email.	
<b>Total for CALIFORNIA</b>	<b>\$607,500</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b><i>COLORADO</i></b>	
<b>09433 Colorado Legal Services</b>	<b>\$26,980</b>
<i>Category</i> Replication	
<i>Project Description</i>	
To increase the amount of informational materials and self-help resources on the state website that are focused on the needs of individuals with a military connection and their families (IMCs), provide IMCs with LiveHelp assistance to access these materials and tools, and recruit, train, and oversee legal services and pro bono attorneys to provide LiveHelp assistance and other services to these clients. The specific materials the applicant seeks to develop and other project activities shall be coordinated with those of TIG projects #09008, #09301, and #09360.	
<b>09434 Colorado Legal Services</b>	<b>\$64,870</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To develop, test and implement web-based training modules to complement the new Regional Training Initiative underway in the nine-state Mountain West Region. The grantee and its partners will develop three self-directed web-based training modules that will be hosted on a server in Montana for easy internet access.	
<b>Total for COLORADO</b>	<b>\$91,850</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b>GEORGIA</b>	
<b>09345 Atlanta Legal Aid Society, Inc.</b>	<b>\$163,500</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To create interactive multimedia consumer law self-help materials, including editable videos, A2J interviews and HotDoc templates and to develop a flexible web interface for content syndication so other legal services programs can make use of these materials. In addition, to contract with the National Consumer Law Center to provide assistance to ALAS and other TIG grantees on issues and defenses arising from the recent consent judgment stipulated to by the National Arbitration Forum wherein it agreed to cease all consumer arbitrations.	
<b>Total for GEORGIA</b>	<b>\$163,500</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b>IDAHO</b>	
<b>09537 Idaho Legal Aid Services, Inc.</b>	<b>\$263,697</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To improve the A2J Author® (A2J) software tool for unrepresented litigants. Upgrades will: (1) guide users to determine the legal forms most appropriate for their situation and (2) facilitate automation of more complex forms than previously possible. The Project will also provide national support and training to the A2J Author community; conduct a feasibility study; and formulate a Strategic Sustainability and Marketing Plan looking to achieving sustainability in three to five years.	
<b>09538 Idaho Legal Aid Services, Inc.</b>	<b>\$57,230</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To create a Consumer Law Portal on Idaho's statewide website to assist persons with consumer law problems. The site will provide legal information and materials on common consumer law problems including debt collection, foreclosures, bankruptcy, credit ratings, and abusive/predatory trade practices. The project will create content on html pages, automated documents using HotDocs and A2J Author (legal forms, letters, and complaint forms for government agencies), video and graphic content, and links to outside organizations.	
<b>Total for IDAHO</b>	<b>\$320,927</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b>ILLINOIS</b>	
<b>09233 Prairie State Legal Services, Inc.</b>	<b>\$71,500</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
<p>To expand the organization's capacity to respond to the growing demand for legal help through adding more advanced features to its telephone technology to increase hours of operation, use of volunteers, and enhance flexibility in staffing. Grantee will expand upon its current Toshiba PBX and ACD VOIP system by replacing older analog Nortel PBX's in some offices with up to date digital Toshiba PBXs with VOIP capabilities, update its current Toshiba digital PBX's to accept the VOIP calls, and substantially increase its Internet bandwidth.</p>	
<b>Total for ILLINOIS</b>	<b>\$71,500</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b><i>IOWA</i></b>	
<b>09241 Iowa Legal Aid</b>	<b>\$101,500</b>
<i>Category</i> Open Category	
<b><i>Project Description</i></b>	
To implement the Technology to Enhance Board Engagement Project (TEBEP) to provide web-based resources, including training materials, organization and board policies and collaborative tools to strengthen the interaction among board members and staff. Grantee will work with the LSC Board Governance Working Group on the subject matters for these resources.	
<b><i>Total for IOWA</i></b>	<b>\$101,500</b>



<i>Grantee</i>	<i>Grant Amount</i>
----------------	---------------------

**KENTUCKY**

**09358 Legal Aid Society \$27,376**

*Category* Replication

***Project Description***

To expand the Kentucky Online Self-Help Assistant (KOSHA) by developing more self-help forms and online document assembly content for statewide application in Kentucky. HotDocs and A2J will be used to develop self-help forms in 5-7 areas of law for clients, and 3-4 document assembly programs will be developed for advocates for the most frequently used petitions and forms.

**09359 Legal Aid Society \$31,876**

*Category* Open Category

***Project Description***

To provide multimedia self-help content through streaming video hosted by YouTube™ with video links embedded on the Kentucky statewide website. Legal Aid Society will build on the work of Arkansas Legal Services to produce nationally applicable videos which could be used by many other states. Legal Aid Society will, however, create some videos that are very specific in informing a pro se litigant on how to file their own case in Kentucky courts.

**09360 Legal Aid Society \$79,013**

*Category* Open Category

***Project Description***

To develop an on-line “triage” tool to identify the needs of veterans and other individuals with a military connection and their families (IMCs) seeking services, to develop a range of IMC-specific self-help materials using A2J guided interviews, and to develop and implement systems for recruiting and training legal services and pro bono attorneys in veterans law and placing IMCs’ cases with these attorneys. The specific materials the applicant seeks to develop and other project activities shall be coordinated with TIG projects #09008, #09301, and #09433.

**09361 Appalachian Research and Defense Fund of Kentuck \$89,996**

*Category* Open Category

***Project Description***

To launch a pilot video conferencing project, linking three offices (Richmond, Somerset and Barbourville) to the main office in Prestonsburg with full video conference system setups, and to add a web cam setup in two rural counties (Owsley and Harlan) so that no office, client of any office, or board member will have to travel more than an hour to link into a video conference. The project will allow clients in remote areas access to advocates in other offices, and will allow more opportunities for training and collaboration

<i>Grantee</i>	<i>Grant Amount</i>
between staff and board members.	
<b>09362 Appalachian Research and Defense Fund of Kentuck</b>	<b>\$41,500</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To use state-of-the art on-line performance evaluation tools, together with Kemp's Case Management Systems, to develop an effective employee performance evaluation system. The project will draw upon case management data and pre-programmed performance criteria to electronically appraise employee performance and to ensure that clients are receiving high quality legal services.	
<b>Total for KENTUCKY</b>	<b>\$269,761</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b>MAINE</b>	
<b>09008 Pine Tree Legal Assistance, Inc.</b>	<b>\$294,146</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
<p>To develop a user-friendly national website that will provide individuals with a military connection and their families (IMCs), and the individuals who assist them, with information and interactive on-line tools targeted to their specific civil legal needs. The website will be “soft launched” by May 2010. The project will also generate data regarding the civil legal needs of IMCs and develop functionalities for “content federation” and automatic updating of poverty income level charts that can be used by all Drupal-based statewide websites. The project activities shall be coordinated with those of TIG projects #09301, #09360, and #09433.</p>	
<b>Total for MAINE</b>	<b>\$294,146</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b>MONTANA</b>	
<b>09541 Montana Legal Services Association</b>	<b>\$70,340</b>
<i>Category</i> Replication	
<i>Project Description</i>	
To establish remote self-help law centers supported by live chat technology in at least three locations and conduct corresponding outreach; to recruit, train and coordinate LiveHelp navigators to support the centers; to improve the functionality of live chat with HotDocs; and to develop a remote intake system whereby a person at a staffed or remote self-help center can apply for MLSA services. Project partners are the Montana Supreme Court Office of the Court Administrator, Pro Bono Net, and the Montana State Law Library.	
<b>09542 Montana Legal Services Association</b>	<b>\$101,500</b>
<i>Category</i> Replication	
<i>Project Description</i>	
To provide up to 150 technical skills building and best practice trainings to legal aid programs. MLSA contracts with the National Technology Assistance Project (NTAP) to offer the online trainings on a variety of relevant topics with a focus on tech skills building, sharing legal aid technology best practices, and assisting programs to implement the adoption of technologies identified in LSC's "Technology That Should Be In Place in a Legal Aid Office Today" (LSC Baselines). NTAP will implement steps to sustainability by adding ecommerce capacity to the website, obtain professional marketing services, hire professional trainers to conduct trainings, and obtain additional administrative assistance.	
<b>Total for MONTANA</b>	<b>\$171,840</b>

<i>Grantee</i>	<i>Grant Amount</i>
----------------	---------------------

**NEBRASKA**

<b>09285 Legal Aid of Nebraska</b>	<b>\$24,500</b>
------------------------------------	-----------------

*Category*      Open Category

***Project Description***

To enhance Legal Aid of Nebraska's Board engagement and development by improving client-eligible board members' access to - and understanding of - a wide range of technology tools, such as inexpensive laptops, broadband internet, and videoconferencing. The project will assess each client-eligible board member's current access and technological capacity, and then establish appropriate training for upgrading their access and understanding to a baseline that allows for full participation in Board activities. Grantee will work with the LSC Board Governance Working Group on the subject matters for these resources.

<b>Total for NEBRASKA</b>	<b>\$24,500</b>
---------------------------	-----------------

<i>Grantee</i>	<i>Grant Amount</i>
<b><i>NEW YORK</i></b>	
<b>09057 Legal Services for New York City</b>	<b>\$50,000</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To conduct a search engine optimization and marketing initiative for www.LawHelp.org/NY that will serve as a model for other statewide consumer legal information sites to evaluate the most effective ways to reach our client-eligible community. This project will also pilot a Spanish-language search engine marketing campaign to reach New York's large Spanish-speaking user base and develop an online toolkit to capture strategies and lessons learned.	
<b>09061 Legal Assistance of Western New York</b>	<b>\$126,500</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To create the 2010 Readable Legal Information Training project. This project will publish 78 model plain-language legal resources, create an in-person and online readability course open to legal services advocates, and provide one-on-one plain-language tutoring.	
The grantee will partner with readability experts Transcend Translations to publish and promote the library and to bring Transcend's readability curriculum to a wide legal services audience of content developers. In addition, the grantee will continue its collaboration with the New York Unified Court System (NYUCS) to help identify sample documents most needed by court system users with limited English proficiency.	
<b>Total for NEW YORK</b>	<b>\$176,500</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b>OHIO</b>	
<b>09173 Community Legal Aid Services, Inc.</b>	<b>\$31,180</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To create the Next Generation Legal Services Desktop (NGLSD), an advocate-focused, time-saving, web-based desktop configuration template using iGoogle that includes frequently used links and online tools in order to increase advocate efficiencies and productivity through one centralized, legal services content-centric desktop. Once completed, the grantee will provide online training for existing and incoming advocates in order to maximize the iGoogle centralized desktop in support of advocate work.	
<b>09189 Ohio State Legal Services</b>	<b>\$501,500</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To continue the operation of NPADO and its support of state efforts to develop high-quality document assembly content, thereby increasing the efficiency and effectiveness of legal advocates and the availability of self-help resources for self-represented litigants. To work for sustainability of the project within a three to five year framework, the grantee and project manager will do research to enable NPADO to validate and refine the its business model; evaluate the impact of NPADO on service delivery; and optimize its operational infrastructure.	
<b>Total for OHIO</b>	<b>\$532,680</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b><i>PENNSYLVANIA</i></b>	
<b>09137 North Penn Legal Services, Inc.</b>	<b>\$41,500</b>
<i>Category</i> Replication	
<b><i>Project Description</i></b>	
<p>To automate a credit card collection template through interview questions using HotDocs and A2J that would identify which defenses could be applied to the user's situation and would prepare documents and give information based on those defenses to the user. The end product, applicable to all counties in Pennsylvania, would create three plain language defenses for pro se litigants to use at their hearings: 1) an outline for District Justice Court; 2) a defense outline for the Court of Common Pleas; and 3) an appeal outline for the Court of Common Pleas.</p>	
<b><i>Total for PENNSYLVANIA</i></b>	<b>\$41,500</b>



<i>Grantee</i>	<i>Grant Amount</i>
<b>TENNESSEE</b>	
<b>09401 Legal Aid of East Tennessee</b>	<b>\$36,000</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To utilize A2J and HotDocs to implement document assembly in LAET's self help divorce clinic to allow self represented litigants to complete all forms necessary to file and complete their uncontested divorce. This project will replicate similar projects around the country and will be innovative in Tennessee as LAET will be the only project in the state utilizing document assembly technology.	
<b>Total for TENNESSEE</b>	<b>\$36,000</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b>TEXAS</b>	
<b>09473 Texas RioGrande Legal Aid</b>	<b>\$161,500</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To generate court order packages using NPADO that are both bi-lingual and culturally and linguistically appropriate (plain language) in courts in two states. The order packages will be developed in cooperation with a plain language expert to create the standard orders. The project will focus initially on Spanish and on court orders in child custody, visitation, and domestic violence prevention/protective order cases.	
<b>Total for TEXAS</b>	<b>\$161,500</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b>UTAH</b>	
<b>09477 Utah Legal Services, Inc.</b>	<b>\$26,500</b>
<i>Category</i> Continuation Web Sites	
<i>Project Description</i>	
To continue updating and development of the statewide website focusing more particularly on the following items: on the public side, providing more materials to pro se litigants for better self representation; on the private side, allowing volunteer attorneys access to a document library and allowing for better sharing of best practices; on the pro bono side, allowing volunteer attorneys access to materials and support from other attorneys as well as facilitating the placement of cases and recruitment of volunteer attorneys.	
<b>09478 Utah Legal Services, Inc.</b>	<b>\$51,500</b>
<i>Category</i> Replication	
<i>Project Description</i>	
To develop an effective online intake system available to clients 24/7 and meet the needs of individuals who are unable to use the telephone to access services. The online intake system will capture initial client information, determine eligibility and create the capability of importing data directly to Kemps. The project will integrate existing software, A2J Author®, LiveHelp, and the statewide website to allow a greater number of people the opportunity to be screened for eligibility and to receive legal information 24/7.	
<b>09479 Utah Legal Services, Inc.</b>	<b>\$22,080</b>
<i>Category</i> Replication	
<i>Project Description</i>	
To use HotDocs and existing paragraph library provided by Utah's Administrative Office of the Courts for automated domestic pleadings necessary to complete a divorce or paternity action. Other partners include the Legal Aid Society of Salt Lake (LAS) and the Utah State Bar.	
<b>Total for UTAH</b>	<b>\$100,080</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b>VIRGINIA</b>	
<b>09202 Legal Aid Society of Eastern Virginia</b>	<b>\$31,500</b>
<i>Category</i> Replication	
<i>Project Description</i>	
To develop a document assembly system in Virginia using HotDocs, which will allow legal aid attorneys to quickly produce high quality pleadings. The scope of the project will include 100-150 customized templates for attorneys and staff at Legal Aid offices. The focus will be on templates that would be most beneficial to Legal Aid attorneys in order to help clients in the current economic downturn. In addition, the project will produce 15 client-focused pro se templates. Once completed, the grantee will educate Legal Aid organizations about the use of automated documents by conducting at least five statewide trainings.	
<b>09210 Virginia Legal Aid Society, Inc.</b>	<b>\$91,500</b>
<i>Category</i> Replication	
<i>Project Description</i>	
To contract with the Legal Services National Technology Assistance Project (NTAP) to continue support to LSC-funded programs in the integration and adoption of technology tools through the NTAP Help Desk, lsntap.org website, the updated interactive Case Management and Tech Survey reports, the LStech list, Roundtable discussions, and a new OST Drupal Help Center.	
<b>09211 Virginia Legal Aid Society, Inc.</b>	<b>\$27,074</b>
<i>Category</i> Replication	
<i>Project Description</i>	
To continue support for the grantee's automated food stamp application system and to spread the adoption of the system to all six LSC-funded legal aid programs in Virginia. In addition, work to persuade the Virginia Department of Social Services to build Virginia Information Technologies Agency (VITA) hosting costs for this Food Stamp module into its ongoing administrative budget for the Food Stamp program, thus ensuring the sustainability of the project.	
<b>Total for VIRGINIA</b>	<b>\$150,074</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b>WASHINGTON</b>	
<b>09557 Northwest Justice Project</b>	<b>\$56,500</b>
<i>Category</i> Open Category	
<i>Project Description</i>	
To enhance the multilingual capabilities of the LawHelp platform and its 28 partner sites to 1) better serve LEP individuals in accessing and obtaining information about their legal rights and available services and 2) expand LawHelp's capacity to help legal aid programs meet federal obligations for services to potentially eligible LEP clients.	
<b>09558 Northwest Justice Project</b>	<b>\$81,500</b>
<i>Category</i> Replication	
<i>Project Description</i>	
To build an on-line intake application integrated with the Legal Server case management system; to build a triage tool that helps potential users learn whether CLEAR and the on-line system are appropriate for them; and to build a function to deliver pro se information and information about alternative legal resources to users.	
<b>Total for WASHINGTON</b>	<b>\$138,000</b>

<i>Grantee</i>	<i>Grant Amount</i>
<b><i>WISCONSIN</i></b>	
<b>09301 Wisconsin Judicare, Inc.</b>	<b>\$13,500</b>
<i>Category</i> Open Category	
<b><i>Project Description</i></b>	
To upgrade its case management system and implement other capacities that enable the program to create a "mobile office" to provide services to veterans. The program will collaborate with County Veterans Services Organizations and develop and post on its website substantive law information related to the legal needs of veterans. The project activities shall be coordinated with those of TIG projects #09008, #09360, and #09433.	
<b><i>Total for WISCONSIN</i></b>	<b>\$13,500</b>
<b><i>Grand Total</i></b>	
	<b>\$3,656,761</b>