LEGAL SERVICES CORPORATION
TECHNOLOGY INITIATIVE GRANT PROGRAM
FINAL REPORT

Grantee name: LAS of Northeastern New York **TIG Grant number:** #11065
Submission date: October 18, 2013 **Approval date:** November 22, 2013

Prepared By: Liz Keith **Phone number:** (415) 779-2806
Contact person: Lillian Moy **Phone number:** 518-689-6304

Email address: lmoy@lassny.org

I. Project Goals and Objectives

The goal of this project was to increase awareness of and access to legal aid online resources and services for Spanish-speaking Limited English Proficient (LEP) clients nationally and in New York State by developing and implementing a Spanish portal with targeted legal information resources on the national LawHelp.org homepage and expanding LiveHelp assistance for LEP clients. In order to accomplish these goals, project partners identified three primary objectives:

1. Develop LawHelp.org/espanol, a Spanish-language portal for the LawHelp.org national homepage and gateway to all 50 statewide websites that increases LEP clients' access to legal information.
2. Develop and publish a series of 10 online guides in English and Spanish on essential topics that enable clients, especially those with limited English proficiency, to better understand their language access rights and the legal system.
3. Expand LiveHelp assistance for Spanish-speaking LawHelp.org/NY users and pilot the provision of LiveHelp assistance on the national LawHelp.org/espanol portal using bilingual law students and other non-attorney volunteers

The Legal Aid Society of Northeastern New York's partners in this initiative included the LawHelp New York Consortium, Legal Assistance of Western New York (LAWNY) and Pro Bono Net. No significant changes were made to the project's goals or objectives over the course of TIG #11065.

II. Evaluation Data and Methodologies

As laid out in the evaluation plan, several methods and data sets were used to assess the project's accomplishments, including:

- Description and links for major new functionality developed

- Results of LawHelp.org/espanol and LiveHelp quality assurance and user testing
- Inventory and descriptions of new content developed
- Results of assessment to identify existing Spanish content on statewide websites
- Feedback from legal aid and language access practitioners about new content priorities
- Website usage data
- Data about referral traffic generated to Spanish content on statewide websites
- LiveHelp usage data and exist surveys
- Data about LiveHelp volunteer recruitment strategies and profiles of participating volunteers
- Feedback from LiveHelp volunteers about their experience
- Administrative and anecdotal data, including project documentation, work group meeting notes and ad hoc feedback from community stakeholders.

III. Summary of Major Accomplishments, Recommendations and Future Steps

Major Accomplishments

This project has succeeded in developing and launching a Spanish language gateway to the LSC-funded statewide website network; developed a set of 10 plain language legal education guides in English and Spanish on essential legal topics; piloted the first national LiveHelp service in the legal aid community; and expanded LiveHelp assistance available to Spanish-speaking users of LawHelp.org/NY. A summary of key accomplishments follows:

- Project partners successfully developed and launched LawHelp.org/espanol, a national Spanish-language gateway to the LSC-funded statewide website network. LawHelp.org/espanol features information about the statewide website network; links to Spanish mirror sites and Spanish language resources, where available, in all 50 states; 10 plain language guides tailored to the needs of the Spanish-speaking community; and LiveHelp assistance. Between January 1, 2013 and September 20, 2013, LawHelp.org/espanol had 3,035 visits, 2,392 visitors and nearly 7,000 page views. During this time, LawHelp.org/espanol referred more than 1,000 visits to Spanish language content on statewide websites.
- Project partners developed and launched a series of 10 online guides in English and Spanish on common legal issues facing low-income communities, particularly non-English speakers. The guides were designed specifically for low-income and recent immigrants to address issues that impact their ability to access legal aid, the courts and interpretation services.
- The guides have been published on LawHelp.org/espanol and LawHelp.org/NY made available to the legal aid community nationally to adapt for their own program needs. Between January 1, 2013 and September 20, 2013, the Spanish versions of the Guides

were viewed 2,131 times from LawHelp.org/espanol. The English versions were accessed 21,200 times from LawHelp.org. During this time period, the Spanish language guides were accessed 421 times on LawHelpNY.org, and the English language guides were accessed 5,279 times. Through an in-kind contribution of translation services to this grant, the Guides were also translated into Chinese, Vietnamese and Tagalog. These versions have been published to LawHelp.org/NY and made available to the legal services community nationally for use on their own websites.

- Project partners developed and launched a Spanish-language LiveHelp service for LawHelp.org/espanol and expanded Spanish-language LiveHelp assistance available to LawHelpNY.org users. Six Spanish-speaking volunteer navigators were recruited and trained to participate in the program, which served more than 100 users between January and September 2013.

Recommendations:

Recommendations for further development include potentially highlighting other nationally-relevant statewide website content on LawHelp.org/espanol, for example key resources during tax season or in a regional disaster response scenario; continuing to promote the plain language guides to the statewide websites with little or no Spanish content to adapt for their own sites; and continuing to explore cross-jurisdictional approaches to recruiting and managing LiveHelp volunteers, for example national-state partnerships, or state-to-state partnerships. These and other recommendations are discussed in more detail in Section VI.

IV. In-Depth Analysis of Accomplishments

The goal of this project was to increase awareness of and access to legal aid online resources and services for Spanish-speaking Limited English Proficient (LEP) clients nationally and in New York State by developing and implementing a Spanish portal with targeted legal information resources on the national LawHelp.org homepage and expanding LiveHelp assistance for LEP clients. In order to accomplish these goals, project partners identified three primary objectives. Accomplishments for each of these objectives are discussed in detail below.

Objective 1: Develop LawHelp.org/español, a Spanish-language portal for the LawHelp.org national homepage and gateway to all 50 statewide websites that increases LEP clients' access to legal information.

Development accomplishments

LawHelp.org/espanol was launched on December 21, 2012. The site is visible at www.lawhelp.org/espanol and www.espanol.lawhelp.org. The site is the first Spanish-language gateway to the entire statewide website network. It includes English and Spanish versions of the

10 legal education guides, and multiple navigation pathways to links and information about the statewide website network. Users can use the "Encontrar Ayuda" (Find Help) drop-down menu and tab on the homepage, the "Encontrar Ayuda Ahora" (Find Help Now) button or the "Buscar por Estado" (Search by State) link to access an interactive map with links to all 50 statewide websites. If a state site exists in Spanish, the link will direct the user to the Spanish version. The homepage "hero" bar supports a slide-show to spotlight different legal education guides and hot topics.

A new national content-sharing feature was also developed under this project. The new functionality allows national LawHelp.org/espanol administrators to search and import nationally-relevant content from state LawHelp.org sites to spotlight on the national LawHelp.org homepage. For example, through the administrative interface of LawHelp.org/espanol, admins can search by state, subject matter (NSMI code), language or keyword to find federal content and "surface" it on a featured content panel or page on www.lawhelp.org/espanol, as seen on this page created for the 10 legal education guides created under this TIG: http://espanol.lawhelp.org/recursos-destacados. In the future, this spotlight feature can be used to promote statewide website content in areas such as identify theft or disaster relief, or for additional nationally-relevant legal education guides.

The architecture behind LawHelp.org/espanol and the content spotlight features were developed to be extended to other languages in the future. In addition, after this pilot stage on www.lawhelp.org/espanol, the content search and import features will be available to all state LawHelp site administrators to search and adapt federal content published by other LawHelp sites.

Usage metrics

Between January 1, 2013 and September 20, 2013, LawHelp.org/espanol had 3,035 visits, 2,392 unique visitors and 6937 page views. The top five pages are below. (A more detailed analysis of uses of the plain language guide content follows under objective #2.)

Page	**Page title in English**	**URL**	**Views**
Encontrar Ayuda	Find Help	http://espanol.lawhelp.org/encontrar-ayuda/	716
Asistencia Legal y Otra Ayuda Legal a Bajo Costo	Legal Aid and Other Low-Cost Legal Help	http://espanol.lawhelp.org/resource/legal-aid-and-other-low-cost-legal-help?lang=ES	595
Recursos	Featured Resources	http://espanol.lawhelp.org/recursos-destacados/	562

Destacdos			
Las Diferencias entre las Leyes Federales, Estatales y Locales	The Differences Between Federal, State and Local Law	http://espanol.lawhelp.org/resource/the-differences-between-federal-state-and-loc?lang=ES	516
Cómo Encontrar Ayuda con la Inmigración	Finding Immigration Help	http://espanol.lawhelp.org/resource/finding-immigration-help?lang=ES	319

During this time, LawHelp.org/espanol referred more than 1,000 visits to Spanish language content on statewide websites through the map page (http://espanol.lawhelp.org/encontrar-ayuda) and other links on the site. The top 5 LawHelp states that LawHelp.org/espanol referred traffic to were New York, California, Georgia, Texas and Florida. The top non-LawHelp states were New Jersey, Massachusetts, Arizona, Illinois and Puerto Rico.

Traffic sources

Based on Google Analytics location data, 80% of the traffic originated in the United States, 7% originated from Mexico and 2% from Puerto Rico. The remaining 11% of visitors were largely from Latin America. Approximately 35% of visitors navigated to LawHelp.org/espanol from the English version of LawHelp.org, while 28% were from organic search engine traffic. The remainder were from direct links to LawHelp.org/espanol or had no referrer listed in Google Analytics.

User testing and feedback

Front-end and administrative testing on LawHelp.org/espanol was conducted in November and December 2012 by Pro Bono Net technical and program staff. Feedback was also solicited from the legal services and statewide website community at large during the December 2012 LSNTAP/PBN webinar on innovations to serve LEP clients, the January 2013 LawHelp.org network call, and the January 2013 TIG conference. The feedback was very positive overall, however three notable changes were made in response to user suggestions during this stage: 1.) a hover-over menu with all 50 state names was added to on the “Encontrar Ayuda” bar so users can immediately click on a state from the homepage, 2.) a drop-down menu with state names was added to the map page to facilitate access to state sites, and 3.) a “Buscar por Estato” (Search by State) link was added in the header. Additional front-end changes included fixes for layout issues identified on subpages, and changes to text labels to improve usability and keyword optimization. Testing of the content import and spotlight features found several initial errors and workflow issues, which were addressed. The testing process for the content import features also

surfaced several questions about business rules for resources published by a state site and shared into www.lawhelp.org/espanol, for example which if any fields should be modifiable, and how usage reporting should be handled on “shared” resources. These were resolved and retested.

Additional end user testing was conducted in September 2013. PBN used an online usability testing service, UserTesting.com, to conduct tests with six users. Three of the testers self-identified as Spanish speakers and were asked to perform several tasks on LawHelp.org/espanol. Three of the testers were English speakers and were asked to perform similar tasks on the English version, LawHelp.org, as well as find information for a hypothetical Spanish-speaking relative. The tests were recorded via a video. The testers also responded to a questionnaire afterwards.

All of the users said the site looked trustworthy, and three commented that it looked very well organized. Other positive responses included:

- "I would trust the information on the site because it looks professional, and it looks like it is a government page."
- "Also relatively easy to use and bring together a lot of information."
- "I like that it is very organized and, for the most part, seems to give a basic idea of what to do. It doesn’t seem to have too many ads or links off to the side."
- "It seems to be pretty well linked to the judicial system. It's all free so it's not trying to take my money or scam me."
- "I liked that, when I did find the information about going to court and translators, that the links to those guides were all on the same page. I also thought the homepage had a nice clean look and was easy to figure out."
- "I loved the chat feature. If you get enough traffic, I would recommend extending the chat feature hours and availability. Also, it is crucial to have Spanish speakers; however, it is just as important to have chat agents who live in the U.S. for cultural and experience reasons."

Two users commented that they would like to see more information on the site itself, in addition to "basic information" and "linking to other sites." Other suggestions for improvements included a search engine, information about how to "access different lawyers and legal representatives," and a way to search for legal help other than by state.

While the current focus of LawHelp.org/espanol is to provide a national, bilingual entry point to the statewide website network, thus the extensive links to other sites, the plain language legal education guides provide users with an important set of "native" content on the site. In addition, the content spotlight feature allows LawHelp.org/espanol admins to surface additional nationally-relevant content from the LawHelp.org network in the future. User comments pointed

to two other expansion possibilities in the future: a search engine feature, and a topic-based navigation option for the plain language guides.

Objective 2: Develop and publish a series of 10 online guides in English and Spanish on essential topics that enable clients, especially those with limited English proficiency, to better understand their language access rights and the legal system.

Guide topics

The 10 online guides were developed and launched in English and Spanish on LawHelp.org/espanol in December 2012 and on LawHelp.org/NY in February 2012. The Guides can be found at the following URLs:

- http://www.lawhelp.org/featured-resources (LawHelp.org English site)

- http://espanol.lawhelp.org/recursos-destacados/ (LawHelp.org Spanish site)
- http://www.lawhelpny.org/issues/legal-education-guides (LawHelpNY.org English site)
- http://www.lawhelpny.org/es/issues/legal-education-guides (LawHelpNY.org Spanish site)

Topics covered include:

- The difference between federal, state and local laws
- Basic information about federal language access rights
- Working with an interpreter in a legal setting
- Court feeds and the possibility of getting them waived
- Getting legal assistance in your language
- The difference between civil and criminal courts
- An overview of legal aid and other low cost legal help
- Preparing to go to court
- Finding immigration help
- An overview of the statewide website network (content available, subjects covered)

In addition to the print versions, video versions of the "Overview of the Statewide Website Network" guide were produced in English and Spanish, and can be viewed at the links below[1]:

http://espanol.lawhelp.org/resource/overview-of-legal-services-statewide-websites?lang=ES

[1] At the time this report was submitted, LASNNY had just been approved by LSC to produce an additional multimedia version of one of the guides with funds remaining in the multimedia budget for this grant.

http://espanol.lawhelp.org/resource/overview-of-legal-services-statewide-websites?lang=EN

The topics were determined based on feedback from the national language access community (via the N-LAAN listserv), statewide website coordinators and other advocate feedback. A NYC Civic Corps AmeriCorps volunteer based at PBN also researched existing models and reference materials for the PAI contractor who drafted the guides.

Usage metrics

The Guides have received significant usage on LawHelp.org, LawHelp.org/espanol and LawHelpNY.org. Below is a breakdown of usage of individual guides by location between January 1-September 20, 2013. (The titles of the Spanish guides are provided in English below for clarity.)

Spanish Language Guides	**Views on LawHelp.org/espanol**	**Views on AyudaLegalNY.org**	**Total**
Legal aid other low cost legal help	595	80	675
The differences between federal, state and local laws	516	17	533
Finding immigration help	319	21	340
Court fees and getting court fees waived	119	212	332
The differences between criminal and civil court	164	20	184
Your right to assistance in your local language	115	21	136
Getting assistance in your language	126	7	133
Preparing for court	57	43	100
Overview of the statewide website network	80	•	80
Working with an interpreter in a legal setting	40	5	45
Total	**2,132**	**427**	**2,558**

English Language Guides	**Views on LawHelp.org**	**Views on LawHelpNY.org**	**Total**
Legal aid other low cost legal help	13,135	2,721	15,856
The differences between federal, state and local laws	6,292	78	6,370

Court fees and getting court fees waived	592	863	1,455
The differences between criminal and civil court	602	421	1,023
Preparing for court	23	780	803
Overview of the statewide website network	364	73	437
Finding immigration help	132	255	387
Getting assistance in your language	54	38	92
Working with an interpreter in a legal setting	50	28	78
Your right to assistance in your local language	23	22	45
Total	**21,267**	**5,279**	**26,546**

After their launch on LawHelp.org and LawHelpNY.org, the Guides were promoted to the legal services community at large to use on their own statewide or program websites. The Guides were highlighted through the N-LAAN, LawHelp.org, and LSTech listservs, as well as at the 2013 TIG conference and through LSC's LRI resource center (http://lri.lsc.gov/). Through an in-kind contribution of translation services secured by PBN, the Guides were also translated into Chinese, Tagalog and Vietnamese. Editable versions of all of guides were posted to PBN's Statewide Website Support site library (http://probono.net/statewebsites). As of August 30, 2013, the Guides had been downloaded 58 times from the SWEB library.

To assess adoption of the plain language guides by the community at large, a survey was distributed to state website administrators. Twenty two administrators responded. Although most respondents indicated that they were planning to post at least one of the guides in at least one language on their site, as of the time they responded none have done so. The most common reason was that they had not had time to post the guides, and that it was not currently a top priority on their content development. Seven were waiting on other individuals in their organizations to provide the final okay to post the guides. The guides with the most interest were those pertaining to language access rights in the legal aid and court settings. Of the three admins who responded that they were not planning on using the guides, most reported having their own factsheets with state-specific information already available on their site. However, two of these respondents indicated they were interested in posting the alternative language versions of the guides to the sites. Outreach efforts will continue to encourage the adaptation of these guides, and doing one on one work with administrators may help in their adoption across the sites.

Objective 3: Expand LiveHelp assistance for Spanish-speaking LawHelp.org/NY users and piloting the provision of LiveHelp assistance on the national LawHelp.org/español portal using bilingual law students and other non-attorney volunteers

Development and launch steps

The LiveHelp component of this project had three major phases: 1.) integration of LiveHelp with LawHelp.org/espanol, 2.) development of LiveHelp system content and referral messages for the services on LawHelp.org/espanol, and 3.) recruitment of bilingual volunteer navigators to staff the service on both LawHelp.org/espanol and AyudaLegalNY.org, the Spanish mirror site for LawHelpNY.org.

The technical integration of LiveHelp with LawHelp.org/espanol was completed in December 2012. In order to develop the necessary system content and canned chats, project partners assessed all 50 statewide websites to get information on:

a. Whether they had a Spanish mirror site or Spanish resources.
b. How to access the Spanish mirror site or content? Some use Google Translate, for others you have to search for "Spanish" resources.
c. Whether there were any available legal hotlines for Spanish speakers.
d. What legal aid programs in the state provide immigration assistance?
e. If the area had any state or city language access laws, which supplemented Title IV.

The assessment of the LawHelp.org network showed that 10 out of 25 sites had Spanish mirror sites; 11 had Spanish content; and 4 did not have any Spanish content. One of the states without Spanish content has since published its first set of Spanish resources.

To determine the level of Spanish content in the DLAW sites (statewide websites built on the Drupal platform), project partners developed a short survey which was circulated by Steven Rapp, the coordinator of all DLAW sites. Ten out of fourteen coordinators completed the survey. Four of these programs reported having either a Spanish mirror site or Spanish content. however, only three of these DLAW sites (Maine, Connecticut and Nebraska) had full Spanish mirror sites. One DLAW website reported to be currently working on a Spanish mirror site and a second program noted that they use the Google Translate feature to provide Spanish content to visitors.

This research was used to create more than 100 canned LiveHelp messages to support referrals to state sites, hotlines and language access information. This research also helped to shape protocols for bilingual volunteers to follow when assisting users on the LawHelp.org/espanol portal page.

Volunteer recruitment and training

Bilingual LiveHelp volunteer recruitment was done through a variety of channels, including Idealist.org, postings on paralegal and librarian listservs, and flyers at national Latino networking events including Metro LALSA, Cafecitos, Hispanic National Bar Association. LawHelp/NY's LiveHelp Project Coordinator also connected with former LiveHelp volunteers to see if they had any interest in volunteering for this project.

The project recruited six volunteers total. Three volunteers came from one of the above listservs, one was a former LiveHelp volunteer, one was referred by a college professor who had referred volunteers to LawHelp.org/NY in the past and another applicant came from Idealist.

Volunteers were paralegals, college/graduate/law school students and a recent college graduate. Two volunteers were parents interested in pro bono service who were trying to balance full time work and school. LiveHelp allowed them to dedicate 3 hours per week and keep up with their other responsibilities. One student was a recent college graduate who was preparing for the LSAT exam. He wanted to help people and learn more about the legal process. Two were paralegals who cared about public service and were searching for full-time paralegal positions.

LawHelp/NY did one live webinar training for volunteers on January 21, 2013, which was recorded for future volunteers to view. The webinar lasted approximately two hours and included an overview of LawHelp.org/espanol and the statewide website network, an introduction to LivePerson software, hypothetical user questions and how to find relevant resources in Spanish on statewide websites, training the legal information vs. legal advice distinction. and best practices for customer service in a chat context. Volunteers who did not attend that training had to view it online and complete a short test on the information in the trainings.

Volunteers communicated with LawHelp/NY's LiveHelp supervisor through Google chat during their LiveHelp shifts. While shift times varied somewhat based on navigator availability, the service was generally available during business hours on LawHelp/NY, and from 11:30-3:30pm ET Monday through Thursday on LawHelp.org/espanol.

LiveHelp usage metrics

Between January 1, 2013 and September 20, 2013, LiveHelp volunteers assisted 111 users of AyudaLegalNY.org and LawHelp.org/espanol. The majority of these chats (92) originated on LawHelp.org/NY, while 11 originated from LawHelp.org/espanol. The most frequent LiveHelp user needs included information on employment, family, housing, civil rights and immigration issues. Eleven LiveHelp users completed exit surveys about their experience with the service. The average satisfaction rating was 7.4 out of 9, with six respondents giving LiveHelp the

highest possible rating (9). 80% of respondents said LiveHelp increased the speed at which they were able to find the information they were looking for on the website.

The LiveHelp volunteer experience

As part of the National LiveHelp navigator program, volunteers were asked to complete a survey about their experiences. Although the respondents agreed that the quality of their experience was hampered by the low volume of chats, they all responded positively to the amount of training, as well as the support they received during their shifts. Specifically, the availability of the training materials as reference and the supervision they received were rated highly. Of particular note- according to the responses where volunteers can be crossed trained on multiple platforms their overall experience may improve. Due to the relatively low number of chats on the national site, allowing navigators who currently work on other LiveHelp initiatives train and accept chats on the national platform could allow the project to continue with minimal resources and commitment, and could allow these states a greater stake in the national site as well as greater communication between LiveHelp states themselves.

IV.a. Information for Multiyear or Multiple Projects. N/A

V. Factors affecting project accomplishments and strategies implemented to address major challenges.

Project partners substantially achieved the goals and objectives of TIG #11065. The project's success was bolstered by several factors, including valuable community input on LawHelp.org/espanol and the legal education guide topics; experience with and additional research into plain language best practices; and experience developing and supporting previous LiveHelp projects. In addition, project partners had previous experience developing projects with a translation component, and developed a timeline that accounted for the extra time and contingencies involved when developing and testing systems in another language. Moreover, the project benefitted from having two bilingual participants in the project work group who played key roles in the project's implementation.

Partners encountered two challenges with the LiveHelp component of the project. The first was recruiting bilingual volunteer navigators. Project partners needed to conduct two rounds of volunteer recruitment and screening to identify appropriate volunteers with sufficient Spanish language skills to participate in the project. Because recruitment was difficult, project partners decided to accept volunteers who were not fully fluent, including two students who were proficient but not fluent. In this regard, the project benefited considerably from having a highly experienced, bilingual LiveHelp project manager at LawHelp/NY available to screen, train and support volunteers. In the future, this project or similar efforts may want to consider offering some plain language Spanish training to volunteers.

A second challenge was driving LiveHelp adoption, notably on LawHelp.org/espanol. While feedback from LiveHelp users was very positive and exit surveys underscored the benefits of the service, national usage was lower than anticipated based on overall traffic to LawHelp.org/espanol. Evaluation data points to two possible factors. The user feedback on LawHelp.org/espanol and web analytics suggests that users are able to find their statewide website and related resources on the site with relative ease, which likely lessened the need for navigation assistance. In addition, the chat volume may have been influenced by the hours of the service (approximately 11am to 3pm ET). Data about clicks on the LiveHelp button in its offline state suggests that another 30 users sought the service after hours. As a future extension of this project, volunteers could be engaged to staff the live service as well as respond to offline email requests for assistance. In addition, collaborative and cross-state approaches to staffing Spanish-language LiveHelp may be a particularly effective way of making the most of a limited but enthusiastic volunteer pool. The LiveHelp software allows navigators to be assigned to take chats on more than one website at once. This capability was used under this project to allow volunteers to take chats from LawHelp.org/espanol and AyudaLegalNY.org concurrently, and could be expanded to include other sites/states in the future.

Project partners are in the process of implementing a new LiveHelp button design that stands out more relative to the overall design, and more clearly indicates when LiveHelp is in its offline state. In addition, PBN plans to allocate part of its Google Ad Words grant to market LawHelp.org/espanol through Spanish-language key word ads, and continue to integrate marketing of the site with its overall national marketing strategy for LawHelp.org.

VI. Major Lessons and Recommendations

Several important lessons were learned through TIG #11065:

- Usage of LawHelp.org/espanol and the plain language guides point to the value of basic legal education resources online, particularly in languages other than English. Basic information about what legal aid is and the kind of assistance provided is especially important for both Spanish and English users.
- While most of the traffic to the guides on LawHelp.org/espanol went to the Spanish versions of the guide, some LawHelp.org/espanol users accessed the English versions, and vice versa for users of the Guides on LawHelp.org. This reinforces the idea that language versions of resources should be accessible side-by-side to support a variety of use cases and language preferences and proficiency. for example monolingual English speakers helping an LEP user find Spanish language information on the site.
- The statewide website network is growing in the extent to which Spanish language content is available, but some states have yet to publish any Spanish resources. The 10

plain language guides can serve as a starter set for states with little or no Spanish language information. The in-kind translations in Chinese, Vietnamese and Tagalog can also help programs expand their body of LEP resources.

- Developing bilingual websites takes additional time, particularly when it comes to testing functionality and populating content. If staff involved in testing and content publishing are not bilingual, they need to toggle between the English and Spanish versions to do their work and double check accuracy. Assume several rounds of translation will be needed to account for new website labels, pages and functionality added over time.
- Bilingual staff are essential for screening and effectively supervising LiveHelp volunteers providing assistance in another language. The LiveHelp component of this project would not have been possible without the participation of an experienced bilingual LiveHelp project manager at LAWNY. In addition, the development and populating of the Spanish canned chats would have much more time-consuming without a bilingual vendor handling this phase of work.
- Cross-jurisdictional applications of LiveHelp continue to hold promise, particularly for expanding access to the service in Spanish. For example, at current volumes, one navigator could potentially staff Spanish chats across several states at once.

Recommendations for future steps include:

- Continue to market LawHelp.org/espanol and the plain language guides nationally;
- Continue to promote adoption of the plain language guides within the legal aid community and expand other "language bank" resources for statewide websites without Spanish content to get up to speed;
- Consider expanding the content on LawHelp.org/espanol to spotlight other nationally-relevant resources from statewide websites, and to provide alternate ways of drilling down to state content, for example by subject area.
- Continue to explore cross-jurisdictional approaches to providing bilingual LiveHelp assistance, as mentioned above, with an additional language training component for volunteers who are proficient but not bilingual.
- Consider expanding the national LiveHelp service to the English version of LawHelp.org, potentially in partnership with other states and a new pool of non-attorney volunteers recruited and managed by PBN.
- Consider expanding the national LawHelp.org gateway to other languages in the future.

Project partners would like to thank the Legal Service Corporation and the TIG staff for awarding LASNNY the funds to develop this project, which provides low income LEP individuals in search of legal help with new resources and pathways to learn about and access services in their language.