



TIG FINAL EVALUATION REPORT

Grantee name: Statewide Legal Services of CT **TIG grant #:** 12057
Submission date: 4/29/14 (revised) **Approval date:** 4/29/14

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I. Project Goals and Objectives

The goal of the project was to increase the quality of legal information delivered to low-income people by creating fotonovela-style videos that can be adapted to accommodate any jurisdiction and presented in any language.

To achieve our goal we focused on the following four objectives:

- Develop and publish on the Connecticut statewide website (SWWS) ten fotonovela-style videos (5 in English and 5 in Spanish) with legal information that enables low income persons to better understand and protect their rights on federal legal topics.
- Produce and publish on the Connecticut SWWS PDF versions of the videos so the information can be printed and circulated offline.
- Conduct outreach and publicity to inform and facilitate the use of the videos and PDFs by target audiences in Connecticut.
- Conduct outreach and post materials on ShareLaw.org to facilitate the development and use of fotonovela video by the legal services community throughout the country.

The only significant changes made to any of them were that we created 14 fotonovelas, rather than 10, and we provided an additional print fotonovela and additional translations at no additional cost.

II. Evaluation Data and Methodologies

Our evaluation data and methodologies were identified in the approved Evaluation Plan and were used to assess the project's accomplishments.

Quantitative

- List, description of and links to completed videos and PDFs posted. (See Attachment 1: VideoList.pdf and Attachment 2: PDFList.pdf)
- Testing data from 5 clients, 4 interns and 11 legal aid staff.
- List of outreach activities conducted.
- Usage reports from YouTube. (See Attachment 3: youtube-01-video-stats.pdf, Attachment 4: youtube-02-embedded.pdf, Attachment 5: youtube-03-embedded-stats.pdf, Attachment 6: youtube-04-referring-websites.pdf)
- Instructions for legal aid programs who would like to use or link to the videos. (See Attachment 7: CTLawHelp-video-instructions.pdf)
- List of resources uploaded to ShareLawVideo.org. (See Attachment 8: SharlawContentScreenshots.pdf)
- Reports on the number of times the videos and PDFs were viewed.

Qualitative

- Description of videos' significant functionalities and capacities.
- Analysis of major results of testing.
- Notable changes made to the videos and PDFs based on the results of testing.
- Analysis of feedback from the legal aid community and potential users.

III. Summary of Major Accomplishments, Recommendations and Future Steps

The project accomplished all of the major goals and objectives.

- The Fotonovelas' significant functionalities and capacities include that they are:
 - A recognized tool for outreach to people with low literacy skills or cultural barriers to communication
 - Easily adapted to other cultures, languages and jurisdictions
 - Ready to use "as is" without requiring additional expertise or cost
 - Focused on federal legal topics, so their content would apply in any state
- The PDFs provide the same functionalities and capacities in addition to the fact that they can be disseminated offline and in community locations in print.
- These videos can be readily adapted by web site managers in other states.
 - They are available to legal aid website managers on our YouTube channel for easy embedding on any website, and for download on ShareLawVideo.org so they can upload the videos to their own channel.

- A variety of guidance and support materials (e.g. scripts, art assets and written instructions) are provided on ShareLawVideo to enable legal aid organizations to adapt them and produce their own content specific to their own jurisdiction.
- Our web analytics indicate that the videos been well-received by our client-eligible population:
 - The videos on our YouTube channel have been viewed almost 2,600 times
 - Users have spent more than an estimated 6,700 minutes watching them
 - The FMLA video, which was posted over six months ago, accounts for about 30% of the videos' total views.
 - We can anticipate that as time goes on and the videos' rank increases in Google, views will continue to increase exponentially.
- An indicator of their value and ease of use is the other sites that have embedded the videos to date. These include websites in the following states: Washington (washingtonlawhelp.org), Pennsylvania (palawhelp.org), Oklahoma (oklaw.org) and Illinois (illinoislegalaid.org, their Spanish site: ayudalegalil.org, and their advocate site: illinoislegaladvocate.org). Stateside Legal for veterans and their families (statesidelegal.org) and the Long Island Advocacy Center for students and individuals with disabilities (theilac.org) have also embedded the videos.

IV. In-Depth Analysis of Accomplishments

The goal of the project was to increase the quality of legal information delivered to low-income people by creating fotonovela-style videos that can be adapted to accommodate any jurisdiction and presented in any language.

The fotonovela is an affordable tool that can be utilized by outreach workers, community organizations and professionals who want to reach persons with low literacy skills, as well as language or cross-cultural communication barriers. The PDF versions of the fotonovelas can be distributed at non-traditional locations such as corner stores, health fairs, through church programs, and still serve as a source of information for the community.

The fotonovela places concepts in a relevant context and in terms of literacy, offers greater readability and comprehension than material presented primarily as text.

The online fotonovelas can be used “as is” by other programs so there is potential for significant savings in staff time. Providing high quality content means that programs without the expertise or resources to create it on their own can still avail themselves of the resources. We feel that this style is invaluable when resources are limited, professional actors are hard to find, and laws vary by jurisdiction and can change.

Because the fotonovela style, which has its roots in Latino culture uses still photos with conversation bubbles, videos can be easily modified for additional languages and adapted to almost any legal topic or jurisdiction.

We were successful in achieving our goal and objectives with the production of 14 fotonovela-style videos on federal topics. (See Attachment 9: VideoScreenshot.jpg) Scripts for the videos were written by advocates at SLS in English and translated into Spanish. Web Manager Kate Frank created a shot list based on the scripts provided. She took the photos, recorded the audio, produced, and posted the videos. She received assistance from interns Leo Budnick, James Arey, and Troy Morse. Most of the actors in the fotonovelas were SLS staff. Plain language work was done by Kate Frank and SLS IT Administrator, Kathy Daniels.

The videos we created are:

- Family and Medical Leave Act (FMLA)
- El Acta Federal de la Familia y Ausencia Médica (FMLA)
- Rights of Special Education Students - Establishing an IEP
- Derechos de los Estudiantes de Educación Especial
- Discipline of a Special Education Student
- Disciplina de Estudiante de la Educación Especial
- SSDI Overpayments: What to Do if You Got a Notice of Overpayment from Social Security
- Sobrepagos de SSDI: ¿Qué hacer si recibes una Notificación de Sobre pago del Seguro Social
- SSI Overpayments: What to Do if You Got a Notice of Overpayment from Social Security
- Sobrepagos de SSI: ¿Qué hacer si recibes una Notificación de Sobre pago del Seguro Social
- Applying and Appealing for Social Security
- Aplicar y Apelando Para Incapacidad en el Seguro Social
- Help for Domestic Violence Victims Living in Federally Subsidized or Public Housing
- VAWA Protecciones para Víctimas de Violencia Domestica que Viven en Vivienda Pública

During the script-writing process, we discovered that the overpayment processes for SSI and SSDI were different enough that two separate videos should be produced, rather than the original plan of producing just one on both topics. We also split the special education video into two separate videos, as our testers indicated that the original video was too long. We were able to create an additional script and PDF on bankruptcy and to translate some of the PDFs into additional languages.

The PDFs were completed and posted on the CTLawHelp.org website by Kate Frank concurrent with the video production and posting.

As we neared the end of the year, we realized that we would have some funds remaining that could be used to create bonus content. With permission from our Program Counsel, David

Bonebrake, we paid a translation service to translate the PDFs into additional languages. Based on research by the State of Connecticut Judicial Branch, the languages spoken most by people in Connecticut after English and Spanish are Russian, Polish, Portuguese (Brazilian), Chinese, and Arabic. Since we could not afford to have all of the scripts translated into every language, we emailed a survey to the LSTech listserv, which helped us to determine the languages that would benefit their client-eligible population most. Based on the responses to the survey, we decided to have all the scripts (the 7 above, plus the script on bankruptcy) translated into Chinese, and three of them into Polish. The additional PDFs were constructed by Kate Frank and Kathy Daniels.

There are a total of 28 PDFs and they can be downloaded from our SWWS. (See Attachment 10: PDFScreenshot.jpg)

As a result of the email to the LSTech listserv, Xander Karsten of ProBonoNet contacted us and offered to translate the remaining scripts into Polish and Portuguese at no cost to us. When we receive translated scripts we will create and post the additional PDFs as our time permits.

Viewer Analysis:

Analyzing viewer abandonment is one way to evaluate the success of a video. According to a study by Visible Measures (<http://www.visiblemeasures.com/about/our-company/>), 20% of online video viewers click away from a video in the first 10 seconds, and by 60 seconds, 44% of viewers will have left. Looking at the statistics for our top four videos below, we can see that the engagement statistics for our videos are at least average, if not better.

Your Rights Under the Federal FMLA (5:10)

Average view duration: 2:16

Average percentage of video viewed: 44%

Applying and Appealing for Disability at Social Security (6:51)

Average view duration: 4:02

Average percentage of video viewed: 59%

Rights of Special Education Students: Discipline (2:48)

Average view duration: 1:42

Average percentage of video viewed: 61%

SSI Overpayments (5:00)

Average view duration: 3:05

Average percentage viewed: 62%

The PDFs on CTLawHelp.org have been downloaded 160 times since we finished posting them to the website in December, 2013.

Outreach:

We conducted the following outreach efforts aimed at legal professionals, social service providers, State of Connecticut Judicial Branch staff and clients:

- Search Engine Optimization done by Web Manager Kate Frank.
- Promotion of the videos using our Google Adwords Grant.
- Susan Nofi and Kate Frank wrote an article that was included in the Connecticut Association of Nonprofits newsletter. The newsletter has approximately 7,000 recipients. (See Attachment 11: CT Assn Nonprofits.pdf)
- Content was posted to social media outlets. (See Attachment 12: social- media-screenshots.jpg, and Attachment 13: you-tube-screenshot.jpg)
- NLADA Conference. Mara Pellitteri, Web Content Editor & Writer (LRI), Legal Services Corporation, included fotonovela screenshots as part of a presentation she and Mytrang Nguyen did at the NLADA Conference in early November, 2013 discussing some of LSC's work to promote language access. They subsequently shared their presentation through the N-LAAN(National Language Access Advocates Network) listserv. <http://www.probono.net/nlaan/>
- We reached out to Stateside Legal to tell them about the FMLA video as it relates to people in the military and they posted it on their website. (<http://statesidelegal.org/your-rights-under-federal-family-and-medical-leave-act-video>)
- We have been conducting ongoing outreach at the periodic (July, 2013 and November, 2013, March 2014) Connecticut Judicial Branch Web Board meeting that we attend. The Web Board, which decides oversees the content on the Judicial Branch web site, is composed of 12 judicial staff members from all departments in the Branch. This includes representation from departments that help self-represented parties, such as the Court Service Centers, the clerk's office, and the law librarians.
- CTLawHelp.org website advisory meetings. The fotonovelas were presented at multiple website advisory meetings. The advisory committee is composed of state bar leadership, Judicial Branch staff, legal aid staff and representatives of social service agencies and advocacy organizations (i.e. 2-1-1, the Connecticut Coalition Against Domestic Violence.)
- We have conducted targeted individual outreach to legal aid programs in Maine, Vermont, Massachusetts and North Carolina
- We have conducted targeted individual outreach to the Connecticut Women's Education and Legal Fund, the Connecticut Judiciary LEP Committee via Judge Maria Kahn, the New England Project Directors, Connecticut Law Libraries and the Connecticut Hispanic Bar Association.
- LSTech Mailing List. We notified legal aid staff at other programs around the country via the LSTech mailing list. (See Attachment 14: ls-tech-email.jpg)
- Content was promoted on our statewide website advocate page. Nancy Boone of the Legal Assistance Resource Center of Connecticut went to Greater Hartford Legal aid in November, 2013, and presented the website, including content created for this grant, to their staff of approximately 35.
- The work was highlighted in the "What's New" section of our Advocate website. (See Attachment 15: advocate-outreach.jpg)

We performed the following additional outreach after the last milestone period:

- We emailed the LSNTAP listserv to let them know about the availability of the videos, and included instructions to help them make use of the videos on their own websites. See attached 8-CTLawHelp-video-instructions.pdf.
- CABHN (Connecticut Alliance for Basic Human Needs) featured the videos in one of its weekly newsletters, which has about 2,100 subscribers. (See Attachment 16: CABHNFever.jpg)
- We emailed Krista Hess at the Judicial Branch court service centers and Melissa Farley at the Office of External Affairs. We also requested that they forward the videos to their Law Librarians. There are 13 court service centers and 19 law librarians in Connecticut. (See Attachment 17: LawLibraries.jpg)
- Kate Frank presented the fotonovelas at the Connecticut Bar Foundation's Board meeting on 1/22/2014. Twenty-five people were in attendance. The CBF board members include leaders of the private bar, the law schools, and the Judiciary.
- Legal aid staff circulated emails highlighting the content created for this grant.

Analysis of major results of testing:

Videos were tested with 11 Statewide Legal Services staff, 4 student interns, and 5 clients. Intern Marielle Sanchez went to a transitional housing program and tested with people in our client-eligible population, and intern James Arey tested with walk-in clients at NHLAA.

We wanted to test the videos with several different audiences: client-eligible people, interns (who had little knowledge of the law), and legal aid staff who work at the hotline and have daily contact with clients.

For client feedback, they all reported that

- the fotonovelas were easy to follow,
- they felt comfortable with the pacing, type size and format, and
- they felt they understood the content.

The interns were fairly analytical and asked “what if...” questions in a number of places. They commented on the quality of the production and offered several ideas related to formatting.

We were particularly interested in the feedback from the legal aid staff at the hotline. They work daily with many clients and need to be able to clearly communicate a variety of legal information to people with different literacy levels, languages, and complexity of problems on the phone.

We asked them to review the fotonovelas from what they perceived would be a clients' point-of-view, and they echoed the feedback of the actual clients – they were easy to follow and understand. Where possible, we had them review content relating to a specialty area that they don't ordinarily handle so they would be less familiar with the material. They felt that the fotonovela style was a good vehicle for communication. They liked that clients could return to the files or read them several times to make sure that they understood the information.

Notable changes made to the videos and PDFs based on the results of testing:

- A number of testers commented that the background music in the fotonovelas was too loud, so we lowered the volume in a number of sections.
- Based on staff feedback, we broke the text up into additional speech bubbles in several areas where there was what they felt was a lot of information for one speech bubble.
- We split both the SSDI/SSI and special education fotonovelas into two videos each based on comments from testers indicating that they contained a lot of information.
- We provided “bonus” content in the form of a PDF on Bankruptcy in English, and Chinese and Polish translations of the PDFs as indicated in the PDFList.pdf document.

Summary of key results of feedback from people who were shown the resources and the legal aid community:

Feedback from testing has been overwhelmingly positive. Viewers said that the laws were clear and that the videos were effective. Not every tester was partial to the fotonovela (comic book) style, but they did feel that it was an effective way to communicate the information. Interns (who had no knowledge of the laws) tended to be more critical about the way the language was worded.

Comments from Client testers:

“Everything was perfectly clear.”

“Definitely enlightening and easy to understand.”

“The information was very helpful, I know a lot of people who would really benefit from this information.”

The fact that a number of other websites have already embedded our work on their sites is a good indication that the community at large finds this work useful. We have received a number of emails from colleagues whose messages are basically “congratulations” on our work.

IV.a. Information for Multiyear or Multiple Projects.

Not applicable.

V. Factors affecting project accomplishments

Kate Frank is a very organized and accomplished web manager and the skills that she brought to the table were key to the success of this project. She and Kathy Daniels, who handled the day to day project management, worked well together. They were fully supported administratively by Susan Nofi, Executive Director at New Haven Legal Assistance and Janice Chiaretto, Executive Director at Statewide Legal Services.

We discovered that we needed to be more specific about deadlines for people who were providing scripts and translations. It sounds simple, but giving people a deadline that is too far out in the future meant that in most instances our work was put off because of more pressing deadlines. One delay then threw off subsequent steps.

Statewide Legal Services was undergoing staffing changes during the grant period and, although it was beyond the scope of the grant, this did affect staff morale.

VI. Strategies to address major challenges

The challenge that impacted us the most was that we got off to a slow start. There was a period at the beginning of the grant where we were waiting for contract approvals, and then for tasks to be done by others. Those delays caused a lag in our progress that then impacted us on and off throughout the entire grant period. From then on, we gave others (particularly the script writers and reviewers) shorter, but still realistic deadlines, and sought progress reports sooner. That strategy was helpful.

VI. Major lessons and recommendations

- Plan for any number and variation of factors that can, and will, impact the work on your project. We found it very helpful to review reports from other TIG Recipients of the challenges they faced and how they managed them prior to kicking off our project, but still each project and its challenges are unique. Some of the key factors that had an impact on us were weather, health, time and staffing changes.
- We created a Project Plan based on recommendations from previous grantees and want to reinforce that a well-thought out plan is critical. Despite delays, the Project Plan was an absolutely invaluable tool.
- Collaboration, planning, and communication are key in any project. Be thoughtful about putting together a team that can compliment and support each others' work. Be clear in the expectations for others involved and communicate often and promptly with them.

Attachment 1: Video List

Scripts for the videos were written by advocates at SLS in English and translated into Spanish. Web Manager Kate Frank created a shot list based on the scripts provided. She took the photos, recorded the audio, produced, and posted the videos. She received assistance from three interns. Most of the actors in the fotonovelas are SLS staff. Plain language work was done by Kate Frank and SLS IT Administrator, Kathy Daniels.

The videos we created are:

Family and Medical Leave Act (FMLA)

By Statewide Legal Services Staff Attorney, Kathy Flaherty

Description: This video describes rights under the federal Family and Medical Leave Act. It talks about what to do when:

- you or your spouse is pregnant or adopting a child
- you or someone in your immediate family has an illness
- someone in your immediate family was injured in active duty (also called military family leave)

<http://ctlawhelp.org/video-your-rights-under-federal-family-and-medical-leave-act-fmla>

El Acta Federal de la Familia y Ausencia Médica (FMLA)

Translated by SLS Program Administrator, Sara Ramos

Description: this is the Spanish version of "Family and Medical Leave Act"

<http://ctlawhelp.org/es/sus-derechos-bajo-acta-federal-familia-ausencia-medica-fmla>

Rights of Special Education Students - Establishing an IEP

By Statewide Legal Services Staff Attorneys Jane Kinney-Knotek and Matt Provost

Description: This video describes a child's rights under the federal Individuals with Disabilities Education Act and it focuses on:

- Setting up an Individualized Education Plan (IEP)
- What to do if the school isn't following the IEP

<http://ctlawhelp.org/rights-special-education-students-establishing-iep>

Derechos de los Estudiantes de Educación Especial

Translated by SLS Program Administrator, Sara Ramos

Description: this is the Spanish version of "Rights of Special Education Students - Establishing an IEP"

<http://ctlawhelp.org/es/derechos-estudiantes-educacion-especial>

Discipline of a Special Education Student

By Statewide Legal Services Staff Attorneys Jane Kinney-Knotek and Matt Provost

Description: This video describes the rights of students under the federal Individuals with Disabilities Education Act and it focuses on questions about discipline issues.

<http://ctlawhelp.org/discipline-special-education-student>

Disciplina de Estudiante de la Educación Especial

Translated by SLS Program Administrator, Sara Ramos

Description: this is the Spanish version of “Discipline of a Special Education Student”

<http://ctlawhelp.org/es/disciplina-estudiante-educacion-especial>

SSDI Overpayments: What to Do if You Got a Notice of Overpayment from Social Security

By Staff Attorney Elizabeth Pisarski-Buchholz

Description: This video is for people who get SSDI (Social Security Disability Insurance). It explains what they need to do if Social Security sends them a letter telling them that they are going to take money out of their check for an overpayment.

<http://ctlawhelp.org/ssdi-overpayments-notice-overpayment-social-security>

Sobrepagos de SSDI: ¿Qué hacer si recibes una Notificación de Sobre pago del Seguro Social

Translated by SLS Program Administrator, Sara Ramos

Description: this is the Spanish version of “SSDI Overpayments: What to Do if You Got a Notice of Overpayment from Social Security”

<http://ctlawhelp.org/es/sobrepagos-SSDI-recibes-notificacion-sobrepago-seguro-social>

SSI Overpayments: What to Do if You Got a Notice of Overpayment from Social Security

By Staff Attorney Elizabeth Pisarski-Buchholz

Description: This video is for people who get SSI (Supplemental Security Income). It explains what they need to do if Social Security sends them a letter telling them that they are going to take money out of their check for an overpayment.

<http://ctlawhelp.org/ssi-overpayments-notice-overpayment-social-security>

Sobrepagos de SSI: ¿Qué hacer si recibes una Notificación de Sobre pago del Seguro Social

Translated by SLS Program Administrator, Sara Ramos

Description: this is the Spanish version of “SSI Overpayments: What to Do if You Got a Notice of Overpayment from Social Security”

<http://ctlawhelp.org/es/sobrepagos-de-ssi-recibe-notificacion-seguro-social-supplemental>

Applying and Appealing for Social Security

By SLS Staff Attorney Rhoda Micocci

Description: This video talks about how to apply and appeal for disability at Social Security.

<http://ctlawhelp.org/applying-and-appealing-disability-social-security>

Aplicar y Apelando Para Incapacidad en el Seguro Social

Translated by SLS Program Administrator, Sara Ramos

Description: this is the Spanish version of “Applying and Appealing for Social Security”
<http://ctlawhelp.org/es/aplicar-y-apelando-para-incapacidad-en-el-seguro-social>

Help for Domestic Violence Victims Living in Federally Subsidized or Public Housing

By SLS Staff Attorney Elizabeth Pisarski-Buchholz

Description: This video talks about rights under the Violence Against Women Act (VAWA) for people who live in federally subsidized housing or have a Section 8 voucher.

<http://ctlawhelp.org/help-domestic-violence-federally-subsidized-public-housing>

VAWA Protecciones para Víctimas de Violencia Domestica que Viven en Vivienda Pública

Translated by SLS Program Administrator, Sara Ramos

Description: this is the Spanish version of “Help for Domestic Violence Victims Living in Federally Subsidized or Public Housing”

<http://ctlawhelp.org/es/vawa-protecciones-para-victimas-de-violencia-domestica>

Attachment 2: PDF List

Below are links to the PDFs. There are links to the English and Spanish versions of them in the Self-Help Guides section of CtlawHelp.org. The Polish and Chinese versions are available in the sections of the website for those languages.

Family and Medical Leave Act (FMLA)

<http://ctlawhelp.org/files/pdf-files/FMLA-PRINT-EN.pdf>

<http://ctlawhelp.org/files/pdf-files/FMLA-PRINT-ES.pdf>

<http://ctlawhelp.org/files/pdf-files/FMLA-PRINT-CH.pdf>

<http://ctlawhelp.org/files/pdf-files/FMLA-PRINT-POL.pdf>

Rights of Special Education Students - Establishing an IEP

<http://ctlawhelp.org/files/pdf-files/IEP-PPT-EN.pdf>

<http://ctlawhelp.org/files/pdf-files/IEP-PPT-ES.pdf>

<http://ctlawhelp.org/files/pdf-files/IEP-PPT-CH.pdf>

<http://ctlawhelp.org/files/pdf-files/IEP-PPT-POL.pdf>

Discipline of a Special Education Student

<http://ctlawhelp.org/files/pdf-files/IDEA-discipline-EN.pdf>

<http://ctlawhelp.org/files/pdf-files/IDEA-discipline-ES.pdf>

<http://ctlawhelp.org/files/pdf-files/IDEA-discipline-CH.pdf>

<http://ctlawhelp.org/files/pdf-files/IDEA-discipline-POL.pdf>

SSDI Overpayments: What to Do if You Got a Notice of Overpayment from Social Security

<http://ctlawhelp.org/files/pdf-files/SSDI-Overpayments-EN.pdf>

<http://ctlawhelp.org/files/pdf-files/SSDI-Overpayments-ES.pdf>

<http://ctlawhelp.org/files/pdf-files/SSDI-Overpayments-CH.pdf>

SSI Overpayments: What to Do if You Got a Notice of Overpayment from Social Security

<http://ctlawhelp.org/files/pdf-files/SSI-overpayments-EN.pdf>

<http://ctlawhelp.org/files/pdf-files/SSI-Overpayments-ES.pdf>

<http://ctlawhelp.org/files/pdf-files/SSI-Overpayments-CH.pdf>

Applying and Appealing for Social Security

<http://ctlawhelp.org/files/pdf-files/SSI-APP-EN.pdf>

<http://ctlawhelp.org/files/pdf-files/SSI-APP-ES.pdf>

<http://ctlawhelp.org/files/pdf-files/SSI-APP-CH.pdf>

Help for Domestic Violence Victims Living in Federally Subsidized or Public Housing

<http://ctlawhelp.org/files/pdf-files/vawa-federal-en.pdf>

<http://ctlawhelp.org/files/pdf-files/vawa-federal-es.pdf>

<http://ctlawhelp.org/files/pdf-files/vawa-federal-ch.pdf>

<http://ctlawhelp.org/files/pdf-files/vawa-federal-pol.pdf>

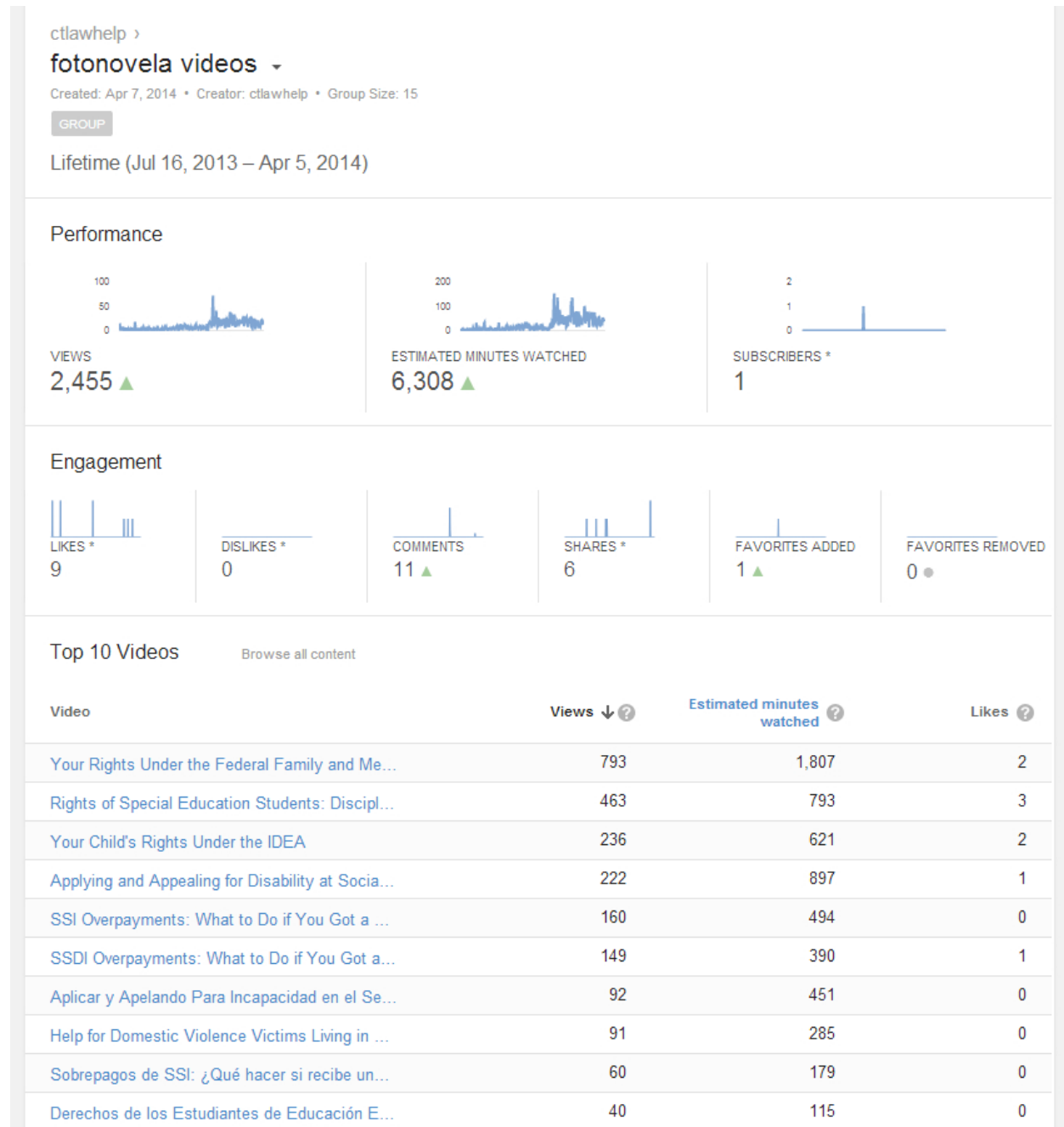
Should I File For Bankruptcy?

<http://ctlawhelp.org/files/pdf-files/bankruptcy-EN.pdf>

<http://ctlawhelp.org/files/pdf-files/bankruptcy-ES.pdf>

<http://ctlawhelp.org/files/pdf-files/bankruptcy-CH.pdf>

Attachment 3: YouTube 01 Video Stats



Attachment 4: YouTube 02 Embedded

Top level > Embedded player on other websites

Playback locationVideoGeographyDate

<input type="checkbox"/> Playback location ?	Views ↓ ?	Estimated minutes watched ?	Average view duration ?
<input type="checkbox"/> ctlawhelp.org	402 (59%)	1,449 (60%)	3:36
<input type="checkbox"/> washingtonlawhelp.org	95 (14%)	390 (16%)	4:06
<input type="checkbox"/> theliac.org	33 (4.8%)	87 (3.6%)	2:37
<input type="checkbox"/> palawhelp.org	30 (4.4%)	80 (3.3%)	2:39
<input type="checkbox"/> oklaw.org	20 (2.9%)	53 (2.2%)	2:38
<input type="checkbox"/> illinoislegalaid.org	19 (2.8%)	73 (3.0%)	3:49
<input type="checkbox"/> blackboard.com	16 (2.3%)	44 (1.8%)	2:44
<input type="checkbox"/> buyerpricer.com	11 (1.6%)	45 (1.9%)	4:03
<input type="checkbox"/> ayudalegalil.org	10 (1.5%)	31 (1.3%)	3:05
<input type="checkbox"/> statesidelegal.org	6 (0.9%)	22 (0.9%)	3:42
<input type="checkbox"/> facebook.com	3 (0.4%)	10 (0.4%)	3:19
<input type="checkbox"/> illinoislegaladvocate.org	3 (0.4%)	0 (0.0%)	0:06
<input type="checkbox"/> msubonline.net	3 (0.4%)	8 (0.3%)	2:47
<input type="checkbox"/> unknown	2 (0.3%)	12 (0.5%)	5:47
<input type="checkbox"/> Gmail	1 (0.1%)	0 (0.0%)	0:00
<input type="checkbox"/> clickberry.tv	1 (0.1%)	7 (0.3%)	6:34

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Attachment 5: YouTube 03 Embedded Views

Top level > Embedded player on other websites

Playback location	Video	Geography	Date
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<input type="checkbox"/> Video	Views ↓ ?	Estimated minutes watched ?	Average view duration ?
<input type="checkbox"/> Applying and Appealing for Disability at Social ...	163 (24%)	753 (31%)	4:37
<input type="checkbox"/> Your Rights Under the Federal Family and Med...	135 (20%)	427 (18%)	3:09
<input type="checkbox"/> Rights of Special Education Students: Discipline	93 (14%)	199 (8.3%)	2:08
<input type="checkbox"/> Your Child's Rights Under the IDEA	85 (12%)	252 (11%)	2:57
<input type="checkbox"/> SSDI Overpayments: What to Do if You Got a ...	42 (6.1%)	127 (5.3%)	3:02
<input type="checkbox"/> Help for Domestic Violence Victims Living in F...	40 (5.8%)	145 (6.0%)	3:36
<input type="checkbox"/> Aplicar y Apelando Para Incapacidad en el Seg...	35 (5.1%)	217 (9.0%)	6:11
<input type="checkbox"/> SSI Overpayments: What to Do if You Got a N...	34 (5.0%)	105 (4.4%)	3:04
<input type="checkbox"/> Disciplina de Estudiante de la Educación Espe...	12 (1.8%)	20 (0.8%)	1:38
<input type="checkbox"/> Sobrepagos de SSDI: ¿Qué hacer si recibes u...	12 (1.8%)	36 (1.5%)	3:01
<input type="checkbox"/> Sobrepagos de SSI: ¿Qué hacer si recibe una ...	10 (1.5%)	45 (1.9%)	4:30
<input type="checkbox"/> VAWA Protecciones para Víctimas de Violenci...	9 (1.3%)	27 (1.1%)	3:01
<input type="checkbox"/> Derechos de los Estudiantes de Educación Es...	8 (1.2%)	24 (1.0%)	2:58
<input type="checkbox"/> Sus Derechos Bajo el Acta Federal de la Famil...	6 (0.9%)	28 (1.2%)	4:41

14 1-14 of 14

Attachment 6: YouTube 04 Referring Websites

Top level > External website			
<div>Traffic sourceVideoGeographyDate</div>			
<input type="checkbox"/> Traffic source ?	Views ↓ ?	Estimated minutes watched ?	Average view duration ?
<input type="checkbox"/> wikipedia.org	235 (68%)	401 (61%)	1:42
<input type="checkbox"/> Google ?	28 (8.1%)	70 (11%)	2:29
<input type="checkbox"/> Google Search ?	25 (7.2%)	51 (7.6%)	2:01
<input type="checkbox"/> ctlawhelp.org	15 (4.3%)	20 (3.0%)	1:20
<input type="checkbox"/> ask.com	10 (2.9%)	33 (5.0%)	3:18
<input type="checkbox"/> missouristate.edu	10 (2.9%)	19 (2.8%)	1:53
<input type="checkbox"/> facebook.com	5 (1.4%)	21 (3.1%)	4:07
<input type="checkbox"/> bing.com	4 (1.2%)	8 (1.3%)	2:05
<input type="checkbox"/> search.yahoo.com	3 (0.9%)	13 (2.0%)	4:23
<input type="checkbox"/> ecollege.com	3 (0.9%)	4 (0.7%)	1:27
<input type="checkbox"/> authorstream.com	3 (0.9%)	5 (0.8%)	1:47
<input type="checkbox"/> delta-search.com	1 (0.3%)	9 (1.4%)	9:21
<input type="checkbox"/> isearch.avg.com	1 (0.3%)	0 (0.0%)	0:13
<input type="checkbox"/> oregonlawhelp.org	1 (0.3%)	5 (0.7%)	4:42
<input type="checkbox"/> webcrawler.com	1 (0.3%)	3 (0.5%)	3:02
<div><div>1234567891011121314151617181920212223242526272829303132333435363738394041424344454647484950515253545556575859606162636465666768697071727374757677787980818283848586878889909192939495969798991001011021031041051061071081091101111121131141151161171181191201211221231241251261271281291301311321331341351361371381391401411421431441451461471481491501511521531541551561571581591601611621631641651661671681691701711721731741751761771781791801811821831841851861871881891901911921931941951961971981992002012022032042052062072082092102112122132142152162172182192202212222232242252262272282292302312322332342352362372382392402412422432442452462472482492502512522532542552562572582592602612622632642652662672682692702712722732742752762772782792802812822832842852862872882892902912922932942952962972982993003013023033043053063073083093103113123133143153163173183193203213223233243253263273283293303313323333343353363373383393403413423433443453463473483493503513523533543553563573583593603613623633643653663673683693703713723733743753763773783793803813823833843853863873883893903913923933943953963973983994004014024034044054064074084094104114124134144154164174184194204214224234244254264274284294304314324334344354364374384394404414424434444454464474484494504514524534544554564574584594604614624634644654664674684694704714724734744754764774784794804814824834844854864874884894904914924934944954964974984995005015025035045055065075085095105115125135145155165175185195205215225235245255265275285295305315325335345355365375385395405415425435445455465475485495505515525535545555565575585595605615625635645655665675685695705715725735745755765775785795805815825835845855865875885895905915925935945955965975985996006016026036046056066076086096106116126136146156166176186196206216226236246256266276286296306316326336346356366376386396406416426436446456466476486496506516526536546556566576586596606616626636646656666676686696706716726736746756766776786796806816826836846856866876886896906916926936946956966976986997007017027037047057067077087097107117127137147157167177187197207217227237247257267277287297307317327337347357367377387397407417427437447457467477487497507517527537547557567577587597607617627637647657667677687697707717727737747757767777787797807817827837847857867877887897907917927937947957967977987998008018028038048058068078088098108118128138148158168178188198208218228238248258268278288298308318328338348358368378388398408418428438448458468478488498508518528538548558568578588598608618628638648658668678688698708718728738748758768778788798808818828838848858868878888898908918928938948958968978988999009019029039049059069079089099109119129139149159169179189199209219229239249259269279289299309319329339349359369379389399409419429439449459469479489499509519529539549559569579589599609619629639649659669679689699709719729739749759769779789799809819829839849859869879889899909919929939949959969979989991000100110021003100410051006100710081009101010111012101310141015101610171018101910201021102210231024102510261027102810291030103110321033103410351036103710381039104010411042104310441045104610471048104910501051105210531054105510561057105810591060106110621063106410651066106710681069107010711072107310741075107610771078107910801081108210831084108510861087108810891090109110921093109410951096109710981099110011011102110311041105110611071108110911101111111211131114111511161117111811191120112111221123112411251126112711281129113011311132113311341135113611371138113911401141114211431144114511461147114811491150115111521153115411551156115711581159116011611162116311641165116611671168116911701171117211731174117511761177117811791180118111821183118411851186118711881189119011911192119311941195119611971198119912001201120212031204120512061207120812091210121112121213121412151216121712181219122012211222122312241225122612271228122912301231123212331234123512361237123812391240124112421243124412451246124712481249125012511252125312541255125612571258125912601261126212631264126512661267126812691270127112721273127412751276127712781279128012811282128312841285128612871288128912901291129212931294129512961297129812991300130113021303130413051306130713081309131013111312131313141315131613171318131913201321132213231324132513261327132813291330133113321333133413351336133713381339134013411342134313441345134613471348134913501351135213531354135513561357135813591360136113621363136413651366136713681369137013711372137313741375137613771378137913801381138213831384138513861387138813891390139113921393139413951396139713981399140014011402140314041405140614071408140914101411141214131414141514161417141814191420142114221423142414251426142714281429143014311432143314341435143614371438143914401441144214431444144514461447144814491450145114521453145414551456145714581459146014611462146314641465146614671468146914701471147214731474147514761477147814791480148114821483148414851486148714881489149014911492149314941495149614971498149915001501150215031504150515061507150815091510151115121513151415151516151715181519152015211522152315241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Attachment 7: CTLawHelp-video-instructions.pdf

Instructions for Creating or Adding Fotonovela Videos to Your Website

Are you interested in adding the fotonovela videos to your website? Here are some ways you can do that.

1. Embed a video from the CTLawHelp YouTube Channel

1. Visit www.youtube.com/ctlawhelp.
2. Click on the video you want to add to your website.
3. Click the link that says "Share" beneath the video.
4. Click the word "Embed."
5. Copy the code that appears and paste it into a page on your website.

The screenshot shows a YouTube video player interface. At the top, the video title is "Your Rights Under the Federal Family and Medical Leave Act (FMLA)". Below the title, the channel name "ctlawhelp" is displayed with "19 videos" and a "Subscribed" button. To the right, it shows "237 views" and a progress bar. Below the video player, there are buttons for "Like", "Dislike", "About", "Share", "Add to", "Print", "Stats", and "Flag". The "Share" button is circled in red. Below the "Share" button, there are options to "Share this video", "Embed", and "Email". The "Embed" option is circled in red. Below the "Embed" option, a text box contains the following code:

```
<iframe width="853" height="480" src="//www.youtube.com/embed/ebA_1ESQas0?rel=0" frameborder="0" allowfullscreen></iframe>
```

 At the bottom, there is a "Video size:" dropdown menu showing "853 x 480".

2. Download the completed video and host it with your own hosting service

1. Download the completed, federal version of the video from the *Finished Videos* (<http://www.sharelawvideo.org/library/finished-video>) section on ShareLawVideo.org.
2. Upload it to the hosting service of your choice for use on your own statewide website.

3. Create your own video from the raw art assets

We designed the fotonovelas so they could be adapted for any language and any jurisdiction. Here are some very basic instructions for adapting a fotonovela.

1. Download the zip file from ShareLawVideo.org in the *Art Assets* section (<http://www.sharelawvideo.org/library/art-assets>).
2. Arrange the photos and the speech bubbles in your video editor of choice.
 - a. Photos are provided as a multi-page PDF and as a layered Photoshop file.
 - b. Speech bubbles are provided as a PDF, a layered Photoshop file, and as a PNG on a transparent background.
 - c. Photoshop offers an array of speech bubbles inside its *Custom Shape Tool*.
3. Record your own audio track. Scripts have been provided within the art assets file.
4. Model releases for all actors are available upon request.

Would you please send us a quick email if you use these videos or assets? We'd love to know how and where these videos are being used.

Questions?

Kate Frank

CTLawHelp.org

203-946-4811

kfrank@nhlegal.org

Kathy Daniels

Statewide Legal Services of Connecticut

860-434-8096

kdaniels@slsct.org

Attachment 8: ShareLaw Content Screenshots

Share Law Video.ORG


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Browse Finished Video

Items per page: 6 [Thumbnail](#) [List](#)




[Help for Domestic Violence Victims Living in Federally Subsidized or Public Housing](#)

This zip contains English and Spanish videos.

Organization: Statewide Legal Services of Connecticut

Category: Finished Video




[Social Security Overpayments](#)

This zip contains four videos - SSI and SSDI overpayments in English and Spanish.

Organization: Statewide Legal Services of Connecticut

Category: Finished Video




[Applying and Appealing for Disability at Social Security](#)

This video describes how to apply and appeal for disability at Social Security. There are two videos in the zip file - each video is in English and Spanish.

Organization: Statewide Legal Services of Connecticut

Category: Finished Video




[Your Child's Rights Under the IDEA \(English and Spanish\)](#)

This video describes the rights of students under the federal Individuals with Disabilities Education Act. These are federal laws, so the information is true for every state.

Organization: Statewide Legal Services of Connecticut

Category: Finished Video




[Your Rights Under the Federal Family and Medical Leave Act \(FMLA\)](#)

This video describes your rights under the federal Family and Medical Leave Act. Because this video is about federal laws, the information in it is true for every state.

Organization: Statewide Legal Services of Connecticut

Category: Finished Video



[Eviction Video in Spanish PPT version](#)


Atlanta's Eviction Video translated into Spanish - PPT only version


Organization: Atlanta Legal Aid Society, Inc.

Category: Finished Video

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) ... [next >](#) [last >>](#)

ShareLawVideo is a project of the Atlanta Legal Aid Society, Inc.
This website was produced with funding from the Legal Services Corporation.

 Atlanta Legal Aid Society

 LSC

Browse Art Assets

Items per page: [Thumbnail](#) [List](#)



[Foreclosure Freezes Art Assets and Slides](#)

Atlanta's Foreclosure Freezes video art assets and slides

Organization: Atlanta Legal Aid Society, Inc.

Category: Art Assets



[VAWA Protections for DV Victims Living in Federally Subsidized or Section 8 Housing](#)

These are the art assets for adapting the fotonovela, *VAWA Protections for DV Victims Living in Federally Subsidized or Section 8 Housing*.

Organization: CTLawHelp.org and Statewide Legal Services of Connecticut

Category: Art Assets



[SSI Overpayments](#)

These are the art assets for adapting the fotonovela, *SSI Overpayments*. Instructions for using the art assets are included in the zip file.

Organization: CTLawHelp.org and Statewide Legal Services of Connecticut

Category: Art Assets



[SSDI Overpayments fotonovela](#)

These are the art assets for adapting the fotonovela, *SSI Overpayments*. Instructions for using the art assets are included in the zip file.

Organization: CTLawHelp.org and Statewide Legal Services of Connecticut

Category: Art Assets



[Applying and Appealing for SSI](#)

These are the art assets for adapting the fotonovela, *Applying and Appealing for SSI*. Instructions for using the art assets are included in the zip file.

Organization: CTLawHelp.org and Statewide Legal Services of Connecticut

Category: Art Assets



[Your Child's Rights Under the IDEA \(Special Education\)](#)

These are the art assets for adapting the fotonovela, *Your Child's Rights Under the IDEA*. Instructions for using the art assets are included in the zip file.


Organization: CTLawHelp.org and Statewide Legal Services of Connecticut

Category: Art Assets

Attachment 9: Video Screenshot

English - Español

Enter Search Terms

 **CTLawHelp.org**
Free legal help for people with very low income

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Self-Help GuidesKids and TeensSchool Discipline, Suspension or...Discipline of a Special...

Legal Problems


- Benefits
- Consumer Problems
- Disability Assistance
- Elder Law
- Energy and Utilities
- Family Law
- Health Care
- Housing
- Immigration
- Kids and Teens
- Work and Unemployment

Discipline of a Special Education Student

This video describes the rights of students under the federal Individuals with Disabilities Education Act. These are federal laws, so the information is true for every state.

[Get a PDF of this video that you can print out and read.](#)

Rights of Special Education Students: Discipline



español

For more information, contact:

Statewide Legal Services: 860-344-0380 (Central CT & Middletown) or 1-800-453-3320 (all other regions).

Attachment 10: PDF Screenshot

Your Rights Under the Federal Family and Medical Leave Act

If someone in your immediate family was injured in active duty...



Attachment 11: CT Assn Non-Profits

Page 20 | **Nonprofit Advantage** | December 2013 **CONNECTICUT ASSOCIATION OF NONPROFITS**

New Website Offers Free Legal Information Written by Legal Aid Attorneys

By Susan Nofi-Bendici and Kate Frank

When a person is accused of a crime and can't afford a lawyer, the government will provide

them with an attorney through the public defender's office. For just about every other type of legal problem, people who can't afford a lawyer are on their own. Connecticut's legal aid programs are nonprofit law firms that provide legal advice and representation in civil (non-criminal) legal matters, to people living near or below the poverty level. Unfortunately, there are not enough legal aid lawyers to serve every low-income person with a legal program. And there are many more people who have too much income to qualify for legal aid, but not enough to hire an attorney. As a result, approximately 85% of the cases in family court have at least one self-represented party, and 75% of all parties in housing court are self-represented.

At the same time, internet usage by low-income individuals has continued to increase. Public libraries have become important access points, as have mobile phones. As smartphones have become more affordable, their use has become more widespread among people with lower incomes. According to the Pew Research Center, 43% of adults earning less than \$30,000 per year now own a smartphone.

Because our client-eligible population is increasingly getting information electronically, the Connecticut Network for Legal Aid launched CTLawHelp.org in 2010 with support from the Connecticut Bar Foundation and the Legal Services Corporation's Technology Initiative Grants. CTLawHelp has grown into a valuable tool to help low-income people, and those who assist low-income people, understand their rights and how to navigate the legal system.

The mobile-friendly site covers a number of legal topics, including government benefits, disability, elder law, utilities, family law, health care, housing, immigration and employment. All content is written in plain language, and much of the content is also offered in Spanish on our companion site AyudaLegalCT.org. The resources available on CTLawHelp.org include:

Printable booklets. A library of printable booklets on a variety of legal topics – including living wills, debt collection, child support, domestic violence and utilities are available to be downloaded.

Applying for legal aid. CTLawHelp instructs users on applying for legal aid by telephone or online.

Videos. CTLawHelp.org's YouTube channel features videos on Getting Ready for Court; Your Uncontested Divorce; Your Rights Under the Family and Medical Leave Act; Your Child's Rights Under the IDEA; Rights of Special Education Students;

Continued on next page ► **Nonprofit Advantage** | December 2013 | Page 21 **CONNECTICUT ASSOCIATION OF NONPROFITS**

Worker's Rights: Wages; Your Rights When Your Landlord is in Foreclosure and Tenant's Rights: Repairs.

Support for self-represented parties. Workshops and clinics that provide assistance with family law matters, recovering a security deposit and more can be found here. We have also begun creating online classes, to guide self-represented parties through legal processes step-by-step.

What topics and information would you like to see on CTLawHelp.org? Please share your feedback with us and please check back frequently, as we are constantly adding and updating content.

Susan Nofi-Bendici is the Executive Director of New Haven Legal Assistance Association, Inc. You can email her at snofi-bendici@nhlegal.org. Kate Frank is the eContent Manager at CTLawHelp.org. You can email her at kfrank@nhlegal.org

Attachment 12: Social Media Screenshots

facebook  Search for people, places and things 

CTLawHelp.org: Free Legal In... Home 

 **CTLawHelp.org: Free Legal Information for CT Residents** Timeline Recent  

 **CTLawHelp.org: Free Legal Information for CT Residents** shared a link. December 10, 2013 

Do you have questions about the Family and Medical Leave Act? Take a look at our new video and please share!
<http://ctlawhelp.org/video-your-rights-under-federal-family-and-medical-leave-act-fmla>



Video: Your Rights Under the Federal Family and Medical Leave Act (FMLA) | CTLawHelp.org 
ctlawhelp.org

This video describes your rights under the federal Family and Medical Leave Act. Watch this video to learn about FMLA laws when: - you or your spouse is pregnant or adopting a child - you or someone in your

Unlike · Comment · Share  3  1

11 people saw this post 

 **CTLawHelp.org: Free Legal Information for CT Residents** shared a link. July 12, 2013 

<http://www.youtube.com/watch?v=LijnShW4r98&feature=youtu.be> Are you wondering what your rights are as a worker in CT? Check out our new video!



Workers' Rights: Wages
This video describes your rights as a worker in Connecticut.

 **CTLawHelp.org: Free Legal Information for CT Residents** shared a link. November 13, 2013 

<http://ctlawhelp.org/resolve-utility-service-shut-off>



Help with Utility Problems | CTLawHelp.org – Connecticut Legal Information
ctlawhelp.org

Are you worried about paying your utility bills or keeping your utilities on? Learn what to do here.

Like · Comment · Share  1

11 people saw this post 

 **CTLawHelp.org: Free Legal Information for CT Residents** shared a link. November 13, 2013 

<http://www.youtube.com/watch?v=7V893WjLEOc>



Rights of Special Education Students: Discipline
This video describes your child's rights under the federal Individuals with Disabilities Education Act. These are federal laws, so the information is true

Like · Comment · Share

16 people saw this post 

 **CTLawHelp.org: Free Legal Information for CT Residents** shared a link. April 23, 2013 



Workers' Rights: Wages
This video describes your rights as a worker in Connecticut.

See Your Ad Here
CTLawHelp.org: Free Legal Information for CT Residents

We provide free legal information for low-income Connecticut residents:
<http://ctlawhelp.org>
 Like · CTLawHelp.org: Free Legal Information for CT Residents likes this.


Attachment 13 : YouTube Screenshot

ctlawhelp

✓ Subscribed ⚙️ 23

Videos

Uploads ▾

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Sobrepagos de SSI: ¿Qué hacer si recibe una Notificac...

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SSDI Overpayments: What to Do if You Got a Notice of Ov...

40 views · 3 weeks ago

Discipline of a Special Education Student

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Sobrepagos de SSDI: ¿Qué hacer si recibes una Notifica...

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Help for Domestic Violence Victims Living in Federally...

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¿Cómo se inician los trámites de divorcio?

41 views · 1 month ago

JAK ZŁOŻYĆ POZEW ROZWODOWY

54 views · 2 months ago

¿Cómo se Inician los Trámites de Divorcio?

30 views · 2 months ago

How to File For Divorce in Connecticut

43 views · 2 months ago

Divorcio de Mutuo Acuerdo (Connecticut)

62 views · 4 months ago

Your Uncontested Divorce (Connecticut)

170 views · 5 months ago

Your Rights Under the Federal Family and Medical Leave A...

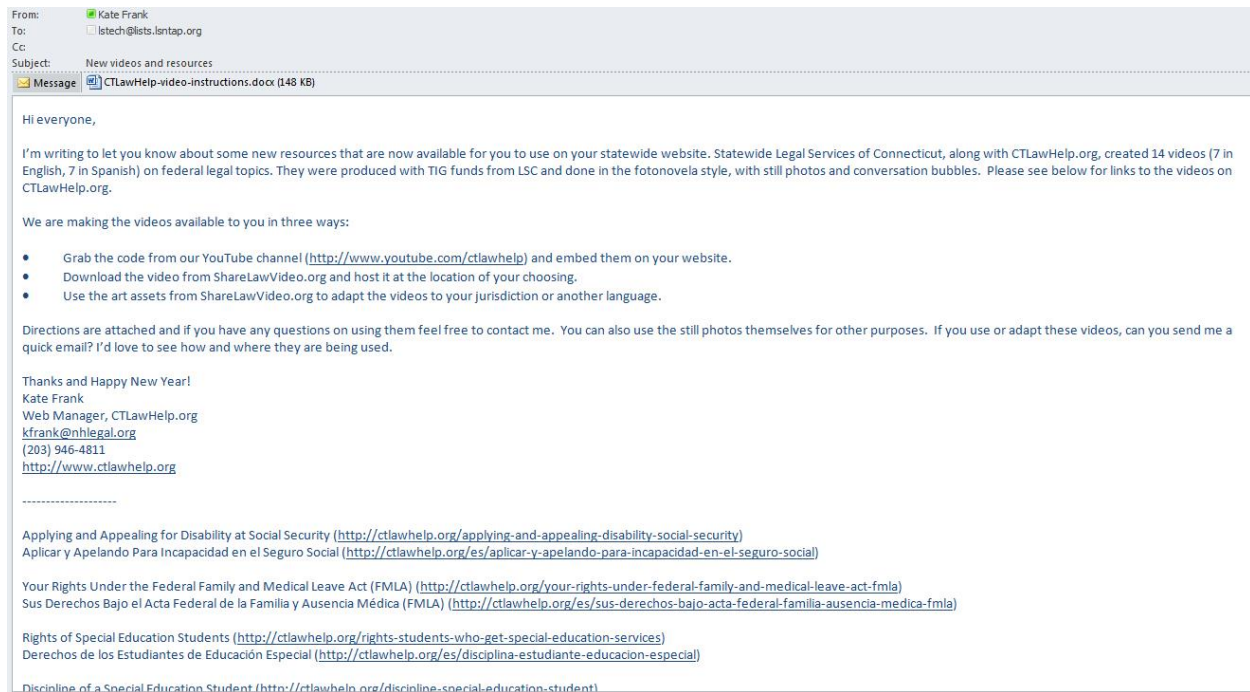
445 views · 6 months ago

Your Child's Rights Under the IDEA

157 views · 6 months ago

Justice Gan Awareness

Attachment 14 : LSTech Email



Attachment 15 : Advocate Outreach

The screenshot shows the CTLawHelp.org website. The header includes the logo, navigation links (Home, Self-Help Guides, CT Elder Law, Legal Clinics, Links, Get Help, About Us), and a search bar. The main content area is titled "Connecticut Legal Aid News and Events". A sidebar on the left lists various resources under categories like Links, SSA Offices, Research, and Calculators. The main article is titled "Long delays for SNAP/food stamp assistance" and includes a link to a video titled "Your Rights Under the Federal Family and Medical Leave Act (FMLA)". A callout box highlights this video link, stating: "Also, check out our new videos, which were also created by SLS and CTLawHelp. You will need to watch them outside of Citrix." The video link is labeled "English | Spanish".

English - Español Text Size + - =

Enter Search Terms Search

Home Self-Help Guides CT Elder Law Legal Clinics Links Get Help About Us

Connecticut Legal Aid News and Events

Links

Judicial Branch

- Case Look-ups
- eServices
- Court Forms
- State Marshals
- Law Libraries

SSA Offices

- SSA offices by zip code
- All CT SSA offices
- ODAR hearing offices

Research

- Westlaw
- Code of Federal Regulation (CFR)
- Connecticut Regulations
- CT General Statutes

Training Materials

Calculators

- SNAP Calculator
- Benefits.gov
- Social Security Benefits

Connecticut Legal Aid News and Events

View Edit Manage display Revisions Track Node

- Clone content

JOB OPENING: GHIA Finance Director

CT Alliance for Basic Human Needs Briefing on Department of Social Services Processing Delays Followed by Commissioner Bremby's Response
CT-n.com

DSS Problems Hurting Clients
Hartford Courant, 12/14/13

Recipients Of State Benefits Complain About Delays
Hartford Courant, 12/11/13

Clients Call For Better Service, DSS Says It's Listening
CTNewsJunkie.com, 12/11/13

Long delays for SNAP/food stamp assistance
WTNH.com, 12/11/13

You're invited to the annual **Scaring Up Dollars for CABHN Costume Party!**

Access Health data shows early Obamacare customers are older and choosing Anthem
CTMirror.org, 10/17/2013

What's New

We're excited to announce a new feature to our website. Online learning sessions help clients tackle common problems at the same time we developed the sessions and shared it with the legal aid community! We created some of our client-eligible sessions. Please take a look and let us know what you think.

- How to File a Complaint with the Department of Social Services
- How to Take a Small Claims Case to Small Claims Court
- Requesting a Modification of Your Education Savings Account
- Applying for a Temporary Employment to Superior Court

Also, check out our new videos, which were also created by SLS and CTLawHelp. You will need to watch them outside of Citrix.

Applying and Appealing for Disability at Social Security
[English](#) | [Spanish](#)

VAWA Protections for Domestic Violence Victims Living in Federally Subsidized or Public Housing
[English](#) | [Spanish](#)

Rights of Special Education Students - Establishing an IEP
[English](#) | [Spanish](#)

Discipline of a Special Education Student
[English](#) | [Spanish](#)

Social Security Overpayments
[SSI, English](#) | [SSI, Spanish](#)
[SSDI, English](#) | [SSDI, Spanish](#)

Your Rights Under the Federal Family and Medical Leave Act (FMLA)
[English](#) | [Spanish](#)

Arabic / العربية

Attachment 16 : CABHN Fever

February 2014

CABHN FEVER

Exciting New Resources from CTLawHelp.org ***Videos & Online Classrooms Offer Help with Legal Problems***

If you can't afford a lawyer, you may need to go to court or work out a legal problem yourself. The legal system can be difficult to understand and many people feel it is hard to take care of legal problems on their own. [CTLawHelp](http://CTLawHelp.org) created online classrooms and videos to help you with legal problems that may be confusing or take a long time to fix.

Online Classrooms. Each online classroom will walk you through a legal process by breaking down the things you need to do into smaller steps. *Online classrooms include help with:* asking for special education services for your child, collecting unpaid wages, taking an employer to small claims court, and appealing an unemployment decision in Superior Court. You can find classrooms at <http://ctlawhelp.org/classroom>

Videos. CTLawHelp produced *videos that explain:* worker's rights, applying for SSI, your rights to Family Medical leave, getting divorced, rules about disciplining special education students & more! Go to: <http://www.youtube.com/ctlawhelp>.

Attachment 16 : Law Libraries

Connecticut Judicial Branch
Law Libraries

About Us | C

This web p

Research Guides

Pathfinders prepared by the Connecticut Judicial Branch law librarians:

- [Labor Law and the Family](#)
 - Section 3: Family Medical Leave

OLR Research Reports - Office of Legislative Research:

- [Family Medical Leave and Workers' Compensation](#) - 2005-R-0925
- [Paid Family Leave or Mandated Disability Benefits](#) - 2005-R-0587
- [Maternity Leave-Religious Institutions](#) - 2003-R-0888
- [Teacher Eligibility for Paid Leave Under P.A. 03-213](#) - 2003-R-0907
- [Firing Employees for Excessive Sick Days](#) - 2001-R-0945

Connecticut Network for Legal Aid:

- [Taking Time Off From Work: Family and Medical Leave](#)
- [Questions & Answers about Pregnancy and Work](#)
- [Family and Medical Leave Act FMLA \(Video\)](#)
- [El Acta Federal de la Familia y Ausencia Médica FMLA \(Video\)](#)

Connecticut Women's Education and Legal Fund

- [Workplace Issues](#)