

Legal Services Corporation	Technology Initiative Grants
Statewide Legal Services of Connecticut, Inc. (107000)	TIG # 14035

## Project Narrative

### 1. A full description of the project, including the specific technologies the project will develop or implement

We want to address a very real need with a new and innovative approach to educating self-represented parties (SRPs).

There exist many good resources for SRPs to help them create, complete, and file the necessary documents to get their day in court. Once that day comes, however, most SRPs lack experience advocating for themselves in a formal setting like a courtroom or an administrative agency hearing room. With no experience addressing a judge, questioning a witness, or offering documents into evidence, SRPs find themselves having to carry out these tasks for the very first time in a real-life hearing environment, with a lot at stake.

This project will develop and implement an interactive online game that provides SRPs with a basic, retainable understanding of how to self-advocate, both in court and before regulatory agencies.

Here are some of the major benefits of this project:

- A game will allow SRPs to practice self-advocacy skills in a no-risk online simulation, increasing proficiency and reducing pre-hearing anxiety.
- Because communications with the end user will adhere to federal plain language guidelines, SRPs will become familiar with the legal terminology they'll encounter in court and at administrative hearings.
- If SRPs are more comfortable in court and at hearings, those proceedings can be conducted more efficiently, saving time for judges and court personnel.
- By participating in the development and testing of the game with members of the target population, judges and hearing officers will increase their understanding of the challenges faced by SRPs, facilitating learning in both directions.
- Pre-design research will help us to identify the areas in which self-advocacy training would be most beneficial and most teachable to our client-eligible population.
- Post-launch research will provide a better understanding of the training needs of SRPs, along with how well the gaming experience met those needs.
- After testing and refinements, the game will be made available to the entire legal aid and Access to Justice community.

Partnering with NU affords both us and the legal aid community at large the opportunity to work with experienced game creators. The NuLawLab has worked with legal aid staff in Connecticut and Massachusetts previously and is already knowledgeable about and committed to helping address SRP and legal aid needs and work.

Hosted on CTLawHelp.org, the game will be built around an online platform currently under development by Dr. Casper Hartevelde and Dr. Gillian Smith from the Game Design Program at Northeastern University. The project team will employ a participatory co-design process, with SRPs, key

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stakeholders, and cross-disciplinary experts all contributing to the design of the game itself. Over time, data generated by the use of the game will be analyzed to better understand the advocacy training needs of SRPs. Results will be available to be shared with the legal aid community and to be applied towards development of additional modules and to facilitate the game's distribution in other jurisdictions.

Research has shown that the number of SRPs that rely on computers and mobile devices for legal and other information continues to increase. A cell phone is often both a phone and internet connection for SRPs who cannot afford both. If it proves feasible during our design process, we will make the game mobile-ready.

The project will proceed in overlapping phases over the course of the grant period.

Phase 1: Engage cross-disciplinary experts and members of the target community in the game design process to ensure that the gaming experience is realistic, meaningful, and user-friendly. Deploy hybrid end-user research methodologies and collaborative stakeholder design activities, including multiple rounds of ideation, prototyping, testing, and refinement, to develop the paper prototype (a non-digital, early version) for the game that can be rapidly created and tested.

Phase 2: Move the paper prototype into digital form, with additional collaborative design activities to test and iterate the game in preparation for beta testing.

Phase 3: Beta-test the game for two months in collaboration with a select Connecticut state court or executive agency. Ongoing collection of user feedback during beta testing will inform additional modifications to the game before launching on CTLawHelp.org.

Phase 4: Usage results from the first six months of play will be analyzed to evaluate the project.

We feel that a game is the right tool to help make this basic understanding of these legal processes accessible and effective for SRPs, and other efforts support that assessment:

Constance Steinkuehler's 2013 White House Academic Consortium on Games for Impact concluded that five aspects of gaming make it a powerful tool.

- First, games are pervasive. Games have become a dominant medium by which we consume information and learn. This means an infrastructure exists, more so than ever before, that can be harnessed for reaching people in order to have them participate in research and/or to educate them.
- Second, games include models and simulations that are based on reality. The virtual nature of gaming provides a safe space for construction, experimentation, and exploration of real-world scenarios, even ones that people do not typically experience in reality, such as self-advocating in court and before regulatory agencies.
- Third, games are engaging. They have the ability to captivate and sustain the attention of players, even for otherwise tedious tasks. Engaged involvement in an activity is essential for deep learning to occur.
- Fourth, games have proven to make a positive impact on cognition and behavior. One reason games are successful is that they are experiential learning environments par excellence: through trial and retrial users attain the necessary (virtual) experience that will help guide future action in reality.

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- Fifth, digital games enable a data exhaust as each and every possible action can be tracked and monitored in a controlled environment. This potential for large data has led to the emerging field called game analytics, which is broadly defined as the application of business intelligence-based theory and methods in the specific context of games. In the context of SRPs, using game analytics we can observe what kinds of decisions users make and in what kinds of contexts. This information will allow us to better serve the training needs of SRPs.

## 2. Need for the project

It is not unusual for attorneys to spend a significant amount of time coaching each other in preparation for a trial. Yet for SRPs, many of whom have never seen the inside of a courthouse, there are no such coaches to help them.

Live pro se classes/clinics, and court self-help centers do an excellent job of guiding self-represented parties through complicated court procedures. Unfortunately, due to limited resources, such live assistance is in short supply. The interactive online experience for SRPs proposed by this project holds potential to provide SRPs with retainable skills through a simulated experience.

In “The National Self-Represented Litigants Project: Identifying and Meeting the Needs of Self-Represented Litigants”, a May 2013 report by Dr. Julie Macfarlane on the SRP experience in three provinces in Canada, SRPs consistently complained that online resources:

- Emphasized substantive legal information but did not include information on practical tasks such as how to serve a document, or presentation and procedure, how to present your case in court, how to address the judge, what to bring to court, and how to prepare;
- Did not include strategic coaching or advice on how to talk to the other side, how to approach settlement, and whether and how to use mediation.

According to the report, “Even the most self-confident SRL’s experienced anxiety about speaking for themselves in front of a judge. Those who felt that they were well-prepared for the experience told us that they were surprised at how nervous they became as their court date approached, often losing sleep and sometimes becoming fixated on their case and arguments. This more confident and well-educated group also reflected that if they experienced this level of stress, how much harder it would be for others without their skills and advantages. One university-educated, confident and articulate SRL spent six years working on a case that required her to appear before a number of different administrative tribunals and judges. “It was tremendously, tremendously difficult. I am an educated individual – but I go to court all the time with other people who are just way over their heads...(H)ow can a person handling issues like this on their own figure this out?” Many SRL’s described themselves as terrified about the prospect of appearing in court. Some broke into tears in our interviews just thinking about it. Many recounted being unable to sleep for several or many nights before their appearance; shaking with nerves as they stood to speak; leaving court feeling upset, shaken and even humiliated; and experiencing stress-related symptoms for days afterwards.”

There is a clear need for resources for SRPs that are broadly and easily accessible, designed with their legal, social, and psychological needs in mind, and that give them a platform for working through different what-if scenarios in the court.

## 3. Project Goal, Objectives, Activities, and Evaluation

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**a. Specify the project’s goal and the objectives to achieve the goal. Explain how this will increase the quality or quantity of client services and/or enhance the grantee’s operational effectiveness and efficiency**

Goal: To increase SRP access to justice by providing an interactive, digital game that will afford them a retainable, basic understanding of how to self-advocate both in court and before regulatory agencies

Objective 1: Identify stakeholders and work with them to identify SRP needs and a basic game design.

Objective 2: Create the game, conduct testing and make revisions to the game based on testing with end-users.

Objective 3: Launch the game on the statewide website and conduct outreach and promotion.

Objective 4: Evaluate game user data to increase understanding of the advocacy training needs of SRPs.

**b. Identify the strategies and activities that will be undertaken to achieve each of the project objectives.**

Objective 1: Identify stakeholders and work with them to identify SRP needs and a basic game design.

Strategies/Activities

- Contract with NU and NHLAA to partner with SLS on this project.
- Form stakeholder committee and schedule planning meetings.
- Conduct training for partners and stakeholders on game design.
- Conduct end-user research on game design.
- Work with partners and stakeholders to design the game.
- Develop paper prototype.

Objective 2: Create the game, conduct testing and make revisions to the game based on testing with end-users.

Strategies/Activities

- Create digital version of game based on the paper prototype.
- Test digital design with stakeholders.
- Make revisions based on testing.
- Finalize plan for beta-testing and conduct live beta-testing with SRPs.
- Gather feedback and make adjustments to game based on SRP feedback.

Objective 3: Launch the game on the statewide website and conduct outreach and promotion

Strategies/Activities

- Add game to website.
- Seek news and media exposure for the game.
- Conduct outreach to SRPs at court service centers, libraries and community agencies.
- Conduct outreach to the legal aid community via listservs and demonstrations.

Objective 4: Evaluate game user data to increase understanding of the advocacy training needs of SRPs.

Strategies/Activities

- Gather data on game usage
- Create report on major findings of game user data and feedback
- Make modifications as needed based on evaluation.

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**c. Identify the evaluation methods and data sets that will be used to evaluate the project.**

- List and affiliations of stakeholders.
- Overview of meetings and trainings held.
- Summary of results of end-user research.
- Documentation of the design of the paper prototype iterations.
- Documentation of the design of the digital prototype iterations.
- Results of stakeholder and beta testing and list of major revisions.
- List of outreach conducted and news/media exposure.
- Documentation of outreach and media coverage.
- Report produced to share major findings with community and stakeholders
- List of any modifications made as a result of user data and feedback

**4. Justice community partnerships**

CTLawHelp.org was created by of a partnership of legal aid programs throughout Connecticut, comprised of Connecticut Legal Services, Greater Hartford Legal Aid, the Legal Assistance Resource Center of Connecticut, New Haven Legal Assistance, Statewide Legal Services of Connecticut, The Children’s Law Center, The Center for Children’s Advocacy, the Connecticut Fair Housing Center, the Connecticut Legal Rights Center and Lawyers for Children America. Other participants in the process included the Connecticut Bar Foundation, Connecticut Bar Association, other social service agencies and individuals in our client-eligible population.

Subsequently, representatives from these stakeholder groups became the Website Advisory Committee. This body meets quarterly to review and advise on matters related to the statewide website, including content and grant activities.

Major partners include the Connecticut Bar Foundation, the Connecticut Judicial Branch, and the Connecticut Bar Association. The Connecticut Bar Foundation is the primary funder of CTLawHelp.org, and its leadership provides ongoing vision and direction via the project’s Website Advisory Committee, which is chaired by the CBF President. The Connecticut Judicial Branch and CTLawHelp.org coordinate closely on content development in order to avoid duplication and to maximize both entities’ efforts to assist self-represented parties. Representatives of the Judicial Branch sit on the Website Advisory Committee and CTLawHelp.org staff Kate Frank and Susan Garcia Nofi are liaisons to the Judicial Branch’s web board. Attorney Nofi is also a member of Connecticut’s Access to Justice Commission. Connecticut’s pro bono portal (<http://probono.ctlawhelp.org>) was developed in conjunction with the Connecticut Bar Association and the Judicial Branch’s Pro Bono Committee, which created the catalog of pro bono opportunities featured on the site. The pro bono site made its debut at a Pro Bono Summit hosted by the Connecticut Supreme Court’s Chief Justice Chase T. Rogers.

The NuLawLab has established relationships independent of this proposal with Greater Boston Legal Services and New Haven Legal Assistance. In addition, through its program of cooperative legal education, Northeastern University School of Law regularly places law student interns with the following additional legal services organizations: American Bar Association, Immigration Justice Project (San Diego, CA), Boston University Civil Litigation Program, Asylum & Human Rights Clinic (Boston, MA), Brazilian Immigrant Center's Domestic Worker Legal Clinic (Allston, MA), Brooklyn Family Defense Project (Brooklyn, NY), California Rural Legal Assistance (San Francisco, CA), Cambridge and Somerville Legal Services, Housing & Benefits (Cambridge, MA), Centro Legal de la Raza (Oakland, CA), Clubhouse Family Legal Support Project (Boston, MA), Committee for Public Counsel Services (Boston, MA), Committee for Public Counsel Services, Worcester Dist. and Superior Court (Worcester, MA), Community Action Program Legal Services, Inc. (Boston, MA), Community Legal Aid (Worcester,

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MA), Community Legal Services, Inc. (Philadelphia, PA), Connecticut Legal Services (New London, CT), D.C. Employment Justice Center (Washington, D.C.), East Bay Community Law Center, Health Practice (Berkeley, CA), Equal Justice Center (Austin, TX), Florence Immigrant & Refugee Rights Proj. (Florence, AZ), HAWC - Healing Abuse Working for Change (Salem, MA), Homeowners Options for MA Elders (HOME) (Lowell, MA), Immigrant Legal Advocacy Project (ILAP) (Portland, ME), Innocence Project New Orleans (New Orleans, LA), International Institute of Boston (Boston, MA), International Institute of Lowell (Lowell, MA), Justice at Work (Boston, MA), La Raza Centro Legal, Inc. (San Francisco, CA), Lambda Legal Defense & Education Fund (Atlanta, GA), Law Foundation of Silicon Valley (San Jose, CA), Legal Advocacy & Resource Center (Boston, MA), Legal Aid of North Carolina (Charlotte, NC), Legal Aid Society of D.C. (Washington, DC), Legal Aid Society of New York (New York, NY), Legal Services for New York City (New York, NY), Legal Services of the Hudson Valley (White Plains, NY), Lutheran Social Services of New England (Worcester, MA), Make the Road New York (Brooklyn, NY), Mass. Justice Project (Holyoke, MA), Mass. Justice Project (Worcester, MA), Mass. Law Reform Institute (Boston, MA), Medical-Legal Partnership (Boston, MA), Mental Health Legal Advisors Committee (Boston, MA), Merrimack Valley-North Shore Legal Services (Lowell, MA), MFY Legal Services (New York, NY), Neighborhood Legal Services (Lawrence, MA), Pangea Legal Services (San Francisco, CA), Pine Tree Legal Assistance (Portland, ME), Prisoners Legal Services (Boston, MA), The Pro Bono Project (New Orleans, LA), Public Counsel (Los Angeles, CA), SHIELD Project of the City Bar Fund, Inc. (New York, NY), Social Justice Collaborative (Oakland, CA), South Brooklyn Legal Services (Brooklyn, NY), South Coastal Counties Legal Services, Inc. (Fall River, MA), Southeast Louisiana Legal Services (New Orleans, LA), Texas Defender Service (Austin, TX), Texas RioGrande Legal Aid, Inc. (San Antonio & Weslaco, TX), Transgender Legal Defense & Education Fund (New York, NY), U.S. Committee for Refugees & Immigrants, Immigrant Children's Legal Program (Arlington, VA), Victim Rights Law Center (Boston, MA), Volunteer Lawyers Project (Boston, MA), Volunteer Legal Services Program, Homeless Advocacy Project (San Francisco, CA), WilmerHale Legal Services Center of Harvard Law School (Jamaica Plain, MA), Women's Bar Foundation, Family Law Project (Boston, MA).

## 5. Replication

This problem affects SRPs throughout our community, as well as nationally and internationally. Legal Aid resources to help clients tackle these basic legal tasks are limited and in-person clinics and pro se classes, while they do an excellent job, can only help a very small number of the overall volume of clients who need help navigating a court or administrative hearing. The staff at court service centers does a lot to help SRPs, but that again is done in person. Many state courts provide websites with “Self-Help” sections where SRPs can read about processes and protocols, but the information is usually available only as text. The state court websites also necessarily contain a lot of other useful information for SRPs - for someone facing not only a serious legal problem, but also a court appearance, this can be overwhelming. For SRPs we know of no other resources currently available.

Our game will supplement existing resources by simulating an actual court or administrative hearing experience. They will be playing an engaging game that exposes them to simulations of what they may actually encounter and because it is an online game, they will be able to play it multiple times and “practice” in a no-risk environment.

The game will not be specific to a particular jurisdiction, substantive law area, or forum. The completed game is intended to be available for adoption and use by legal services providers and SRPs nationally. The game will be made available for embedding in, or hosting on, virtually any website or online platform.

## 6. Program capacity and the project staffing

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The following individuals would staff the project and provide organizational support:

Statewide Legal Services of Connecticut (SLS)

Janice Chiaretto, Executive Director. As Executive Director, Attorney Chiaretto will have the ultimate responsibility for compliance, financial oversight and contracting of any LSC-TIG funds awarded. She is also a member of the Website Advisory Committee, which oversees the statewide website, CTLawHelp.org. Under Attorney Chiaretto's leadership, SLS has successfully managed four TIG website grants.

Kathy Daniels, IT Administrator. Ms. Daniels also sits on the Ctlawhelp.org Website Advisory Committee. She has been part of the Ctlawhelp.org team since the project was first conceived and she continues to provide project management, technical, and administrative support for the website. Ms. Daniels has been responsible for administrative support for all TIG grants and all TIG grant reporting for SLS. She has attended the TIG Conference on behalf of SLS. In addition to her work on TIG projects, Ms. Daniels has successfully managed many other tech projects, including developing an A2J Online Intake in collaboration with Legal Aid of North Carolina, Maine Volunteer Lawyers Project, Indiana Legal Services, and Maryland Crime Victims. She is experienced in project planning, training, and outreach.

Project Partner Organization, New Haven Legal Assistance Association. (NHLAA)

Susan Garcia Nofi, Executive Director. Attorney Nofi supervises Kate Frank, the Ctlawhelp.org Web Manager. Attorney Nofi is the point person at NHLAA for all TIG contracting and has worked closely with SLS to ensure that all contracts between SLS and NHLAA are fulfilled and in compliance with LSC regulations. All of her time will be an in-kind contribution to the project.

Kate Frank, Website Manager. Ms. Frank manages the day-to-day operations of Ctlawhelp.org, including maintaining and updating existing content provided by legal aid attorneys, and developing new multimedia materials for the site. She is experienced in project planning and website development, and her photography has been published in several local and national print and web publications. Ms. Frank recently completed a series of family law videos in three different languages for the State of Connecticut Judicial Branch under a State Justice Institute grant (#SJI-12-T-133). SLS has contracted with LAA for Ms. Frank to work on a number of valuable additions to Ctlawhelp.org including the site's Renewal (Second) and Continuation (Third) TIG website grants, and TIGs #12044, #12057, #13018, and #13030.

Project Partner Organization, Northeastern University (NU)

Martha Davis, Faculty Director, NuLawLab, Northeastern University School of Law. Professor Davis is a founding director of the NuLawLab. She will assist in the supervision of law student involvement during the first phase of the project. Professor Davis teaches Constitutional Law and Professional Responsibility at NUSL. She is also a faculty director for the law school's Program on Human Rights and the Global Economy. Professor Davis has written widely on poverty, human rights and women's rights, including the recent article *The Interdependence of Rights: Protecting the Human Right to Housing by Promoting the Right to Counsel*, 45 *Columbia Human Rights Law Rev.* 772 (2014). She co-edited *Bringing Human Rights Home*, a three-volume work chronicling the US human rights movement and her co-authored textbook, *Human Rights Advocacy in the United States*, will be published by West in 2014. Prior to joining the law faculty, Professor Davis was vice president and legal director of the NOW Legal Defense and Education Fund.

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Dan Jackson, Executive Director, NuLawLab, Northeastern University School of Law. Mr. Jackson has served as NuLawLab's Executive Director since May, 2013. He directs the lab's strategic initiatives and manages the day-to-day operations of the lab. Mr. Jackson will be responsible for the coordination of Northeastern University's contributions to the project, and will work closely with SLS to ensure that all contracts between SLS and NU are fulfilled and in compliance with LSC regulations. Mr. Jackson is a 1997 graduate of Northeastern University School of Law. Following law school, Dan served as a law clerk for The Honorable Hugh H. Bownes at the U.S. Court of Appeals for the First Circuit. Dan joined the law firm of Bingham McCutchen in 1998, where he specialized in employment law. He is the co-author of the second edition of West Publishing's Massachusetts Practice Series on employment law. In 2002, Dan was appointed the firm's first attorney development manager, eventually serving as director of attorney development and director of training.

Casper Harteveld, Ph.D. Dr. Harteveld is Assistant Professor in the Game Design Program in the College of Arts, Media and Design at Northeastern University and member of the Playable Innovative Technologies research group. Dr. Harteveld will oversee the design and development of the online game in tandem with Dr. Smith, including oversight of student programmers. He earned his Ph.D. degree from Delft University of Technology, where he worked as a researcher in the Department of Policy, Organisation, Law & Gaming at the Faculty of Technology, Policy & Management and was affiliated with the TU-Delft Centre for Serious Gaming and Deltares, an applied research institute in the field of water, subsurface, and infrastructure. He received his B.Sc. and M.Sc. (cum laude) in Systems Engineering, Policy Analysis & Management at Delft University of Technology and his B.Sc. in Psychology at Leiden University. Dr. Harteveld was the lead designer of the 3D digital game Levee Patroller, which has been exhibited at the NEMO Science Museum in Amsterdam and the Delft Science Centre, and (co-) designer and advisor of countless other industry- and government-funded games – from simple board and card games to virtual worlds, including a court management game. He is the author of the books *Triadic Game Design* (published by Springer in 2011) and *Making Sense of Virtual Risks* (published by IOS Press in 2012), wrote over 20 other publications, and was guest editor for *Simulation & Gaming*. His research focuses on the design, use, and evaluation of games with a serious purpose. He is specifically interested in the use of games to study how people make decisions and to help people improve their decision-making in the context of complex situations that are difficult to experience in reality. For his work he was awarded the Young Talent Prize of Information Systems from The Royal Holland Society of Sciences and Humanities and the German Simulation and Gaming Award for best dissertation. He teaches the courses *Game Interface Design* and *Games and Learning*. (CV attached.)

Gillian Smith, Ph.D. Dr. Smith is an Assistant Professor in Computer Science and Game Design at Northeastern University, and a member of the Playable Innovative Technologies research group. Dr. Smith will oversee the design and development of the online game in tandem with Dr. Harteveld, including oversight of student programmers. She earned her Ph.D. in Computer Science from UC Santa Cruz in 2012, where she studied in the Center for Games and Playable Media, one of the largest interdisciplinary games research groups in the world. She received her M.S. in Computer Science from UC Santa Cruz and B.S. in Computer Science from the University of Virginia. Her research focuses on understanding the design process and in how computers intersect that process. In particular, she is interested in a) how individuals engage in design and learn to become designers, b) how to formalize the design process such that an Artificial Intelligence (AI) can participate in it, c) how to create tools to assist non-technical designers, and d) exploring and defining new game genres and new kinds of designs. She is also interested in computational creativity, games for education, and issues surrounding women and underrepresented minorities in technology and games. She teaches courses in artificial intelligence and game prototyping. (CV attached.)



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Jules Rochielle Sievert, NuLawLab Content Curator. Ms. Sievert is the primary researcher, program developer and co-creator of the lab's virtual presence on the web. She is also the Project Director and Manager of Social Design Collective (SDC), an innovative design team comprised of artists, architects, urban planners, media professionals and educators. Ms. Sievert will help develop, and will participate in the implementation of, the hybrid end-user research methods and community outreach and engagement strategies, as well as all phases of the co-design process. Ms. Sievert has 15 years of experience in community arts leadership, public and social practice work, and virtual cross-sector community collaborations. As a multimedia artist, Jules has held residencies at DLUX Media Arts (Sydney, Australia), Grand Central Art Center (USC Fullerton-Santa Ana), Los Angeles Contemporary Exhibitions (LACE), Knowles West Media Center (Bristol, UK), and The Sequoia Parks Foundation (Visalia, CA). Recently, she was selected to participate in Creative Times's Living as Form, the Social Practice Archive. In the past she has worked with Native Public Media, Public Art Review, Metabolic Studio, Otis College of Art and Design, Freewaves, Access to Media Education Society, Vancouver Moving Theatre/Heart of the City Festival, and Full Circle First Nations.

Stephen Evans, NuLawLab Program Coordinator. Stephen Evans has worked for Northeastern University School of Law since 2001. His current role is Executive Assistant to the Dean and Program Coordinator - NuLawLab. He coordinates the daily operations of the NuLawLab and Northeastern University School of Law's experiential education initiatives. Mr. Evans will coordinate project efforts for the NU team.

### **7. Past performance**

We have completed New (First), Renewal (Second) and Continuation (Third) website grants, as well as TIGs #12044 and #12057. Aside from the Renewal grant, all of our grants have been completed within the grant period and reports and evaluations were submitted in a timely manner. During the Renewal grant we experienced staffing problems, but we then completed it on schedule based on a revised plan. SLS has also met all compliance requirements, including getting timely approval of the grant administration plan, proposed third-party contracts and evaluations.

Statewide Legal Services is currently working on two TIG grants and anticipates completing them as planned and in compliance with all applicable LSC regulations. They are #13030, which uses an online classroom module that we previously created to build a series of 7 classrooms for pro bono attorneys, and #13018, which is for the creation of an online triage system. TIG #13018 is being done as a sub-grant with Pine Tree Legal Assistance.

### **8. Sustainability of the project**

The game itself will be hosted and maintained at CTLawHelp.org, thus insuring its sustainability. CTLawHelp.org is funded by the Connecticut Bar Foundation, which was instrumental in its creation and has made a commitment to ongoing funding for the project. They have demonstrated strong support for the purpose of the website, providing useful information to clients and SRPs.

It will be made available to other legal aid programs either via a widget that they can use to link to the game on CTLawHelp.org or as code that they can embed in their own websites on virtually any website or online platform.