

2012 TIG Projects

Recipient	TIG #	TIG Grant Category	State	Grant Amount
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Alaska Legal Services Corporation

AK

12097

Videos

\$46,500

To produce, in conjunction with the Alaska Court System's Family Law Self-Help Center, approximately 30 family law vignettes designed to help low-income persons to complete their own cases. These will be available on-line by accessing the ALSC website, the FLSHC website, and the Alaska Law Help website.

Recipient Total: \$46,500

Center for Arkansas Legal Services

AR

12060

Document Assembly

\$63,000

To continue to develop and update document assembly forms utilizing HotDocs software, A2J Author software, and the national LawHelp Interactive server technology. This project will focus on upgrading your automated document catalog to current technologies (e.g., A2J Author 4 and Hot Docs 10); developing three pro se automated packets; training in-house staff developers for long-term sustainability of the automated resources technology justice project; and training legal services advocates and pro bono attorneys on the automated resources available through the SWWS.

Recipient Total: \$63,000

Southern Arizona Legal Aid, Inc.

AZ

12085

Online Intake

\$32,625

To replicate the TIG-funded Legal Aid of Western Ohio Remote Intake Project for the three LSC-funded programs in Arizona. An innovation in this project will be the implementation of A2J Author with the integration of two case management systems under the one interview portal.

Recipient Total: \$32,625

Inland Counties Legal Services, Inc.

CA

12004

Online Intake

\$52,252

To allow Inland Counties Legal Services (ICLS) to replicate a web based online application system for use by applicants to more readily access legal services. ICLS will replicate and adapt the Colorado Legal Services web-based A2J online intake module and integrate it with ICLS' CMS.

Recipient Total: \$52,252

Legal Aid Society of San Diego, Inc.

CA

12099

Other

\$56,500

To implement a legal services pleading bank, accessible through the statewide advocates' website, in several substantive areas to expand the capacity of legal services programs to pursue litigation when needed. The pleadings bank will be made available to all legal aid programs throughout the state, including all eleven LSC-funded organizations. The template modifications will be available through the national Pro Bono Net system.

Recipient Total: \$56,500

Colorado Legal Services

CO

Recipient	TIG #	TIG Grant Category	State	Grant Amount
	12074	Aol – Mobile to provide increased access		\$43,920

To develop a mobile application allowing attorneys to sign up for volunteer work, providing them with checklists of items to understand prior to performing the work, and informing them of procedures to follow while providing assistance.

Recipient Total: \$43,920

Statewide Legal Services of Connecticut, Inc. CT

	12044	Website Grants for Programs		\$45,500
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This project will develop an Online Classroom Template (OCT) that legal aid programs can use to create self-paced online courses for self-represented parties. The OCT will also allow for creation of substantive online courses for legal aid clients and pro bono attorneys. Organizations wishing to replicate the OCT can utilize a special demonstration guide developed through this initiative.

	12057	CE Videos		\$43,500
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To create Spanish and English legal information web videos covering federal topics relevant to low income individuals. The videos will be created in the fotonovela style, which has its roots in Latino culture and has been widely used in health education.

Recipient Total: \$89,000

Coast to Coast Legal Aid of South Florida, Inc. FL

	12017	Online Intake		\$31,500
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To develop an online intake system using A2J Author interfacing with the Legal Server case management system that allows potential clients to apply for services quickly and easily – 24/7.

Recipient Total: \$31,500

Legal Services of North Florida, Inc. FL

	12021	Infrastructure Focused Grants		\$92,059
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To 1) build a taxonomy system based on LSC's problem codes to aid in categorizing LSNF files based on the new file naming structure; 2) to develop an interface with Legal Server to allow advocates to search the case management system for documents attached to client files to more effectively serve clients; 3) consolidate data from five servers and develop a search engine to mine the consolidated data; and 4) create a client portal for easier access.

Recipient Total: \$92,059

Atlanta Legal Aid Society, Inc. GA

	12056	National Projects		\$40,933
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The Atlanta Legal Aid Society's Content Sharing Project will enhance and maintain two prior TIG funded projects: ShareLaw and ShareLawVideo. ShareLawVideo is a private website that connects the legal aid community to video and other multi-media content donated by other legal services programs. ShareLaw is a project that provides the legal services community a central online location for exchanging static website content, regardless of the statewide website platform. The Content Sharing Project will continue and enhance these secure online locations for exchanging statewide website resources, including multi-media content and training materials.

	12063	Aol – Use of data for analysis		\$86,506
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To create an Executive Dashboard within its Legal Server case management system to easily create reports and graphical displays to demonstrate the economic impact of legal services to the State of Georgia, expand its

outcome collection system and create an economic impact report system in Legal Server to update economic impact studies. The Executive Dashboard will also create reports that graphically demonstrate the direct accomplishments of its advocates and client feedback to assist with both grant compliance and staff development.

Recipient Total: \$127,439

Georgia Legal Services Program

GA

12077 Aol – Mobile to provide increased access

\$50,754

For the Farmworker Rights Division of GLSP to develop a mobile phone application called the “Just Pay Phone” application to assist current farmworker clients in recording their hours worked and remotely transmitting information to their attorneys in order to improve the provision of legal services and increase compliance with the Fair Labor Standards Act.

12079 Aol – Mobile to provide increased access

\$163,750

To pilot the use of SMS text messaging campaigns in partnership with Illinois Legal Aid Online, Northwest Justice Project, LawHelp/NY Consortium, and Pro Bono Net, using Mobile Commons technology to provide legal information from each state’s statewide website. The project will also create an outreach tool kit, including a generic set of marketing collateral for each state’s local campaigns.

Recipient Total: \$214,504

Guam Legal Services Corporation

GU

12084 Document Assembly

\$57,500

To enhance the client’s access to justice by expanding on existing resources through the development of more types of interactive interviews specific to the protection of the person with Protective/Restraining Orders as well as to develop an interactive interview to address Change of Name issues in an effort to meet the needs of the community.

Recipient Total: \$57,500

Legal Aid Society of Hawaii

HI

12023 Document Assembly

\$41,500

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

Recipient Total: \$41,500

Idaho Legal Aid Services, Inc.

ID

12026 Other - Virtual law office

\$63,739

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

12043 Website Grants with National Impact

\$54,824

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

Recipient	TIG #	TIG Grant Category	State	Grant Amount
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Recipient Total: \$118,563

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

This project will develop an enhanced data collection and analysis system for legal services providers in Illinois. The system will analyze data from cases, legal aid websites, and newly developed tools such as mobile apps and statewide online intake to create easy-to-understand visual reports that organizations can use to better assess their service delivery. The partners will use data to evaluate and improve legal services and outreach efforts in Illinois and to influence program priorities and policies.

Recipient Total: \$118,475

Southeast Louisiana Legal Services Corporation LA
12035 Aol – Mobile to provide increased access \$31,500

To fund development of a mobile version of Louisiana's LawHelp site (www.lawhelp.org/la) to put Louisiana LawHelp into the hands of the growing pool of lower income people who rely on mobile phones to use the Internet. The mobile site will highlight key resources from www.lawhelp.org/la and include specialized content not found on the full site.

Recipient Total: \$31,500

Massachusetts Justice Project, Inc. MA
12080 Online Intake \$51,500

To develop a web-based tool that will connect users to the legal resources that correlate with their specific legal issues. This tool allows a user to complete a short on-line form with a limited number of questions about their legal problem and household demographics. It will then search a database and give back to the user information in plain language that will help them meet their legal need.

Recipient Total: \$51,500

Pine Tree Legal Assistance, Inc. ME
12009 Veterans \$41,500

This project will enhance StatesideLegal.org, a widely-used national website focused on helping veterans and military families with civil legal issues. Funding will support the continued development of StatesideLegal.org's extensive library of original content and the creation of a volunteer match feature that connects pro bono attorneys to the veterans and legal services communities.

Recipient Total: \$41,500

Legal Aid and Defender Association, Inc. MI
12036 Online intake \$51,500

This project will develop an online intake system to expand services to clients in Detroit. Online intake allows prospective clients to apply for services at any time through the web, either at home or at a library or community center. The online intake system will also be integrated into Legal Aid and Defender Association's case management system, which saves significant time and reduces mistakes by allowing intake staff to simply verify user-submitted information instead of inputting it themselves.

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Recipient Total: \$51,500

Legal Aid Service of Northeastern Minnesota MN

12071 Aol – Mobile to provide increased access \$90,460

To improve the effectiveness of pro bono attorneys by creating a set of settlement checklists and client interview guides that have been optimized for mobile platforms like smartphones and tablets.

Recipient Total: \$90,460

Montana Legal Services Association MT

12086 Videoconferencing \$36,825

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

Recipient Total: \$36,825

New Mexico Legal Aid NM

12018 Aol – Use of data for analysis \$54,500

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

Recipient Total: \$54,500

Legal Assistance of Western New York, Inc. NY

12022 Online intake \$37,700

TIG funding will help develop the New York Online Referral and Prescreening Program (ORAP). The ORAP will create in several of the state's service areas an online entry point for low-income New Yorkers who are seeking legal services and information. The ORAP program will improve intake efficiency by referring applicants to other resources when their legal problems are not covered by the legal services agency. When applicants have legal problems that fall within the priorities of the local legal services agency, the online interview will generate a prescreening form that will provide clear and condensed information for the intake unit to perform a conflict check and determine whether a full intake is appropriate.

12037 Videoconferencing \$74,220

The Remote Advocacy and Compliance project will allow Legal Assistance of Western New York, Inc. (LawNY®) to use videoconferencing to conduct Social Security Administration's (SSA) video hearings through the Representative Video Project (RVP). The RVP is an initiative authorizing representatives to use their own equipment for video hearings if approved by SSA. LawNY® will create RVP sites in its Bath, Olean, and Ithaca office and add video remote sites in all seven of its offices for inter-office compliance, information-sharing, and coordination.

12038 Aol – Mobile to provide increased access \$71,000

The project team will optimize mobile content on New York's statewide website in both Spanish and English. The site's mobile user interface will be modified to accommodate Spanish-speaking users, selected content will be converted for better utilization on mobile devices, and live help chat support will be added for mobile users.

Recipient	TIG #	TIG Grant Category	State	Grant Amount
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Recipient Total: \$182,920

Legal Services NYC

NY

12031 Infrastructure Focused Grants

\$94,500

This grant will fund development of a knowledge management system built on Microsoft SharePoint. This new system will create an accessible portal that allows advocates across the organizations to easily collaborate on litigation and outreach efforts and efficiently locate the most appropriate practice resources and documents to meet the legal needs of low-income people. This project follows several other successful TIG-supported knowledge management initiatives in the legal aid community.

Recipient Total: \$94,500

Legal Aid of Western Ohio, Inc.

OH

12088 LiveHelp

\$48,735

This project will pilot use of a web-based live chat tool to provide legal services to low income individuals in twenty-five rural counties in Northwest and West Central Ohio. The live chat tool will allow volunteer attorneys to interact virtually with the growing number of rural clients who have internet access. The tool allows pro bono attorneys seeking predictable, time-limited experiences with flexible hours a new opportunity to contribute in their communities.

Recipient Total: \$48,735

Ohio State Legal Services

OH

12061 Website Grants with National Impact

\$561,500

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

Recipient Total: \$561,500

The Legal Aid Society of Cleveland

OH

12052 Aol - Use of Data for Analysis

\$159,761

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

Recipient Total: \$159,761

Legal Aid Services of Oklahoma, Inc.

OK

12081 Document Assembly

\$58,350

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

Recipient Total: \$58,350

Legal Aid of Southeastern Pennsylvania

PA

Recipient	TIG #	TIG Grant Category	State	Grant Amount
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12006

VoIP Telephony

\$81,500

To develop an innovative digital call center for low-income people in need of legal assistance in Southeast Pennsylvania. The system will be designed to reduce wait times for cell phone callers and offer automated call-backs for those individuals with capped cell phone minutes. It will also forge new ground by developing text messaging capacity as a unique method to convey brief advice in emergency situations and reinforce advice previously delivered through the call center.

Recipient Total: \$81,500

Philadelphia Legal Assistance Center

PA

12030

CE Videos

\$29,500

In partnership with the University of Pennsylvania Law School, Philadelphia Legal Assistance (PLA) will develop instructional web videos in multiple languages to assist self-represented people with family law, housing and other types of cases in Pennsylvania courts. The videos will be made available on PLA's local website as well as the statewide portal, PALawHelp.org.

Recipient Total: \$29,500

South Carolina Legal Services, Inc.

SC

12098

Online Intake

\$41,923

To create an online intake application using A2J Author that's integrated with the program's Legal Server case management system, and to build a referral system of legal information.

Recipient Total: \$41,923

Lone Star Legal Aid

TX

12087

Website Grants with National Impact

\$131,820

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

Recipient Total: \$131,820

Utah Legal Services, Inc.

UT

12005

LEP Resources

\$28,000

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

12083

Pro Bono

\$32,500

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

Recipient Total: \$60,500

Recipient	TIG #	TIG Grant Category	State	Grant Amount
Blue Ridge Legal Services, Inc.			VA	
	12091	National Projects		\$375,700
For Blue Ridge Legal Services to work with Pro Bono Net (PBN) on re-architecting the technical infrastructure of LawHelp Interactive (LHI), which was used to complete more than 318,000 documents in 2011 – a 47% increase over the prior year. The planned rebuild will lead to improvements in reliability and scalability, cut the costs of future enhancements, improve administrative capacity and allow the system to be more easily integrated with case management and e-filing systems in courts nationwide.				
Recipient Total:				\$375,700
Legal Services of Northern Virginia, Inc.			VA	
	12094	Online Intake		\$33,083
To develop an A2J Guided Interview to work with Legal Services of Northern Virginia's online intake system and to transform the XML data collected through the A2J Author for use in your case management system, Kemps Prime.				
	12096	Aol – Mobile to provide increased access		\$33,678
To develop an appointment reminder system that will notify applicants or clients of upcoming office appointments or court hearing dates.				
Recipient Total:				\$66,761
Northwest Justice Project			WA	
	12003	NTAP Funding		\$21,500
To continue the popular National Technology Assistance Project's (NTAP) online webinar series for 2013. This grant will fund ten webinars aimed at providing information for LSC grantees that will help them use technology to enhance services to clients and to improve overall program effectiveness and efficiency.				
	12019	Aol – Use of data for analysis		\$34,500
To build into the case management system used by the Northwest Justice Project a Business Intelligence Dashboard that will allow users to view real-time or historical information presented in graphical formats. The Dashboard will use case management system data to help NJP see patterns and trends in client problems as they emerge and in historical perspective to identify the need for systemic advocacy, to shape local case acceptance choices and to allocate resources consistently with NJP's strategic plan.				
	12020	Other - Resources for deaf, hard-of-hearing, and deaf-blind individuals		\$65,300
To expand access to civil legal aid services for deaf, hard-of-hearing, and deaf-blind individuals in Washington State. The project will: 1) use videophone to videophone technology to allow deaf, hard-of-hearing, and deaf-blind individuals to communicate directly with an attorney fluent in American Sign Language (ASL) about their civil legal needs; 2) create know-your-rights videos about relevant federal laws, including the Americans with Disabilities Act, Individuals with Disabilities Education Act, and Social Security Disability Insurance, and a video for legal aid providers on tips for working effectively with deaf clients; 3) caption existing legal informational videos hosted on NJP's website; and 4) create video and electronic outreach to these communities regarding the availability of legal aid services.				
Recipient Total:				\$121,300
Grand Total				\$3,557,892