How to Build Statewide Web-Based Legal Services Networks

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Presented at 2017 Equal Justice Conference, May 2017, Pittsburgh, PA

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Texas
Idaho
Coordinated Statewide Network
To ensure equal justice we have to build networks so providers can collaborate to refer potential clients and share data.
This project is supported by Grant No. 2012-VF-GX-K019, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, conclusions or recommendations expressed in this presentation are those of the author(s) and do not necessarily represent the official position or policies of the U.S. Department of Justice.
THE OBJECTIVE

The goal of the Network project is to create a comprehensive coordinated network of service providers working collaboratively to serve the holistic legal needs of crime victims.
THE NEED
Federal Level Vision 21 Initiative

Comprehensive review of the victim assistance field

Focus funding on:
Technology
Holistic legal assistance

https://ovc.ncjrs.gov/vision21/
Only 54% of serious violent crime victims and 34% of property crime victims in the U.S. report their victimization to law enforcement.

Source: The Bureau of Justice Statistics, Criminal Victimization, 2012, October 2013 NCJ 243389
Crime in Texas

112,763
Violent Crimes Reported (not DV)

194,872
Family Violence Incidents Reported

775,932
Property Crimes Reported

Source: The Texas Crime Report 2015, Texas Department of Public Safety
http://www.dps.texas.gov/administration/crime_records/pages/crimestatistics.htm
Local Needs Assessment Findings

Need a centralized location for legal services for victim of crime

Lack of knowledge/understanding of fellow victim service providers
THE PROBLEM
For Partners

How do we create a central location where partners can share eligibility and referral priority information and facilitate targeted referrals between partners?
For Victims

How do we create a one-stop shop for crime victims seeking legal services by shifting the burden from the victim to the Network Partners.
THE SOLUTION

Create a platform wherein Network Partners can reduce the burden on crime victims seeking legal services by providing a central portal through which partners can better collaborate through the sharing of information and facilitation of targeted client referrals.
DEVELOPMENT
System Components & Phase Planning

Phase 1 - Outreach, Knowledge Base & Provider Directory
- Outreach
  - Info Pages
  - News
  - Events
- Provider Directory
  - Provider Profile
  - Provider Accounts
- Faceted Search
  - Search Engine
  - Categories
- Knowledge Base
  - Hierarchical Library
  - Resources

Phase 2 - Case Matching & Tracking for Providers
- Case Importer
- Case Repository
- Matching, Notifications Assignment
- Tracking & Reports

Phase 3 - Client Portal
- Signup
  - Client Accounts
- Status & Alerts
- Tracking & Reports
DLAW
Drupal for Legal Aid Websites
openadvocate.org/dlaw
DLAW

Design Dashboard and more...
CUSTOM FEATURES

Partner Signup
Claim & Maintain Profile
Custom Search
Manage Network Partners
TOUR
Connecting crime victims to legal and supportive service providers in Texas.
What is a crime victim/survivor?
A crime victim/survivor is any person who has suffered physical or emotional harm, property damage, or economic loss as a result of a crime.

What are the different types of crimes?
Crimes can be violent or non-violent. A violent crime is one in which a person uses or threatens to use violent force against another person. Broad examples of violent crime are murder, sexual assault, burglary, and assault. However, violent crime includes a variety of offenses including child abuse, domestic violence, human trafficking, mugging, and stalking to name a few. A non-violent crime is any crime that does not involve the use of force or cause injury to another person. Broad examples of non-violent crimes are property crimes such as theft, arson, and burglary and fraud crimes such as identity theft and financial scams where in deception or false pretenses are used to steal the money or property of another.

Am I a victim if I did not report the crime?
Legal Services

- Crime Victim Rights (6)
- Family (6)
- Immigration (5)
- Other (5)
- Estate Planning (3)
- Housing (3)
- Veterans (3)
- Education (2)
- Expunction/Non-Disclosure (2)
- Healthcare (2)
- Probate (2)
- Creditor Harassment (1)
- Hardship Exemptions (1)
- Predatory Lending (1)

Non-legal Services

- Crime Victim Compensation Application Assistance (13)
- Accompaniment (12)
- Crime Victim Rights Education (11)

Search by keyword...

Search Website

I need help with

I am in

Results 1 - 10 of 326. To narrow results enter search keywords or select filters.

Child Advocacy Centers of Texas
Austin, TX 78757

Disability Rights Texas
Austin, TX 78758

Mothers Against Drunk Driving- Southeast Region
Houston, TX 77032

People Against Violent Crime
Austin, TX 78709

TASSA- Texas Association Against Sexual Assault
Austin, TX 78752

Texas Advocacy Project
Austin, TX 78704

Texas Attorney General, Crime Victim Services
Austin, TX 78701

Texas Council on Family Violence
Randall O. Sorrels Legal Clinics - South Texas College of Law

13003 San Jacinto  Houston, TX 77002
713-646-2992
http://www.stcl.edu

To provide students with hands-on opportunities to build and enhance their lawyering skills while developing a sense of professional identity and community responsibility.

Cities served: Houston

Counties served: Harris County

Who we serve: Domestic Violence Victims, Homeless, LGBT, Men, Minors, Seniors, Trafficking Victims, Veterans, Women

Legal Services:

Direct Services:
Advice and/or Brief Services, Representation, Administrative Hearings, Legal Clinics
LESSONS LEARNED

Don't assume that if you build it they will come.

Sharing is hard to do.

Managing expectations is half the battle.
To provide students with hands-on opportunities to build and enhance their lawyering skills while developing a sense of professional identity and community responsibility.
Recently Joined Partners

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<tr>
<th>USER</th>
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<tr>
<td>Nusrat Ameen</td>
<td>12/13/16 - 1:34pm</td>
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<tr>
<td>Sarah Bryan</td>
<td>11/03/16 - 2:56pm</td>
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<tr>
<td>Sarah Bryan</td>
<td>11/03/16 - 7:55am</td>
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<tr>
<td>Kimberly Ashworth</td>
<td>09/02/16 - 3:27pm</td>
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<td>John Doe</td>
<td>08/15/16 - 1:15pm</td>
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6 New Join Request(s)

Recently Edited

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<th>TYPE</th>
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<td>04/26/2017 - 4:45pm</td>
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<td>Partner</td>
<td>03/29/2017 - 1:52pm</td>
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<td>Partner</td>
<td>02/02/2017 - 8:42pm</td>
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<td>Boat People SOS - Houston</td>
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<td>Lone Star Legal Aid - Military and Veterans Unit</td>
<td>Partner</td>
<td>11/16/2016 - 5:48pm</td>
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Page Views in the last 30 days

Site Usage (last 30 days)

- Visits: 84 - 25.7%
- Unique Visitors: 70 - 22.2%
- Pages/Visit: 4.9 + 15.1%

Most Visited Pages (Popular Pages)

- Home page: 58
- Network Partner Information - Texas Crime Victim Legal Assistance Network: 32
- Log In - Texas Crime Victim Legal Assistance Network: 18
- Survivor Information - Texas Crime Victim Legal Assistance Network: 17
- Texas Crime Victim Legal Assistance Network - Texas Crime Victim Legal Assistance Network: 14
- Partner Referral Information - Texas Crime Victim Legal Assistance Network: 11
- How We Can Help - Texas Crime Victim Legal Assistance Network: 10
- Texas Crime Victim Legal Assistance Network: 9
- Partner Referral Information - Texas Crime Victim Legal Assistance Network: 8
- Texas Crime Victim Legal Assistance Network: 6

Referral Traffic Sources
LESSONS LEARNED
1) Don’t assume that if you build it they will come.
2) Sharing is hard to do.
3)
Managing expectations is half the battle.
PBOW

Idaho Pro Bono Opportunities Website

A Project of Idaho Legal Aid (ILAS)
&
Idaho Volunteer Lawyers Program (IVLP)

Funded by the Legal Services Corp. through a Pro Bono Innovation grant
THE NEED
IDAHO

83,797 Square Miles

44 Counties

37 rural counties

17 designated as “Frontier”
IDAHO

15%

Living below poverty level

First in the nation for highest percent earning minimum wage
IDAHO

0.71

Legal aid attorneys
For every 10,000 people
Close to 70% of civil cases in Idaho proceed pro se
Idaho Legal Needs Assessment found 775,000 households faced unmet civil needs.
THE PROBLEM

No culture of pro bono in Idaho

ILAS has seven statewide offices

IVLP also statewide, but based in Boise

No mandatory pro bono
THE PROBLEM

Attorneys wait to be approached

Impossible to maintain relationship with 3,700 active members of the bar

No way to time requests
THE SOLUTION

Pro Bono Opportunities Website

Cases from IVLP and ILAS
Make the time. Make a difference.
Find and volunteer for pro bono opportunities in Idaho.

Activate your account

Already activated account?

Log In

How it works

Activate your account
Search for opportunities
Receive alerts
Work on pro bono cases
Record Time
How It Works

This website will make it convenient for attorneys in Idaho to find and volunteer for pro bono opportunities. This is a free service.

Questions or comments? Use the Contact Us page or send an email to idahoprobono@isb.idaho.gov.

1. Activate Your Account

To use this website you must be licensed and in good standing with the Idaho State Bar (ISB). Enter the email address you have on file with ISB and your Idaho State Bar ID number. Accept the terms of use for this website and activate your account.

(Note: The following features will be available starting January 2017.)

2. Search for Pro Bono Opportunities

Once you have activated your account you can search for pro bono opportunities in Idaho by legal topic, populations served, and Idaho counties.

3. Receive Alerts

Set the type of pro bono opportunities you are interested in and you will receive email alerts when opportunities become available.

4. Volunteer for Pro Bono Opportunities

When you find an opportunity you are interested in do a conflict-check to make sure you can take on the case. If there is no conflict you can request the case.

5. Record Your Efforts

Once the case is assigned to you, you can work on the case and keep notes. After you have completed the case, record the outcome of the case and the time you spent on the case.
Resources

Effectively Representing the Veteran Client: Legal and Cultural Basics Webinar

View Webinar

You will not receive CLE credit from the ABA for viewing the recorded program. If you are licensed in a state that allows self-study CLE credit, you will have to apply directly to your state certification authority if you wish to receive CLE credit.

Select a recorded CLE and complete this rental agreement to receive and view for FREE in exchange for taking a pro bono assignment through PBOW.

Advancing Justice Through Legal Clinics

LENGTH: 1 hr. 27 min.

**AVAILABLE AT NO COST WITH ATTORNEY'S PLEDGE TO ACCEPT A CASE THROUGH THE IDAHO VOLUNTEER LAWYERS PROGRAM. For additional information or to receive an IVLP Pledge Form, contact Anna Almerico at aalmerico@isb.idaho.gov.**

Assisting Foreclosure Clients

LENGTH: 4 hrs. 43 min.

**AVAILABLE AT NO COST WITH ATTORNEY'S PLEDGE TO ACCEPT A CASE THROUGH THE IDAHO VOLUNTEER LAWYERS PROGRAM. For additional information or to receive an IVLP Pledge Form, contact Anna Almerico at aalmerico@isb.idaho.gov.**

Idaho Military Legal Alliance: Introduction to Simple Wills for Idaho Veterans

LENGTH: 1 hr. 42 min.

**AVAILABLE AT NO COST WITH ATTORNEY'S PLEDGE TO ACCEPT A CASE THROUGH THE IDAHO VOLUNTEER LAWYERS PROGRAM. For additional information or to receive an IVLP Pledge Form, contact Anna Almerico at aalmerico@isb.idaho.gov.**
Open Source Modular Framework Experience
User Roles

User
Attorneys seeking Pro Bono Opportunities (Cases)

Partner
Import cases into system

Staff
Import cases into system

Web Admin
Manage content, user
Interface Concept: List of Cases

WORKFLOW STATUS

FILTERABLE BY RELEVANT ATTRIBUTES

LIST OF CASES

SORTABLE
Interface Concept: Single Case

- Partner & Case Number
- Case Headline
- Description
- Zip Code
- Tags

- Dates & Status
- Notes

- Client Details
- Adverse Party Details
Interface Concept: Staff Dashboard

- Incoming Cases
- Available Cases
- Requested Cases
- Chart
- Metrics
Account Activation Workflow

1. Visitor checks Email + ID
2. Verification process
3. Required Fields: Email, Name, BarID/CMID
4. Assign Role
5. Account Activated

- Email Verifier
- BarID Data Updater
  - Upload new Dataset every 2-6 months
  - Check for accounts that need to be deactivated
  - Display report
  - Keep 1 previous version of dataset
- Google Authenticator
- Report Account Activated
TOUR
## Case Management

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<th>Partner</th>
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<th>Checks</th>
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<th>Source</th>
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<td>✔️ ✔️</td>
<td>1 month ago</td>
</tr>
</tbody>
</table>

Bulk Operations
- Approve Case
- Edit

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### Create Case

**Title**

**Case Description**

**Case Details**

**Case ID**

**Partner**

**Client**

- **Client Name**
- **Client Alias / Interested Party**

**Adverse Party**

- **Adverse Party Name**
- **Adverse Party Alias / Interested Party**

**Deadline**

### Tags

**Population**

- GLTO
- People with Disabilities
- Refugees/immigrants
- Seniors
- Survivors of Domestic Violence/ Sexual Assault/ Stalking/ Teen dating violence
- Veterans
- Youth at risk children

**Case Type**

- Advanced Directives/Powers of Attorney
- Bankruptcy/Foreclosure/Inolvency Advice
- Civil Protection Order
- Civil Rights, National CI
- Consumer Cases
- Debt Defense
- Disaster Relief
- Educational presentations (Schools)
- Employment/Wage claims/Unemployment claims
- Family Law (Divorce, custody)
- Foreclosure Assistance/Preeviction Lending Cases
- Guardian Ad Litem
- Guardianships (adults & CHIE)
- Missing Issues
- Identity Theft
- Immigration (crime victim and citizenship assistance)
- Legal Clinics
- Nonprofit Assistance
- Private tenancy/landlord
- Small Business Assistance
- Wills & Trusts (Limited assets)

**LSC Problem Code**

- 01 - CONSUMER/FAINANCE: Bankruptcy/Debtor Relief
- 02 - CONSUMER/FAINANCE: Collection (Including Repossession/Selfbility/Garnishment)
- 03 - CONSUMER/FAINANCE: Credit/Warranties
- 04 - CONSUMER/FAINANCE: Collection Practices/Debtor Harassment
- 05 - CONSUMER/FAINANCE: Predatory Lending Practices (Not Mortgage)
- 06 - CONSUMER/FAINANCE: Leases/Installment Purchase (Non-Collecting)
- 07 - CONSUMER/FAINANCE: Public Utilities
- 08 - CONSUMER/FAINANCE: Uniform and General Sales and Practices (Not Real Property)
- 09 - CONSUMER/FAINANCE: Other Consumer Finance
- 10 - EDUCATION: Attendance
- 11 - EDUCATION: Discipline (Including Expulsion and Suspension)
- 12 - EDUCATION: Special Education (Including Disabilities)
- 13 - EDUCATION: Access to Educational Resources
- 14 - EDUCATION: Vocational Education
- 15 - EDUCATION: Student Financial Aid
- 16 - EDUCATION: Other Education
- 17 - EMPLOYMENT: Employment Discrimination
- 19 - EMPLOYMENT: Other Employment
- 20 - EMPLOYMENT: Employment Discrimination
- 21 - EMPLOYMENT: Wage Claims and other FLSA/DOL, Labor Standards Act Issues
- 22 - EMPLOYMENT: Other Employment
- 23 - EMPLOYMENT: EEOC (Earned Income Tax Credit)
- 24 - EMPLOYMENT: Taxes (OSLC etc)
- 25 - EMPLOYMENT: Employee Rights
- 26 - EMPLOYMENT: Agricultural Worker Issues (Not Wage Claims/FLSA Issues)
- 27 - EMPLOYMENT: Other Employment
- 28 - EMPLOYMENT: Employment
- 29 - FAMILY: Adoption
- 30 - FAMILY: Custody/Relocation
- 31 - FAMILY: Divorce/Separation/Maintenance
- 32 - FAMILY: Adult Guardianship/Custodianship
- 33 - FAMILY: Adult Guardianship/Custodianship
- 34 - FAMILY: Name Change
- 35 - FAMILY: Parental Rights Termination
- 36 - FAMILY: Paternity
- 37 - FAMILY: Domestic Abuse
PBOW is Open Source

github.com/openadvocate/pbow
DLAW is Open Source

github.com/openadvocate/dlaw5
Collaborating to grow Drupal expertise within the legal services community and to build innovative new legal services projects with Drupal.
Web Solutions for Public Information Websites

Websites
Content Management for Public Information Websites

DLAW
Drupal Distribution

WriteClearly
Free Plain Language Authoring Tool

ReadClearly
Free Plain Language Glossary for Websites
WriteClearly
Free Plain Language Authoring Tool
openadvocate.org/writeclearly
About Us

What is The Legal Services Corporation of Delaware, Inc. (LSCD)?

- LSCD is a non-profit organization that offers legal advice and assistance to people who cannot afford a private attorney.
- LSCD works to give low-income individuals an opportunity to exercise the rights they have been granted by law. We are not a political or religious organization.
- LSCD handles only civil cases. We do not handle any criminal matters.

Who Does LSCD Help?

- LSCD helps people with low incomes and one of the problems covered by our services.
- The exact amount of income depends on the size of your family, but if you qualify for food stamps, welfare, or other public benefits, chances are that you will be eligible for our services.

What Kinds of Problems Will LSCD Help Me With?

LSCD Handles Many Different Kinds of Legal Problems.

- **Bankruptcy** Petitions and Advice
  - Chapters 7 & 13
- **Consumer Problems**
  - Repossessions
  - Deceptive Trade Acts & Practices
  - Fraud

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Suggestion Summary: Shorten long sentences. Replace polysyllable words where possible. Replace complex words with simpler alternatives.

The most valuable of all talents is that of never using two words when one will do. -- Thomas Jefferson
ReadClearly
Free Plain Language Legal Glossary
openadvocate.org/readclearly
juvenile court that handled the delinquency or child in need of services case.

When deciding whether to grant the petition, the juvenile court may review:

- The best interests of the child.
- The age of the person during the person's contact with the juvenile court or law enforcement agency.
- The nature of any allegations.
- Whether there was an informal adjustment or an adjudication.
- The disposition of the case.
- The manner in which the person participated in a case or action.
- The time during which the person has been without the supervision of a court or with any law enforcement agency.
- Whether the person acquired a criminal record.
- The person's current status.

If expungement is granted, the records may be destroyed or given to the person who requested expungment.
ReadClearly Glossaries

Basic English Legal Glossary (349)

Expanded Plain Language English Legal Glossary (1763)

Common Usage Spanish Legal Glossary (100)

Basic English Legal Glossary + Spanish Explanations (349)
New ReadClearly Feature

Expanded Spanish Glossary

(361 Terms)
New ReadClearly Feature

Custom Glossaries

github.com/openadvocate/readclearly
Openadvocate.org

@legalaidtech