Panelists

- Mark O’Brien, Pro Bono Net
- Liz Keith, Pro Bono Net
- Mia Schmid, Namati
- Tobias Eigen, Namati
Pro Bono Net’s programs

• Enable legal advocates to make a stronger impact
• Increase volunteer participation
• Empower the public with resources and self-help tools to address legal issues
Our approach

We believe transformative approaches are needed to address current justice gaps

• We develop and deploy technology to increase the field’s capacity across a continuum of interventions
• We partner with nonprofit legal aid, court, pro bono and community organizations in 40 US states
• We collaborate with non-legal actors to increase the scope of solutions available
• We use technology to deploy legal expertise/knowhow as element of social capital for community empowerment
• We focus on scalable approaches and partnerships
A continuum of legal services

**Legal Rights Education**
- Legal rights resources and FAQs
- Self-help forms and self-advocacy tools
- Assistance from a lay advocate

**Brief Services**
- Hotlines & brief advice
- Court self-help centers
- Legal clinics
- Limited scope assistance

**Extended Services**
- Mediation
- Full legal representation
- Strategic litigation and advocacy

*Less resource-intensive*  
*More resource-intensive*
Technology is enabling new models of legal service delivery and collaboration that can help to overcome barriers to justice:

- Inequitable access to information
- Fragmented or insufficient services
- Geographic isolation
- Language access
- Technology access and adoption
- Rapidly changing policy landscapes and legal frameworks
Examples of current uses of technology in the US to:

- Increase access to legal rights information, services and self-advocacy tools
- Empower community partners and lay advocates
- Strengthen cross-sector collaboration
- Collect and harness data to enhance services
Legal rights and self-advocacy tools

National Network of Statewide Legal Aid Websites
Legal rights and self-advocacy tools

- Legal FAQs and fact sheets
- Video and audio resources
- Referral listings for local providers
- Court information
- Online applications for legal aid services

probono.net
Legal rights and self-advocacy tools

LawHelp Interactive guided legal documents and court forms

Individual answers questions through an online, guided interview

A personalized document is created from the answers.

The answers can be saved online and reused.
Ecosystem to empower new justice actors

Navigators

Attorneys

Community Centers

Educators

Librarians

Social Service Providers

Churches & Parishes

Volunteers, ESL Teachers, Friends & Family

Healthcare

Immigrants

Community Centers

Educators

Librarians

Social Service Providers

Churches & Parishes

Volunteers, ESL Teachers, Friends & Family

Healthcare
The service must be

**SOCIAL**
- Enable easy H2H interactions
- To be easily shareable
- To generate ambassadors

**LOCAL**
- Have relevant content
- Distribution channels need to be local
- Enable a network effect (sharing, referrals)
- Reinforce local partner capacity

**MOBILE**
- Cross device
- Design for on-the-go use
- Be where audience is
Legal rights and self-advocacy tools

Pedro's Story

Pedro came to the U.S. in the 1990s. Pedro and his wife are undocumented, but they have built a life here. They've worked hard to support their family all these years. Their children were born in the U.S. and are in college or working now. His oldest daughter just turned 22.

Pedro may qualify for family-based immigration.

Pedro may qualify for family-based immigration because he has a U.S. citizen child who is at least 21 years old. U.S. citizens and green card holders (permanent residents) can apply for family members to get a green card. U.S. citizens who are 21 and older can apply for their parents, spouses, children, siblings, and brothers.

Eligibility for family-based immigration

- You may qualify to get a green card through a family member if:
  - You are married to a U.S. citizen or green card holder,
  - Your parent is a U.S. citizen, or
  - Your child, brother, or sister is at least 21 years old and is a U.S. citizen, or
  - Your parent has a green card and you are under 21 and not married.

More Information

Do you qualify to stay in the U.S.? Find the path that's right for you. Answer some simple questions to get started.

Immi.org

probono.net
Legal rights and self-advocacy tools
Legal rights and self-advocacy tools
Empowering community partners

Tools like LawHelpNY, LawHelp Interactive and Immi are used by court-based and community “navigators” to:

• Serve communities who may be difficult to reach through traditional on-site services
• Issue-spot and triage those currently facing a legal issue with assistance and resources to resolve it
• Expand the availability of preventative and holistic legal services through trusted community networks
Empowering community partners

**The Risk Detector**
Used by social workers and nurses with tablets to perform legal screenings for the homebound elderly

**3 legal areas:**
- Financial exploitation
- Housing
- Consumer Debt
Empowering community partners

* Checklist format to help social workers identify red flags
* Room for notes and observations
Empowering community partners

The Risk Detector

- “Expert system” calculates inputs and determines risk level
- A customized report is generated summarizing interview and re-capping key data points
- Report is automatically emailed to legal service organization for follow up
Empowering community partners
New York Family Offense Petition Program

- Allows trained advocates at 146 domestic violence organizations across New York State to help survivors of abuse complete and e-file their online petition from a safe, trusted location
- More than 7,000 petitions from 64 counties in New York were filed in 2016
- Powered by LawHelp Interactive
Strengthening cross-sector collaboration

Online communities and tools to strengthen legal advocacy, implementation and enforcement
Collecting and harnessing data

**Data collection for paralegals** – use of case forms specific to each program, data entered into cloud-based platform either by paralegals themselves or Namati staff.

Considerations and challenges:

- Bringing consistency to data collected across programs
- Use of online platform in internet scarce settings -- looking into offline functionality
- Single data archive -- searchable and visualization of data, creating data reports that are going back to program managers and paralegals
Collecting and harnessing data

Mobile data collection considerations:

• Access to internet for uploading case data (how frequently do paralegals have access to internet?)
• Cost of devices and database access
• Assessing the current limitation and whether or not proposed solution is the best answer to solve problem -- ex: taking a photo of case form
• Safety and security of devices -- need for backup devices
The Global Legal Empowerment Network

If you're helping people to know, use, and shape the law, you are one of us.

We are nearly 4000 individuals and 1000 organizations

- Share ideas and challenges with other members through online community discussions
- Attend in-person learning exchanges and the legal empowerment leadership course
- Join regional and global advocacy campaigns
- Access over 1,000 carefully curated resources

It's free and simple - join the movement for legal empowerment today!

https://namati.org/network  community@namati.org  twitter: @namatiglobal
Thank you!
Questions, comments, or experiences to share?
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