

Directions for completing this form: Place the title of your workshop in the space indicated, followed by the name and contact information for each of the presenters. Provide a brief description of your workshop by placing the cursor on the line below "Brief Description" and commence typing. To complete the "Topical Outline", place cursor next to each Roman numeral and begin typing. Then place the cursor next to the "a." to begin listing sub-topics. To list more than one sub-topic, push "Enter" and "b." should appear on the next line, and so on. Place the cursor on the line under "Notes" to begin providing your notes. To list bibliographic information, place the cursor next to "1." and start typing. Push "Enter" to move on to "2." and etc.

ABA/ NLADA 2008 Equal Justice Conference

Lawyers Outside the Box: Emerging Intake Systems

Judy Meadows

State Law Librarian of Montana
PO Box 203004
Helena, MT 59620
jmeadows@mt.gov
Phone: 406-444-3660
Fax: 406-444-3603
www.montanacourts.mt.gov/library

Liz Keith

National LawHelp.org Circuit Rider
Pro Bono Net
San Francisco, CA 94104
Phone: 415-394-7142
Fax: 415-394-7140
lkeith@provono.net

Rachel R. Medina

A2J Author Project Manager
Center for Access to Justice & Technology
Chicago-Kent College of Law
Chicago, Illinois
Phone: 312-906-5328
Fax: 312-906-5165
rmedina@kentlaw.edu

Debra M. Jennings

Managing Attorney, Legal Aid Line of Western Ohio
Advocates for Basic Legal Equality, Inc.
520 Madison Ave Ste 740
Toledo Ohio 43604
Phone: 419-255-0814
Fax: 419-776-0010
djennings@ablelaw.org

Brief Description: Intake and service delivery systems focusing on a customer-centered approach using new tools and collaborations to increase access to legal information and assistance.

Topical Outline:

- I. Introduction and Framework
 - a. The Challenge -What does the data tell us?

- II. What Customers/Clients Need and Where They Start
 - a. Libraries
 - b. Social Workers
 - c. Clerks of Courts and the Role of Mediators
 - d. Internet

- III. Creating New and Different Access Points
 - a. LSC Website Grants
 - b. Statewide Legal Aid Websites
 - c. Court Websites
 - d. Library Websites

- IV. New Tools and Techniques
 - a. Hotlines
 - b. Online Applications for Legal Aid Programs
 - c. A2J Interviews
 - d. LiveHelp
 - e. Video Conferencing

- V. Communication and Collaboration – One Good Idea Leads to Others
 - a. LiveHelp-Cross Jurisdictional Use and Replication
 - i. Cross State Assistance
 - b. A2J Everywhere
 - c. Courts and Legal Aid Programs

- VI. Results
 - a. Tackling the Challenges of Serving Diverse Urban and Rural Communities
 - b. Overcoming geographic, language, cultural & literacy barriers

Notes:

Bibliography & Website Links:

1. Legal Services National Technology Assistance Project (LSNTAP) resource library:
<http://www.lsntap.org/techlibrary>
2. SelfHelpSupport.org resource library:
<http://www.selfhelpsupport.org/library/>
3. LiveHelp Pilot Project Final Evaluation Report
By Richard Zorza
<http://www.probono.net/link.cfm?9421>
4. The Role of Technology in the Access Solution
(Paper Seven: Summit on the Future of Self-Represented Litigation, March,2005)
By Katherine alteneder, Michael Genz, Michael Hertz, Bonnie Hough,
Harry Jacobs, Glenn Rawdon
http://www.courts.state.ny.us/ip/justiceinitiatives/pdfs/conference_Materials/F_EnhancingServices_Tech/7-Technology.pdf
5. Meeting the Needs of Self-Represented Litigants: A Consumer-based Approach
Center for Access to Justice & Technology
Chicago-Kent College of Law
<http://a2j.kentlaw.edu/a2j/>
6. A2J Author
Center for Access to Justice & Technology
Chicago-Kent College of Law
<http://www.kentlaw.edu/cajt/A2JAuthor.html>
<http://www.a2jauthor.org/drupal/>