

Cell Phones intersecting with Hotlines, Intake Systems and Legal Services Delivery

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Brief Description:

National and local studies show increased usage of cell phones. This increase in usage is also being seen among low-income clients, some of whom use cell phones as their exclusive means of communication. This is a unique working session facilitated by experienced intake directors, managing attorneys and technology staff that will help attendees explore how cell phones are changing service delivery and some solutions and approaches.

Topical Outline:

- I. Introduction of Facilitators and Session Concept
 - a. This is a working session
 - b. Notes will be transcribed electronically and shared after the session
 - c. We want to hear from session attendees

- II. Statement of the problem
 - a. Current state of cell phone usage from research and studies
 - b. Usage increasing
 - c. Challenges for programs
 - i. How are you seeing cell phones impacting your service delivery?
 - ii. What are your concerns and areas of focus

- III. What are we doing to mitigate the problem? How well did that work?
 - a. Auto Call Back (IVR)
 - b. Open Source VOIP
 - c. Online/Web Apps Google Voice Call Me Widget/RingMe/Enterprise options?
 - d. Pine Tree Legal Assistance mobile web interface.
 - i. Automating service referrals through phone links
 - ii. PTLA usage rates and ROI
 - iii. Building mobile sites overview
 - e. Alternative Hotline Models e.g., callbacks rather than queues

- IV. Technology trends
 - a. NTAP work

- b. Existing technologies
 - c. Emerging technologies
- V. What's on the horizon
- a. Other tech tools
 - b. National Broadband Plan – goal of having every home connected with broadband by 2020, with specific benchmarks over the next 10 years. As we move towards universal connectivity, how does that impact helplines? (I think it means ultimately routing helpline users through the web to call centers.)
- VI. Wrap-up
- a. Resources
 - b. How to access notes from this session

Notes:

Bibliography & Website Links:

1. <http://lsntap.org/>
- 2.