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MEMORANDUM

TO: Connecticut Bar Foundation
FROM: Alexis H. Smith
RE: CTLawHelp Funding Request for 2021
DATE: September 17, 2020

Over the last year, New Haven Legal Assistance Association has continued to house CTLawHelp.org for the benefit of the entire legal aid network. Kate Frank, Web and Publications Manager, manages CTLawHelp, including monitoring the site and updating the content. Kate also is responsible for reviewing and revising the [self-help guides](#) found on the website.

Outreach and Collaborations

Kate is a member of the Judicial Branch's web advisory Board, which is comprised of members of the Branch. This group specifically addresses the Branch's website and how it can be most effective in providing pro se litigants with information. Kate also takes the lead on the CTLawHelp advisory board. Kate serves as a member of the Working Group on Libraries and Access to Justice, and presented the website in January at two meetings for the Reference and Instruction Roundtable through the Connecticut Library Consortium, at the New London and Bridgeport Public Libraries. Kate provided support to SLS so they could launch their new mobile-friendly online intake system. She also continues to refine the online triage system with the intention of reducing unnecessary traffic to the SLS hotline. Kate also started working with Legal Services Vermont, as a consultant, to assist them in developing their online videos and classrooms, which will serve as a resource for low-income people living in Vermont. Kate holds an expertise in this area, as she played a critical role in developing CTLawHelp's online classroom.

Looking Ahead to 2021

Kate will continue to work with legal aid attorneys and advocates to readily update the website, particularly as it relates to COVID-19 related legal issues. Kate is also collaborating with Statewide Legal Services to set up a text messaging system between clients and attorneys which will allow attorneys to log those communications in our case management system (legal files). This will be funded through Legal Services Corporation Technology Innovation Grant. Kate is also expected to continue her work on the self-help booklets. Kate consults with attorneys to ensure the booklets are legally accurate. She then confirms all booklets are in plain language, meeting the needs of our clients. Kate also continues to grow the traffic for CTLawHelp.org, and

is excited to see what innovations the legal community implements that can be used to enhance CTLawHelp.org, to help our communities during the health pandemic. Kate will be making technical updates to the pro bono website (www.ctprobono.org) and possibly content enhancements, if time permits.

Budgets and Request

We are requesting \$130,300.00 to support CTLawHelp for 2021. The attached budget details the expenses required to adequately support this work.

Thank you so much for your consideration of this application.

Sincerely,



Alexis H. Smith
Executive Director