This workshop was held at the 2017 Equal Justice Conference in Pittsburgh, Pennsylvania

Title:

How to Build Statewide Web-based Legal Services Networks

Presenters:

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We will present case studies of how three states are building statewide web-based networks to efficiently connect low income clients with suitable service providers and pro bono attorneys. The Idaho Pro Bono Opportunities, Texas Crime Victim Legal Assistance Network and Florida Pro Bono Matters initiatives projects may serve as a model for other states.
Roadmap

- Background
- Why
- How
- Who
- When

- Pilot
- Timeline
- Launching FL
- Challenges
- Successes
Background on FL Pro Bono

- Mandatory Pro Bono Reporting
- Florida Bar Foundation – IOTA program
- One Campaign was launched
- No statewide director of pro bono
- Pro Bono Department Created Sept 2015
- Hub and Connector
- Meet and Greet tour
Pro Bono Attorneys Want

• Training & mentorship

• Ability to choose cases

• Coordination across legal services organizations
Legal Services Organizations Need

- Increased pro bono time
- Large firm engagement
- Catalog of all pro bono organizations
Process for Foundation

- Create a pro bono ambassador team
  - Lawyers & Judges
- User-designed process to determine issue
  - Nothing about us is for us without us
- Find solutions
- Contract with legal tech company
<table>
<thead>
<tr>
<th>Case Study</th>
<th>Description</th>
<th>Interested?</th>
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</thead>
<tbody>
<tr>
<td><strong>Guatemalan TEEN Running From Gang Violence &amp; Abuse</strong></td>
<td>18-year-old escaped to the US as an unaccompanied minor. He's running from death threats and gang violence. Currently living with his mother in the US, he needs help getting asylum.</td>
<td></td>
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<tr>
<td><strong>TEEN Victim of Familial Abuse Seeks Asylum</strong></td>
<td>Honduran teen reunited with her mother and sister in the US, but lives under constant fear of deportation. She carries scars from the physical abuse of her childhood and seeks a new life here in the US.</td>
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<td><strong>Single FATHER faces eviction</strong></td>
<td>Widower with 3 children faces eviction from section 8 housing. He recently enrolled in a vocational training and now the state says he no longer qualifies even though he is still looking for employment.</td>
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<tr>
<td><strong>SURVIVOR of domestic abuse seeks full custody</strong></td>
<td>Mother of a teenage girl seeks full custody of her daughter. The father was abusive for over 10 years and client fears for her daughter if the father gets custody.</td>
<td></td>
</tr>
</tbody>
</table>

**Reference No:** 17-092034  
**Posted On:** 2017-02-08  
**Sponsor:** CABA Pro Bono Services  

**Reference No:** 17-092034  
**Posted On:** 2017-01-08  
**Sponsor:** CABA Pro Bono Services  

**Reference No:** 17-092034  
**Posted On:** 2017-02-22  
**Sponsor:** Americans for Immigrant Justice  

**Reference No:** 17-092034  
**Posted On:** 2017-02-22  
**Sponsor:** Legal Services of Greater Miami
Here’s How It Works:

1. Organizations add matters to FPBM
2. Pro bono attorneys submit interest forms
3. Organization gets an email with attorney’s information
4. Organization places case with attorney through their normal process
FBF Grantees

PULL:
Grantees add cases to FPBM through Legal Server’s Pro Bono Opportunity Module.

Non-FBF Grantees

PUSH:
Non-Grantees add cases by uploading an excel file to the Opportunity Manager.
Process for Volunteer Attorney

- Go to [Website] – Open 24/7
- Filter through location, program, and/or area of law
- Submit an interest form
- Organization will contact attorney
- Feedback form
Benefits

• Organizations can advertise their cases after hours

• Recruit new pro bono attorneys

• Consolidate recruitment efforts to one location

• Removes unnecessary steps in the process
Where would you pilot?
Miami
Timeline – Pilot

- Initial meeting September 2016
- Meeting to unveil prototype November 1
- Grantees begin onboarding January 2017
- Beta Test February 2-16, 2017
- Announce Pilot Launch February 23, 2017
- Other pro bono programs join through Opportunity Manager May 2017
Launch Tour

Orlando: June 13
Palm Beach: June 29
Tampa: August 24
Jacksonville: September 12
Tallahassee: September 14
Statewide Rollout

- Regional Onboarding & Training
- Each org will post their first case
- Pro Bono Reception
Challenges

- Change in behavior
- Customer Service
- Bringing inefficiencies to light
- Non-grantee pro bono programs are newer to us
- Getting attorneys to check the website regularly
- Enhancing website features as quickly as we would like
Successes

- User-designed
- Creation of new technology
- New technology working as anticipated
- Promotes partnerships with pro bono programs
- Legal Service Organizations are matching matters with new attorneys
- Legal Service Organizations are marketing cases more mindfully
Contact Us

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