

Pro Bono Net, Inc.

Overview of Achievements, 2016-2017

Pro Bono Net uses technology and collaboration as force multipliers for access to justice to assist low-income and vulnerable New Yorkers throughout the state who are facing civil legal issues. Our programs build the capacity of and enable other public interest legal organizations to make a stronger impact, increase volunteer lawyer participation, and provide the public with information and self-help tools to understand their rights and resolve legal issues on their own. During the grant period, Pro Bono Net supported thousands of volunteer attorneys throughout the state, dozens of legal aid and pro bono organizations, bar associations, as well as initiatives of the New York State Courts' Access to Justice Program, the New York State Office of New Americans and the New York State Office of Victims Services. We also provided technical support and consulting services to LawHelpNY while integrating LawHelpNY into the greater Pro Bono Net family, and expanded the use of LHI (LHI) to provide self-help resources to unrepresented litigants.

During this period, more than 167,223 court forms and legal documents were assembled in New York using LHI, representing many legal problems: child support, domestic violence, debt collection, foreclosures, evictions, divorce and more. Some forms were used to power remote service models. For example, trained advocates at shelters and DV agencies throughout the state used LHI to help survivors of domestic violence complete and remotely file a Family Offense Petition (Order for Protection). More than 23,774 FOPs were assembled for e-filing using this method over the past two years.

With IOLA support, the probono.net/ny family of websites was relaunched with a completely new design in April of 2017. The new design includes a significantly updated and mobile-friendly interface and other improvements to benefit our network of more than 30,000 legal aid advocates, pro bono attorneys, law students and other legal professionals, and to support Pro Bono Net's legal services partners who collaborate with us on probono.net/ny's resources for New York's justice community.

In the spring of 2016, we launched Closing the Gap (www.closingthegapny.org), in partnership with the Legal Aid Society of Northeastern New York, to increase the scope of pro bono assistance available in underserved communities of upstate and Western New York on housing and consumer issues. Closing the Gap links urban volunteer lawyers with rural clients through remote assistance technology and collaboration tools, including real time video, remote document sharing, and remote generation of pro se pleadings through Pro Bono Net's LHI Platform. We also launched full-scale public marketing of the new and significantly expanded Citizenshipworks platform in June 2016. With a DIY application and online and in-person legal support, Citizenshipworks offers a one-stop-shop for those looking to naturalize. We launched a Korean version of the Citizenshipworks mobile app in November 2016 to increase awareness of and reduce barriers to naturalization among Korean-speaking communities.



This Provider At a Glance

Population Served:	General Low Income Population
Area Served:	Statewide
Total Funding:	\$839,394
Total IOLA Grant:	\$105,000
Staffing - Full Time Equivalents	
Total Staff:	5.69
<i>Lawyers:</i>	1.90
<i>Paralegals:</i>	0.00
<i>Other Staff:</i>	3.79

Types of Services Provided

Direct Civil Legal Representation	
<i>Brief Services</i>	<input type="radio"/>
<i>Extended Services</i>	<input type="radio"/>
Hotlines and Other Phone-Based Services	<input type="radio"/>
Technology and Other Innovations	<input checked="" type="radio"/>
Community Legal Education	<input type="radio"/>
Pro Se Assistance	<input checked="" type="radio"/>
Collaborations With Other Service Providers	<input checked="" type="radio"/>

Other Services

Technology and Other Innovations

PBN's mission is centered on innovative uses of technology to increase access to justice and enhance access and quality of civil legal services. We are recognized national leaders in the use of technology to support novel collaborations with non-traditional justice partners, including public libraries, social services providers, community colleges and others. During this IOLA period, we supported the launch of new legal rights and self-advocacy resources on LawHelpNY.org and launched significantly enhanced versions of probono.net/ny, the Citizenshipworks platform and its companion mobile app, and the Debt and Eviction Navigator (now called the Legal Risk Detector). We also developed and launched the new Closing the Gap virtual legal services platform in partnership with the Legal Aid Society of Northeastern New York to expand the scope and quantity of pro bono assistance available in housing and consumer matters in rural and underserved areas.

The redesigned probono.net/ny provides an easily accessible, mobile-friendly online entry point for pro bono attorneys, connecting them with training, networking, and volunteer opportunities, as well as valuable libraries of practice resources. Nonprofit legal services organizations rely on the site to recruit, train, and communicate with volunteers.

As we move forward, Pro Bono Net is working to ensure sure all our resources are mobile compatible. This also means developing tools and apps that help attorneys and non-attorneys provide services easily in "on the go" situations using tablets or mobile devices. Examples of this include the Risk Detector, the Citizenshipworks mobile app, and the Navigator's Compass, a prototype app we co-developed with the Georgetown Law Students, Neota Logic, and the New York Courts Access to Justice program to equip non-attorney volunteers participating the court-based "navigator" programs with resources and information to assist litigants representing themselves in court.

Legal Services Other Than Direct Legal Representation

Pro Bono Net's programs and services play a critical role in providing some form of effective assistance for the 1 in 2 low-income clients that are currently turned away by direct providers due to lack of resources, or who require a different form of legal intervention, such as access to legal information or tools such as DIY forms to facilitate effective self-representation.

Through probono.net/ny, we connect volunteer attorneys to community legal education through webinars, newsletters, calendars of training events, and other resources. Our online legal libraries provide pro bono attorneys with tools to quickly acquaint themselves with unfamiliar areas of law. The site also gives legal services organizations a platform through which can promote

volunteer opportunities and equip volunteers with resources to provide high quality pro bono assistance. Through LawHelpNY.org, we provide individuals with know-your-rights resources, self-help tools, court information, and local referral information. LawHelpNY is also designed to provide rapid access to referral information for intake workers, hotline staff, and community organizations.

Pro Bono Net's LHI program allows low-income people without access to a lawyer to prepare their own legal forms online for free and gives overstretched attorneys a tool to improve their efficiency. Commonly used forms include those for consumer debt; family law, including child custody and support; and eviction defense and other landlord-tenant issues. LHI is also the backbone for many civil legal aid and court-based assistance programs in New York State and powers the New York Courts DIY forms program. LHI supports the award-winning Family Offense Petition program, which allows trained advocates at DV agencies in every county in New York to help litigants complete and e-file petitions to obtain orders of protection. In addition, the Civil Legal Advice and Resource Office (CLARO) uses LHI in consumer debt clinics to help pro bono attorneys more quickly and efficiently generate high quality documents for litigants. The online templates provide built-guidance for less experienced volunteers working outside of their area of expertise, and clinic volunteers can now serve clients more quickly—and thus serve many more people.

Closing the Gap increases the quantity and scope of pro bono delivery in housing and consumer cases in rural counties, where there is a substantial gap between the need for representation and its availability. By combining video consultations with volunteer attorneys with document assembly capability to support document review and generation of pro se pleadings, Closing the Gap offers services that otherwise would not exist for client eligible rural New Yorkers.

The Citizenshipworks platform also incorporates virtual review to expand the scope of legal assistance available. Legal permanent residents whom may be eligible for naturalization are able to complete their Form N-400 using the platform, and then be connected with an attorney via video (a feature built into Citizenshipworks) or phone, to review their form remotely. The platform is

Number of People Benefited by Legal Services Other Than Direct Legal Representation...

Total:	102,166 People
Community Legal Education and Pro Se Assistance:	12,448 People
Web Usage:	89,718 People

Other Services, *continued*

also used at in-person events, such as the Brooklyn Public Library workshops, to help individuals prepare their forms and then receive a free legal consultation from a trusted legal services provider co-hosting the event. This model has allowed non-profit legal services providers to connect with more applicants while continuing to provide high quality services to applicants at no cost. Citizenshipworks is available in English, Spanish and Chinese.

Collaborations With Other Service Providers

Collaboration is key to Pro Bono Net's approach. All of PBN's programs have been developed in collaboration with direct legal services and other justice partners, ensuring in a more coordinated and strategic allocation of resources, greater participation by volunteer attorneys and lay advocates, and shared technology investments that can readily be scaled and adopted statewide. Each of the eight practice areas on probono.net/ny was developed and is maintained with legal services organizations, pro bono programs and law firms. Among our most significant collaborations is a partnership with the City Bar Justice Center and The Legal Aid Society to administer the NYC Pro Bono Center. LHI's collaboration with the NYS Courts Access to Justice Program enables self-help forms to reach individuals in need through Court Clerks across the state. The Civil Legal Advice and Resource Office (CLARO) is a collaborative effort amongst civil legal service providers that utilizes Law Help Interactive to support pro bono volunteers at consumer debt clinics in all five boroughs. PBN partners with Legal Aid Society of Northeastern New York on Closing the Gap. We are also developing an online Consumer Triage in collaboration with Legal Assistance of Western New York, Legal Aid Society of Mid-New York, and Neighborhood Legal Services. In 2016, Pro Bono Net partnered with the Jewish Association Serving the Aging (JASA) to co-design the Legal Risk Detector, and we collaborated with the Center for Elder Law and Justice to adapt it for use in Erie County.

Pro Bono Net is also a founding member of the LawHelpNY Consortium, which includes eleven organizations dedicated to advancing innovative and collaboration approaches to legal education delivery and referral services. In addition, we are partnering with the New York State Office of Victims Services, Empire Justice Center and the Center for Human Services Research to develop an online Crime Victim Legal Network project. On immigration issues, Pro Bono Net partners with the Brooklyn Public Library and local New Americans Campaign partners to host monthly technology-based naturalization events using Citizenshipworks. New Americans Campaign local partners include Catholic Migration Services, CUNY Citizenship Now!, International Rescue Committee, Make the Road New York, Minkwon Center, NALEO Educational Fund and the Northern Manhattan Coalition for Immigrant Rights.

Backup or Support Services

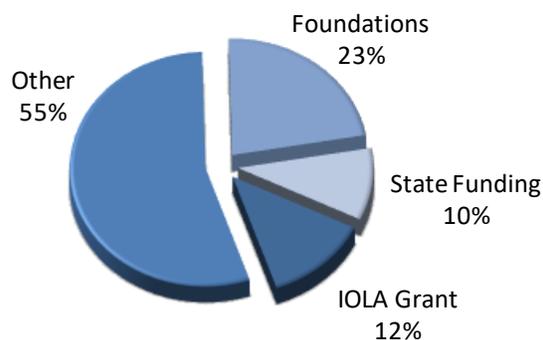
The technology infrastructure and support that Pro Bono Net provides for legal services and pro bono lawyers has a major impact on the capacity of other IOLA grantees to better serve clients in need. Last year, Pro Bono Net provided support services including direct technical assistance, training, and logistical support to more than a dozen IOLA grantees statewide that use practice areas on probono.net/ny to recruit, communicate with and train pro bono volunteers, and to better collaborate with other organizations providing similar services. We also provided training, technical assistance and capacity-building support to other service providers across the state using LHI, Citizenshipworks.org, Closing the Gap and the Risk Detector.

Pro Bono Volunteer Involvement

Probono.net/ny offers a range of tools that support and facilitate the work of pro bono volunteers. Pro bono attorneys use probono.net/ny's nine practice areas to find volunteer opportunities, training materials, a calendar of local training events, and other support services that make it easier to get involved. These tools also increase the

Sources of Funding

Total	\$839,394
IOLA Grant	\$105,000
Other	\$459,394
Foundations	\$190,000
State Funding	\$83,500



Other Services, *continued*

capacity of legal services providers to train and recruit volunteers, circulate available cases and communicate with their volunteers. Probono.net/ny has 33,777 members as of March 2017. Over the second year of the grant period, probono.net/ny added 508 pro bono attorneys and 120 law students as new members. Additionally, many of our special initiative projects like the NYC Consumer Debt Project and the Family Offense Petition project help our partners to engage and train new volunteers.

The redesigned NYC Pro Bono Center provides a one-stop entry point for New York City attorneys and law students who are new to pro bono and may be unsure of how to find a suitable pro bono matter and related training and materials. It also demonstrates appreciation for pro bono attorneys and stimulates interest in pro bono work through a “Featured Volunteers” section highlighted on both the Center as well as the larger probono.net/ny site, and via a monthly email newsletter that includes volunteer profiles, New York pro bono news, upcoming pro bono opportunities, and upcoming trainings and events. The site also features a large library of training videos, webinars, and practice resources to help pro bono

attorneys learn about areas of law with which they are unfamiliar, whilst the wider probono.net/ny network can provide more comprehensive and detailed practice resources to support them with their pro bono work. Also, each month, probono.net/ny sends out a newsletter with available trainings.

Pro Bono Statistics

During 2016-2017, the following volunteers provided services in our program:

• Other Volunteers:	4 Volunteers	612 Hours
----------------------------	--------------	-----------

Pro Bono Manager, Pro Bono Net’s pro bono practice management software service for large law firms, was re-launched this year has nine customers and the majority of them have a strong presence in New York City. Developed as an earned-income initiative in support of our long-term sustainability, Pro Bono Manager has proven to be an important vehicle for raising the capacity and ambitions of law-firm based pro bono programs and improving large firm pro bono management.